

Diamond Knowledge Test System

Introduction/Overview

This document is intended to initially outline the facilities of the software, and goes on to describe these functions in more detail, with screen prints showing example screens in use.

The system can be loaded onto a laptop(s), or onto a network, which will allow several drivers to take a test simultaneously. If the system is loaded onto the Council Network, the test could be taken on any PC in the Council. So, for example, if your Council has a One-Stop-Shop, a Reception Area (or similar), the test could be taken there.

Because the system randomly selects the questions, the tests will all be different, so it will not be possible for these drivers to “help” each other. The multiple-choice answers will also be randomised, so that the correct answer will not always be in the same position.

In brief, the system allows the user to :

- Record a bank of multiple-choice questions onto disc, and the system will randomly select a number of these and will display them to the candidate, allowing him/her to select the required answer, and then move on to the next question.
- At the end of the test, the system will automatically calculate the score achieved and will inform the candidate of the result.
- Optionally, a pass/fail certificate can be printed.
- The test will be logged onto the system, together with the questions posed and the answers given, and these can be printed should there be any query regarding the score.
- Additionally, reports can interrogate the tests over a range of dates, providing statistics.

And Now In More Detail

Setting up the Questions

There can be any number of categories of question. For example :

Signage
Highway Code
Policy & Law
Local Knowledge
Points of Interest
Routes
Pubs
Clubs
Hotels
Restaurants
etc.

Here are some examples of screens where the questions are set up :

Question Form

Question: What does this sign mean ?

File Name: C:\Diamond\Signs\Roadworks.jpg

Correct Answer: Roadworks

Wrong Answer (1): Elderly people crossing

(2): Tree cutting

(3): Pedestrian crossing Ahead

Question Category:

- ☒ Signage
- ☐ Highway code
- ☐ Policy/Law
- ☐ Local Knowledge
- ☐ Points of Interest



This is an example of a "Signage" question, showing the image, the correct answer and three wrong answers

Question Form

Question: What is the stopping distance for a vehicle travelling at 40mph?

File Name:

Correct Answer: 36 metres

Wrong Answer (1): 20 metres

(2): 45 metres

(3): 28 metres

Question Category:

- ☐ Signage
- ☒ Highway code
- ☐ Policy/Law
- ☐ Local Knowledge
- ☐ Points of Interest

This is an example of a "Highway Code" question

Question Form

Question: In which village is National Trust House "Claydon House"

Correct Answer: Lower Claydon

Wrong Answer (1): Upper Claydon

(2): Twyford

(3): Middle Claydon

Question Category:

- ☐ HC Compulsory Policy
- ☒ Buckingham Area
- ☐ PH Compulsory Policy
- ☐ Aylesbury Area
- ☐ Other Policy

This is an example of a "Local Knowledge" question

Question Form

Question: What is the maximum number of passengers a licensed vehicle can carry by law?

File Name:

Correct Answer: Eight

Wrong Answer (1): As many as can get in

(2): Six

(3): No limit

Question Category:

- ☒ Law
- ☐ Roads
- ☐ Premises

This is an example of a "Policy & Law" question

Question Form

Question: Which is the shortest route from Tesco's to Chatsworth Estate ?

Correct Answer: Forward Eastgate Road roundabout 1st exit Glenfrome Road, forward James Street, York Street, Sevier Street to roundabout. Left onto Sussex Place, traffic lights, right Ashley Road, forward to traffic lights, right Cheltenham Road, forward to traffic lights, left Zetland Road to mini roundabout, 3rd exit Redland Road. Forward to mini roundabout 1st exit Redland Hill to Westbury Road, left into one way system Blackboy Hill and right to traffic lights, forward Stoke Road to traffic lights, left into Chatsworth

Wrong Answer (1): Forward Eastgate Road, right onto Muller Road to roundabout junction 2 M32, 3rd exit Stapleton Road to traffic lights, right onto Stapleton Road to traffic lights. Left onto Easton Way to Lawrence Hill roundabout, 3rd exit Clarence Road. Forward West Street to Old Market roundabout, 3rd exit Bond Street (new road layout) to St James Barton roundabout, 2nd exit Marlborough Street. Forward Upper Maudlin Street, forward Perry Road and Park Row, forward Queens Road, the Triangle, Queens Road fork right

(2): Forward Eastgate Road roundabout 2nd exit Lower Road, next roundabout 1st exit into James Street. 4th left into High Street, around one-way system, exit into Tower Hill, 1st right into Sussex Place, traffic lights, filter right into Henry Avenue, past school, over flyover and onto Peters Road. Forward to mini roundabout 1st exit Redland Hill to Westbury Road, left into one way system Blackboy Hill and right to traffic lights, forward Stoke Road to traffic lights, left into Chatsworth

