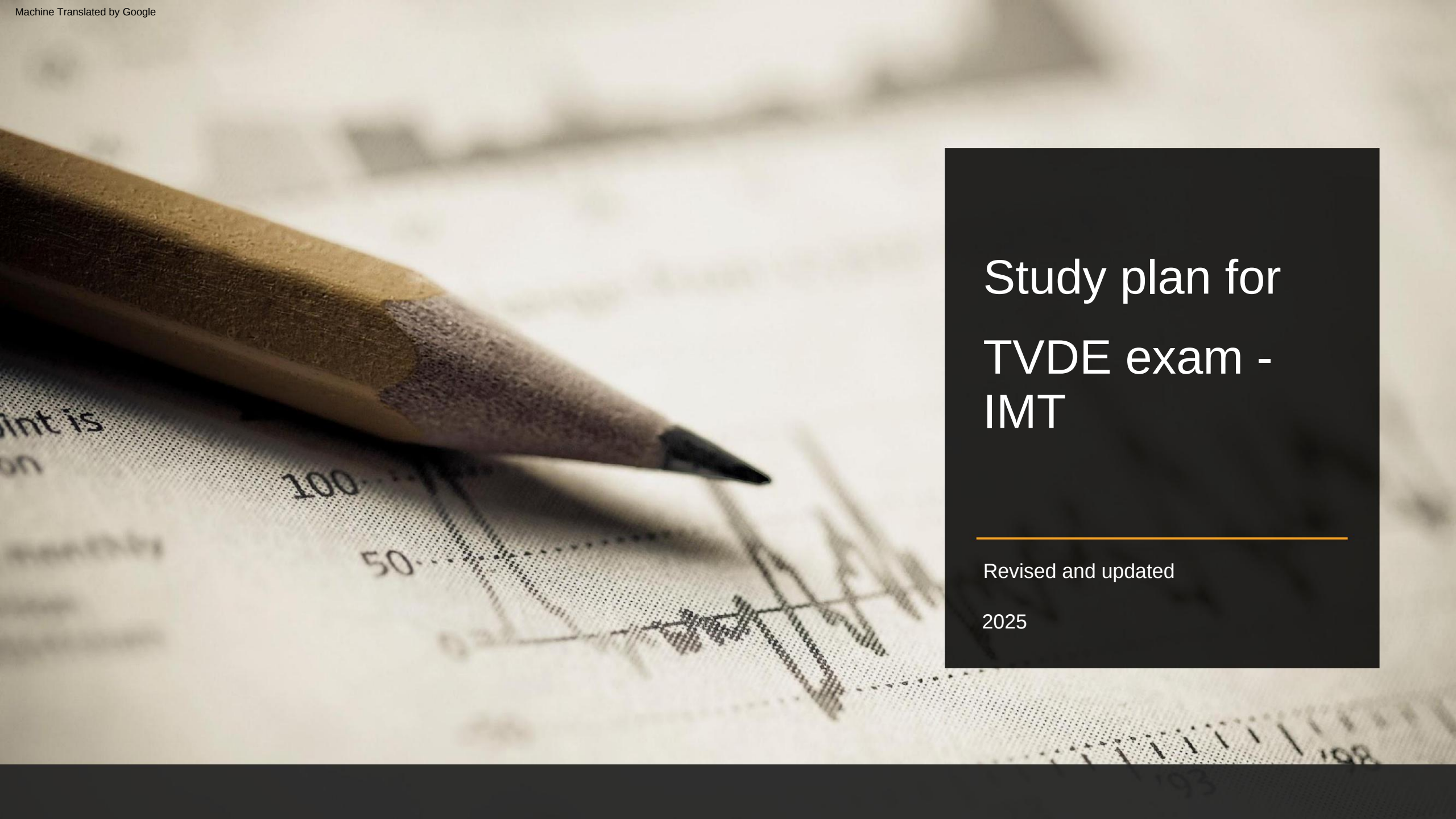




Study plan for TVDE exam - IMT

Revised and updated

2025

Study and preparation spreadsheet for the **TVDE** exam - IMT

Dear candidate,

This document contains the questions and answers to help you succeed in the **TVDE** exam at IMT.

We recommend that you study and understand this document for the success of your **TVDE** training and the enhancement of your professional career.

Let's do it right and let's professionalize this rapidly growing career in our country.

Best wishes for your studies and success in this new endeavor.

