

Bristol taxi knowledge test: questions and answers

Practice questions for the Bristol City Council test: Bristol's own topics first, then the general topics its test covers. Answers and explanations are at the end.

Free from taxiknowledgetest.co.uk. Not an official council document: check your council's current guidance.

Questions

Bristol policy and legislation

Private hire driver conditions

1. A passenger asks you for a receipt at the end of a private hire journey. What must it show?

- ☐ A. Your driver badge number and your home postcode
- ☐ B. The name and address of the operator or their business
- ☐ C. The vehicle registration and the time of the booking
- ☐ D. The name of the passenger, their pick-up address and the date

2. Which route must you take to the passenger's destination?

- ☐ A. Any route you like, as long as the fare stays the same
- ☐ B. The route shown by the operator's booking system, with no changes
- ☐ C. The route with the fewest traffic lights, even if it is longer
- ☐ D. The most expedient route, unless the passenger agrees or asks for another

3. How must you wear your driver's badge when you are working outside the vehicle?

- ☐ A. Plainly visible on your upper body at all times
- ☐ B. Kept in your pocket, ready to show if someone asks
- ☐ C. Clipped to the sun visor where passengers can see it
- ☐ D. Hanging from the rear-view mirror inside the vehicle

4. Your private hire licence has expired. Within what time must you return your driver's badges to the Council?

- ☐ A. Within seven days
- ☐ B. Within 14 days
- ☐ C. Within three working days
- ☐ D. Within one calendar month

5. How close to a hackney carriage rank may a private hire driver park?

- ☐ A. Not at the rank or within 5 metres of it
- ☐ B. Not at the rank or within 50 metres of it
- ☐ C. Not at the rank or within 20 metres of it
- ☐ D. Anywhere next to the rank if the ranks are empty

6. You have just been arrested. By when must you tell the Council in writing?

- ☐ A. By the next working day
- ☐ B. Within 48 hours of being charged
- ☐ C. Within seven days of the arrest
- ☐ D. Only if you are later convicted

7. Which of these must you report to the Council by the next working day?

- ☐ A. A passenger leaving you a poor online rating
- ☐ B. A change of mobile phone handset
- ☐ C. Having your vehicle serviced at a garage
- ☐ D. Penalty points added to your DVLA licence

8. A passenger's luggage will not fit in the boot. What do the conditions say?

- ☐ A. Luggage may go on the roof if it is tied down firmly
- ☐ B. No luggage may be carried on the roof of the vehicle
- ☐ C. Luggage may go on the roof for short journeys only
- ☐ D. Luggage may go on the roof if the passenger agrees

9. A passenger has left a bag in your vehicle. When should you check the vehicle for lost property?

- ☐ A. At the end of your shift, before you go home
- ☐ B. Once a day, when you clean the vehicle
- ☐ C. Only when a passenger phones to say they lost something
- ☐ D. Straight after each hiring ends, or as soon as you can

10. There was no fare agreed in advance and the vehicle has a taximeter. What is the most you can charge?

- ☐ A. The meter amount plus a booking fee of your choice
- ☐ B. The amount shown on the taximeter
- ☐ C. The amount shown on your sat-nav estimate
- ☐ D. Whatever the operator's normal fare is for that area

Hackney carriage vehicles

11. What colour must a Bristol hackney carriage be?

- ☐ A. Black, with the Council crest on the front doors
- ☐ B. Any colour, with a Bristol Blue roof sign
- ☐ C. Bristol Blue, apart from any approved advertising areas
- ☐ D. White, with a blue stripe along each side

12. When must the TAXI roof sign be lit?

- ☐ A. When the vehicle is plying for hire, and at no other time
- ☐ B. Whenever the engine is running, day or night
- ☐ C. Only after dark or in poor light, whether you are for hire or not
- ☐ D. Whenever a passenger is in the vehicle

13. A journey starts and ends inside the Bristol district. How must the fare be worked out?

- ☐ A. The taximeter must be used
- ☐ B. You may agree any fare with the passenger
- ☐ C. The operator sets the fare for you
- ☐ D. You use a fixed price for each part of the city

14. A hackney journey starts in Bristol and ends outside the district. When can you avoid using the meter?

- ☐ A. When the passenger is paying in cash rather than by card
- ☐ B. When the journey is longer than ten miles in total
- ☐ C. When you agreed the fare with the passenger before the journey began
- ☐ D. When you think the meter fare would be too high

15. A passenger wants to pay a hackney fare by contactless card. What is the rule?

- ☐ A. You may refuse card payment for fares under £10
- ☐ B. You must accept it and must not add a charge for paying by card
- ☐ C. You may add a small fee to cover the card machine cost
- ☐ D. You may ask them to go to a cash machine first

16. The Council changes the table of fares. How long do you have to get your meter changed?

- ☐ A. 7 days
- ☐ B. 28 days
- ☐ C. Until the next vehicle test
- ☐ D. 14 days

17. A new vehicle is licensed as a hackney carriage for the first time, not replacing an old one. What must it be?

- ☐ A. Any diesel taxi that is less than ten years old
- ☐ B. An Ultra-Low Emission Vehicle (ULEV) that can carry a wheelchair user
- ☐ C. A saloon car with four doors and a roof sign
- ☐ D. Any vehicle that has passed its MOT this year

18. Which of these may be carried as advertising on a Bristol hackney carriage?

- ☐ A. An advert for a political party
- ☐ B. An advert for a nightclub drinks offer
- ☐ C. An advert for an escort agency
- ☐ D. A public health message

19. Which documents must be on display inside a hackney carriage for passengers to see?

- ☐ A. The Council's current table of fares and any required notices
- ☐ B. Your DBS certificate and your medical report
- ☐ C. The vehicle's insurance schedule and MOT
- ☐ D. Your driving licence and your proof of address

Fit and proper: checks and convictions

20. Which service must every Bristol driver stay subscribed to while licensed?

- ☐ A. The DVLA vehicle tax reminder service
- ☐ B. The Council's email newsletter
- ☐ C. The DBS Update Service
- ☐ D. A private breakdown recovery service

21. What standard of medical does Bristol require for drivers?

- ☐ A. DVLA Group 1, as for car drivers
- ☐ B. An eyesight test at an optician only
- ☐ C. DVLA Group 2, as for bus and lorry drivers
- ☐ D. A form you fill in yourself about your health

22. You are a licensed driver aged 50. How often must you give the Council a medical report?

- ☐ A. Every five years from age 45, then every year from 65
- ☐ B. Every year from age 45
- ☐ C. Every three years from age 50
- ☐ D. Only when you first apply for a licence

23. You lived abroad for more than six months in a year within the last five years. What must you usually provide?

- ☐ A. A letter from your landlord in that country
- ☐ B. A bank statement from your time there
- ☐ C. A copy of every passport stamp from your time in that country
- ☐ D. A certificate of good character from that country

24. An applicant has a conviction for theft. In general, how long after the sentence ends before a licence will be granted?

- ☐ A. At least two years
- ☐ B. At least seven years
- ☐ C. At least five years
- ☐ D. At least ten years

25. An applicant was convicted of using a hand-held mobile phone while driving. In general, how long must pass?

- ☐ A. At least twelve months
- ☐ B. At least three years
- ☐ C. At least seven years
- ☐ D. At least five years

26. An applicant has a conviction for common assault. In general, how long after the sentence before a licence is granted?

- ☐ A. At least three years
- ☐ B. At least ten years
- ☐ C. At least five years
- ☐ D. At least seven years

27. An applicant has a drink-driving conviction. In general, how long must pass?

- ☐ A. At least two years after the ban ends
- ☐ B. At least three years after the conviction
- ☐ C. At least seven years after the sentence or ban ends
- ☐ D. At least ten years after the conviction

28. An applicant was convicted of illegally plying for hire four months ago. What is the normal result?

- ☐ A. The application will normally be refused
- ☐ B. A licence for six months only, then a review
- ☐ C. A warning letter and a full licence
- ☐ D. A licence once they pay a higher fee

29. A driver is cautioned by the police. When must they tell the Council in writing?

- ☐ A. By close of business on the next working day
- ☐ B. Within 14 days, using the online change form
- ☐ C. At their next licence renewal
- ☐ D. Only if a court case follows

Rules, tests and exemptions

30. A private hire driver wants a hackney carriage licence. Which knowledge test must they pass?

- ☐ A. No test, because they already hold a licence
- ☐ B. The private hire test again, with a higher pass mark
- ☐ C. The knowledge test at the hackney carriage standard
- ☐ D. A short spoken interview with a licensing officer

31. Your licence expired eight months ago and you apply again. Do you have to take the knowledge test again?

- ☐ A. Yes, everyone whose licence expires must take it again
- ☐ B. No, if you passed it before and apply within 12 months of expiry
- ☐ C. Only if you apply more than three months after expiry
- ☐ D. Only if you held a private hire licence before

32. What does Bristol say about CCTV inside a licensed vehicle?

- ☐ A. It may record sound if the passenger agrees by speaking
- ☐ B. It is allowed only in hackney carriages, never in private hire
- ☐ C. It may be fitted without a sign if the camera is small
- ☐ D. It must meet ICO rules, record no audio and have a sign for passengers

33. Which way may a dash camera face in a licensed vehicle?

- ☐ A. Inward only, towards passengers
- ☐ B. Outward only
- ☐ C. Both inward and outward
- ☐ D. Any way, as long as it records sound

34. A driver has a severe dog allergy. How can they get an exemption from carrying assistance dogs?

- ☐ A. Tell the operator, who can mark them as exempt
- ☐ B. Put a 'no dogs' sign in the vehicle window
- ☐ C. Ask their GP for a short note and keep it in the glovebox
- ☐ D. Apply in writing on the Council form, with full medical evidence

35. You have been given an exemption from carrying assistance dogs. What must you do with the exemption badge?

- ☐ A. Display it clearly in any licensed vehicle you drive
- ☐ B. Keep it safe at home in case a licensing officer asks to see it
- ☐ C. Show it only when a passenger with a dog asks
- ☐ D. Give it to your operator to keep on file

36. What is the usual starting point when a licensed vehicle is found waiting in an unauthorised place for the first time?

- ☐ A. A fixed penalty of £50 and no hearing
- ☐ B. Immediate revocation of the driver's licence
- ☐ C. A one-month suspension after a hearing
- ☐ D. A verbal warning only, with no record kept

37. You disagree with a Council decision to suspend your licence. Where can you appeal?

- ☐ A. The Crown Court only
- ☐ B. The Council's Licensing Committee chair
- ☐ C. The Magistrates' Court
- ☐ D. The DVLA

Bristol clubs, pubs, hotels and places

Clubs and music venues

38. Which road is the Thekla nightclub boat moored on?

- ☐ A. The Grove
- ☐ B. Welsh Back
- ☐ C. Narrow Quay
- ☐ D. Canons Way

39. Which road is Lakota nightclub on?

- ☐ A. Stokes Croft
- ☐ B. Portland Square
- ☐ C. Upper York Street
- ☐ D. Jamaica Street

40. Which road is the O2 Academy on?

- ☐ A. Park Row
- ☐ B. Frogmore Street
- ☐ C. Colston Street
- ☐ D. Denmark Street

41. Which road is Fiddlers music venue on?

- ☐ A. West Street
- ☐ B. Coronation Road
- ☐ C. York Road
- ☐ D. Willway Street

42. Which road is The Fleece music venue on?

- ☐ A. Redcliff Street
- ☐ B. Victoria Street
- ☐ C. Temple Street
- ☐ D. St Thomas Street

43. Which road is the Trinity Centre on?

- ☐ A. Lawford Street
- ☐ B. Trinity Road
- ☐ C. West Street
- ☐ D. Lawrence Hill

44. Which road is the Bristol Beacon concert hall on?

- ☐ A. Park Row
- ☐ B. Christmas Steps
- ☐ C. Colston Street
- ☐ D. Perry Road

45. Which road is Strange Brew on?

- ☐ A. Fairfax Street
- ☐ B. Broad Weir
- ☐ C. Union Street
- ☐ D. Wine Street

Pubs

46. Which road is the Llandoger Trow pub on?

- ☐ A. Queen Charlotte Street
- ☐ B. King Street
- ☐ C. Baldwin Street
- ☐ D. Marsh Street

47. Which road is the Hatchet Inn on?

- ☐ A. Denmark Street
- ☐ B. Park Street
- ☐ C. Unity Street
- ☐ D. Frogmore Street

48. Which road is the Cornubia pub on?

- ☐ A. Temple Street
- ☐ B. Victoria Street
- ☐ C. Temple Gate
- ☐ D. Redcliff Street

49. Which road is The Apple cider boat moored on?

- ☐ A. The Grove
- ☐ B. Narrow Quay
- ☐ C. Welsh Back
- ☐ D. Prince Street

50. Which road is the Coronation Tap pub on?

- ☐ A. Princess Victoria Street
- ☐ B. Regent Street
- ☐ C. Sion Place
- ☐ D. Clifton Down Road

51. Which road is the Highbury Vaults pub on?

- ☐ A. St Michael's Hill
- ☐ B. Cotham Hill
- ☐ C. Park Row
- ☐ D. Kingsdown Parade

52. Which road is the Nova Scotia pub on?

- ☐ A. Jacob's Wells Road
- ☐ B. Hotwell Road
- ☐ C. Merchants Road
- ☐ D. Nova Scotia Place

53. Which road is the Grain Barge pub moored on?

- ☐ A. Cumberland Road
- ☐ B. Hotwell Road
- ☐ C. Anchor Road
- ☐ D. Gas Ferry Road

54. Which road is the Seven Stars pub on?

- ☐ A. Thomas Lane
- ☐ B. Redcliff Back
- ☐ C. Portwall Lane
- ☐ D. Victoria Street

55. Which road is the Commercial Rooms pub on?

- ☐ A. Broad Street
- ☐ B. Small Street
- ☐ C. Corn Street
- ☐ D. Clare Street

Hotels and restaurants

56. Which road is the Bristol Marriott Royal Hotel on?

- ☐ A. Deanery Road
- ☐ B. College Green
- ☐ C. Park Street
- ☐ D. Anchor Road

57. Which road is the Avon Gorge Hotel on?

- ☐ A. Clifton Down
- ☐ B. Princess Victoria Street
- ☐ C. Royal York Crescent
- ☐ D. Sion Hill

58. Which road is The Bristol Hotel on?

- ☐ A. Queen Square
- ☐ B. Narrow Quay
- ☐ C. Marsh Street
- ☐ D. Prince Street

59. Which road is the Mercure Bristol Grand Hotel on?

- ☐ A. Corn Street
- ☐ B. Broad Street
- ☐ C. Wine Street
- ☐ D. High Street

60. Which road is the Hotel du Vin on?

- ☐ A. Rupert Street
- ☐ B. Christmas Street
- ☐ C. Narrow Lewins Mead
- ☐ D. Colston Avenue

