

## 5.103. KNOWLEDGE TESTS

5.104. The licensing authority notes that –

- (a) taxi fares are usually related to the time and distance travelled and it is therefore appropriate to ensure that licensed drivers know the shortest and/or most expeditious route(s) to avoid unnecessarily high fares being charged to the customer (i.e. consumer protection);
- (b) licensed hackney carriage drivers providing services to the general public do not generally have the opportunity to check the details of a route before starting; whereas, hackney carriages are usually directly available for hire at ranks or on the street, the drivers of private hire vehicles may receive concurrent bookings through their operator (e.g. via radio, computer, mobile communications device or similar); and
- (c) private hire vehicles are not able to be hailed nor are they immediately available for hire it is recognised that private hire drivers can plan journeys in advance and need not be expected to have the same level as knowledge as a hackney carriage driver. It is also acknowledged that many drivers who are not licensed by Runnymede but are licensed with neighbouring authorities can do work predominately in Runnymede having had no local knowledge test and will take directions purely from a satnav.

5.105. It is the policy of the licensing authority to ensure that those who provide a hackney carriage service to the general public have a good working knowledge of the area in which they are licensed and of the law and local policy and procedures in relation to Hackney carriages. The licensing authority will therefore require all first-time applicants to pass a test of knowledge on the law and local policy and procedures. together with a geographical knowledge test of local streets and topography.

5.106. In relation to private hire drivers, it is the policy of the licensing authority to ensure that those who provide a private hire service to the general public have a good working knowledge of the law and local policy and procedures in relation to private hire vehicles. The licensing authority will require all first-time applicants to pass a test of knowledge on the law and local policy and procedures together with a geographical knowledge test of prominent local landmarks and places of note.

## 5.107. Stringency of tests of knowledge

5.108. By way of ensuring that these tests do not comprise an unnecessarily high obstacle or barrier of entry into the trade, the licensing authority will seek to keep the tests under review and ensure that the stringency of each test reflects law and local policy and procedures in relation to hackney carriage and private hire vehicles and the complexity or otherwise of local geography and highway infrastructure.

5.109. The Council will ensure that its knowledge tests are conducted in accordance with its knowledge test policy and procedures outlined at [Appendix E](#).

## 5.110. Costs of knowledge test

5.111. As the satisfactory completion of the knowledge test is largely dependent on the attitude, diligence, and effort of the applicant, the licensing authority will normally charge a non-refundable separate fee at the standard rate for each test taken. Fees must be paid prior to the test being taken.

## 5.112. Limitations and relevance of knowledge test

- 5.113. So as to allow applicants to reflect upon the test questions and / or prepare more thoroughly, the licensing authority will normally allow, where eligible, applicants that fail any part of the Knowledge test to re-sit. Those who fail part three of the test and pass part one and part two will only be required to re-sit part three.
- 5.114. As driver duties may also involve the handling and exchange of money and the giving of change, the licensing authority will similarly require all first time applicants to demonstrate a reasonable unassisted ability in numeracy. A numeracy skills assessment is built into the knowledge test.

## APPENDIX E

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### 12. KNOWLEDGE TEST POLICY

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#### 12.1. INVIGILATION

- 12.2. An invigilator will monitor your behaviour during the test, and ensure that the test is conducted in accordance with test rules and policy.
- 12.3. If, in the opinion of the invigilator, the test has not been conducted in accordance with the test rules and policy, all test results and question papers etc. are void.
- 12.4. If you have any questions before or during the test, you may ask the invigilator. However, the invigilator will not explain subject-specific terms or expressions or otherwise say or do anything that could be interpreted as giving applicants an advantage.

#### 12.5. First language policy

- 12.6. All question papers and answers etc. will be provided in English only.
- 12.7. No translation or interpretation of questions/answers, question papers or other such matter associated with the test shall be permitted and/or accepted.

#### 12.8. Equipment, materials and other items

- 12.9. You must not use or have in your possession any of the following equipment / materials whilst taking your test.
- (a) Mobile Phone
  - (b) Calculator
  - (c) Pager
  - (d) Laptop/PC
  - (e) Other communications equipment
  - (f) Other (multi) media equipment
  - (g) Paperwork/documentation
  - (h) Any books, magazines or similar
  - (i) Any other equipment/materials that may help with the test

(j) Any camera or recording device

12.10. If you are in possession of any of the above items at the time of taking your test, you must ensure that these are handed to the invigilator for supervision before taking the test. Possession and/or use of any such equipment/materials will result in automatic disqualification and all results will be void.