TOPICS:

TOPIC 1	TOPIC 2	TOPIC 3	TOPIC 4
Law No. 45/2018 and its application - Legislation	Road safety and first aid	Interpersonal relationships	Traffic rules, signage and violations

Practical tips:

- Read the questions and answers carefully.
- Be guided by what you studied and learned in your training.
- Don't rush into things, and if in doubt, follow your first impulse.
- Answers on the last page of the presentation

Question #1

WE CALL FEEDBACK TO:

- A. The person's response or reaction to the message.**
- B. THE BEGINNING OF A CONVERSATION**
- C. THE WAY WE USE TONE OF VOICE**

Question #2

When is it permitted to overtake on the right?

- A. WHEN THE VEHICLE IN FRONT IS MOVING SLOWLY
- B. WHEN THE VEHICLE IN FRONT SIGNALS THAT IT IS GOING TO TURN LEFT
- C. IN ANY SITUATION

Question #3

When can we say that communication is successful?

- A. WHEN YOU SPEAK TOO FAST**
- B. WHEN THE MESSAGE IS UNDERSTOOD**
- C. WHEN NO ONE ANSWERS**

Question #4

How should a ride-hailing driver behave?

A. AGGRESSIVE

B. PASSIVE

C. ASSERTIVE

Question #5

**When overtaking a bicycle, you must maintain a minimum distance.
SIDE?**

- A. Yes, 1.5 meters**
- B. YES, 1 METER**
- C. NO**

Question #6

How important is tone of voice in communication?

- A. HELPS TO CONVEY THE MESSAGE CLEARLY**
- B. MAKES IT DIFFICULT TO UNDERSTAND THE MESSAGE**

Question #7

A driver is behaving professionally when:

- A. He is hasty and impatient while driving.
- B. IGNORES PASSENGERS' REQUESTS**
- C. He is polite, respects passengers, and attends to their needs.

Question #8

In roundabouts, you may drive in the rightmost lane.

- A. ONLY FOR EXIT ON THE FIRST EXIT
- B. ALWAYS, REGARDLESS OF THE OUTPUT

Question #9

The driver must signal when exiting a roundabout.

- A. As you approach the exit
- B. NO NEED TO SIGNAL
- C. ONLY IF THERE IS HEAVY TRAFFIC

Question #10

What is the maximum speed allowed for a car within a Location?

- A. 50 km/h**
- B. 60 km/h**
- C. 90 km/h**

Question #11

Who should go first at an intersection without traffic lights?

- A. THE FASTEST VEHICLE**
- B. The vehicle traveling on the left.**
- C. THE VEHICLE TRAVELING ON THE RIGHT**

Question #12

The sign indicates:



- A. Pedestrian Crossing
- B. THE EXISTENCE OF A TUNNEL
- C. ENTRY INTO A PARKING LOT

Question #13

The sign indicates:



- A. AUTHORIZED PARKING
- B. No Parking
- C. STOPPING ALLOWED ONLY

Question #14

When I see this sign, can I drive at 50 km/h?



- A. YES, BECAUSE VERTICAL SIGNAGE ALLOWS IT.
- B. YES, BECAUSE WITHIN TOWNS THIS IS THE MINIMUM MANDATORY SPEED.
- C. YES, BECAUSE THE PAVEMENT IS IN GOOD CONDITION

Question #15

WHEN A PAWN CROSSES AT A PAWN PASSAGE, THE DRIVER MUST:

- A. Reduce speed, but continue**
- B. Accelerate to pass before the pedestrian.**
- C. STOP AND LET THE PEDESTRIAN CROSS**

Question #16

When driving at night, the driver must:

- A. Reduce speed only on curves.**
- B. KEEP THE MAXIMUM VOLUME ON IN ALL SITUATIONS**
- C. SEE AND BE SEEN BY USING LIGHTS CORRECTLY**

Question #17

What to do in foggy conditions.

- A. USE FOG LIGHTS AND ADJUST SPEED**
- B. INCREASE SPEED TO LEAVE THE FOGGY AREA**
- C. KEEP THE LIGHTS OFF TO SAVE ENERGY**

Question #18

Who is responsible for overseeing compliance with the regulations (Law No. 45/2018) in the TVDE service?

- A. GNR & IMT**
- B. GNR & PSP**
- C. PSP, GNR & IMT**

Question #19

Can ride-hailing drivers pick up passengers directly on public roads without using an online platform?