61. Which road is the DoubleTree by Hilton Bristol City Centre on?

- ☐ A. Redcliffe Way
- ☐ B. Temple Way
- ☐ C. Redcliff Hill
- ☐ D. Victoria Street

62. Which road is the Harbour Hotel on?

- ☐ A. Baldwin Street
- ☐ B. Corn Street
- ☐ C. Clare Street
- ☐ D. Small Street

63. Which road is the Novotel Bristol Centre on?

- ☐ A. Temple Gate
- ☐ B. Redcliff Street
- ☐ C. Temple Way
- ☐ D. Victoria Street

64. Which road is the Holiday Inn Bristol City Centre on?

- ☐ A. Bond Street
- ☐ B. Newfoundland Way
- ☐ C. Newfoundland Street
- ☐ D. Temple Way

65. Which road is the Riverstation restaurant on?

- ☐ A. Welsh Back
- ☐ B. Canons Road
- ☐ C. The Grove
- ☐ D. Redcliff Back

Places of interest and public buildings

66. Which road is M Shed museum on?

- ☐ A. Narrow Quay
- ☐ B. Anchor Road
- ☐ C. Princes Wharf
- ☐ D. Wapping Wharf Lane

67. Which road is We The Curious science centre on?

- ☐ A. Anchor Road
- ☐ B. Canons Way
- ☐ C. Deanery Road
- ☐ D. Millennium Promenade

68. Which road is Bristol Museum and Art Gallery on?

- ☐ A. Whiteladies Road
- ☐ B. Park Row
- ☐ C. Berkeley Place
- ☐ D. Queen's Road

69. Which road is the Bristol Old Vic theatre on?

- ☐ A. Queen Square
- ☐ B. King Street
- ☐ C. Welsh Back
- ☐ D. Baldwin Street

70. Which road is the Bristol Hippodrome on?

- ☐ A. St Augustine's Parade
- ☐ B. Colston Avenue
- ☐ C. Broad Quay
- ☐ D. Baldwin Street

71. Which road is the Arnolfini arts centre on?

- ☐ A. Prince Street
- ☐ B. Welsh Back
- ☐ C. Narrow Quay
- ☐ D. Princes Wharf

72. Which road is the Watershed cinema on?

- ☐ A. Anchor Road
- ☐ B. Canons Road
- ☐ C. Narrow Quay
- ☐ D. Broad Quay

73. Which road is Ashton Gate Stadium on?

- ☐ A. Bedminster Parade
- ☐ B. North Street
- ☐ C. Coronation Road
- ☐ D. Ashton Road

74. Which road is the Memorial Stadium on?

- ☐ A. Southmead Road
- ☐ B. Muller Road
- ☐ C. Ashley Down Road
- ☐ D. Filton Avenue

75. Which road is the County Cricket Ground on?

- ☐ A. Cheltenham Road
- ☐ B. Nevil Road
- ☐ C. Filton Avenue
- ☐ D. Muller Road

76. Which road is Southmead Hospital on?

- ☐ A. Gloucester Road
- ☐ B. Westbury Road
- ☐ C. Southmead Road
- ☐ D. Muller Road

77. Which road is the Bristol Royal Hospital for Children on?

- ☐ A. Upper Maudlin Street
- ☐ B. Marlborough Street
- ☐ C. St Michael's Hill
- ☐ D. Southwell Street

78. Which road is Bristol Magistrates' Court on?

- ☐ A. Small Street
- ☐ B. Marlborough Street
- ☐ C. Bridewell Street
- ☐ D. Nelson Street

79. Which road is Bristol Crown Court on?

- ☐ A. Marlborough Street
- ☐ B. Queen Square
- ☐ C. Wine Street
- ☐ D. Small Street

80. Which road is Bristol Central Library on?

- ☐ A. Deanery Road
- ☐ B. Park Row
- ☐ C. Queen's Road
- ☐ D. Anchor Road

81. Which road is the Tobacco Factory theatre on?

- ☐ A. Bedminster Parade
- ☐ B. Coronation Road
- ☐ C. Raleigh Road
- ☐ D. East Street

Districts

82. Gloucester Road (A38) runs through which district?

- ☐ A. Bedminster
- ☐ B. Brislington
- ☐ C. Bishopston
- ☐ D. Hotwells

83. Stapleton Road is mainly in which district?

- ☐ A. Easton
- ☐ B. Clifton
- ☐ C. Southville
- ☐ D. Henleaze

84. Cotham Hill is in which district?

- ☐ A. Totterdown
- ☐ B. Fishponds
- ☐ C. Knowle
- ☐ D. Cotham

85. Henleaze Road is in which district?

- ☐ A. St George
- ☐ B. Henleaze
- ☐ C. Bedminster
- ☐ D. Hengrove

86. Westbury Hill is in which district?

- ☐ A. Westbury-on-Trym
- ☐ B. Brislington
- ☐ C. Easton
- ☐ D. Windmill Hill

87. Picton Street is in which district?

- ☐ A. Hotwells
- ☐ B. Bedminster
- ☐ C. Montpelier
- ☐ D. Shirehampton

88. Mina Road is in which district?

- ☐ A. Southville
- ☐ B. St Werburgh's
- ☐ C. Sea Mills
- ☐ D. Clifton

89. **Filton Avenue runs through which district?**

- ☐ A. Hartcliffe
- ☐ B. Hotwells
- ☐ C. Totterdown
- ☐ D. Horfield

90. **Blaise Castle House Museum is in which district?**

- ☐ A. Brislington
- ☐ B. Bedminster
- ☐ C. Lawrence Hill
- ☐ D. Henbury

91. **Hengrove Park Leisure Centre is in which district?**

- ☐ A. Horfield
- ☐ B. Hengrove
- ☐ C. Henleaze
- ☐ D. Hotwells

Bristol offices, flats and places outside Bristol (hackney carriage)

Offices

92. **Which road is the Castlemead office block on?**

- ☐ A. Lower Castle Street
- ☐ B. Temple Way
- ☐ C. Bond Street
- ☐ D. Victoria Street

93. **Which road is Bridgewater House (offices) on?**

- ☐ A. Redcliff Street
- ☐ B. Counterslip
- ☐ C. Temple Street
- ☐ D. Welsh Back

94. **Which road is the Clifton Heights office building on?**

- ☐ A. Park Row
- ☐ B. Whiteladies Road
- ☐ C. Triangle West
- ☐ D. Jacob's Wells Road

95. **Which road is the Engine Shed business centre on?**

- ☐ A. Temple Back
- ☐ B. Cattle Market Road
- ☐ C. Feeder Road
- ☐ D. Station Approach

96. Which road is the Programme Building (offices) on?

- ☐ A. All Saints' Street
- ☐ B. Lewins Mead
- ☐ C. Rupert Street
- ☐ D. Nelson Street

97. Which road is the Tower Wharf office building on?

- ☐ A. Avon Street
- ☐ B. Cheese Lane
- ☐ C. Counterslip
- ☐ D. Old Market Street

98. Which road is One Glass Wharf (offices) on?

- ☐ A. Temple Way
- ☐ B. Cheese Lane
- ☐ C. Avon Street
- ☐ D. Redcliff Street

99. Which road is Bristol City Hall on?

- ☐ A. Corn Street
- ☐ B. Broad Quay
- ☐ C. Park Street
- ☐ D. College Green

100. Which road is the Whitefriars office building on?

- ☐ A. Lewins Mead
- ☐ B. Marlborough Street
- ☐ C. Colston Avenue
- ☐ D. Christmas Steps

101. Which road is the Temple Point office building on?

- ☐ A. Victoria Street
- ☐ B. Redcliffe Way
- ☐ C. Temple Back
- ☐ D. Bath Road

Flats

102. Where would you find Barton House (flats)?

- ☐ A. Hartcliffe
- ☐ B. Kingsdown
- ☐ C. Barton Hill
- ☐ D. Southville

103. Where would you find Croydon House (flats)?

- ☐ A. Redcliffe
- ☐ B. St George
- ☐ C. Bedminster
- ☐ D. Easton

104. Where would you find Waring House (flats)?

- ☐ A. Redcliffe
- ☐ B. Barton Hill
- ☐ C. Easton
- ☐ D. Hartcliffe

105. Where would you find Gaywood House (flats)?

- ☐ A. Kingsdown
- ☐ B. Bedminster
- ☐ C. Barton Hill
- ☐ D. St George

106. Where would you find Hayleigh House (flats)?

- ☐ A. Southville
- ☐ B. Redcliffe
- ☐ C. Hartcliffe
- ☐ D. Easton

107. Where would you find Carolina House (flats)?

- ☐ A. Bedminster
- ☐ B. Hartcliffe
- ☐ C. Barton Hill
- ☐ D. Kingsdown

108. Where would you find Butler House (flats)?

- ☐ A. St George
- ☐ B. Southville
- ☐ C. Kingsdown
- ☐ D. Redcliffe

109. Where would you find Chalcroft House (flats)?

- ☐ A. St George
- ☐ B. Southville
- ☐ C. Easton
- ☐ D. Kingsdown

110. Which road is Eccleston House (flats) on?

- ☐ A. Barton Road
- ☐ B. Lawrence Hill
- ☐ C. Cotton Mill Lane
- ☐ D. Avon Street

Places outside Bristol

111. Bristol Airport, at Lulsgate Bottom, is reached from which main road?

- ☐ A. A37
- ☐ B. A370
- ☐ C. A369
- ☐ D. A38

112. Which main road runs through Congresbury?

- ☐ A. A370
- ☐ B. A38
- ☐ C. A368
- ☐ D. A37

113. Which main road runs through Pensford?

- ☐ A. A4
- ☐ B. A37
- ☐ C. A38
- ☐ D. A368

114. Which main road links Bristol with Keynsham and Bath?

- ☐ A. A37
- ☐ B. A420
- ☐ C. A4
- ☐ D. A432

115. Which main road runs from Bristol into Portishead?

- ☐ A. A370
- ☐ B. A38
- ☐ C. A4018
- ☐ D. A369

116. Which main road runs through Yate?

- ☐ A. A432
- ☐ B. A420
- ☐ C. A4174
- ☐ D. A38

117. Which main road runs through Blagdon?

- ☐ A. A370
- ☐ B. A368
- ☐ C. A37
- ☐ D. A38

118. Which main road runs through Wick, east of Bristol?

- ☐ A. A432
- ☐ B. A431
- ☐ C. A420
- ☐ D. A4

119. Emersons Green is on which ring road?

- ☐ A. A4018
- ☐ B. A432
- ☐ C. A420
- ☐ D. A4174

Safeguarding and CSE awareness

Signs of child sexual exploitation

120. A girl of about 14 gets in your taxi with two men in their thirties. They are not her family. She looks scared and does not speak. What should you think?

- ☐ A. This could be exploitation, so stay alert and report it
- ☐ B. She is just shy and quiet, so there is nothing to worry about
- ☐ C. The men are paying, so it is not your business
- ☐ D. She is with adults, so she must be safe

121. What is child sexual exploitation (CSE)?

- ☐ A. Any argument between a child and their parents at home
- ☐ B. Sexual abuse where someone uses power over a child
- ☐ C. A child working a part-time job after school
- ☐ D. A child travelling alone on a bus or train

122. For CSE, up to what age is a person a child?

- ☐ A. Under 14
- ☐ B. Under 16
- ☐ C. Under 18
- ☐ D. Under 21

123. Who can be a victim of child sexual exploitation?

- ☐ A. Only girls from poor families who live in cities
- ☐ B. Only children who live in care homes
- ☐ C. Only children who have no friends
- ☐ D. Any child, boy or girl, from any background

124. A girl of about 15 talks about her "boyfriend". He is much older and buys her expensive presents. Why might this worry you?

- ☐ A. Teenagers always lie about how old their friends are
- ☐ B. Older partners and costly gifts are common signs of grooming
- ☐ C. Expensive presents show that her family is rich
- ☐ D. It is normal for her age and there is no reason to think about it

125. Most weeks, you drive the same teenage girl from a children's home to a hotel late at night. Different adult men meet her there. What should you do?

- ☐ A. Report your concern to the police
- ☐ B. Ask the men at the hotel who they are
- ☐ C. Stop taking her but tell nobody why
- ☐ D. Keep taking her, as the journeys are paid for

126. A young passenger has two phones. They get many calls from people who are not their usual friends. What could this be?

- ☐ A. A sign that they are popular at school
- ☐ B. Normal for every teenager today
- ☐ C. A possible sign of exploitation
- ☐ D. A sign that they have a part-time job

127. Two men ask you to take them and a very drunk girl of about 13 to a private house. What is the right thing to do?

- ☐ A. Drive them, because the adults are in charge
- ☐ B. Take them, then report it at the end of your shift
- ☐ C. Ask the men to show you proof of her age
- ☐ D. Call 999, as she may be in immediate danger

128. Is child sexual exploitation ever the child's fault?

- ☐ A. No, it is never the child's fault
- ☐ B. Yes, if the child agreed to go
- ☐ C. Yes, if the child accepted gifts
- ☐ D. Yes, if the child was drinking alcohol

129. Which of these is a warning sign of CSE?

- ☐ A. A child who travels to school with a parent
- ☐ B. A child who pays the fare with coins
- ☐ C. A child who asks how long the journey will take
- ☐ D. A child who often goes missing from home

What to do and who to call

130. You think a child in your vehicle is in danger right now. Who should you call?

- ☐ A. The police on 101
- ☐ B. Your operator's office
- ☐ C. The police on 999
- ☐ D. The council licensing office

131. **You are worried about a young passenger, but there is no immediate danger. Which number can you call?**
- ☐ A. 999
 - ☐ B. 101
 - ☐ C. 116 123
 - ☐ D. 111
132. **What is the phone number for Crimestoppers?**
- ☐ A. 0800 789 321
 - ☐ B. 08000 121 700
 - ☐ C. 0800 555 111
 - ☐ D. 116 123
133. **You saw something worrying about a child. What is the right way to deal with it?**
- ☐ A. Follow the adults to find out more
 - ☐ B. Tell the adults what you think of them
 - ☐ C. Ask the child lots of questions
 - ☐ D. Write down what you saw and report it
134. **After a worrying journey, what should you write down?**
- ☐ A. Times, places, people and what happened
 - ☐ B. Only the fare and the way they paid for it
 - ☐ C. Only your opinion of the people
 - ☐ D. Nothing, in case you are wrong
135. **As well as the police, who else should you tell about a safeguarding concern?**
- ☐ A. Other drivers, through a group chat on your phone
 - ☐ B. Your council's licensing or safeguarding team
 - ☐ C. Your friends and family
 - ☐ D. The child's school by social media
136. **Why should you report a concern rather than investigate it yourself?**
- ☐ A. Drivers have no duty to care about passengers
 - ☐ B. Police and social workers do the investigating
 - ☐ C. It would take too much of your working time
 - ☐ D. Only the operator is allowed to report a concern
137. **True or false: you must be sure that abuse is happening before you report a concern.**
- ☐ A. True
 - ☐ B. False
138. **A young person tells you an adult is hurting them. What should you do?**
- ☐ A. Promise them you will keep everything they say a secret
 - ☐ B. Ask them to prove what they are saying
 - ☐ C. Tell them they must be mistaken
 - ☐ D. Listen calmly and do not promise to keep it secret

139. **Who should you report a concern to if you want to stay anonymous?**

- ☐ A. Crimestoppers
- ☐ B. The person you are worried about
- ☐ C. Your licensing officer by name
- ☐ D. A local newspaper

County lines and modern slavery

140. **What is "county lines"?**

- ☐ A. Bus routes that cross from one county into another
- ☐ B. Taxi licences that are valid in more than one county
- ☐ C. Gangs using children to move drugs between areas
- ☐ D. A council map of the main roads in a county

141. **In county lines, what is the "line"?**

- ☐ A. The road the gang uses to move the drugs
- ☐ B. The border between two police areas
- ☐ C. A queue of people waiting to buy drugs
- ☐ D. A phone line used to take drug orders

142. **A boy of about 15 with no local accent asks to go 80 miles during school hours. He pays in cash. What could this be?**

- ☐ A. A normal school trip
- ☐ B. Warning signs of county lines exploitation
- ☐ C. A boy visiting his grandparents
- ☐ D. A good long fare with nothing to worry about

143. **Which age group makes up most of the young people involved in county lines?**

- ☐ A. 8 to 10
- ☐ B. 11 to 12
- ☐ C. 15 to 17
- ☐ D. 12 to 14

144. **What is "cuckooing"?**

- ☐ A. Gangs taking over a vulnerable person's home
- ☐ B. A passenger running off without paying the fare
- ☐ C. A driver working for two operators
- ☐ D. A child running away from home

145. **Which payment pattern is a county lines warning sign?**

- ☐ A. Short journeys paid by a bank card
- ☐ B. Long trips paid in cash or prepaid
- ☐ C. A parent paying through an app
- ☐ D. A school paying a monthly account

146. You pick up several workers very early every day. One man speaks for them all and holds their passports. What could this be?

