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**Knowledge Test Guidance for New Applicants for a**

**Dual Hackney Carriage/Private Hire Driver’s Licence**

All applicants for the Dual Hackney Carriage/Private Hire Driver’s Licence must pass a knowledge test as part of the application requirements. This information provides guidance on the test for prospective applicants.

The knowledge test can be booked once you have submitted your application forms and paid the application fees, including the £41 knowledge test fee. Tests are usually held every three or four weeks on a Monday, Wednesday or Friday at the Council Offices.

**You must bring your driving licence to your knowledge test appointment. If your driving licence does not have a photograph you must provide another form of photographic identification. You will not be able to complete the test without this and may lose your fee.**

The test lasts up to 1 hour 15 minutes and has a pass mark of 75%. The test is conducted under examination conditions. Mobile phones and other similar devices are not permitted in the room. Applicants are not able to leave and re-enter the room during the sitting of the test.

If you have any special circumstances or difficulties which you feel would affect your ability to sit the test, please contact us to discuss.

Applicants will be notified within 5 working days of the result of their test. A fee of £41 is payable each time the test is taken.

The knowledge test consists of four sections covering:

1. Literacy and numeracy, represents 10% of the overall mark.
2. Understanding of the role of a hackney carriage (Taxi)/private hire driver, represents 24% of the overall mark.
3. Road safety and the highway code, represents 10% of the overall mark.
4. Geographical knowledge of the East Hampshire District represents 56% of the overall mark.

Guidance to the four sets of questions is below.

Literacy and numeracy

This section covers a driver’s literacy and numeracy skills to ensure that they possess the required level of understanding of language and basic maths to fulfil the role of a professional hackney carriage/private hire driver.

Example Questions

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| 1. You are booked to arrive at a house at 5:10pm the customer asks if you are able to come 35 minutes earlier, you are free**.** At what time should you arrive? |
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| 2. The fare for a journey is £13.30. The hire pays with a ten pound note and a five pound note. What is the correct change? |
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Understanding of the role of a hackney carriage/private hire driver

This section covers a driver’s level of understanding of the role of a professional hackney carriage/private hire driver. The questions are based upon scenarios drivers may face in their role, and the legislation, policy and conditions surrounding the role of a professional hackney carriage/private hire driver. For example, questions may cover issues including: the differences between Hackney Carriage and Private Hire Vehicles, bookings and payments for fares, driver behaviour in a licenced vehicle and towards passengers, behaviour on a rank, driver’s dress code, conditions of a licenced vehicle, safety equipment in a vehicle, reporting a change of address, medical issues, driving offences and any other criminal convictions to the Council. The questions are mostly multiple choice.

Relevant information can be found in the Dual Hackney Carriage and Private Hire Vehicle Driver’s Conditions, the Hackney Carriage (Taxi) Conditions and the Private Hire Vehicle Conditions included in the application pack, and also in the Council’s Hackney Carriage and Private Hire Licensing Policy Statement. This Policy can be accessed via the Council’s website at [www.easthants.gov.uk](http://www.easthants.gov.uk).

Example Questions

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| 1. You leave home to start work but arrive and realise that you have left your driver’s badge at home. What do you do? |

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| Go home immediately and get it. |  |  |
| Go home and get it after you have dropped your next fare off. |  |  |
| Go home and get it at lunchtime. |  |  |
| Phone the Council and tell them you have forgotten your badge today. |  |  |

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| 2. When is it appropriate to sound the horn to let a passenger know you have arrived to collect them? |

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| When you have been kept waiting for at least five minutes. |  |  |
| Between 7am and 11pm if you are in a residential street. |  |  |
| When there is a parking restriction meaning you have nowhere to park to wait for them. |  |  |
| Never. |  |  |

Road safety and the highway code

This section covers a driver’s knowledge of road safety and the highway code to ensure that they possess the required level of understanding to fulfil the role of a professional hackney carriage/private hire driver. The questions are multiple choice.

Example Question

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| 1. What does this road sign mean? |  |

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| No sharp bends ahead. |  |  |
| U turns prohibited. |  |  |
| Beware, sharp corner. |  |  |
| Two way traffic. |  |  |

Geographical knowledge of the East Hampshire District

This section covers geographical knowledge of the East Hampshire District Council area and will include transport links (such as main “A” and “B” roads, railway stations), locations of towns and villages and locations of other points of interest in the District. A map of the East Hampshire District Council area by Parish is included in the application pack. Questions will not be asked about locations outside of the boundary shown on this map. Using this map as a reference, it is advisable to study the relevant Ordnance Survey maps which cover the East Hampshire District Council area in preparation for the test.

Example questions

The map provided during the knowledge test identifies the location of a number of towns and villages in the East Hampshire District Council area, but the name of the town or village has been removed from the map. State the name of these towns and villages.

Identify the ‘A’ roads marked on the map provided during the knowledge test.

A number of places of interest may be listed and the nearest town or village to each place of interest must be stated. These places of interest may include tourist attractions such as museum’s, visitor centres and parks. They may also places such as hospitals, schools, hotels, public houses, crematorium and sports centres.

Describe the most direct route between named locations. These locations may include railway stations and places of interest such as those detailed above. In describing the route, road names/numbers do not have to be given.

Applicants should therefore familiarise themselves with town/village locations, transport links and points of interest in the District.