(3): Forward Eastgate Road, left onto Muller Road, forward over 2 sets of traffic lights then left onto Ralph Road, forward and right onto Ashley Down Road, forward to traffic lights and left Gloucester Road and right onto Longmead Avenue then left onto Kellway Avenue. Forward Coldharbour Road, traffic lights right onto Linden Road, left Northview to roundabout, 2nd exit Parrys Lane, left onto Saville Road, forward to traffic lights, forward into Chatsworth

Question Category:

- ☐ Districts - Districts
- ☐ Districts - Flats
- ☐ General - Clubs
- ☐ General - Pubs
- ☐ General - Hotels
- ☐ General - Offices
- ☐ General - Restaurants
- ☐ General - Pol
- ☒ Routes
- ☐ Outside Bristol

 Update

 Cancel

This is an example of a "Routes" question

You have complete control over the questions and answers posed, and as pubs change names, new housing developments are built, you can add, amend or delete questions as appropriate.

To enable you to load the initial questions, if you can create an Excel spreadsheet with the questions and answers (Question as column A, the correct answer as column B, and then three wrong answers as columns C, D & E), we can import these into the system at no charge.

Additionally, if you require traffic signs to be displayed, but do not have access to a scanner, we can provide these images at no charge.

Numbers of Questions to Pose and Pass Marks

The system can be configured to pose different numbers of questions from each category. In addition, and more importantly, the system can have different pass marks for the different categories, and an overall pass mark. Examples of these are :

The screenshot shows a 'Knowledge Configuration Form' window. It has fields for 'Pass Certificate' (Pass Cert.doc) and 'Fail Certificate' (Fail Cert.doc), each with a 'Browse' button. Below these are four categories: 'HC/PH' (20 questions), 'Signage' (8 questions), 'Pol/Law' (8 questions), and 'Knowledge' (14 questions). A 'Pass Mark' is set to 40. There are radio buttons for 'Print To' (Screen or Printer). A section for 'Use Timer for Tests?' includes a checked 'Set Time Limit' with a 'Time Allowed (Mins)' of 30, and an unchecked 'Set Reminder' with a 'Remind at (Mins left)' field. 'OK' and 'Cancel' buttons are at the bottom right.

This is an example of the simplest type, where a total of 50 questions are posed, and the candidate has to score at least 40 to pass.

With this particular example, a candidate could get all of the Policy/Law questions wrong, but still pass the test...

The screenshot shows a 'Knowledge Configuration Form' window. It has fields for 'Local File Folder' (c:\diamond\Data), 'Server File Folder' (L:\Taxi Knowledge Tests\2008-9), 'Pass Certificate' (Know Cert.doc) with a 'Browse' button, and an empty 'Data Source Path' field. Below these are three categories: 'Signage' (15 questions, 12 pass marks), 'Policy/Law' (5 questions, 5 pass marks), and 'Local Knowledge' (10 questions, 8 pass marks). There are radio buttons for 'Print To' (Screen or Printer). 'OK' and 'Cancel' buttons are at the bottom right.

This is another example of a system where a total of 40 questions are posed, but there are separate pass marks for each category.

Note in particular that 5 Policy/Law questions are posed, and the pass mark for this category is also 5, so that if any question in this category is answered incorrectly (regardless of the scores in the other categories), the candidate will fail...

Knowledge Configuration Form

HC Pass Certificate: HC_Pass.doc Browse

PH Pass Certificate: PH_Pass.doc Browse

Data-Source folder:

No Questions to Ask

Districts - Districts	5
Districts - Flats	3
General - Clubs	2
General - Pubs	2
General - Hotels	2
General - Offices	2
General - Restaurants	2
General - Pol	2
Routes	6
Outside Bristol	4

Pass Marks

	HC	PH
Districts	6	5
General	9	9
Routes	5	4
O/S Bristol	3	2
Overall	25	22

Print To

☐ Screen

☒ Printer

Use Timer for Tests ?

Set Time Limit ☒ Time Allowed (Mins)

Set Reminder ☒ Remind at (Mins left)

OK Cancel

This is another example of questions being posed in different categories, with different pass marks for each category, and if any pass mark is not achieved, the candidate will fail. Note that there are different pass marks depending on whether the candidate is taking a Hackney Carriage or Private Hire test. Note also that, while there are individual pass marks for each category, there is also an overall pass mark.