- ☐ A. A sign of modern slavery
- ☐ B. A normal company minibuss service
- ☐ C. A man being helpful to new workers
- ☐ D. A sign that they are on holiday

147. What is the number for the Modern Slavery & Exploitation Helpline?

- ☐ A. 0800 555 111
- ☐ B. 0800 789 321
- ☐ C. 08000 121 700
- ☐ D. 116 123

148. Which of these may be a sign that a passenger is a victim of modern slavery?

- ☐ A. They ask you to turn the heating up a little on the way
- ☐ B. They pay the fare with a bank card
- ☐ C. They are carrying a lot of shopping
- ☐ D. They seem afraid, and someone else speaks for them

149. You are not sure if what you saw was county lines. Should you report it?

- ☐ A. No, only report it if you are certain
- ☐ B. Yes, trust your instincts and report it
- ☐ C. No, wait until you have seen it happen three times
- ☐ D. No, ask the young person first

Vulnerable adults and lone children

150. Who is a vulnerable adult?

- ☐ A. Any adult who is over 60 years old, whatever their health
- ☐ B. Any adult who travels alone at night
- ☐ C. Any adult who pays in cash
- ☐ D. An adult who may not be able to keep safe from harm

151. A young woman leaves a club very drunk and alone. She cannot tell you her address. What is best?

- ☐ A. Leave her at the side of the road to sober up
- ☐ B. Take her back to your own home
- ☐ C. Keep her safe and call the police for help
- ☐ D. Drive around until she remembers

152. An older passenger with dementia seems confused about where they live. What should you do?

- ☐ A. Stay calm, check details and get help
- ☐ B. Drop them at the nearest bus stop
- ☐ C. Charge for the time spent waiting
- ☐ D. Leave them at the first house they point to

153. **A child of about 12 hails your taxi alone at midnight and asks to go across the city. What should you think about?**
- ☐ A. Only whether the child has enough money
 - ☐ B. The child's safety, and whether to report it
 - ☐ C. Only the quickest way across the city
 - ☐ D. Nothing, because children often travel alone
154. **Which of these is a sign that an adult passenger may be at risk?**
- ☐ A. They ask you to use a different route home
 - ☐ B. They want to sit in the back seat
 - ☐ C. They seem afraid of the person with them
 - ☐ D. They ask for a receipt
155. **A passenger takes a confused elderly man to a cash machine and tells him to take out money for them. What could this be?**
- ☐ A. A normal trip to the bank
 - ☐ B. A son helping his father
 - ☐ C. A private matter for the family
 - ☐ D. Financial abuse
156. **Which kinds of abuse can happen to vulnerable adults?**
- ☐ A. Physical, sexual, emotional and financial
 - ☐ B. Only physical abuse that leaves marks
 - ☐ C. Only abuse by people they do not know
 - ☐ D. Only abuse that happens inside a care home
157. **You drop off a child who is travelling alone. What is good practice?**
- ☐ A. Drive off as soon as they get out of the car
 - ☐ B. Drop them at the end of the road
 - ☐ C. Ask them to walk the last part
 - ☐ D. See them out safely, close to their destination

Professional boundaries

158. **A passenger asks for your personal phone number so they can book you directly. What should you do?**
- ☐ A. Politely refuse and give the operator's number
 - ☐ B. Give it to them, as it means more work for you
 - ☐ C. Give it only to young passengers
 - ☐ D. Give it, but ask them not to tell anyone
159. **Should you ask a passenger travelling alone to sit in the front seat?**
- ☐ A. Yes, it is more friendly for a long journey
 - ☐ B. Yes, if they are a young person
 - ☐ C. No, let them choose where to sit
 - ☐ D. Yes, at night for their safety

160. Which of these is unprofessional for a driver?

- ☐ A. Asking which route the passenger prefers
- ☐ B. Comments about a passenger's body or looks
- ☐ C. Asking if the heating is comfortable for them
- ☐ D. Telling the passenger the fare at the end

161. When is it right to touch a passenger?

- ☐ A. Only when needed to help, with their agreement
- ☐ B. Whenever you want to show you are being friendly
- ☐ C. When they are drunk and laughing
- ☐ D. When they are a regular passenger

162. After a journey you find a passenger on social media and send them a message. Is this acceptable?

- ☐ A. Yes, if they seemed friendly
- ☐ B. Yes, if you are both adults
- ☐ C. No, it breaks professional boundaries
- ☐ D. Yes, if you do not mention the journey

163. Why must a driver never offer young passengers alcohol, cigarettes or free rides?

- ☐ A. It costs the operator money
- ☐ B. These are ways abusers groom children
- ☐ C. It may make other passengers jealous
- ☐ D. It is only a problem if you get caught

164. A passenger flirts with you during a journey. What should you do?

- ☐ A. Flirt back, as they started it
- ☐ B. Ask them for their phone number
- ☐ C. Offer them a cheaper fare
- ☐ D. Stay polite and professional

165. Who is responsible for keeping professional boundaries in your vehicle?

- ☐ A. The passenger, if they are an adult
- ☐ B. The operator, through its rules
- ☐ C. Nobody, if the journey is short
- ☐ D. You, the driver, at all times

166. A teenage passenger starts talking about sex. What should you do?

- ☐ A. Do not join in; change the subject
- ☐ B. Answer their questions honestly and openly
- ☐ C. Share your own experiences
- ☐ D. Laugh and make a joke about it

Counter-terrorism and suicide awareness

167. What does ACT stand for in counter-terrorism?

- ☐ A. Alert, Call, Tell
- ☐ B. Anti-Crime Team
- ☐ C. Action Counters Terrorism
- ☐ D. Act, Check, Take cover

168. A passenger leaves a bag on the back seat. It looks odd and you can see wires. What should you do?

- ☐ A. Open it to see what is inside
- ☐ B. Move away from it and call 999
- ☐ C. Drive it to the nearest police station
- ☐ D. Throw it out of the car

169. A passenger asks you to drive past a stadium many times. They film the entrances and security guards. What should you do?

- ☐ A. Ask them why they are filming
- ☐ B. Ignore it, as filming is not a crime
- ☐ C. Post the video on social media
- ☐ D. Report it to the police or ACT

170. What is the anti-terrorist hotline number?

- ☐ A. 0800 789 321
- ☐ B. 0800 555 111
- ☐ C. 08000 121 700
- ☐ D. 116 123

171. What is the police advice if there is a firearms or weapons attack?

- ☐ A. Stop, Look, Listen
- ☐ B. Run, Hide, Tell
- ☐ C. Hide, Wait, Fight
- ☐ D. Film, Share, Report

172. Under Run, Hide, Tell, when should you call 999?

- ☐ A. Before you try to run
- ☐ B. Only after the attack has ended
- ☐ C. When it is safe to do so
- ☐ D. Only if someone is hurt

173. You saw something strange but are not sure it is linked to terrorism. Should you report it?

- ☐ A. No, only report it if you have proof
- ☐ B. No, the police are too busy
- ☐ C. No, wait to see if it happens again
- ☐ D. Yes, it is OK if you are not sure

174. A passenger tells you they want to end their life. What should you do?

- ☐ A. Change the subject to something happier for them
- ☐ B. Tell them they are being silly
- ☐ C. Listen, take them seriously and offer support
- ☐ D. Ask them to get out of the car

175. What is the phone number for the Samaritans?

- ☐ A. 111
- ☐ B. 116 123
- ☐ C. 101
- ☐ D. 0800 555 111

176. A passenger asks to go to a high bridge. They seem very low and say goodbye to their family on the phone. What should you do?

- ☐ A. Call 999, as they may be in immediate danger
- ☐ B. Drop them off where they asked and drive away
- ☐ C. Give them the Samaritans number later
- ☐ D. Ask them to pay before you go

Numeracy and fares

Working out a fare

177. A tariff is £3.20 for the first mile, then £2.00 for each mile after that. What is the fare for a 5-mile journey?

- ☐ A. £10.00
- ☐ B. £13.20
- ☐ C. £11.20
- ☐ D. £8.00

178. The meter starts at £2.60 (the flag fall) and adds £1.80 for every mile. What is the fare for 4 miles?

- ☐ A. £7.20
- ☐ B. £9.80
- ☐ C. £10.40
- ☐ D. £4.40

179. A tariff is £3.00 for the first mile, then 25p for each fifth of a mile or part of a fifth. What is the fare for 2.5 miles?

- ☐ A. £4.75
- ☐ B. £5.00
- ☐ C. £6.25
- ☐ D. £2.00

180. The flag fall is £3.50 and covers the first half mile. After that it is 20p for each tenth of a mile. What is the fare for 3 miles?
- ☐ A. £9.50
 - ☐ B. £8.50
 - ☐ C. £5.00
 - ☐ D. £8.00
181. The flag fall is £2.50 and covers the first half mile. After that it is 20p for each tenth of a mile. What is the fare for 3.2 miles?
- ☐ A. £8.90
 - ☐ B. £5.40
 - ☐ C. £7.70
 - ☐ D. £7.90
182. The meter shows £8.40 for the distance. You also waited 7 minutes, and waiting time is 30p a minute. What is the total fare?
- ☐ A. £8.70
 - ☐ B. £10.20
 - ☐ C. £2.10
 - ☐ D. £10.50
183. Waiting time is charged at 20p for every 30 seconds. A passenger keeps you waiting for 4 minutes. What is the waiting charge?
- ☐ A. £1.60
 - ☐ B. £0.80
 - ☐ C. £1.20
 - ☐ D. £2.40
184. A journey costs £12.00 on the day tariff. The night tariff is 1.5 times the day tariff. What does the same journey cost at night?
- ☐ A. £13.50
 - ☐ B. £18.00
 - ☐ C. £15.00
 - ☐ D. £24.00
185. A journey costs £10.40 on the normal tariff. On a bank holiday the tariff is 50% higher. What does the journey cost on a bank holiday?
- ☐ A. £10.90
 - ☐ B. £15.40
 - ☐ C. £15.60
 - ☐ D. £20.80

186. The meter shows £14.60. The table of fares adds £1.00 for each passenger after the first. There are 4 passengers. What is the total?

- ☐ A. £17.60
- ☐ B. £15.60
- ☐ C. £16.60
- ☐ D. £18.60

187. The tariff is a £3.00 flag fall plus £1.50 for each mile. The fare was £9.00. How many miles was the journey?

- ☐ A. 4 miles
- ☐ B. 3 miles
- ☐ C. 5 miles
- ☐ D. 6 miles

Giving change and splitting fares

188. The fare is £13.40. The passenger pays with a £20 note. How much change do you give?

- ☐ A. £6.40
- ☐ B. £6.60
- ☐ C. £7.40
- ☐ D. £7.60

189. The fare is £7.65. The passenger pays with a £10 note. How much change do you give?

- ☐ A. £2.35
- ☐ B. £2.45
- ☐ C. £3.35
- ☐ D. £3.45

190. The fare is £26.80. The passenger gives you a £20 note and a £10 note. How much change do you give?

- ☐ A. £3.20
- ☐ B. £2.20
- ☐ C. £3.80
- ☐ D. £4.20

191. The fare is £18.75. The passenger pays with a £50 note. How much change do you give?

- ☐ A. £21.25
- ☐ B. £31.75
- ☐ C. £32.25
- ☐ D. £31.25

192. The fare is £11.30. The passenger gives you £15 and says 'keep £1 as a tip'. How much change do you give?

- ☐ A. £2.70
- ☐ B. £1.70
- ☐ C. £3.70
- ☐ D. £4.70

193. The fare is £5.90. The passenger gives you £10.40 so that the change is easier. How much change do you give?

- ☐ A. £3.50
- ☐ B. £4.10
- ☐ C. £4.50
- ☐ D. £5.50

194. You owe a passenger £4.80 in change. You have £2, £1, 50p, 20p and 10p coins. What is the smallest number of coins you can give?