AH YES

B. NO

Question #20

What does eco-driving mean?

- A. USE ONLY ELECTRIC VEHICLES
- B. DRIVE EFFICIENTLY , REDUCING FUEL CONSUMPTION
AND POLLUTION
- C. MAINTAIN MAXIMUM SPEED TO REACH YOUR DESTINATION QUICKLY

Question #21

What does maintaining a safe distance mean?

- A. ENSURE THE MINIMUM DISTANCE BETWEEN VEHICLES, IN ORDER TO AVOID ACCIDENTS**
- B. BEING TOO CLOSE TO THE VEHICLE IN FRONT**

Question #22

**TVDE drivers must have completed a training course.
Initial 50-hour work week for those who want to perform the job.**

A. TRUE

B. FALSE

Question #23

The TVDE service can only be contracted through an electronic platform.

A. TRUE

B. FALSE

Question #24

Can vehicles used in ride-hailing services have foreign license plates, provided they are authorized by the IMT (Portuguese Institute for Mobility and Transport)?

AH YES

B. NO

Question #25

When should you wear a retroreflective vest?

- A. Whenever you exit the vehicle to signal or repair**
- B. ONLY IN LOCATIONS WITH LOW VISIBILITY**
- C. ONLY ON BUSY ROADS**

Question #26

What should you do first when you first come into contact with an accident victim?

- A. CHECK IF THERE IS A PULSE AND IF THERE IS A PULSATION
- B. REMOVE THE VICTIM FROM THE VEHICLE IMMEDIATELY
- C. LOOK FOR VISIBLE INJURIES

Question #27

IN CASE OF AN ACCIDENT WITH YOUR VEHICLE, YOU MUST:

- A. Exiting the vehicle quickly without warning other drivers.**
- B. ENSURE THE SAFETY OF THE AREA, PLACE SIGNS AND CALL 112**
- C. RESOLVE THE SITUATION ALONE, WITHOUT ASKING FOR HELP**

Question #28

IN CASE OF BURNS YOU SHOULD:

- A. Wash the affected area with hot water.**
- B. PUNCTURE THE EXISTING BUBBLES**
- C. AVOID TOUCHING THE BURNED AREA DIRECTLY.**

Question #29

**To properly mark the location of an accident, the driver
HE MUST:**

- A. Turn on the hazard lights, put on the reflective vest, and place the hazard warning triangle.**
- B. LEAVING THE SCENE OF THE ACCIDENT**

Question #30

To highlight one of the characteristics of children, as pawns, is their unpredictability.

A. CORRECT

B. WRONG

Question #31

What is the maximum speed in a coexistence zone?

- A. 20 km/h
- B. 30 km/h
- C. 50 km/h



Question #32

In case of a breakdown, how far from the vehicle should the warning triangle be placed?

- A. AT 20 METERS TO BE SEEN AT 80 METERS**
- B. AT 30 METERS TO BE SEEN AT 100 METERS**
- C. AT 40 METERS TO BE SEEN AT 150 METERS**

Question #33

The license to carry out the TVDE activity is granted.

FOR A LICENSE, WHOSE FIRST ISSUANCE HAS A MAXIMUM VALIDITY OF:

- A. 6 YEARS, RENEWABLE FOR ANOTHER 3 YEARS
- B. 8 YEARS, RENEWABLE FOR A FURTHER 4 YEARS
- C. 10 YEARS, RENEWABLE FOR A FURTHER 5 YEARS

Question #34

How many years is a TVDE driver's certificate valid for?

- A. 4 YEARS
- B. 5 YEARS
- C. 6 YEARS

Question #35

What type of lighting should we use when driving through a tunnel?

- A. MINIMUMS**
- B. ROAD LIGHTS**
- C. DIP LIGHTS**
- D. There is no obligation to turn on the lights.**

Question #36

In the hierarchy of prescriptions, who is at the top of the pyramid?

- A. TRAFFIC REGULATORS**
- B. Variable Message Signage Panels**
- C. TEMPORARY SIGNAGE**

Question #37

What to do with a used fire extinguisher?

- A. DISPOSE OF IN THE YELLOW RECYCLING BIN
- B. DISPOSE OF IT AT A RECYCLING CENTER
- C. RETURN TO MANUFACTURER WHEN PURCHASING A NEW ONE

Question #38

In the TVDE (Transport Vehicle with Driver) activity, what type of fire extinguisher is mandatory?