12.11. Except for the invigilator, you are not permitted to take anyone else to sit with you whilst taking your test. Contact and/or discussion with anyone else during the test will result in automatic disqualification and all results will be void.

### **12.12. Cheating**

12.13. A serious view will be taken of any action(s) that may be interpreted as cheating during a test. Hackney carriage and/or private hire drivers are expected to be persons of trust. Therefore, in all cases of proven or otherwise suspected cheating, all test results and question papers etc. will be void. Suspected cheating may also be taken into consideration in determination of an applicant's propriety.

### **12.14. Safety & Welfare**

12.15. If the fire alarm goes off during a test, you should evacuate the building with the invigilator. You must remain at the visitors muster point until the disruption is over. Where appropriate, you may need to make an appointment to retake the test at a future point.

12.16. Should you need to leave the test room during the test (e.g. to use the toilet), you must ask the invigilator. The invigilator may accompany the applicant to ensure that the test is conducted in accordance with test rules and policy.

12.17. If you feel unwell and/or too ill to continue the test, please tell the invigilator. Where appropriate, you may need to make an appointment to retake the test at a future point.

### **12.18. Points of dispute**

If you feel aggrieved by the results of your test or believe that the results of your test are incorrect, you should direct your concerns or enquires (in writing) to the Corporate Head of Environmental Services

12.19. , Runnymede Civic Centre, Station Road, Addlestone, Surrey KT15 2AH.

### **12.20. Knowledge Test Guidance**

12.21. It is a written test and you will need a good working knowledge of the Runnymede Borough Council area. Ensure you understand our conditions, bylaws and requirements before you sit the knowledge test. It is essential that you use the study guide which is contained in the information pack to assist you in gaining the knowledge to pass this test. If the examiner cannot read an answer it will not receive a mark. Pens & paper are provided. You will be informed of your result in writing within seven working days.

12.22. There are four parts to the hackney carriage driver test, three parts to the private hire drivers test and one part to the private hire operator test.. The tests will be held once a month at the Civic Centre please ensure you arrive in plenty of time as no extra time will be given. Consideration will be given to arranging tests at short notice on request. You can book your knowledge test by calling 01932 838383, places are allocated on a first come first served basis.

12.23. On the day of the test you are required to bring your DVLA driving licence or passport with you. There will be a fee for each subsequent resit.

### 12.24 Tests for hackney carriage driver applicants (2 hours)

**Part 1** Questions on Bylaws, requirements, conditions and fares which are supplied in your taxi pack (multiple choice answers). Pass mark 20 out of 25.

#### **Part 2**

Numeracy test consisting of 5 questions involving the giving of change after taking payment for a fare. Pass mark 5 out of 5.

#### **Part 3**

You will be tested on your knowledge of 60 locations in Runnymede and will be expected to be able to name the exact road name and town. The pass mark is 75% (45).

These could include the following;

Trading Estates	Schools
Historical places	Parks
Mobile home sites	Social Centres
Locks	Pubs/Restaurants
Care homes	Golf courses
Museums	Health centres
Places of interest	Companies

#### **Part 4**

This tests your knowledge of how to get from A to B.

You will have to write out three routes from the taxi rank at Egham, three routes from the taxi rank at Chertsey or Virginia Water and three routes from the taxi rank at Addlestone).

These routes will be to named locations in the borough. You must include all road names, direction of turns at junctions, roundabouts and traffic lights. Pass mark 6 out of 9.

Each question has only ONE correct answer

12.25 If an applicant for a hackney carriage drivers licence takes the test and fails only on the route test at part 4 then if they resit the test within a 3 month period they will only be required to resit part 4.

### 12.26 Tests for Private Hire driver applicants (1 hour)

## **Part 1**

Questions on Bylaws, requirements, conditions and fares which are supplied in your taxi pack (multiple choice answers). Pass mark 20 out of 25.

## **Part 2**

You will be tested on your knowledge of 60 locations, all of which are prominent local landmarks or places of note in Runnymede. You will be expected to be able to name the exact road name and town.

The pass mark is 75% (45).

These could include the following;

Trading Estates	Schools
Historical places	Parks
Mobile home sites	Social Centres
Locks	Pubs/Restaurants
Care homes	Golf courses
Museums	Health centres
Places of interest	Companies

## **Part 3**

Numeracy test consisting of 5 questions involving the giving of change after taking payment for a fare. Pass mark 5 out of 5.

### **12.27. Tests for Private Hire Operator applicants (1 hour)**

The operator test will comprise 25 multiple choice questions on law and local policy and procedure's in relation to private hire operator licences. You will have one hour to complete test, the pass mark is 72% (18).