- ☐ A. 4 coins
- ☐ B. 6 coins
- ☐ C. 7 coins
- ☐ D. 5 coins

195. Three passengers share a fare of £24.60 equally. How much does each one pay?

- ☐ A. £7.20
- ☐ B. £8.60
- ☐ C. £12.30
- ☐ D. £8.20

196. Four friends share a fare of £31.00 equally. How much does each one pay?

- ☐ A. £7.25
- ☐ B. £7.50
- ☐ C. £7.75
- ☐ D. £8.25

197. The fare is £13.20. One passenger gives you £10 and the other gives you £5. How much change do you give in total?

- ☐ A. £1.80
- ☐ B. £1.20
- ☐ C. £2.80
- ☐ D. £3.80

198. The fare is £14.50. The passenger paid with a £20 note and you gave back £5.00. How much more change do you owe?

- ☐ A. £1.50
- ☐ B. £5.50
- ☐ C. Nothing
- ☐ D. 50p

Journey times and the 24-hour clock

199. You drive 12 miles at an average speed of 24 mph. How long does the journey take?

- ☐ A. 20 minutes
- ☐ B. 30 minutes
- ☐ C. 24 minutes
- ☐ D. 50 minutes

200. You drive 45 miles at an average speed of 30 mph. How long does the journey take?

- ☐ A. 1 hour 15 minutes
- ☐ B. 1 hour 45 minutes
- ☐ C. 1 hour 50 minutes
- ☐ D. 1 hour 30 minutes

201. You drive 8 miles at an average speed of 20 mph. How long does the journey take?

- ☐ A. 24 minutes
- ☐ B. 20 minutes
- ☐ C. 25 minutes
- ☐ D. 40 minutes

202. You drive for 36 minutes at an average speed of 30 mph. How far do you travel?

- ☐ A. 12 miles
- ☐ B. 15 miles
- ☐ C. 18 miles
- ☐ D. 20 miles

203. You leave at 14:35. The journey takes 50 minutes. What time do you arrive?

- ☐ A. 15:15
- ☐ B. 15:35
- ☐ C. 16:25
- ☐ D. 15:25

204. You pick up a passenger at 22:30. The journey takes 1 hour 45 minutes. What time do you arrive?

- ☐ A. 00:45
- ☐ B. 23:15
- ☐ C. 00:15
- ☐ D. 24:15

205. A passenger must be at the station by 08:10. The journey takes 25 minutes and you want 5 minutes spare. What is the latest time to pick them up?

- ☐ A. 07:35
- ☐ B. 07:45
- ☐ C. 07:40
- ☐ D. 07:50

206. A passenger books a car for 7.45 pm. How is this written in the 24-hour clock?

- ☐ A. 07:45
- ☐ B. 19:45
- ☐ C. 17:45
- ☐ D. 21:45

207. A booking is for 00:20. When is that?

- ☐ A. 20 minutes past midday
- ☐ B. 20 minutes past midnight
- ☐ C. 20 minutes past 8 in the evening
- ☐ D. 20 minutes past 2 in the morning

208. What is 15:05 in the 12-hour clock?

- ☐ A. 3.05 am
- ☐ B. 5.05 pm
- ☐ C. 1.05 pm
- ☐ D. 3.05 pm

209. A night tariff runs from 23:00 to 06:00. Which of these start times is in the night tariff?

- ☐ A. 06:15
- ☐ B. 22:45
- ☐ C. 05:30
- ☐ D. 18:00

Earnings, fuel and percentages

210. Your operator takes 15% commission. Your fares this week total £600. How much commission do you pay?

- ☐ A. £60
- ☐ B. £90
- ☐ C. £150
- ☐ D. £510

211. You take £840 in fares in a week. You pay £120 radio rent to the operator and £95 for fuel. How much is left?

- ☐ A. £625
- ☐ B. £605
- ☐ C. £720
- ☐ D. £745

212. Your car uses 1 litre of fuel every 8 miles. You drive 240 miles. Fuel costs £1.45 a litre. What does the fuel cost?

- ☐ A. £30.00
- ☐ B. £34.80
- ☐ C. £43.50
- ☐ D. £45.30

213. Your electric car uses 0.25 kWh for each mile. You drive 120 miles. Electricity costs 28p per kWh. What does the electricity cost?

- ☐ A. £3.36
- ☐ B. £8.40
- ☐ C. £33.60
- ☐ D. £84.00

214. The council puts up fares by 4%. A journey used to cost £12.50. What does it cost now?

- ☐ A. £12.54
- ☐ B. £12.90
- ☐ C. £13.50
- ☐ D. £13.00

215. A card payment company charges 1.75% of each payment. A passenger pays a £40 fare by card. What is the charge?

- ☐ A. 70p
- ☐ B. 7p
- ☐ C. £1.75
- ☐ D. £7.00

216. An account customer gets 10% off. The fare is £22.00. What do they pay?

- ☐ A. £19.80
- ☐ B. £12.00
- ☐ C. £20.00
- ☐ D. £21.80

217. You earn £168 in an 8-hour shift. How much is that for each hour?

- ☐ A. £16.80
- ☐ B. £20
- ☐ C. £21
- ☐ D. £22

218. A fixed price job pays £45 for 30 miles. How much is that per mile?

- ☐ A. £0.67
- ☐ B. £1.50
- ☐ C. £1.35
- ☐ D. £15.00

219. The mileage reading was 45,280 at the start of your shift and 45,463 at the end. How many miles did you drive?

- ☐ A. 173 miles
- ☐ B. 193 miles
- ☐ C. 283 miles
- ☐ D. 183 miles

220. An operator rounds fares up to the next 10p. The worked-out fare is £14.63. What does the passenger pay?

- ☐ A. £14.60
- ☐ B. £14.65
- ☐ C. £14.70
- ☐ D. £15.00

221. Your vehicle is licensed to carry 4 passengers. A group of 7 people want to travel together. How many vehicles do they need?
- ☐ A. 2 vehicles
 - ☐ B. 1 vehicle
 - ☐ C. 3 vehicles
 - ☐ D. 4 vehicles

Highway Code for taxi and private hire drivers

Signs, bus lanes and road markings

222. What do road signs with a red circle mostly tell you?
- ☐ A. Something that you must not do
 - ☐ B. About a hazard on the road ahead
 - ☐ C. The direction to a town or place
 - ☐ D. Something that you must do
223. A circular sign has a blue background and no red border. What does it usually do?
- ☐ A. It bans a type of vehicle from the road ahead
 - ☐ B. It warns you about a bend or a junction ahead
 - ☐ C. It shows the route to a tourist attraction
 - ☐ D. It gives an order you must follow, such as 'turn left'
224. What shape are most warning signs?
- ☐ A. Circular
 - ☐ B. Triangular
 - ☐ C. Rectangular
 - ☐ D. Octagonal
225. Direction signs on primary routes have what colour background?
- ☐ A. Blue
 - ☐ B. Green
 - ☐ C. Brown
 - ☐ D. White
226. You drive a licensed hackney carriage. When may you drive in a bus lane during its hours of operation?
- ☐ A. At any time, because a taxi is a type of public transport
 - ☐ B. Only when you have a fare-paying passenger on board
 - ☐ C. Never, even when the signs show that taxis are allowed
 - ☐ D. Only when the bus lane signs show that taxis are allowed

227. You drive a private hire vehicle. A bus lane sign shows a bus, a bicycle and the word 'taxi'. What does this mean for you?

- ☐ A. You may not use it, unless the sign also allows private hire vehicles
- ☐ B. You may use it, because a private hire vehicle counts as a taxi
- ☐ C. You may use it, but only when you are carrying a booked passenger
- ☐ D. You may use it, but only to get past a long queue of traffic

228. The times on a bus lane sign show the lane is not in operation now. Who may drive in it?

- ☐ A. Only buses, taxis and cycles, the same as at busy times
- ☐ B. Any vehicle, as long as other signs do not say otherwise
- ☐ C. Only vehicles that are carrying one or more passengers
- ☐ D. No vehicle, because a bus lane is for buses at all times

229. True or false: every bus gate and bus lane allows licensed taxis to use it.

- ☐ A. True
- ☐ B. False

230. What does the Highway Code say about a road, lane or route reserved for trams?

- ☐ A. You must not drive into it
- ☐ B. You may use it if you cannot see a tram coming
- ☐ C. Taxis may use it to pick up waiting passengers
- ☐ D. You may use it outside the busy morning peak

231. When may you drive into a yellow box junction?

- ☐ A. When the traffic lights ahead have turned green
- ☐ B. When the vehicle in front of you has moved in
- ☐ C. When you are carrying a passenger to a booking
- ☐ D. When your exit road or lane is clear

Speed limits and stopping distances

232. What is the national speed limit for a car on a single carriageway road?

- ☐ A. 40 mph
- ☐ B. 50 mph
- ☐ C. 60 mph
- ☐ D. 70 mph

233. What is the national speed limit for a car on a dual carriageway?

- ☐ A. 50 mph
- ☐ B. 60 mph
- ☐ C. 70 mph
- ☐ D. 80 mph

234. In England, what speed limit usually applies on a road with street lights, unless signs show a different limit?

- ☐ A. 20 mph
- ☐ B. 30 mph
- ☐ C. 40 mph
- ☐ D. 50 mph

235. In Wales, what speed limit usually applies on a road with street lights, unless signs show a different limit?

- ☐ A. 20 mph
- ☐ B. 25 mph
- ☐ C. 30 mph
- ☐ D. 40 mph

236. You drive a minibus that is not more than 12 metres long. What is the speed limit on a dual carriageway, unless signs show a lower limit?

- ☐ A. 40 mph
- ☐ B. 50 mph
- ☐ C. 60 mph
- ☐ D. 70 mph

237. What is the typical overall stopping distance for a car at 30 mph?

- ☐ A. 9 metres
- ☐ B. 14 metres
- ☐ C. 23 metres
- ☐ D. 36 metres

238. At 30 mph, what is the typical thinking distance?

- ☐ A. 6 metres
- ☐ B. 9 metres
- ☐ C. 14 metres
- ☐ D. 23 metres

239. What is the typical overall stopping distance for a car at 40 mph?

- ☐ A. 23 metres
- ☐ B. 24 metres
- ☐ C. 36 metres
- ☐ D. 53 metres

240. What is the typical overall stopping distance for a car at 70 mph?

- ☐ A. 53 metres
- ☐ B. 73 metres
- ☐ C. 75 metres
- ☐ D. 96 metres

241. It is raining. How should you change the two-second gap to the vehicle in front?

- ☐ A. Keep it the same, at two seconds
- ☐ B. Make it at least twice as long
- ☐ C. Make it one second shorter
- ☐ D. Make it ten times as long

242. Which of these statements about speed limits is right?

- ☐ A. A limit is a target speed that you should try to reach
- ☐ B. You may go 10% over the limit when you are overtaking
- ☐ C. A limit is the most you may do, and it is not always safe
- ☐ D. Taxis with a passenger on board may go over the limit

The hierarchy of road users

243. Under the hierarchy of road users, who has the greatest responsibility to reduce danger to others?

- ☐ A. Pedestrians, because they move the slowest on the road
- ☐ B. People driving the vehicles that can do the most harm
- ☐ C. Cyclists, because they are the hardest people to see
- ☐ D. Nobody, as every road user has exactly the same duty

244. Which road users does the Highway Code say are most likely to be injured in a collision?

- ☐ A. Car, van, minibus and taxi drivers and their passengers
- ☐ B. Pedestrians, cyclists, horse riders and motorcyclists
- ☐ C. Bus, coach and lorry drivers on busy main roads
- ☐ D. Drivers who have held their licence for under two years

245. You are turning left into a side road. A pedestrian is waiting to cross the side road. What should you do?

- ☐ A. Turn first, because traffic has priority here
- ☐ B. Sound your horn and then turn in front of them
- ☐ C. Give way and let the pedestrian cross first
- ☐ D. Flash your headlights to wave them across

246. True or false: under the Highway Code, people using wheelchairs and mobility scooters count as pedestrians.

- ☐ A. True
- ☐ B. False

247. As a guide, how much space should you leave when you overtake a cyclist at up to 30 mph?

- ☐ A. At least 1.5 metres
- ☐ B. At least 50 cm
- ☐ C. At least 75 cm
- ☐ D. At least 1 metre

248. How should you pass a person riding a horse?

- ☐ A. Below 20 mph, leaving at least 1 metre
- ☐ B. At normal speed, leaving at least 1.5 metres
- ☐ C. Below 10 mph, leaving at least 1 metre
- ☐ D. Below 10 mph, leaving at least 2 metres

249. You want to turn left at a junction. A cyclist is going straight ahead in the cycle lane beside you. What should you do?

- ☐ A. Turn in front of the cyclist, as you are a bigger vehicle
- ☐ B. Speed up so that you get ahead of them before you turn
- ☐ C. Wait and let the cyclist go past before you turn
- ☐ D. Sound your horn so the cyclist knows to stop for you

250. A cyclist stays in the left-hand lane to go right round a roundabout. What should you do?

- ☐ A. Give them plenty of room and do not cut across them
- ☐ B. Overtake them inside the lane so that you can get to your exit
- ☐ C. Sound your horn to tell them to move into the right lane
- ☐ D. Drive close behind them so that nobody else cuts in

251. You have parked at the kerb. How does the Highway Code advise you to open the driver's door on your right-hand side?

- ☐ A. With your right hand, because it is closer to the door
- ☐ B. With your left hand, so you turn and look behind you
- ☐ C. Quickly, so that the door is open for as short a time
- ☐ D. After a check in the mirror, with no need to turn round

252. Is it safe to wave a pedestrian across a zebra crossing to be helpful?

- ☐ A. Yes, it is polite and helps traffic to keep moving
- ☐ B. Yes, but only if you flash your headlights at the same time
- ☐ C. No, as another vehicle may be coming that they cannot see
- ☐ D. Yes, as long as you also sound your horn to warn others

Phones, seat belts and fitness to drive

253. When may you hold and use a mobile phone while you are driving?

- ☐ A. To call 999 or 112 in an emergency when it is unsafe to stop
- ☐ B. When you are stopped at red traffic lights or in a queue
- ☐ C. To accept a new booking that your operator has just sent
- ☐ D. To check the route on a map when you are in slow traffic

254. Your phone is in a holder on the dashboard. Can you use it for sat nav while driving?

- ☐ A. Yes, if you do not hold it and it does not block your view
- ☐ B. No, any use of a phone while driving is against the law
- ☐ C. Yes, and you may pick it up to type in a new address
- ☐ D. Only when the engine is off at traffic lights

255. What is the penalty for holding and using a phone while driving?

- ☐ A. 3 penalty points and a £100 fine
- ☐ B. 6 penalty points and a £100 fine
- ☐ C. 6 penalty points and a £200 fine
- ☐ D. 3 penalty points and a £200 fine

256. When does the contactless payment exception let you use a hand-held phone in a vehicle?

- ☐ A. When you are moving slowly in a car park or drive-through
- ☐ B. When the vehicle is stopped and you pay at a payment terminal
- ☐ C. When a passenger asks you to take a card payment on the way
- ☐ D. When you are paying for fuel on an app as you drive away

257. Who is responsible for making sure an adult passenger wears a seat belt?

- ☐ A. The driver
- ☐ B. The operator
- ☐ C. The vehicle owner
- ☐ D. The passenger

258. A child aged 5 sits in the back of your licensed vehicle. No child seat is available. What must the child do?

- ☐ A. Travel without a seat belt
- ☐ B. Wear the adult seat belt
- ☐ C. Sit on an adult's lap
- ☐ D. Sit in the front instead

259. When does a licensed taxi driver not have to wear a seat belt?

- ☐ A. Only when they are driving on a motorway
- ☐ B. Only on short journeys of under one mile
- ☐ C. Never, because taxi drivers have no exemption
- ☐ D. While plying for hire or carrying passengers

260. You drive a private hire vehicle. You are on your way to collect a booked passenger and the car is empty. Must you wear a seat belt?