- A. 2 kg Dry Chemical ABC Powder Fire Extinguisher
- B. 3 KG DENPOWDER DRY CHEMICAL FIRE EXTINGUISHER TYPE ABCD
- C. A fire extinguisher is not mandatory in a TVDE vehicle.

Question #39

From the year of its registration, what is the validity period of a vehicle for TVDE (Transport of Passengers in Light Vehicles) activity?

- A. 5 YEARS**
- B. 7 YEARS**
- C. 10 YEARS**

Question #40

**An ambulance on an emergency run has priority to
Entering a highway?**

- A. YES, AS LONG AS YOU SIGNAL YOUR INTENTION**
- B. YES, ALWAYS**
- C. NO**

Question #41

Can ride-hailing drivers use bus lanes?

A. YES, ALWAYS.

B. NO

Question #42

Under what circumstances can I use the "bus" lane?

- A. PROPERLY SIGNALING WITH THE RIGHT SHIFT INDICATOR AND IMMEDIATELY BEFORE THE INTENDED DEPARTURE**
- B. Whenever you want**
- C. WHEN OTHER ROADS ARE VERY CONgestED WITH TRAFFIC**

Question #43

A TVDE driver can pick up passengers in a
Bus stop?

AH YES

B. YES, PROVIDED YOU DO IT QUICKLY

C. NO, NEVER

Question #44

When can I use fog lights?

- A. Whenever you want because it looks good.**
- B. Whenever there is fog.**
- C. Whenever night falls**

Question #45

TVDE drivers cannot operate the vehicle for more than:

- A. 8 HOURS IN A 24-HOUR PERIOD**
- B. 10 HOURS IN A 24-HOUR PERIOD**
- C. 12 HOURS IN A 24-HOUR PERIOD**

Question #46

Vehicles with foreign license plates can operate in Portugal.

How to use TVDE?

AH YES

B. NO

C. YES, IF THE DRIVER HAS A VALID LICENSE

Question #47

How long should I rest after driving?

- A. 30-MINUTE REST BREAK EVERY 3.5 HOURS OF WORK**
- B. 40-MINUTE REST BREAK EVERY 4 HOURS OF WORK**
- C. 45-MINUTE REST BREAK EVERY 4.5 HOURS OF WORK**

Question #48

Is it permitted to provide TVDE services outside of an electronic platform?

AH YES

B. YES, PROVIDED THE PASSENGER REQUESTS A SERVICE VERBALLY.

C. NO

Question #49

Can a taxi driver provide ride-hailing services?

DWARF

B. YES

C. YES, IT IS POSSIBLE, PROVIDED IT IS REGISTERED ON AN ELECTRONIC PLATFORM.

Question #50

**Training is required for license renewal.
TVDE driver?**

AH YES

B. NO

Question #51

What is the maximum occupancy for TVDE vehicles?

- A. 5 INCLUDING THE DRIVER**
- B. 8 INCLUDING THE DRIVER**
- C. 9 INCLUDING THE DRIVER**

Question #52

The Lateral Safety Position (PLS) is used in one of these situations:

- A. In a victim who shows signs of drowsiness, fainting, or due to
A way to prevent choking from vomiting or airway obstruction.
AIRLINES:**
- B. WHEN THE VICTIM COMPLAINS OF SEVERE PAIN**
- C. WHEN THE VICTIM HAS A FRACTURE IN ONE OF THEIR SHOULDERS**
- D. Whenever the victim suffers from heatstroke.**

Question #53

In emergency situations, the basic principles of first aid are PAS. What does PAS mean?

- A. PROTECT, WAIT, SECURITY
- B. STOP, WARN, HELP
- C. PREVENT, WARN, HELP
- D. PRIORITY, SUPPORT, HELP

Question #54

In the presence of the sign, I must:



- A. ADVANCE, BECAUSE I HAVE SENIORITY
- B. STOP MANDATORILY AND PROCEED WHEN POSSIBLE
- C. STOP ONLY IF NO VEHICLES ARE COMING

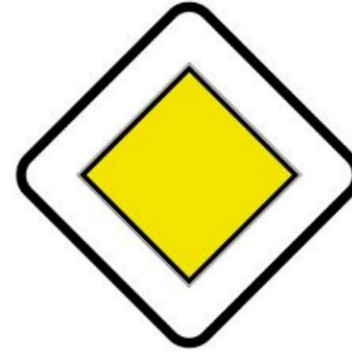
Question #55

The maximum permitted blood alcohol level for drivers with
The registration for Group 2 is:

