

Verbal Knowledge Test

The verbal knowledge test is designed to ensure that the applicant:

- (i) has sufficient knowledge of the legal requirements of transporting members of the public;
- (ii) fully understands the council's high standards of customer care required of a licensed driver; and
- (iii) can converse with fare-paying passengers to an acceptable standard.

The test is divided into four sections as follows:

(a) **Highway Code**
[2 questions]

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 ?

(b) **Policy/Law**
[3 questions]

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

A Criminal Records Bureau disclosure will only be accepted by the Council if it is less than how many months old ?

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

(c) **Customer Care**
[8 questions]

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 ?

(d) **Basic Numeracy**
[2 questions]

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 ?

Fifteen minutes is allowed for the completion of the test.

All questions will be asked verbally by an officer who will record the applicant's answers in writing; the questions are not multiple choice. At the end of the test, the applicant will be asked to sign the test paper to confirm that their answers have been correctly recorded.

The questions can be repeated as many times as the applicant requires but no further assistance can be given. The officer asking the questions cannot assist the applicant with the answers or re-word the questions in any way. The officer will only record the answers as given by the applicant.

The pass mark for the test is twelve correct answers from the fifteen questions.