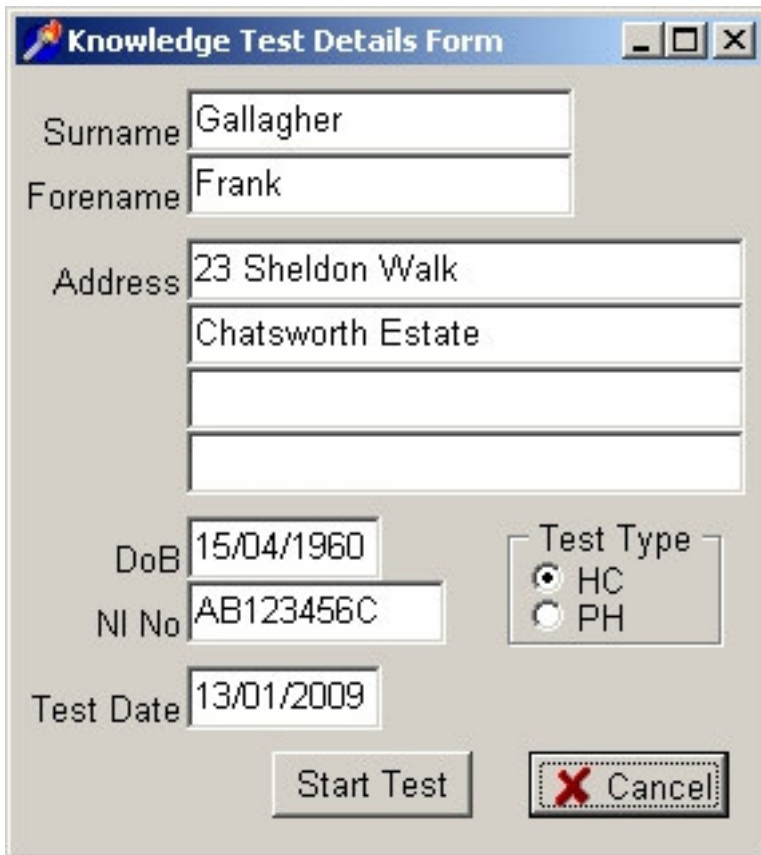
Also on this screen, there is the option to have a timer counting-down on the screen (from 20 minutes), and a reminder will kick-in when there are 15 minutes left

The system can be tailored to how you want to operate

Test Restrictions

When running tests, some users have limits on the number of times someone can take the test. For example, one user only allows a maximum of three tests in a six-month period, with at least two weeks between tests. Other users allow drivers to take as many tests as they want.

By entering the National Insurance Number, the system is able to check previous tests and determine whether the test can proceed.



A screenshot of a software window titled "Knowledge Test Details Form". The form contains several input fields and buttons. The fields are: Surname (Gallagher), Forename (Frank), Address (23 Sheldon Walk, Chatsworth Estate, followed by two empty lines), DoB (15/04/1960), NI No (AB123456C), Test Date (13/01/2009), and Test Type (radio buttons for HC and PH, with HC selected). At the bottom are two buttons: "Start Test" and "Cancel" (with a red X icon).

Surname	Gallagher
Forename	Frank
Address	23 Sheldon Walk Chatsworth Estate
DoB	15/04/1960
NI No	AB123456C
Test Date	13/01/2009
Test Type	☒ HC ☐ PH
Start Test Cancel	

This is an example of the information entered prior to the test starting.

