



KNOWLEDGE TEST GUIDANCE

PLEASE READ BEFORE BOOKING AND ATTENDING THE TEST

1. Guidance

What does the test involve?

You will be tested on your knowledge of the Highway Code, the Council's licensing conditions (the Hackney Carriage and Private Hire Licensing Policy, Charnwood Hackney Carriage Byelaws), together with customer care and basic numeracy.

The Knowledge test is split into two sections.

1. The **verbal test** consists of 6 questions on the Highway Code – you are required to correctly answer 3 questions (50%) to pass this section.
2. The **written test** is split into three sections, **Customer Care, Law** and **Geographical**. There are 18 questions, 6 in each section. You need to pass 3 questions (50%) in **each** section to pass

The written test questions are a mixture of multiple choice, True and False Questions and written answers.

Customer Care

You will need to show that you understand the level of customer care that the Council expects you to deliver. Think about how you would like you or your family to be treated when they are a customer in a Charnwood Borough Council licensed Private Hire or Hackney vehicle.

Law

You will need to show that you have a good understanding of the Council's [Hackney Carriage and Private Hire Licensing policy](#) and the [Charnwood Borough Council - Bye-Laws Hackney Carriages](#).

Geographical

You will need to show that you know your way around the whole Borough of Charnwood, surrounding areas and places of public interest.

How is the test taken?

The test is held on a face-to-face one-to-one basis, within an interview room at the Council Office's, Southfield Road, Loughborough with a Licensing Enforcement Officer.

How to prepare for the Test?

No mobile telephones are allowed in the test. You will be asked to turn off your mobile at the beginning of the test and hand it to the Licensing Enforcement Officer monitoring the test, for safe keeping. Your mobile will be returned to you after the test.

No Street/road maps or other devices such as satellite navigation systems are permitted to be used during the test.

To assist in **preparation** for the test, you are advised to study.

- The New Highway Code (published April 2022)
- The Council's Hackney Carriage and Private Hire Licensing Policy
- Street guides for the Charnwood Borough Area (e.g. use Google).
- Basic numeracy
- The Knowledge Test Guidance (that includes Best Practice/Advisory Notes)
- Charnwood Borough Council – Bye-Laws Hackney Carriages.
- Maps can be studied to aid with your knowledge test, but be aware that the test may include questions on new roads or premises that are not shown

When answering the multiple-choice questions, to avoid confusion and it being marked as incorrect, please ensure you clearly circle your answer as shown in the example below.

- a) Shepshed
- b) Loughborough
- c) Hathern

If you mark an answer in error, please strike through the incorrect answer, and circle the correct answer, as the example shown below.

- a) Shepshed
- b) Loughborough
- c) Hathern

If it is not clear what your intended answer is or the question is left blank, it will be marked as a failure.

Example Questions

1. How long does a combined drivers licence last?
 - a. 3 years
 - b. 1 year
 - c. 5 years
2. The Police are responsible for the regulation and administration of licensing issues in the Borough of Charnwood.
 - a. True
 - b. False

On what street/road is The Priory, Loughborough located (answer shown in bold):

Nanpantan Road

3. When travelling from Barrow upon Soar to Cossington, which village do you pass through?

- a) Sileby
- b) Ratcliffe on the Wreake
- c) Birstall

4. What route would you take from Loughborough Crematorium, Leicester Road Loughborough to get to The Green Mountsorrel? (Answer shown in bold)

A6 Leicester Road, Loughborough Road (Quorn) High Street, Leicester Road, Loughborough Road (Mountsorrel) Market Place, Leicester Road

2. Best Practice/Advisory Notes to help with the Knowledge Test.

The information below will help you to answer potential contained within Charnwood Borough Councils Knowledge Test.

Private hire vehicles must be booked via an operator. A private hire vehicle driver is not allowed to use his radio to book a customer a private hire vehicle. All bookings must go through the operator base and be made by the actual person wishing to hire the private hire vehicle.

Should you lose or misplace your hackney carriage/private hire driver's licence or your vehicle licence you need to report the loss to the Council's Licensing Section immediately and purchase a replacement.

Before an application for the grant of a new driver's licence will be considered the applicant must provide a current original (less than 3 months old) Enhanced DBS Disclosure Certificate, issued specifically for Charnwood Borough Council.

The Council will accept criminal record checks from other organisational bodies, such as Leicester City, provided they are the original Enhanced and it is less than three months old and has been processed in relation to the child and adult workforce employment position (as specified on the disclosure).

All new and renewing Drivers **MUST** enrol on the DBS UPDATE service and give the authorised consent to the Licensing section at Charnwood Borough Council.

All licensed drivers are required to maintain continuous registration with the DBS update service to enable the licensing authority to routinely check for new information every 6 months. Drivers that do not subscribe to the update service will be subject to completing a new DBS and a check every 6 months.

You cannot carry more passengers in the vehicle than the number specified on your vehicle licence plate and licence.

Before starting work a driver should check that the vehicle, he/she is driving is safe, tyres, lights, seats, general maintenance, oil, windscreen wipers, wash fluid and that the vehicle is carrying all the required items under the Hackney Carriage/Private hire vehicle policy.

The driver should also check that he/she has both his/her hackney Carriage/private hire driver's licence badges with him/her and that he/she always wears one whilst working and displays the second on the dashboard of the vehicle.