- ☐ A. No, private hire drivers never have to wear a seat belt at work
- ☐ B. No, because you are on your way to a passenger who has booked
- ☐ C. Yes, as the exemption is only for when you carry passengers
- ☐ D. Only if you are driving faster than 30 mph on the way there

261. In England and Wales, what is the legal alcohol limit for drivers in breath?

- ☐ A. 22 microgrammes per 100 ml
- ☐ B. 35 microgrammes per 100 ml
- ☐ C. 50 microgrammes per 100 ml
- ☐ D. 80 microgrammes per 100 ml

262. You drank alcohol late last night. What does the Highway Code warn about driving the next morning?

- ☐ A. You will always be fine after sleep
- ☐ B. You may still be unfit to drive
- ☐ C. Coffee will remove the alcohol faster
- ☐ D. Only beer is still in your body then

263. How often does the Highway Code recommend a break of at least 15 minutes?

- ☐ A. After every 2 hours of driving
- ☐ B. After every 3 hours of driving
- ☐ C. After every 4 hours of driving
- ☐ D. After every hour of driving

264. You develop a health condition that is likely to affect your driving. Who must you tell under the Highway Code?

- ☐ A. Your insurance company, but nobody else at all
- ☐ B. The Driver and Vehicle Licensing Agency (DVLA)
- ☐ C. Your operator, but only if they ask you about it
- ☐ D. Nobody, as long as you feel well enough to drive

Picking up, setting down and parking

265. Can you stop on the zig-zag lines at a pedestrian crossing to let a passenger out?

- ☐ A. Yes, as long as the passenger gets out quickly
- ☐ B. Yes, as long as you put your hazard lights on
- ☐ C. No, you must not stop or park on the zig-zag lines
- ☐ D. Yes, but only at night between 7 pm and 7 am

266. There are yellow 'school keep clear' markings and an upright sign that bans stopping. Can you stop to drop off a child?

- ☐ A. Yes, as long as you stay with the vehicle all the time
- ☐ B. Yes, if the school day has not started yet
- ☐ C. Yes, if you stop for less than two minutes
- ☐ D. No, you must not stop there even to set down a passenger

267. There are double yellow lines with no other signs. May you stop briefly while a passenger gets in or out?

- ☐ A. Yes, you may stop while passengers get in or out
- ☐ B. No, you may never stop on double yellow lines
- ☐ C. Only if the passenger has a Blue Badge to show
- ☐ D. Only for up to 20 minutes at a time

268. **On a red route, which vehicle may stop on the red lines for passengers to get in or out, unless signs say otherwise?**
- ☐ A. A private hire vehicle
 - ☐ B. Any car with hazard lights
 - ☐ C. A licensed taxi
 - ☐ D. Any vehicle for 2 minutes
269. **Unless you are in an authorised parking space, how close to a junction should you not stop or park?**
- ☐ A. Within 5 metres
 - ☐ B. Within 10 metres
 - ☐ C. Within 15 metres
 - ☐ D. Within 20 metres
270. **Where should you not stop to set down a passenger?**
- ☐ A. In a marked parking bay
 - ☐ B. In a lay-by off the road
 - ☐ C. In an off-street car park
 - ☐ D. At or near a bus stop
271. **A sign says: no stopping during the times shown, except for as long as necessary to set down or pick up passengers (an urban clearway). What may you do?**
- ☐ A. Wait there for a passenger who is running a few minutes late
 - ☐ B. Park there for up to 20 minutes to load heavy luggage
 - ☐ C. Stop just long enough for passengers to get in or out
 - ☐ D. Nothing, as you may not stop there for any reason
272. **A circular sign has a blue background, a red border and a red cross. It marks a clearway. May you stop to pick up a passenger?**
- ☐ A. Yes, but only to pick up or set down a passenger
 - ☐ B. Yes, if you keep the engine running all the time
 - ☐ C. Yes, but only outside the morning and evening peak
 - ☐ D. No, you must not stop on the main carriageway of a clearway
273. **You drive a private hire vehicle. Can you wait for a booked passenger in a taxi bay marked with signs and road markings?**
- ☐ A. Yes, if the passenger has already booked you
 - ☐ B. No, you must not stop or park in a taxi bay
 - ☐ C. Yes, if no hackney carriages are in the bay
 - ☐ D. Yes, if you wait for less than five minutes
274. **You will wait at the kerb for several minutes for a passenger. What should you do with the engine?**
- ☐ A. Switch it off and apply the parking brake
 - ☐ B. Leave it running so the car stays warm
 - ☐ C. Keep revving it so the battery stays charged
 - ☐ D. Leave it running but turn the radio off

275. You arrive at 1 am to collect a passenger from a house in a residential street. May you sound your horn to tell them you are there?

- ☐ A. Yes, if you only use one short and polite beep
- ☐ B. Yes, because the passenger asked you to do it
- ☐ C. No, not between 11.30 pm and 7 am in a built-up area
- ☐ D. Yes, as long as you are parked with the engine off

Equality and disability duties

Wheelchair users and designated vehicles

276. What is a "designated" vehicle under the Equality Act 2010?

- ☐ A. Any vehicle with a taxi roof sign
- ☐ B. A listed wheelchair-accessible vehicle
- ☐ C. A vehicle used only for school contracts
- ☐ D. A vehicle with a working card machine

277. A wheelchair user hires your designated vehicle. Which is one of your legal duties?

- ☐ A. To ask them to move into a normal seat
- ☐ B. To carry them only if the trip is short
- ☐ C. To call a different driver to help
- ☐ D. To carry them in their wheelchair

278. Can you charge extra for carrying a wheelchair user in a designated vehicle?

- ☐ A. No, no extra charge is allowed
- ☐ B. Yes, up to £5 for using the ramp
- ☐ C. Yes, if loading takes over 10 minutes
- ☐ D. Yes, if the passenger agrees to pay

279. Under the Equality Act, what does "mobility assistance" include?

- ☐ A. Pushing the wheelchair to any address in town
- ☐ B. Helping the passenger with their shopping list
- ☐ C. Help getting in and out, and loading luggage
- ☐ D. Waiting for free while they finish an errand

280. A wheelchair user prefers to sit in a passenger seat. What must you do with the wheelchair?

- ☐ A. Carry the wheelchair in the vehicle
- ☐ B. Leave it at the pick-up point
- ☐ C. Charge extra to put it in the boot
- ☐ D. Ask them to send it by another taxi

281. What is the maximum fine for failing a duty under section 165?

- ☐ A. Up to £100
- ☐ B. Up to £250
- ☐ C. Up to £5,000
- ☐ D. Up to £1,000

282. Before a wheelchair user goes up the ramp, what should you check?

- ☐ A. That the passenger has paid in advance
- ☐ B. That the ramp is locked securely in place
- ☐ C. That the engine is switched off for an hour
- ☐ D. That the meter is already running

283. How should a wheelchair be secured in a wheelchair-accessible vehicle?

- ☐ A. With the wheelchair brakes off so it can move freely
- ☐ B. By asking the passenger to hold onto a rail
- ☐ C. With the restraints, brakes on and passenger belted
- ☐ D. By wedging it with luggage on each side

284. When does a driver have a defence for not carrying a wheelchair in a designated vehicle?

- ☐ A. When the driver is near the end of their shift
- ☐ B. If that wheelchair cannot be carried safely
- ☐ C. When the fare is too short to be worth it
- ☐ D. When it is raining and loading is slow

285. True or false: councils must keep and publish a list of their wheelchair-accessible taxis and PHVs.

- ☐ A. True
- ☐ B. False

Assistance dogs

286. A blind passenger with a guide dog hires your vehicle. What must you do?

- ☐ A. Carry them only if the dog goes in the boot
- ☐ B. Carry them, but add a cleaning charge for the dog
- ☐ C. Refuse, because dogs make the car dirty
- ☐ D. Carry them and the dog, with no extra charge

287. Can a taxi driver refuse an assistance dog because they do not like dogs?

- ☐ A. No, only a medical exemption allows this
- ☐ B. Yes, if they tell the passenger politely
- ☐ C. Yes, if another taxi is on the rank
- ☐ D. Yes, if the dog is very large

288. On what grounds can the council give a driver an exemption from carrying assistance dogs?

- ☐ A. Religious grounds
- ☐ B. Cleaning costs
- ☐ C. Medical grounds
- ☐ D. Fear of dogs without medical evidence

289. You have an assistance dog exemption certificate. What else must you do?

- ☐ A. Carry the certificate in your wallet only, not on show
- ☐ B. Tell the operator once a year
- ☐ C. Put a "no dogs" sign on the door
- ☐ D. Display the exemption notice in the vehicle

290. Where should a guide dog travel in your vehicle?

- ☐ A. Ask the owner; usually the footwell
- ☐ B. Always in the boot
- ☐ C. On the front passenger seat
- ☐ D. On the back seat next to its owner, on a towel

291. A PHV operator refuses a booking because the passenger has an assistance dog. Is this an offence?

- ☐ A. No, operators can choose their customers
- ☐ B. Yes, it is a criminal offence
- ☐ C. No, if they offer a later time
- ☐ D. No, if they say no drivers like dogs

292. Which of these is an assistance dog under the Equality Act 2010?

- ☐ A. Any pet dog that keeps its owner company
- ☐ B. A dog that has passed basic obedience classes
- ☐ C. A dog trained to help a deaf person
- ☐ D. Any dog wearing a coloured lead

293. Can you tell a passenger their assistance dog must go in the boot?

- ☐ A. No, it must stay with its owner
- ☐ B. Yes, if the boot is clean and dry
- ☐ C. Yes, if the journey is short
- ☐ D. Yes, if the dog is wet

294. You have a medical exemption, and a guide dog owner asks you for a ride. What should you do?

- ☐ A. Drive off without saying anything
- ☐ B. Tell them to walk to the next rank and find another
- ☐ C. Carry them and leave the dog behind
- ☐ D. Show your exemption and help them find another car

295. How should you behave towards a working guide dog?

- ☐ A. Pat it gently so it feels welcome in the car
- ☐ B. Give it water and a treat
- ☐ C. Do not distract it; speak to the owner
- ☐ D. Give the dog commands to help

All disabled passengers: the 2022 changes

296. Since 28 June 2022, which drivers have legal duties to disabled passengers?

- ☐ A. Only drivers of wheelchair-accessible vehicles
- ☐ B. All taxi and PHV drivers
- ☐ C. Only hackney carriage drivers
- ☐ D. Only drivers with ten years' experience

297. Which law made these changes to the Equality Act in 2022?

- ☐ A. The Local Government (Miscellaneous Provisions) Act 1976
- ☐ B. The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022
- ☐ C. The Town Police Clauses Act 1847
- ☐ D. The Health Act 2006

298. When did the Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 come into force?

- ☐ A. 1 October 2010
- ☐ B. 1 April 2020
- ☐ C. 28 June 2022
- ☐ D. 1 January 2024

299. A passenger with sight loss books a car and asks for help to find it when you arrive. What must you do?

- ☐ A. Wait in the car and sound your horn
- ☐ B. Send a text, then leave if they are not out in 5 minutes
- ☐ C. Help them, but add a waiting charge
- ☐ D. Help them find the vehicle, with no extra charge

300. A disabled passenger has a walking frame. What must you do?

- ☐ A. Carry the walking frame with no extra charge
- ☐ B. Ask them to leave it behind
- ☐ C. Charge extra for the space it uses
- ☐ D. Carry it only if there is no other luggage in the boot

301. Is there a defence if a driver did not carry a disabled passenger properly?

- ☐ A. Yes, if the driver was in a hurry
- ☐ B. Yes, if the fare was very short
- ☐ C. Yes, if they could not reasonably have known
- ☐ D. Yes, if the driver had never carried a disabled person before

302. A PHV operator refuses a booking because the passenger is disabled. What is this?

- ☐ A. A criminal offence by the operator
- ☐ B. Allowed, if the operator is busy that day
- ☐ C. Allowed, if the driver agrees
- ☐ D. A matter only for the driver

303. When can a PHV operator lawfully turn down a disabled passenger's booking?

- ☐ A. When the passenger needs help with luggage
- ☐ B. When no suitable vehicle is available
- ☐ C. When the passenger uses a wheelchair
- ☐ D. When the driver would need to get out of the car

304. A driver has a mobility exemption certificate under section 166. What does it cover?

- ☐ A. Every duty, so you can refuse any disabled passenger at all
- ☐ B. Only journeys outside your council area
- ☐ C. Only passengers with assistance dogs
- ☐ D. Only the physical help; you must still carry the passenger

305. On what grounds can a council exempt a driver from the mobility assistance duties?

- ☐ A. Being too busy at certain times of day
- ☐ B. Owning a vehicle with a very small boot space
- ☐ C. Medical grounds or a physical condition
- ☐ D. Having a lot of experience as a driver

Equality, discrimination and hate crime

306. How many protected characteristics are there under the Equality Act 2010?

- ☐ A. 9
- ☐ B. 5
- ☐ C. 7
- ☐ D. 12

307. Which of these is a protected characteristic?

- ☐ A. Income
- ☐ B. Religion or belief
- ☐ C. Being a student
- ☐ D. Being a smoker

308. A driver refuses a fare because the passenger wears a hijab. What is this?

- ☐ A. A fair business choice
- ☐ B. Allowed at night
- ☐ C. Allowed if said politely
- ☐ D. Unlawful discrimination

309. Two men holding hands want to hire your taxi. Another driver tells you to refuse them. What is right?

- ☐ A. Refuse them, as other drivers do
- ☐ B. Carry them, but charge a higher fare
- ☐ C. Carry them; refusing is discrimination
- ☐ D. Ask them to stop holding hands before they get in

310. Which of these is a hate crime?

- ☐ A. Arguing with a passenger about a fare
- ☐ B. Driving through a red traffic light at night
- ☐ C. Parking on a taxi rank without a licence
- ☐ D. Attacking someone because they are disabled

311. A passenger shouts racist abuse at you and kicks your car door. What should you do?

- ☐ A. Report it to the police as a hate crime
- ☐ B. Shout abuse back at them
- ☐ C. Ignore it, as abuse is just part of the job
- ☐ D. Chase them to get their name

312. A firm has a "no dogs in any car" rule. Why could this be unlawful?

- ☐ A. Dogs are a protected characteristic under the Act
- ☐ B. It unfairly disadvantages assistance dog users
- ☐ C. All firms must carry pets
- ☐ D. Rules can never apply to everyone

313. A heavily pregnant woman asks for a taxi to hospital. Can you refuse her because she is pregnant?

- ☐ A. Yes, in case she gives birth in the car
- ☐ B. Yes, if she does not have a booking
- ☐ C. Yes, if you think she may be sick
- ☐ D. No, that would be discrimination

314. A passenger says they were attacked because of their disability. How can they report it?

- ☐ A. To the police, by 999, 101 or online
- ☐ B. Only by writing to their MP
- ☐ C. Only to the taxi operator
- ☐ D. Only through the council's licensing team