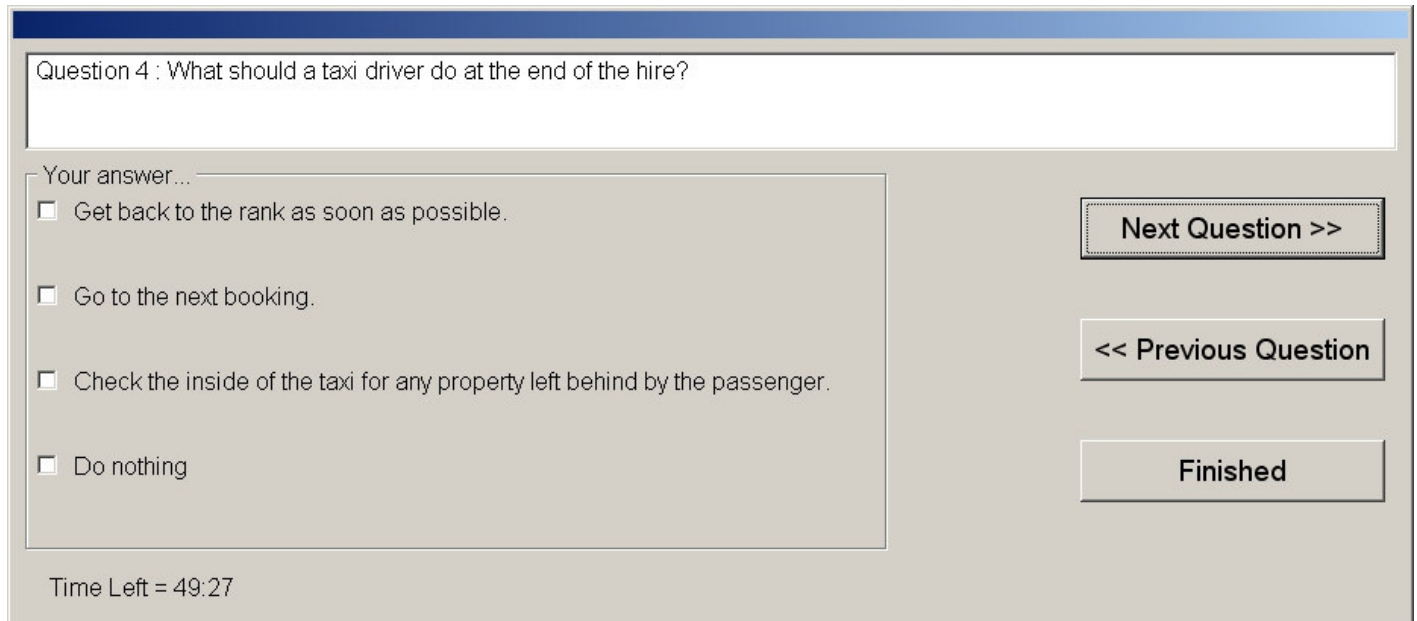
Note the National Insurance Number, which the system can (optionally) use to check how many tests this person has taken, and when the last test was taken.

Note also the option to take either a HC or PH test, with different questions being posed.

Taking a Test

As the test is started, the system will randomly select the questions from the categories, and then as the questions are presented to the candidate, the order of the answers will also be randomised, so that the correct answer will not always be in the same place.

As a question is presented, the candidate will be able to click on the appropriate answer, and then click on the “Next Question” button to show the next question. At any time the candidate can skip through the questions using the “Next” and “Previous” buttons.



Question 4 : What should a taxi driver do at the end of the hire?

Your answer...

- ☐ Get back to the rank as soon as possible.
- ☐ Go to the next booking.
- ☐ Check the inside of the taxi for any property left behind by the passenger.
- ☐ Do nothing

Time Left = 49:27

Next Question >>

<< Previous Question

Finished

This is an example of how the questions are posed to the candidate. To answer a question, the candidate just needs to click on the answer, which will change colour to show that it has been selected, and then click the “Next Question” button to proceed. Note the timer running, showing the candidate how much time is left.



Question 6 : What does this sign mean?

Your answer...

- ☐ Playground
- ☐ No overtaking
- ☐ School Crossing Patrol
- ☐ No entry



Next Question >>

<< Previous Question

Finished

This is another example of how the questions are posed

Using a Timer

The system can incorporate a timer, so that the candidate has a limited amount of time to complete the test. Once the time expires, the test will automatically terminate and the score will be calculated, regardless of what the candidate was doing. Optionally, a reminder can be given once a certain amount of time remains.

End of Test

Once the test terminates, either by the candidate clicking the “Finished” button, or the Timer expires, the system will automatically calculate the score based on the answers given, and will (optionally) inform the candidate of the result. Again optionally, the system can automatically print a pass/fail certificate.

The test details will be recorded onto disc, and the questions/answers will also be logged so that, in the event of any query, the questions posed and the answers given can be displayed and/or printed.

Reporting

Analyses can be provided over a range of dates, showing the number and types of tests taken, together with the number passed/failed.

How Much

The cost of tailoring a system to your particular requirements (similar to the examples given above) would be a one-off charge of £2,000. In addition, there is an annual 15% licence fee/software maintenance charge which allows you to run the software on any number of machines, and covers bug-fixes and updates as required. Note that all prices quoted exclude VAT.

The initial load of questions can be made free of charge provided the questions are recorded into an Excel spreadsheet (or similar), where the question is in column A, the correct answer in column B, and the wrong answers in columns C, D & E.

More Information

If this has whetted your appetite, we are happy to arrange a no-obligation demonstration at your offices to show you the system(s), and how some users have tailored the basic system to their own particular requirements.

Contact us at :

Tel: 01885 490 480

Email: licensing@diamondpeople.co.uk

<http://www.diamondpeople.co.uk>