A hackney carriage cannot charge more than the metered fare for a journey within the borough irrespective of how that was arranged (rank, hailed or pre-booked)

Before the start of a hiring for a journey which ends outside the district agreement can be made to pay an amount which is more than the metered fare but if no agreement is made only the metered fare can be charged.

Hackney carriage drivers, can when working, offer a discount on the metered fare (within or outside the district) if it is less than the hackney tariff set by Charnwood Borough Council.

Only a Charnwood licensed hackney carriage/private hire vehicle driver can drive Charnwood licensed vehicle.

All signs on the hackney carriage/private hire must be self-adhesive.

No magnetic signs are acceptable. Magnetic door signs may be used on an exempt vehicle. Magnetic door signs may be used on a temporary lease car licensed by Charnwood Borough Council, provided that the Council has given prior written approval.

As the driver of the vehicle, you are responsible for securing a wheelchair passenger in a licensed vehicle.

Customer Care

When carrying a disabled passenger, one of the most important things to do, is talk to your passenger to find out if any assistance is needed and if yes, provide it to the best of your ability.

If another motorist cuts across your path forcing you to brake, whilst carrying a passenger, the first action you should take is check that your passenger is safe and all right.

If a passenger requests a receipt you should write on the receipt, name of business, date, fare, where to and from and your signature as driver before handing it to them.

You should not carry a wheelchair in a hackney carriage vehicle sideways. 'Medical Devices Agency' states wheelchair users should not travel with the wheelchair sideways.

When you have a wheelchair passenger on board your licensed vehicle you should drive smoothly and progressively, avoiding sharp cornering, hard braking, and sudden acceleration.

If you are requested to pick up a person from their home, on arrival, you should go to their door, as they may have hearing difficulties, mobility problems or be elderly and require your assistance.

If you arrive at your next pick up and you see that the passenger is in a wheelchair, which won't fit in your vehicle, you need to explain the situation to the passenger, contact your operator and request that a larger vehicle be sent as soon as possible. If a suitable vehicle is not available, the operator will need to contact another operator and see if they have a suitable vehicle available.

You have taken your passenger by the most direct route to their destination and when you request the fare, the passenger states that they think you have overcharged them. You must assure the passenger that this is the correct fare by showing them the meter, ask for the fare to be paid and provide them with contact details of your operator and licensing authority should they wish to complain.

You have a booking in the next 10 minutes from a home address and due to heavy traffic, you are likely to be late. You should contact your operator and advise them that you are possibly going to be late and request they contact the customer and advise them of the facts.

Your next pick up is from a customer's house. You arrive at the house, and it is in darkness and looks empty, what should you do? You should park the vehicle, go to the house, and knock and wait for an answer.

You arrive at your pickup to discover that there are 5 passengers whilst your vehicle is only licensed for 4, what should you do? You should explain the situation to your passengers that your vehicle is only licensed for 4 and offer to call for a larger vehicle or a second vehicle from your operator. Contact your operator and explain the situation to them.

3. How to Book?

Once you have studied, and feel you are ready to book the test, please email licensing@charnwood.gov.uk and include your address and telephone contact number.

Please do not telephone to make a test booking.

On receipt of your email, a member of the Licensing Team will contact **you**, by telephone, to confirm the time and date of your knowledge test booking, which number test it is, e.g., 1st, 2nd or 3rd attempt, and take the relevant payment.

Should an applicant have a disability and require reasonable adjustments, they are asked to make Licensing aware when booking the test. Where an applicant has requested reasonable adjustments, the adjustment made must be relative to the applicant's disability.

Applicants will need to make FULL payment for the test at time of booking. Once payment has been received an email receipt will be sent to you along with the Right to Licence Form, written instructions as to how to attend the Council to take the Knowledge test, and the documentation that you **MUST** bring with you.

There is no refund for non-attendance or cancellation with less than 24 hours' notice.

Cancellation – should you need to cancel, please email licensing@charnwood.gov.uk within sufficient time.

What do I need to bring to the test?

You need to bring your

- a) **DVLA LICENCE** to every test you sit.
- b) **Right to Licence Form** to the **first** test only, along with any original identification documentation or Share Code to be verified and checked.

Failure to bring both the above will result in you having to rebook and make the appropriate payment.

The test will take approximately two hours from start to finish, including the time to check photographic ID and verify your Right to Licence documentation or Share Code. Please ensure you consider time of parking on arrival.

Results

Each applicant has **three** opportunities to pass both tests.

Should you not pass after three attempts at both tests, you **will be required** to wait at least 12 months (from the date of the most recent failure) before being permitted to re-sit the Knowledge Test.

You will receive your results for both verbal and written tests within 5 working days of the date of your test.

You **MUST** successfully pass both the verbal and written tests at the same time to be able to move onto step 2 of your application. Failure of either section will result in you having to re book the test. Remember you have three attempts.

If I pass?

Once an applicant passes both the verbal and written section of the Knowledge Test, they will receive a pass certificate, valid for 2 years from the date of the test. This will be posted to you along with the application pack.

If I Fail?

You are required to pass the verbal and written knowledge test before moving onto STEP 2 of the application process 'Requirements of Application'.

If **you do not** pass the Knowledge test **you cannot** continue your application at this time and must rebook your knowledge test.

We recommend before re-booking that you take some time to study, as you are restricted to 3 attempts in total, and then must wait at least 12 months before reapplying.

You are required to re-sit both the verbal and written paper at all three attempts.

Feedback can be provided by emailing licensing@charnwood.gov.uk.