315. A passenger makes jokes about another person's race during the journey. What should you do?

- ☐ A. Laugh along with them to keep them happy
- ☐ B. Add a joke of your own
- ☐ C. Stay professional and do not join in
- ☐ D. Stop the car and shout at them

Disability awareness in practice

316. Some disabilities cannot be seen, such as autism or chronic pain. What are these called?

- ☐ A. Temporary disabilities only
- ☐ B. Hidden, or non-visible, disabilities
- ☐ C. Disabilities that do not count by law
- ☐ D. Minor health problems

317. A passenger wears a lanyard with sunflowers on it. What does this usually mean?

- ☐ A. They may have a hidden disability
- ☐ B. They work for a garden centre
- ☐ C. They are a member of staff at the station
- ☐ D. They want to sit in the front seat

318. What is the best way to help a disabled passenger?

- ☐ A. Do everything for them without asking
- ☐ B. Ask them what help they would like
- ☐ C. Speak to their carer instead
- ☐ D. Leave them to manage on their own

319. A deaf passenger lip-reads. What helps them most?

- ☐ A. Shout loudly from the driver's seat
- ☐ B. Turn away and speak more quickly
- ☐ C. Cover your mouth when you talk
- ☐ D. Face them and speak clearly

320. How should you guide a blind passenger to a door?

- ☐ A. Hold their hand firmly and pull them along
- ☐ B. Push them gently from behind
- ☐ C. Offer your arm and let them hold your elbow
- ☐ D. Walk ahead and call out to them

321. You arrive to collect a blind passenger. How should you let them know you are there?

- ☐ A. Go to them and say who you are
- ☐ B. Sound your horn twice
- ☐ C. Flash your headlights
- ☐ D. Wait in the car until they find you

322. A passenger with sight loss cannot find your car. What is the best way to describe where you are?

- ☐ A. "I am in front of the red car"
- ☐ B. "I am on the left, outside 1 Bridge Street"
- ☐ C. "I am over here by the sign"
- ☐ D. "I am just over there, near the shop with the green door"

323. A passenger with sight loss pays in cash. What should you do?

- ☐ A. Take the money out of their purse or wallet yourself
- ☐ B. Keep the change unless they ask for it
- ☐ C. Ask another passenger to count it
- ☐ D. Say where to put the money and explain the change

324. When should the taxi meter start for a disabled passenger?

- ☐ A. When you start loading the wheelchair
- ☐ B. When you arrive at the pick-up address and wait
- ☐ C. Once the passenger has got into the vehicle
- ☐ D. When you first see the passenger

325. A wheelchair user is travelling with a carer. Who should you speak to about the journey?

- ☐ A. Only the carer
- ☐ B. Whoever is paying
- ☐ C. The passenger, directly
- ☐ D. Nobody, just drive

326. You have helped a blind passenger to the door of a building. What should you do before you leave?

- ☐ A. Walk away quietly so as not to disturb them at all
- ☐ B. Leave them by the kerb
- ☐ C. Ask them to wait for the next passenger
- ☐ D. Tell them you are leaving and check they are OK

Licensing law basics

Hackney carriage or private hire

327. Which licensed vehicle may be hailed by a passenger in the street?

- ☐ A. A private hire vehicle that has its licence plate on show
- ☐ B. Any licensed vehicle, as long as the meter is switched on
- ☐ C. A private hire vehicle, if the driver is wearing a badge
- ☐ D. A hackney carriage, in the area where it is licensed

328. A person waves at your private hire vehicle in the street and asks for a lift home. What should you do?

- ☐ A. Take them, as long as you both agree the fare first
- ☐ B. Take them, if there are no hackney carriages nearby
- ☐ C. Refuse, and tell them to book through an operator
- ☐ D. Take them, but phone your operator to log the job

329. Who may wait at a taxi rank for passengers?

- ☐ A. Any private hire vehicle licensed by the council
- ☐ B. Hackney carriages licensed by that council
- ☐ C. Private hire vehicles waiting for a booking
- ☐ D. Any vehicle at all, for up to two minutes

330. What does 'plying for hire' mean?

- ☐ A. Taking a booking from your operator by phone or by app
- ☐ B. Driving a passenger who has agreed a fixed price in advance
- ☐ C. Putting your operator's phone number on the car doors
- ☐ D. Offering a vehicle for hire on the spot, such as at a rank

331. A council must not license a private hire vehicle that looks like a hackney carriage. Why?

- ☐ A. So that it costs less to insure as a private car
- ☐ B. So that it can carry more passengers than a taxi
- ☐ C. So nobody thinks they can hail it in the street
- ☐ D. So that it does not need a meter or a plate fitted

332. You are at a rank with your hackney carriage. A passenger asks to go to a place inside the council's area. Can you refuse?

- ☐ A. Yes, if the journey is too short
- ☐ B. Yes, if you would rather wait for a longer fare
- ☐ C. Yes, if you are near the end of your shift
- ☐ D. Not without a reasonable excuse

333. Who sets the maximum fares for hackney carriages?

- ☐ A. The council, in its table of fares or byelaws
- ☐ B. Each driver, before the journey starts
- ☐ C. The operator the driver works with
- ☐ D. The Department for Transport, for all of England

334. A hackney carriage journey ends outside the council's area. No fare was agreed before the journey. What is the most the driver can charge?

- ☐ A. The fare shown on the taximeter
- ☐ B. Any fare the driver thinks is fair
- ☐ C. Double the fare shown on the meter
- ☐ D. The fare set by the other council

335. A passenger books a private hire journey. Who is the contract for the hire made with, by law?

- ☐ A. The driver who carries out the journey
- ☐ B. The owner of the private hire vehicle
- ☐ C. The operator who accepted the booking
- ☐ D. The council that licensed the vehicle

336. When must a private hire operator write down the details of a booking?

- ☐ A. Before the journey starts
- ☐ B. By the end of that day
- ☐ C. Within 7 days of the job
- ☐ D. Only if the passenger complains

337. A driver takes a longer route than needed so that the fare is higher. What is this?

- ☐ A. Allowed, as long as the passenger does not complain
- ☐ B. Allowed, as long as the meter is working correctly
- ☐ C. Only a breach of the operator's own rules
- ☐ D. An offence of unnecessarily prolonging the journey

Licences, fit and proper, and DBS

338. Before a council grants a taxi or private hire driver's licence, it must be satisfied that the applicant is what?

- ☐ A. A fit and proper person
- ☐ B. A British citizen born in the UK
- ☐ C. A home owner in the council area
- ☐ D. A member of a drivers' association

339. How long must you have held a full driving licence before you can get a taxi or private hire driver's licence?

- ☐ A. At least 6 months
- ☐ B. At least 12 months
- ☐ C. At least 2 years
- ☐ D. At least 3 years in the UK

340. How long does a taxi or private hire driver's licence normally last?

- ☐ A. 1 year, and the driver must then take the test again
- ☐ B. 5 years, the same as a private hire operator's licence
- ☐ C. 3 years, unless the council sets a shorter period for that case
- ☐ D. 10 years, the same as a photocard driving licence

341. How long does a private hire operator's licence normally last?

- ☐ A. 1 year
- ☐ B. 5 years
- ☐ C. 3 years
- ☐ D. 10 years

342. What is the longest time a private hire vehicle licence can last?

- ☐ A. 1 year
- ☐ B. 6 months
- ☐ C. 3 years
- ☐ D. 5 years

343. The Statutory Standards suggest a question to help decide if someone is 'fit and proper'. What is it?

- ☐ A. Has this person ever had a parking ticket at any time in their life?
- ☐ B. Has this person lived in the council area for at least five years?
- ☐ C. Would you let someone you care for travel alone with them?
- ☐ D. Does this person know every street and every rank in the area?

344. **When a council decides whether someone is fit and proper, what standard of proof does it use?**
- ☐ A. The balance of probabilities
 - ☐ B. Beyond reasonable doubt, as in a criminal court
 - ☐ C. Only whether they have a criminal conviction
 - ☐ D. Benefit of the doubt always goes to the driver
345. **Which DBS check do the Statutory Standards say taxi and private hire drivers should have?**
- ☐ A. Basic, which only shows convictions that are not yet spent
 - ☐ B. Standard, without any check of the barred lists at all
 - ☐ C. None, as long as the driver says they have no convictions
 - ☐ D. Enhanced, with checks of the children's and adults' barred lists
346. **How often do the Statutory Standards say a council should check licensed drivers for new DBS information?**
- ☐ A. Every month
 - ☐ B. Every 6 months
 - ☐ C. Every 3 years
 - ☐ D. Only at renewal
347. **What does the DBS Update Service let the council do, with the driver's consent?**
- ☐ A. See the driver's medical records and their GP's notes
 - ☐ B. Check online at any time if the DBS certificate is still up to date
 - ☐ C. Check the driver's bank account for any unpaid fines
 - ☐ D. Track where the driver's licensed vehicle is in real time
348. **A private hire driver is working. Where must their driver's badge be?**
- ☐ A. Kept in the glove box of the car
 - ☐ B. Left at home in a safe place
 - ☐ C. Kept in a pocket, ready to show if asked
 - ☐ D. Worn where it can be plainly seen
349. **A driver has permission to stay in the UK for another 18 months. What does the law say about their licence?**
- ☐ A. It lasts the normal 3 years and the council checks later
 - ☐ B. It cannot be granted until they get permanent permission
 - ☐ C. It lasts 6 months whatever their permission to stay says
 - ☐ D. It must end no later than their permission to stay ends

Suspension, revocation and appeals

350. **Can a council suspend or revoke a driver's licence when the driver has not been convicted of anything?**
- ☐ A. No, a court must convict the driver of a crime first
 - ☐ B. Yes, 'any other reasonable cause' is a ground in law
 - ☐ C. No, the council can only act if the police ask it to
 - ☐ D. Only if the driver has 12 or more points on their licence

351. Normally, when does a council's suspension or revocation of a driver's licence take effect?

- ☐ A. At once, on the same day the council decides
- ☐ B. 21 days after the driver is given notice
- ☐ C. 7 days after the driver is given the notice
- ☐ D. Only after a magistrates' court has agreed

352. When can a suspension or revocation of a driver's licence take effect straight away?

- ☐ A. When the driver has not yet paid the licence fee
- ☐ B. When public safety needs it and the notice says why
- ☐ C. When the driver has missed one booking that day
- ☐ D. When any passenger has made a complaint about them

353. After suspending or revoking a driver's licence, how long does the council have to give the driver notice of the grounds?

- ☐ A. 7 days
- ☐ B. 14 days
- ☐ C. 21 days
- ☐ D. 28 days

354. Where can a driver appeal against the suspension or revocation of their licence?

- ☐ A. To the local MP's office
- ☐ B. To the Department for Transport
- ☐ C. To their private hire operator
- ☐ D. To a magistrates' court

355. How long does a driver have to appeal to the magistrates' court?

- ☐ A. 21 days from when the notice was served
- ☐ B. 7 days from when the notice was served
- ☐ C. 14 days from when the notice was served
- ☐ D. 6 months from when the notice was served

356. A council revokes a licence with the normal 21-day notice. The driver appeals in time. Can they keep working until the appeal is decided?

- ☐ A. No, they must stop driving on the day that they receive the notice
- ☐ B. No, they must stop driving as soon as the 21 days have ended
- ☐ C. Yes, unless the decision had immediate effect for public safety
- ☐ D. Only if the council writes to say that it agrees to this

357. After a driver's licence is suspended or revoked, what must the driver return to the council when asked?

- ☐ A. Their DVLA driving licence
- ☐ B. Their vehicle's log book
- ☐ C. Their driver's badge
- ☐ D. Their insurance certificate

358. **A council officer asks to see your driver's licence and you do not have it with you. By when must you show it at the council offices?**
- ☐ A. Within 24 hours
 - ☐ B. Within 5 days
 - ☐ C. Within 14 days
 - ☐ D. Within 28 days
359. **During a check, a driver refuses to give a council officer information they reasonably need and then gives a false answer. What is this?**
- ☐ A. An offence of obstructing an authorised officer
 - ☐ B. Allowed, as the driver can choose to stay silent
 - ☐ C. Only a matter for the operator to deal with
 - ☐ D. Only an offence if a police officer is there too
360. **A licensed vehicle has an accident that affects its safety. How soon must the proprietor tell the council?**
- ☐ A. Only when the vehicle is next due for its council test
 - ☐ B. Within 14 days, once the vehicle has been fully repaired
 - ☐ C. As soon as reasonably practicable, and within 72 hours
 - ☐ D. Only if the police were called out to the accident

Working across borders, insurance and smoking

361. **For a private hire journey, which of these must be licensed by the same council?**
- ☐ A. Only the driver and the passenger's home
 - ☐ B. The driver, the vehicle and the operator
 - ☐ C. Only the vehicle and the vehicle's owner
 - ☐ D. Only the operator and the place of pick-up
362. **Can a private hire operator pass a booking to an operator licensed by a different council?**
- ☐ A. No, a booking must always stay with the first operator who took it
 - ☐ B. Yes, if the other operator is licensed and accepts it in its own area
 - ☐ C. Yes, but only if the passenger has agreed to it in writing first
 - ☐ D. Yes, and the first operator's drivers can then do the journey
363. **Can a hackney carriage ply for hire in the area of a different council?**
- ☐ A. No, only in the area of the council that licensed it
 - ☐ B. Yes, it can ply for hire anywhere in England and Wales
 - ☐ C. Yes, if the driver lives in that other council's area
 - ☐ D. Yes, but only at night after 11 pm when it is busy
364. **What kind of motor insurance must a licensed vehicle have when it carries paying passengers?**
- ☐ A. Hire and reward insurance that covers the licensed use
 - ☐ B. Social, domestic and pleasure insurance, with no business use
 - ☐ C. Insurance that covers commuting to and from work only
 - ☐ D. Business use insurance for driving to meetings

365. A council officer asks the proprietor of a licensed vehicle to show documents. Which must they produce?

- ☐ A. The driver's bank statements and their tax returns
- ☐ B. The vehicle licence and the insurance certificate
- ☐ C. The service history and all of the vehicle's receipts
- ☐ D. The passport and birth certificate of the owner

366. A passenger in a licensed taxi asks if they can smoke, and the driver does not mind. Is this allowed?

- ☐ A. Yes, as long as all the windows are fully open
- ☐ B. Yes, as long as the driver gives permission
- ☐ C. Yes, if no other passengers are inside
- ☐ D. No, the vehicle must be smoke-free at all times

367. Can a driver smoke in their own licensed vehicle when there are no passengers on board?

- ☐ A. No, it is used by the public so it is always smoke-free
- ☐ B. Yes, if they are parked and off duty
- ☐ C. Yes, with the windows and roof open
- ☐ D. Yes, between jobs with no passengers

368. A passenger lights a cigarette in your licensed vehicle. What does the law say you must do?

- ☐ A. Charge them a cleaning fee
- ☐ B. Open the windows and carry on
- ☐ C. Nothing, it is their choice
- ☐ D. Make them stop smoking

369. What does the law say about no-smoking signs in licensed vehicles?

- ☐ A. A sign is needed only when a child under 18 is on board
- ☐ B. A sign is needed only in vehicles with 8 passenger seats
- ☐ C. At least one legible no-smoking sign must be displayed
- ☐ D. No sign is needed if the driver tells each passenger

370. True or false: a council can attach its own conditions to driver, vehicle and operator licences.

- ☐ A. True
- ☐ B. False

National safeguards and new law

371. What is the NR3S?

- ☐ A. A national register of driver licence refusals, suspensions and revocations
- ☐ B. A national list of every taxi rank and private hire office in England
- ☐ C. A national register of all fare tables set by councils in England
- ☐ D. A national database of passengers who have refused to pay a fare

372. Before deciding an application or renewal for a driver's licence, what must a council do under the 2022 Act?

- ☐ A. Ask the driver's operator to write them a short reference
- ☐ B. Ask three passengers for their comments about the driver
- ☐ C. Check that the driver has an account with a UK bank
- ☐ D. Search the national database for entries about the person

373. A council in England learns of serious concerns about a driver licensed by another council, who has been working in its area. What must it do?

