

TAXI KNOWLEDGE TEST – VALE OF WHITE HORSE DISTRICT COUNCIL

GUIDANCE TO APPLICANTS

In order to offer a safe and efficient service to members of the public it is important that hackney carriage and private hire drivers and operators have a good knowledge of licence conditions, licensing laws, the Highway Code and the area in which they are licensed. Because of this, all new applicants for driver and operator licences are required to pass a knowledge test before their licence can be granted.

What the test involves

The knowledge test is split into three parts:

Taxi law and policy: Applicants need to be clear about the differences between hackney carriage and private hire vehicles. They need to know the licence conditions for drivers and the requirements for licensed vehicles. They also need to have a knowledge of disability and safeguarding issues. All this information comes from the joint taxi licensing policy which can be found at <http://whitehorsedc.gov.uk/taxipolicy>.

Example question:

Q	Can I smoke in a licensed vehicle?
A	Yes ,as long as the vehicle is not working
B	Yes, if I ask the customer
C	Only if my company policy allows me to
D	No

Highway Code: Applicants need to be familiar with the Highway Code and good driving practices. Applicants are advised to use the materials that are readily available for people taking the DVLA Theory Test to obtain a driving licence. There are numerous webpages, books, and smartphone apps that can be used to improve knowledge and understanding.

Example question:

Q	Can a licensed vehicle park on double yellow lines?
A	Yes
B	No
C	Yes if I am waiting for a fare
D	Yes. Taxi law permits licensed vehicles to park on double yellow lines

Geography: Applicants need to have a good knowledge of frequent destinations and prominent public buildings in the district in which they are applying to be licensed. This will include hackney carriage ranks, cinemas and hospitals. Applicants are also expected to have a basic understanding of the locations of the principal airports in South East England and how they may be best reached from Oxfordshire. Applicants are advised to bring maps as outlined in '**What do I need to bring**' below.

Example question:

Q	Which of the following towns is not located in the Vale of White Horse?
A	Faringdon
B	Wantage
C	Abingdon
D	Didcot

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Duration of the knowledge test:

Applicants are given a maximum of one hour to complete the test.

Applicants with additional needs:

Applicants who have a specific difficulty completing a written test must provide a letter from a medical practitioner confirming their diagnosis. This letter must be presented to the licensing team at least 10 working days before the knowledge test date. Such candidates may be granted additional time or support.

Please note we are not able to provide translations of the test. Applicants are expected to have good English language skills in order to communicate with passengers and others in their role as a licensed driver or operator.

You cannot bring anyone else into the test with you.

What if I am unwell on the day?

You should not attend the test if you feel unwell. On the provision of a doctor's note we will be able to move you to a new booking free of charge.

What do I need to bring?

Applicants must bring photo ID which shows their date of birth (e.g. passport, DVLA photocard).

Applicants must bring a pen (blue/black ink).

As explained in the Geography section, applicants are also advised to bring the following maps:

- 1) Oxfordshire street or A-Z map
- 2) Up to date British road atlas

All maps must be clean with no notes or other material with them. Please ensure that you do not bring a map book with a Highway Code section, as those pages will need be removed if you wish to use the map book for the test. We do not recommend the use of OS maps due to their size and the disturbance they can cause to other applicants taking the test.

You may bring drinking water if you wish.

The following items are not permitted to be used in knowledge tests:

Mobile phones, electronic devices, written notes, previous test papers, notes or Highway Code sections in map books and satellite navigation systems. Any applicant caught using any of these items will be disqualified and will not be permitted to take the test again.

Pass mark

The pass mark is 32 out of 40.

We aim to provide your result by email within 10 working days. Any emails from applicants chasing results within the 10 working day period will be deleted without response.