

BVRLA Vehicle Rental Operator Skills Assessment

Frequently Asked Questions

What knowledge and experience do I need for the exams?

Anyone with six months rental experience or longer should be able to pass the exams because the exams are based on your daily rental work.

Where are the exams held?

All exams will be held online.

How can I revise for the exams?

- Download the exam syllabus from the BVRLA website. This contains the rules and regulations of the exams and the topics covered in the exams, paper by paper. Plan most of your revision around this information.
- Read the revision sheet (attached to this document)
- Download BVRLA fact sheets. These cover many of the subjects that arise in daily rental. Some of the relevant ones are also stated on the revision sheets. These can be viewed on the BVRLA website under 'Advice'.
- The BVRLA also produces a bi-monthly magazine, BVRLA News, which may be of use. Visit the BVRLA News page to read the latest copy.
- Use the internet, read publications and talk to colleagues to gain more knowledge on daily rental topics.

When are the results announced?

Results are announced up to eight weeks after the date of the exam. The top-scoring candidates will receive recognition from the BVRLA on their success and level of expertise.

Sitting the exam

Don't let working full time and taking exams become too stressful. Use our revision sheets to help you pick up some useful information, as well as a guide to what the syllabus will demand of you in the exam.

A Common Sense Approach

Lessen the pressure by starting your revision early! The exam is industry specific. It covers a wide range of topics that you will come into contact with on a daily basis. It aims to test candidates' knowledge and understanding of 'best practice' within the business. However, it will not necessarily be a perfect fit with

how your company requires you to work. You should try to answer the questions from the industry perspective.

The Syllabus

If you do not already have access to the exam syllabus, download this from our website. Think about possible questions and how you might answer them. You may find it useful to list the facts and processes that are essential to particular subjects and check if there are gaps in your knowledge and then work on these areas.

Understanding the Exam

You will be faced with a multiple-choice exam which follows set rules. There will be a set number of questions that you need to answer in a given time frame. Each question will be followed by four possible answers. You will have to read all the answers and then decide which one is the correct answer. Then you must mark the exam paper as stated in the instructions to show that this is your chosen answer.

The rules for the exams are as follows:

- Each question shows FOUR possible answers (lettered a, b, c, and d).
- Only ONE is correct.
- For any questions you find difficult, use your knowledge to eliminate less likely choices one by one.
- You do not have marks taken off for the wrong answers.
- There is NO set pattern of how many times a, b, c or d comes up as correct answers.
- Attempt all questions, if you find a question difficult, leave it and return to it later.
- A calculator is allowed to be used for some of the papers.

Exam Technique

Developing a good technique will help you to be in control of the situation without exam nerves.

- Read the front sheet of the exam paper carefully so that you understand the rules and instructions.
- One way to ensure that you do not run out of time is to calculate how much time you need per question and then allow yourself some extra time at the end to check your answers. To calculate

the time per question, divide the amount of time you decide you need by the number of questions. For example: the exam lasts 60 minutes and there are 60 questions.

- When tackling any question make sure you read the information carefully. It may ask you to calculate more than one sum, or make more judgements than the first reading will make you aware of.

- The more questions you attempt the more questions you are likely to get right and you will score better overall.

Revision Materials:

The BVRLA produces a series of numbered fact sheets which provide legal and best practice information and other useful publications. They can all be found on the BVRLA website under the 'Members Only' section. Username and password required for this access can be requested using the contact details at the bottom of this sheet, if required.

Relevant fact sheets and guides are provided [here](#) on the BVRLA website.