- ☐ A. Suspend the driver's licence itself, straight away
- ☐ B. Wait to see whether the driver comes back to its area
- ☐ C. Report the information to the council that licensed them
- ☐ D. Nothing, because the driver does not hold its licence

374. Under the 2022 Act, how long does the first council have to pass on that information?

- ☐ A. 48 hours
- ☐ B. 20 working days
- ☐ C. 10 working days
- ☐ D. 3 months

375. How long does an entry on the national database of refusals, suspensions and revocations stay there?

- ☐ A. 11 years
- ☐ B. 2 years
- ☐ C. 5 years
- ☐ D. For life

376. What must councils do with the Statutory Taxi and Private Hire Vehicle Standards?

- ☐ A. Nothing, as they are only a suggestion written for drivers
- ☐ B. Copy them word for word into each driver's licence
- ☐ C. Have regard to them when using their licensing powers
- ☐ D. Follow them only if the council's own policy agrees with them

377. What is Common Law Police Disclosure?

- ☐ A. Drivers telling the police about passengers who did not pay their fares
- ☐ B. The council telling the police about each new licence it gives out
- ☐ C. Operators sharing booking records with the police every month
- ☐ D. Police telling the council about a risk, for example at arrest or charge

378. The Statutory Standards say a person who is on a DBS barred list should normally be treated how?

- ☐ A. They can be licensed if they agree to take extra safeguarding training
- ☐ B. They should not be issued a licence, except in truly exceptional cases
- ☐ C. They can be licensed if they only do private hire and never hackney
- ☐ D. They can be licensed if they promise not to carry any children at all

379. The English Devolution and Community Empowerment Act 2026 includes new powers for taxi licensing. What will they let the government do?

- ☐ A. Set one national table of fares for every hackney carriage in England
- ☐ B. Take over all taxi and private hire licensing from councils in England
- ☐ C. Set national standards for granting, renewing, suspending and revoking licences
- ☐ D. Remove the need for private hire journeys to be booked through an operator

380. Once in force, what will the 2026 Act let an enforcement officer from any council in England do?

- ☐ A. Suspend a licence from any English council for up to 48 hours for public safety
- ☐ B. Revoke any driver's licence for good, with no need to give the driver notice
- ☐ C. Suspend licences from their own council only, and only for up to 1 hour
- ☐ D. Issue a brand new licence to a driver who is visiting from another area

381. When we checked on 29 October 2026, were the taxi and private hire sections of the 2026 Act in force?

- ☐ A. Yes, they started on the day the Act was passed
- ☐ B. Yes, they started two months after it was passed
- ☐ C. No, and they can only start after a new Act is passed
- ☐ D. No, they will start on a date set by regulations

Answers

Bristol policy and legislation

1. **B. The name and address of the operator or their business.** Condition 10 says you must give a written receipt on request, showing the name and address of the operator and/or their business.
2. **D. The most expedient route, unless the passenger agrees or asks for another.** Condition 9: proceed by the most expedient route, unless otherwise agreed with or requested by the passenger.
3. **A. Plainly visible on your upper body at all times.** Condition 12: wear the badge so it is plainly and distinctly visible on the upper torso when outside the vehicle, and display the second badge inside the vehicle.
4. **C. Within three working days.** Condition 13: badges stay the Council's property and must be returned within three working days of expiry, suspension, revocation or disqualification.
5. **C. Not at the rank or within 20 metres of it.** Condition 15: do not park at or within 20 metres of a hackney carriage rank. You may stop near one only to set down a passenger.
6. **A. By the next working day.** Condition 20: tell the Council in writing by the next working day if you are arrested or interviewed about any offence.
7. **D. Penalty points added to your DVLA licence.** Condition 20.5 lists penalty points on your DVLA licence among the things you must report in writing by the next working day.
8. **B. No luggage may be carried on the roof of the vehicle.** Condition 6: you must make sure no luggage is carried on the roof of the licensed vehicle.
9. **D. Straight after each hiring ends, or as soon as you can.** Condition 11: inspect the vehicle for property immediately after a hiring ends, or as soon as practicable. Report a suspicious package to the police at once.
10. **B. The amount shown on the taximeter.** Condition 8: do not charge more than the fare agreed with the operator, or, with no agreement and a taximeter fitted, the amount shown on the meter.
11. **C. Bristol Blue, apart from any approved advertising areas.** Hackney carriages must have an all-over livery of Bristol Blue (BS 381C (108)), except where approved advertising is displayed.
12. **A. When the vehicle is plying for hire, and at no other time.** Appendix D, condition 8.4: the roof sign must be illuminated at all times when plying for hire, and not at any other time.
13. **A. The taximeter must be used.** Appendix D, condition 8.6.4: the meter must be used for all journeys that start and end in the controlled district.
14. **C. When you agreed the fare with the passenger before the journey began.** Condition 8.6.4: for journeys that end outside the district, use the meter unless the fare was agreed with the passenger before the journey started.

15. **B. You must accept it and must not add a charge for paying by card.** Every hackney carriage must have a working card payment device, show a sign that contactless is accepted, and pass on no extra cost for card payment.
16. **D. 14 days.** Appendix D, condition 11.4: meters must be changed to the current Council tariff within 14 days of any change.
17. **B. An Ultra-Low Emission Vehicle (ULEV) that can carry a wheelchair user.** New hackney carriages that are not replacing one must be ULEVs, and new licences need a purpose-built, wheelchair-accessible vehicle with ECWVTA.
18. **D. A public health message.** The advertising policy bans adverts for alcohol, gambling, politics, escort agencies and similar, and encourages public health, tourism and events messages.
19. **A. The Council's current table of fares and any required notices.** Appendix D, condition 8.5: the current tariff of fares and any customer information notices set by the Council must be readily visible to passengers.
20. **C. The DBS Update Service.** Applicants and drivers must have an enhanced DBS certificate and keep a subscription to the DBS Update Service the whole time they are licensed.
21. **C. DVLA Group 2, as for bus and lorry drivers.** The medical is a Group 2 medical as specified by the DVLA for PCV/HGV drivers, done by your own GP practice.
22. **A. Every five years from age 45, then every year from 65.** Existing drivers supply a medical report every five years from the age of 45, and every year from 65.
23. **D. A certificate of good character from that country.** Applicants who lived abroad in the five years before applying must generally provide a certificate of good character from each country, translated if needed.
24. **B. At least seven years.** The guidelines say a licence will not generally be granted until at least seven years after any sentence for an offence of dishonesty.
25. **D. At least five years.** A licence will not be granted until at least five years after the conviction or the end of any sentence or ban, whichever is later.
26. **B. At least ten years.** Offences of violence, including common assault, generally mean no licence until at least ten years after the sentence is completed.
27. **C. At least seven years after the sentence or ban ends.** For drink or drug driving, a licence will generally not be granted until at least seven years after any sentence or driving ban has ended.
28. **A. The application will normally be refused.** An applicant convicted of an offence under the taxi Acts in the six months before applying, or more than once in two years, will normally be refused.
29. **A. By close of business on the next working day.** Licence holders must notify the Council in writing by close of business on the following working day of any caution, conviction, arrest, charge or out-of-court disposal.
30. **C. The knowledge test at the hackney carriage standard.** Current private hire drivers applying for a hackney carriage licence must pass the knowledge test at the hackney carriage standard.

31. **B. No, if you passed it before and apply within 12 months of expiry.** For applications made less than 12 months after the old licence expired, you need not retake the Gold Standard or knowledge test if you completed them before.
32. **D. It must meet ICO rules, record no audio and have a sign for passengers.** CCTV may only be used if all Information Commissioner's Office requirements are met, with no audio recording and a sign readily visible to passengers.
33. **B. Outward only.** Dash cameras must follow ICO requirements, record no audio, and be outward facing only.
34. **D. Apply in writing on the Council form, with full medical evidence.** An exemption needs a written application on the Council's form with medical evidence such as allergy test results. A simple statement from a doctor is not enough.
35. **A. Display it clearly in any licensed vehicle you drive.** The exemption badge must be clearly displayed at all times in any hackney carriage or private hire vehicle the exempt driver drives.
36. **C. A one-month suspension after a hearing.** The nuisance and obstruction policy gives a guideline of one month's suspension for a first, isolated incident, decided at a hearing.
37. **C. The Magistrates' Court.** The policy says there is a right of appeal to the Magistrates' Court against any decision to suspend.

Bristol clubs, pubs, hotels and places

38. **A. The Grove.** Thekla is a boat moored in the harbour beside The Grove, in the city centre.
39. **C. Upper York Street.** Lakota is on Upper York Street, near Stokes Croft.
40. **B. Frogmore Street.** The O2 Academy is on Frogmore Street, below Park Street.
41. **D. Willway Street.** Fiddlers is on Willway Street in Bedminster.
42. **D. St Thomas Street.** The Fleece is on St Thomas Street in Redcliffe.
43. **B. Trinity Road.** The Trinity Centre is on Trinity Road, near Old Market and Easton.
44. **C. Colston Street.** The Bristol Beacon (once Colston Hall) is on Colston Street in the city centre.
45. **A. Fairfax Street.** Strange Brew is on Fairfax Street, near Broadmead.
46. **B. King Street.** The Llandoger Trow is on King Street, near the Old Vic.
47. **D. Frogmore Street.** The Hatchet Inn is on Frogmore Street, next to the O2 Academy.
48. **A. Temple Street.** The Cornubia is on Temple Street, near Temple Meads.
49. **C. Welsh Back.** The Apple is a cider boat moored on Welsh Back.
50. **C. Sion Place.** The Coronation Tap is on Sion Place in Clifton Village.
51. **A. St Michael's Hill.** The Highbury Vaults is on St Michael's Hill, near the hospitals and university.
52. **D. Nova Scotia Place.** The Nova Scotia is on Nova Scotia Place, by the Cumberland Basin in Hotwells.

53. **B. Hotwell Road.** The Grain Barge is moored beside Hotwell Road.
54. **A. Thomas Lane.** The Seven Stars is on Thomas Lane in Redcliffe.
55. **C. Corn Street.** The Commercial Rooms is on Corn Street in the old city.
56. **B. College Green.** The Marriott Royal is on College Green, next to the cathedral.
57. **D. Sion Hill.** The Avon Gorge Hotel is on Sion Hill in Clifton, near the Suspension Bridge.
58. **D. Prince Street.** The Bristol Hotel is on Prince Street, by the harbour.
59. **B. Broad Street.** The Mercure Grand Hotel is on Broad Street in the old city.
60. **C. Narrow Lewins Mead.** Hotel du Vin is on Narrow Lewins Mead, near Christmas Steps.
61. **A. Redcliffe Way.** The DoubleTree is on Redcliffe Way, near St Mary Redcliffe church.
62. **B. Corn Street.** The Harbour Hotel is on Corn Street in the old city.
63. **D. Victoria Street.** The Novotel is on Victoria Street, between the city centre and Temple Meads.
64. **A. Bond Street.** The Holiday Inn is on Bond Street, next to Cabot Circus.
65. **C. The Grove.** Riverstation is on The Grove, on the harbourside.
66. **C. Princes Wharf.** M Shed is on Princes Wharf, on the harbourside.
67. **A. Anchor Road.** We The Curious is on Anchor Road, by Millennium Square.
68. **D. Queen's Road.** Bristol Museum and Art Gallery is on Queen's Road, next to the Wills Memorial Building.
69. **B. King Street.** The Bristol Old Vic is on King Street.
70. **A. St Augustine's Parade.** The Hippodrome is on St Augustine's Parade, in the city centre.
71. **C. Narrow Quay.** The Arnolfini is on Narrow Quay, on the harbourside.
72. **B. Canons Road.** The Watershed is on Canons Road, on the harbourside.
73. **D. Ashton Road.** Ashton Gate Stadium is on Ashton Road. It is the home of Bristol City football club.
74. **D. Filton Avenue.** The Memorial Stadium, home of Bristol Rovers, is on Filton Avenue in Horfield.
75. **B. Nevil Road.** The County Ground, home of Gloucestershire cricket, is on Nevil Road.
76. **C. Southmead Road.** Southmead Hospital is on Southmead Road in north Bristol.
77. **A. Upper Maudlin Street.** The Children's Hospital is on Upper Maudlin Street, near the Bristol Royal Infirmary.
78. **B. Marlborough Street.** The Magistrates' Court is on Marlborough Street, near the bus station.
79. **D. Small Street.** Bristol Crown Court is on Small Street in the old city.
80. **A. Deanery Road.** Central Library is on Deanery Road, behind the cathedral.
81. **C. Raleigh Road.** The Tobacco Factory is on Raleigh Road in Southville.
82. **C. Bishopston.** Gloucester Road runs north through Bishopston and Horfield.
83. **A. Easton.** Stapleton Road runs through Easton, in east Bristol.

84. **D. Cotham.** Cotham Hill is in Cotham, near Whiteladies Road.
85. **B. Henleaze.** Henleaze Road runs through Henleaze, in north Bristol.
86. **A. Westbury-on-Trym.** Westbury Hill runs through the centre of Westbury-on-Trym.
87. **C. Montpelier.** Picton Street is in Montpelier, off Cheltenham Road.
88. **B. St Werburgh's.** Mina Road is in St Werburgh's.
89. **D. Horfield.** Filton Avenue runs through Horfield, past the Memorial Stadium.
90. **D. Henbury.** Blaise Castle House Museum is on Henbury Road in Henbury.
91. **B. Hengrove.** Hengrove Park Leisure Centre is in Hengrove, in south Bristol.