- A. 0.2 g/l
- B. 0.5 g/l
- C. 1 g/l

Question #56

In light of this sign, I understand that:



- A. I MUST GIVE UP PERIODICITY IN ALL THE INTERCESSIONS WITH WHICH I GO ENCOUNTER**
- B. THAT I HAVE PRIORITY IN ALL THE INTERCESSIONS WITH WHICH I GO ENCOUNTER**

Question #57

Can I reverse direction on a pedestrian crossing?

- A. YES, WHENEVER NECESSARY**
- B. YES, AS LONG AS IT IS DONE QUICKLY**
- C. NO, NEVER**

Question #58

As a ride-hailing driver, can I pick up passengers in a...
BUS STOP

- A. YES, ALWAYS**
- B. NO, NEVER**
- C. YES, AS LONG AS THE COLLECTION POINT IS AT THE "BUS" STOP**

Question #59

As a ride-hailing driver, can I transport a family of four plus an infant in a five-seater vehicle?

- A. YES, AS LONG AS EVERYONE IS WEARING A SEATBELT.**
- B. NO, BECAUSE IT EXCEEDS THE MAXIMUM CAPACITY OF THE VEHICLE.**
- C. YES, AS LONG AS IT'S A SHORT TRIP**

Question #60

**When transporting a passenger with a guide dog, can I refuse the...
ANIMAL TRANSPORT?**

- A. NO, I AM NOT REQUIRED TO TRANSPORT THE GUIDE DOG**
- B. YES, WHENEVER YOU WANT**

Question #61

At the base of the traffic sign hierarchy we have:

- A. AGENT OF AUTHORITY**
- B. TEMPORARY INFORMATION PANEL**
- C. VERTICAL SIGNAGE**
- D. ROAD MARKINGS**

Question #62

In the presence of the sign, I know that:

- A. I AM APPROACHING AN INTERSECTION
- B. I AM APPROACHING A JUNCTION
- C. I APPROACH A ROUNDABOUT



Question #63

What does the acronym TVDE stand for?



- A. “INDIVIDUAL PASSENGER TRANSPORT IN VEHICLES
"DECHARACTERIZED FROM ELECTRONIC PLATFORM"
- B. “TRANSPORT IN EMERGENCY VEHICLES”
- C. “TRANSPORT IN UNMARKED VEHICLES”

Question #64

Is a TVDE driver's license obtained in mainland Portugal valid in the Autonomous Region of Madeira?

AH YES

B. NO

Question #65

In the presence of the sign, I must:



- A. To grant priority to all vehicles I encounter.
- B. GIVE PRIORITY TO VEHICLES APPROACHING FROM THE RIGHT
- C. TO GRANT PERIOD OF TRAVEL TO VEHICLES THAT PRESENT THEMSELVES LEFT

Question #66

To obtain a TVDE driver's card, I need to:

- A. HOLDING A DRIVER'S LICENSE FOR MORE THAN 2 YEARS FOR THE CATEGORY B WITH THE OPENING OF GROUP 2**
- B. HOLD A DRIVER'S LICENSE FOR CATEGORY B FOR MORE THAN 3 YEARS WITH THE ADDITION OF GROUP 2**
- C. HOLDING A DRIVER'S LICENSE FOR MORE THAN 4 YEARS FOR THE CATEGORY B WITH THE OPENING OF GROUP 2**

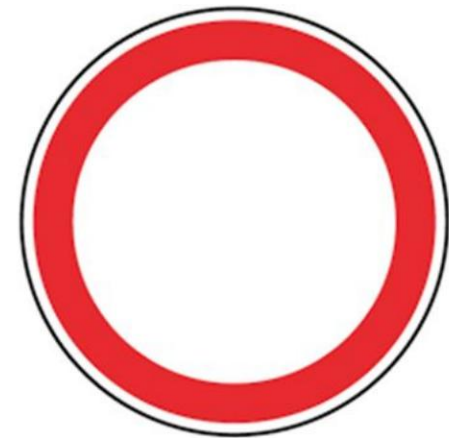
Question #67

The proceeds from the fines are used for:

- A. 60% to the State; 20% to the IMT; 20% to the supervisory entity B. 50% to the State; 25% to the IMT; 25% to the supervisory entity C. 40% to the State; 30% to the IMT; 30% to the supervisory entity

Question #68

When I see this sign, I know that the traffic is:



- A. HEAVY VEHICLES PROHIBITED
- B. PROHIBITED FOR LIGHT VEHICLES
- C. PROHIBITED TO ALL VEHICLES

Question #69

The law governing TVDE activity is:

- A. LAW nº45/2018 OF AUGUST 10
- B. LAW nº46/2018 OF AUGUST 10
- C. LAW nº47/2018 OF AUGUST 10

Question #70

Can a deaf-mute driver work as a ride-hailing driver?

AH YES

B. NO

Question #71

Updating criminal records on electronic platforms is
Made to order?

- A. 2 MONTHS
- B. 3 MONTHS
- C. 4 MONTHS

Question #72

What is the minimum age to attend the initial TVDE training course?

- A. 18 YEARS OLD**
- B. 20 YEARS**
- C. 21 YEARS OLD**

Question #73

The driver must:

- A. BE FRIENDLY AND SHOW AN UNDERSTANDING ATTITUDE**
- B. EASE OF COMMUNICATION AND CORDIALITY**
- C. KNOWING HOW TO LISTEN AND DEMONSTRATING EASE IN CONTACT AND INTERPERSONAL RELATIONSHIPS**
- D. ALL OF THE ABOVE ANSWERS ARE CORRECT**

Question #74

The driver should have the following personal characteristics:

- A. The sense of independence in relation to the company/partner
- B. PRESERVE THE VEHICLE'S IMAGE THROUGH CLEANLINESS AND ADEQUACY OF EQUIPMENT
- C. COMPLY WITH COMPANY RULES ONLY WHEN INSIDE OF THE VEHICLE
- D. GET TO KNOW YOUR FELLOW DRIVERS WELL

Question #75

The driver should have the following personal characteristics:

- A. TO BE UNDERSTOOD AND TO FEEL IMPORTANT
- B. FEELING SAFE AND INFORMED
- C. FEELING UNIQUE
- D. ALL OF THE ABOVE ANSWERS ARE CORRECT

Question #76

The driver should not have the following characteristics:

- A. ABILITY TO ANTICIPATE EVENTS, TO SEEK**
Later, more suitable solutions will be found to solve the problem.
- B. ATTITUDE OF PASSIVITY IN TERMS OF BEHAVIOR TOWARDS THEIR OWN
VARIOUS INTERLOCUTORS**
- C. SUITABILITY AND RESPONSIBILITY IN ORDER TO ENSURE RESPECT FOR
SAFETY STANDARDS FOR PROPERTY AND PEOPLE**
- D. Emotional stability and maintaining assertive communication**

Question #77

The elements of the communication process are:

- A. SENDER-MESSAGE-RECEIVER
- B. TRANSMITTER-CHANNEL-RECEIVER
- C. MESSAGE-CHANNEL-NOISE-RECEIVER
- D. SENDER-MESSAGE-CHANNEL-RECEIVER

Question #78

We can identify four communication styles in interpersonal relationships. What are they?

- A. ASSERTIVE-AGGRESSIVE-PRUDENT-MANIPULATIVE
- B. AGGRESSIVE-SYMPATHETIC-PASSIVE-MANIPULATIVE
- C. ASSERTIVE-AGGRESSIVE-MANIPULATIVE-PASSIVE
- D. NONE OF THE ABOVE ARE CORRECT

Question #79

One of the problems inherent in the communication process lies in
The fact that the receiver attributes a different meaning to the message than
IT WAS GIVEN BY THE ISSUER:

- A. TRUE
- B. FALSE
- C. IT WILL ONLY BE A PROBLEM AT THE LEVEL OF VERBAL COMMUNICATION
- D. IT WILL ONLY BE A PROBLEM AT THE LEVEL OF NON-VERBAL COMMUNICATION.

