

## Computerised Knowledge Test Information Sheet

### **The computerised knowledge test is designed to ensure that the applicant:**

- (i) has sufficient knowledge of the legal requirements of transporting members of the public, expanding on the requirements of the verbal test.
- (ii) fully understands the council's high standards of customer care required of a licensed driver, expanding on the requirements of the verbal test.
- (iii) has a good working knowledge of the town in which he/she will predominately work.
- (iv) has a good working knowledge of places of interest within the district of North Hertfordshire; and
- (v) has a basic working knowledge of significant place of interest in neighbouring counties.

### **The test is divided into seven sections as follows:**

#### **(a) Shortest Routes (Town) - [10 questions] - [Pass mark is 8 correct answers]**

These questions require the applicant to select the shortest route between two roads in the applicant's selected town, for example:

#### ***What is the shortest route from HINE WAY to THE RIDGEWAY?***

- (i) Hine Way, Westmill Road, Redhill Road, Bedford Road, Paynes Park, Upper Tilehouse Street, Offley Road, Moorhead Close, The Ridgeway***
- (ii) Hine Way, Westmill Road, Redhill Road, Bedford Road, Bearton Road, Ickleford Road, Bancroft, Hermitage Road, Queen Street, Hollow Lane, The Ridgeway***
- (iii) Hine Way, Westmill Road, Redhill Road, Bedford Road, Paynes Park, Park Way, Charlton Road, Hawthorn Close, The Ridgeway***
- (iv) Hine Way, Bingen Road, The Ridgeway***

The applicant will be asked to select the town in which they predominately wish to work from the following list:

**Baldock, Hitchin, Knebworth, Letchworth or Royston.**

#### **(b) Shortest Routes (District) - [4 questions] - [Pass mark is 3 correct answers]**

These questions require the applicant to select the shortest route between two places any where within the boundaries of North Hertfordshire, for example:

#### ***What is the shortest route from JOHNSON MATTHEY ROYSTON to HITCHIN RAILWAY STATION?***

A choice of four answer will be offered the same as in the section above.

The places referred to in this section consist of main roads within towns, significant leisure attractions (pubs, hotels, cinemas, etc), supermarkets, emergency services locations (police, fire, ambulance), railway stations and industrial areas (factories, offices, etc).

This section may also include locations outside of the District in neighbouring counties which will be restricted to leisure locations (parks, hotels, football clubs, etc), main shopping centres, airports, hospitals, police stations, council offices or barracks, for example:

**What is the shortest route from ROYSTON BUS STATION to LUTON AIRPORT?**

A choice of four answer will be offered the same as in the section above.

**(c) Points of Interest (District) - [5 questions] - [Pass mark is 4 correct answers]**

These questions require the applicant to identify the location of significant place of interest within the boundaries of North Hertfordshire, for example:

***Where are North Hertfordshire District Council's main offices?***

***(i) Melbourn Street, Royston***

***(ii) High Street, Baldock***

***(iii) Gernon Road, Letchworth***

***(iv) Bancroft, Hitchin***

The place of interest consists of leisure attractions (parks, cinemas, hotels, sporting venues, museums, etc), or important buildings (offices, town halls, police stations, etc).

A choice of four answer will be offered.

**(d) Highway Code - [5 questions] - [Pass mark is 4 correct answers]**

These questions are similar to those asked as part of the current DVLA driving theory test, for example:

***What does a flashing amber light mean at a pelican crossing?***

A choice of four answer will be offered.

**(e) Policy/Law - [5 questions] - [Pass mark is 4 correct answers]**

These questions relate to either the legal requirements applicable to a licensed driver or to requirements of the council's Policy, for example:

***How many attempts to pass the Knowledge Test are permitted within a twelve month period?***

Most answers can be found within the council's Hackney Carriage and Private Hire Licensing Policy.

A choice of four answer will be offered.

**(f) Customer care - [6 questions] - [Pass mark is 5 correct answers]**

These questions relate to situations that may occur whilst acting as a licensed driver and test the applicant's understanding of the required high standards of customer care, for example:

***What would you do if your licensed vehicle broke down whilst carrying a passenger?***

A choice of four answer will be offered.

**(g) Basic Numeracy - [5 questions] - [Pass mark is 4 correct answers]**

These questions are designed to test the applicant's ability to calculate the correct change for a fare based on various combinations of notes/coins, for example:

***The fare for the journey is £14.60 and the passenger gives you a £10 note and two £5 notes saying take a £1.50 tip. How much change should you give?***

A choice of four answer will be offered.

Sixty minutes is allowed for the completion of the test and there forty questions in total.

A short sample test is available to allow the applicant to familiarise his/herself with the computer.

All questions are multiple choice with a choice of four answers, one of which is correct. At the end of the test, the applicant will be asked to confirm that they have finished the test; the computer will list any unanswered questions and the applicant can go back to those questions if time allows.

You cannot use a pen or paper during the test and your mobile phone must be always switched off.

In order to obtain a pass in the computerised test, all seven sections must be passed (see the section pass marks above). Each section only has to be passed once, therefore, any re-test following a failed attempt will only consist of the sections previously failed. After three failed attempts, however, passes obtained in the individual sections of those three tests will not be carried forward to any subsequent re-test.