Question #80

In communication, one of the most common mistakes when we speak is:

- A. Correct Physical Posture
- B. LOOK AT THE GROUND
- C. MASTERY OF THE SUBJECT
- D. ASSERTIVENESS

Question #81

When providing a ride-hailing service, I must:

- A. BE ATTENTIVE AND SHOW INITIATIVE
- B. To be polite, kind, and bid farewell to the client cordially.
- C. SOLVING PROBLEMS
- D. ALL OF THE ABOVE ANSWERS ARE CORRECT

Question #82

When faced with a customer complaint, I must:

- A. To repeat what we heard and achieve recognition and presentation.
SORRY**
- B. ACCEPT THE CUSTOMER'S FEELINGS (ANGER, FRUSTRATION, DISAPPOINTMENT), EXPLAIN WHAT YOU
WILL DO TO RESOLVE THE SITUATION, AND THANK THE CUSTOMER FOR RAISING THE PROBLEM.**
- C. LISTEN CAREFULLY TO WHAT THE CUSTOMER SAYS**
- D. ALL OF THE ABOVE ANSWERS ARE CORRECT**

Question #83

During a trip I should:

- A. DRIVE AS FAST AS POSSIBLE EVEN IF IT MEANS PUTTING THE SAFETY AT RISK**
- B. TALKING ABOUT SENSITIVE TOPICS SUCH AS POLITICS, RELIGION, AND SEXUALITY**
- C. ALLOWING ALL TYPES OF ABUSE TO PLEASE THE CUSTOMER**
- D. To provide a pleasant trip away from sources of discord.
AND CONTROVERSY**

Question #84

During a trip and in a traffic jam
I MUST:

- A. Reassure customers and respect traffic rules.
- B. TO GO AGAINST THE FUTURE IF NECESSARY TO PLEASE THE CUSTOMERS

Question #85

During a ride-hailing trip, I came across a driver...
ABUSIVE AND DISRESPECTFUL I MUST:

- A. ANSWER IN THE SAME WAY**
- B. HONK AND IF NECESSARY EXIT THE VEHICLE**
- C. To remain attentive, avoid conflict, and keep the client as comfortable as possible.**

Question #86

Proper vehicle maintenance by the driver includes:

- A. A DRIVER'S DUTY
- B. DISRESPECTING THE DRIVER CLASS
- C. WASTING TIME SINCE CUSTOMERS DON'T CARE ABOUT VEHICLE MAINTENANCE

Question #87

One type of passive behavior is:

- A. MAKING DECISIONS ALONE**
- B. Feeling blocked and paralyzed when presented with a problem to solve.**
- C. Imposing your decisions on others**
- D. Manipulating others**

Question #88

The quality provided by the TVDE driver serves to:

- A. INCREASE CUSTOMER DISSATISFACTION**
- B. INCREASE THE NUMBER OF COMPLAINTS**
- C. REDUCE CUSTOMER SATISFACTION**
- D. To give customers confidence and satisfaction.**

Question #89

For ride-hailing customers, the visible face of the company is:

- A. THE MANAGER**
- B. THE DRIVER**
- C. THE MECHANIC**
- D. THE PARTNER**

Question #90

A ride-hailing driver should see a client as a friend.

A. YES, ALWAYS

**B. NO, I MUST NOT CONFUSE THE PROFESSIONAL ASPECT WITH LIFE.
GUYS**

Question #91

The maintenance of a TVDE vehicle should be done as follows:

- A. A WHEN RECOMMENDED BY THE MANUFACTURER**
- B. I CAN PERFORM MAINTENANCE UP TO 5,000 KM AFTER WHAT IT WAS PREVIOUSLY. SUPPOSED**
- C. I CAN PERFORM MAINTENANCE UP TO 10,000 KM AFTER WHAT IT WAS PREVIOUSLY. SUPPOSED**

Results

1.A 10.A 19.B 28.C 37.C 46.B 55.A 64.B 73.D 82.D 91.A

2.B 11.C 20.B 29.A 38.A 47.C 56.B 65.A 74.B 83.D

3.B 12.B 21.A 30.A 39.B 48.C 57.C 66.B 75.D 84.A

4.C 13.A 22.A 31.A 40.C 49.C 58.B 67.A 76.B 85.C

5.A 14.A 23.A 32.B 41.B 50.A 59.B 68.C 77.D 86.A

6.A 15.C 24.B 33.C 42.A 51.C 60.A 69.A 78.C 87.B

7.C 16.C 25.A 34.B 43.C 52.A 61.D 70.A 79.A 88.D

8.A 17.A 26.A 35.C 44.B 53.C 62.C 71.B 80.B 89.B

9.A 18.C 27.B 36.A 45.B 54.B 63.A 72.C 81.D 90.B