Bristol offices, flats and places outside Bristol (hackney carriage)

92. **A. Lower Castle Street.** Castlemead is a tall office block on Lower Castle Street, near Cabot Circus and Castle Park.
93. **B. Counterslip.** Bridgewater House is an office building on Counterslip, at Finzels Reach beside the river.
94. **C. Triangle West.** Clifton Heights is on Triangle West, at the top of Park Street near the Triangle.
95. **D. Station Approach.** The Engine Shed is next to Temple Meads station, on Station Approach.
96. **A. All Saints' Street.** The Programme Building is on All Saints' Street, in the city centre near the Galleries.
97. **B. Cheese Lane.** Tower Wharf is on Cheese Lane, beside the Floating Harbour near Temple Quay.
98. **C. Avon Street.** One Glass Wharf is on Avon Street, in the Temple Quay area near Temple Meads.
99. **D. College Green.** City Hall, the main council office, faces College Green, below the Cathedral.
100. **A. Lewins Mead.** Whitefriars is a large office block on Lewins Mead, near the bottom of Christmas Steps.
101. **B. Redcliffe Way.** Temple Point is on Redcliffe Way, near the Temple Circus roundabout.
102. **C. Barton Hill.** Barton House is a tower block on Cotton Mill Lane in Barton Hill.
103. **D. Easton.** Croydon House is a tower block on Walker Close in Easton.
104. **A. Redcliffe.** Waring House is a tower block on Redcliff Hill in Redcliffe, near St Mary Redcliffe church.
105. **B. Bedminster.** Gaywood House is a block of flats on North Street in Bedminster.
106. **C. Hartcliffe.** Hayleigh House is a tower block on Silcox Road in Hartcliffe, in the south of the city.
107. **D. Kingsdown.** Carolina House is a tower block on Dove Street in Kingsdown, above the city centre.

- 108. **A. St George.** Butler House is a block of flats on Summerhill Road in St George, in east Bristol.
- 109. **B. Southville.** Chalcroft House is a block of flats on Lower Sidney Street in Southville.
- 110. **C. Cotton Mill Lane.** Eccleston House is a tower block on Cotton Mill Lane in Barton Hill, next to Barton House.
- 111. **D. A38.** The airport is beside the A38, south of Bristol in North Somerset.
- 112. **A. A370.** The A370 between Bristol and Weston-super-Mare runs through Congresbury.
- 113. **B. A37.** Pensford is on the A37, the road south from Bristol towards Shepton Mallet.
- 114. **C. A4.** The A4 Bath Road runs from Bristol past Keynsham to Bath.
- 115. **D. A369.** The A369 runs from Bristol past Pill and into Portishead.
- 116. **A. A432.** The A432 runs from Bristol through Yate.
- 117. **B. A368.** Blagdon is on the A368, south of Bristol near Blagdon Lake.
- 118. **C. A420.** Wick is on the A420, the road from Bristol towards Chippenham.
- 119. **D. A4174.** The A4174 ring road runs past Emersons Green, on the north-east edge of Bristol.

Safeguarding and CSE awareness

- 120. **A. This could be exploitation, so stay alert and report it.** A young person with older adults who are not family, who seems frightened, is a known warning sign of CSE. Note the details and report your concern.
- 121. **B. Sexual abuse where someone uses power over a child.** CSE is a form of child sexual abuse. A person or group uses an imbalance of power to trick, pressure or force a child into sexual activity.
- 122. **C. Under 18.** CSE can happen to any child or young person under the age of 18.
- 123. **D. Any child, boy or girl, from any background.** CSE can happen to any child under 18. Sefton's handbook says children of any class, race, religion or culture are vulnerable, and both boys and girls are at risk.
- 124. **B. Older partners and costly gifts are common signs of grooming.** Abusers often pretend to be a boyfriend or girlfriend. Relationships with older people and new, costly items the child cannot afford are signs of CSE.
- 125. **A. Report your concern to the police.** Taking young people to or from hotels and B&Bs, and regular customers taking young people with them, are listed CSE warning signs. Report it to the police; do not question the men yourself.
- 126. **C. A possible sign of exploitation.** Calls and messages from outside a child's normal circle of friends, and phones they cannot afford, are listed signs of exploitation.
- 127. **D. Call 999, as she may be in immediate danger.** A drunk child with adults going to a private house may be at immediate risk. When the risk is immediate, contact the police on 999.
- 128. **A. No, it is never the child's fault.** Exploitation is never the victim's fault. Children are groomed and may not see themselves as victims.

129. **D. A child who often goes missing from home.** Going missing from home and not saying where they have been is a listed sign that a child may be at risk of exploitation.
130. **C. The police on 999.** If the risk is immediate, call the police on 999 straight away. Council guidance says this, for example Sefton's handbook and Wolverhampton's licence conditions.
131. **B. 101.** Call the police on 101 for concerns that are not an emergency. Use 999 only if someone is in immediate danger.
132. **C. 0800 555 111.** Crimestoppers is an independent charity. You can give information on 0800 555 111 without giving your name.
133. **D. Write down what you saw and report it.** Your job is to record and report. Investigating is the role of the police and social workers, so do not investigate or confront anyone yourself.
134. **A. Times, places, people and what happened.** Guidance asks for clear facts: names, places and addresses, dates and times, descriptions of people and vehicles, and what was said or done.
135. **B. Your council's licensing or safeguarding team.** The DfT standards say to use the local safeguarding process. The first step is usually to contact the safeguarding lead at the council.
136. **B. Police and social workers do the investigating.** Government safeguarding advice says it is the role of social workers and the police to investigate. Your part is to note what you saw and report it.
137. **B. False.** False. You do not need proof. Guidance says to report if you suspect a child is at risk, or if something gives you a real sense of unease. The police and social workers decide what happens next.
138. **D. Listen calmly and do not promise to keep it secret.** Listen and take it seriously. Government advice says not to promise you won't tell anyone, because you may need to tell others to protect the child.
139. **A. Crimestoppers.** Crimestoppers lets you give information without giving your name, on 0800 555 111.
140. **C. Gangs using children to move drugs between areas.** County lines is when gangs move illegal drugs from one area to another, often using children or vulnerable people they have pressured into it.
141. **D. A phone line used to take drug orders.** The "county line" is the dedicated mobile phone line used to take drug orders.
142. **B. Warning signs of county lines exploitation.** The DfT lists these warning signs: a child travelling alone, at unusual hours such as school time, over long distances, not local, paying in cash or prepaid.
143. **C. 15 to 17.** The DfT standards say children aged 15 to 17 are the majority, but they may also be much younger.
144. **A. Gangs taking over a vulnerable person's home.** Cuckooing is when dealers take over the home of a vulnerable person and use it for their crime.
145. **B. Long trips paid in cash or prepaid.** Paying for journeys in cash or prepaid is one of the DfT's county lines warning signs, especially for a child travelling alone.

146. **A. A sign of modern slavery.** Signs of modern slavery include being controlled by others, someone else holding their ID, and being moved to work in a group at odd times.
147. **C. 08000 121 700.** Call the Modern Slavery & Exploitation Helpline on 08000 121 700, or report online. Call 999 in an emergency.
148. **D. They seem afraid, and someone else speaks for them.** Victims often seem afraid, avoid eye contact, are not free to speak for themselves and seem controlled by another person.
149. **B. Yes, trust your instincts and report it.** The NCA says trust your instincts. Even if it is not county lines, the person may be exploited in another way.
150. **D. An adult who may not be able to keep safe from harm.** The DfT standards use the Care Act 2014 meaning: an adult with care and support needs who, because of those needs, cannot protect themselves from abuse or neglect.
151. **C. Keep her safe and call the police for help.** Someone who is very drunk is vulnerable. Do not leave her somewhere unsafe and never take her to your home. Get help from the police.
152. **A. Stay calm, check details and get help.** Treat them patiently. Check details with the operator or a carer, and call the police if you cannot get them home safely.
153. **B. The child's safety, and whether to report it.** A child travelling alone at unusual hours is a warning sign of exploitation. Think about their safety and report your concern.
154. **C. They seem afraid of the person with them.** Fear of a companion, being controlled, or not being allowed to speak are signs that an adult may be at risk of abuse.
155. **D. Financial abuse.** Making a vulnerable person hand over money can be financial abuse. Note the details and report your concern.
156. **A. Physical, sexual, emotional and financial.** Abuse can take many forms, and it is often by someone the person knows. The DfT standards list psychological, emotional and financial abuse among others.
157. **D. See them out safely, close to their destination.** Wolverhampton's conditions say to drop passengers in a safe place as close as practicable to their destination, and to make sure they have got out safely before you set off.
158. **A. Politely refuse and give the operator's number.** Keep contact professional. Wolverhampton's conditions say drivers must not request or keep passengers' personal contact details or try to start a personal relationship with them.
159. **C. No, let them choose where to sit.** Let the passenger choose. Wolverhampton's conditions say passengers must be allowed to sit in their choice of licensed seat.
160. **B. Comments about a passenger's body or looks.** Codes of conduct say drivers must not make offensive or inappropriate comments, and Nottingham's conditions ban conversation of a personal or sexual nature. Breaking conditions can cost you your licence.
161. **A. Only when needed to help, with their agreement.** Drivers should not touch passengers unnecessarily or inappropriately. If someone may need help, ask them first rather than assume.
162. **C. No, it breaks professional boundaries.** Using what you learn on the job to contact a passenger, including through social networks, misuses their personal details. Wolverhampton's conditions also ban trying to start a personal relationship with a passenger.

163. **B. These are ways abusers groom children.** The Casey report, quoted in the DfT standards, found drivers who offered children cigarettes, alcohol or free rides in return for sex. Gifts and favours are grooming tools.
164. **D. Stay polite and professional.** Drivers should remain professional at all times and must not try to start a personal relationship with a passenger, whatever the passenger does.
165. **D. You, the driver, at all times.** A driver has responsibility for the safety of their passengers and a lot of control over them. Codes of conduct say drivers must remain professional at all times.
166. **A. Do not join in; change the subject.** Never join in sexual talk with a child. Conditions and codes of conduct ban conversation of a sexual nature and sexualised language. Report it if it suggests the child is at risk.
167. **C. Action Counters Terrorism.** ACT, Action Counters Terrorism, is the police campaign asking the public to report suspicious activity.
168. **B. Move away from it and call 999.** Visible wires make an item obviously suspicious. ProtectUK says do not touch it, move people away to a safe distance and call 999.
169. **D. Report it to the police or ACT.** If you see something that does not feel right, report it at gov.uk/ACT or on 0800 789 321. Call 999 in an emergency.
170. **A. 0800 789 321.** You can call the police in confidence on 0800 789 321, or report online at gov.uk/ACT.
171. **B. Run, Hide, Tell.** Run to a place of safety if you can. If you cannot, hide. Tell the police by calling 999 when it is safe.
172. **C. When it is safe to do so.** Get to safety first. Then tell the police by calling 999 when it is safe to do so.
173. **D. Yes, it is OK if you are not sure.** The ACT campaign says trust your instincts. It is OK if you are not sure; the police will check it.
174. **C. Listen, take them seriously and offer support.** Talking about suicide does not make it more likely. Listen, stay calm, and signpost them to help such as the Samaritans.
175. **B. 116 123.** Samaritans can be called free from any phone on 116 123, day or night.
176. **A. Call 999, as they may be in immediate danger.** If someone may harm themselves now, it is an emergency. Call 999 and stay with them if it is safe.

Numeracy and fares

177. **C. £11.20.** The first mile costs £3.20. That leaves 4 miles at £2.00 = £8.00. £3.20 + £8.00 = £11.20.
178. **B. £9.80.** 4 miles $\times$ £1.80 = £7.20. Add the flag fall: £7.20 + £2.60 = £9.80.
179. **B. £5.00.** After the first mile there are 1.5 miles left. That is 7.5 fifths, and a part counts as a whole, so $8 \times 25p = £2.00$. £3.00 + £2.00 = £5.00.
180. **B. £8.50.** After the first half mile there are 2.5 miles left = 25 tenths. $25 \times 20p = £5.00$. £3.50 + £5.00 = £8.50.

181. **D. £7.90.** $3.2 - 0.5 = 2.7$ miles = 27 tenths. $27 \times 20p = £5.40$. $£2.50 + £5.40 = £7.90$.
182. **D. £10.50.** 7 minutes $\times 30p = £2.10$. $£8.40 + £2.10 = £10.50$.
183. **A. £1.60.** 4 minutes = 8 lots of 30 seconds. $8 \times 20p = £1.60$.
184. **B. £18.00.** 1.5 times $£12.00 = £12.00 + £6.00 = £18.00$.
185. **C. £15.60.** 50% of $£10.40$ is $£5.20$. $£10.40 + £5.20 = £15.60$.
186. **A. £17.60.** Only passengers after the first are charged: $3 \times £1.00 = £3.00$. $£14.60 + £3.00 = £17.60$.
187. **A. 4 miles.** Take off the flag fall: $£9.00 - £3.00 = £6.00$. $£6.00 \div £1.50 = 4$ miles.
188. **B. £6.60.** $£20.00 - £13.40 = £6.60$. Check: $£13.40 + £6.60 = £20.00$.
189. **A. £2.35.** $£10.00 - £7.65 = £2.35$. Check: $£7.65 + £2.35 = £10.00$.
190. **A. £3.20.** $£20 + £10 = £30.00$. $£30.00 - £26.80 = £3.20$.
191. **D. £31.25.** $£50.00 - £18.75 = £31.25$. Check: $£18.75 + £31.25 = £50.00$.
192. **A. £2.70.** $£15.00 - £11.30 = £3.70$. Take off the $£1$ tip: $£3.70 - £1.00 = £2.70$.
193. **C. £4.50.** $£10.40 - £5.90 = £4.50$. Check: $£5.90 + £4.50 = £10.40$.
194. **D. 5 coins.** $£2 + £2 + 50p + 20p + 10p = £4.80$. That is 5 coins.
195. **D. £8.20.** $£24.60 \div 3 = £8.20$. Check: $3 \times £8.20 = £24.60$.
196. **C. £7.75.** $£31.00 \div 4 = £7.75$. Check: $4 \times £7.75 = £31.00$.
197. **A. £1.80.** $£10 + £5 = £15.00$. $£15.00 - £13.20 = £1.80$.
198. **D. 50p.** The correct change is $£20.00 - £14.50 = £5.50$. You gave $£5.00$, so you still owe 50p.
199. **B. 30 minutes.** Time = distance $\div$ speed. $12 \div 24 = 0.5$ hours, which is 30 minutes.
200. **D. 1 hour 30 minutes.** $45 \div 30 = 1.5$ hours. Half an hour is 30 minutes, so the journey takes 1 hour 30 minutes, not 1 hour 50.
201. **A. 24 minutes.** $8 \div 20 = 0.4$ hours. $0.4 \times 60 = 24$ minutes.
202. **C. 18 miles.** 36 minutes is 0.6 of an hour. $0.6 \times 30 = 18$ miles.
203. **D. 15:25.** $14:35 + 25$ minutes = 15:00. Add the other 25 minutes: 15:25.
204. **C. 00:15.** $22:30 + 1$ hour = 23:30. $23:30 + 45$ minutes = 00:15, which is a quarter past midnight. The clock goes back to 00 after 23:59.
205. **C. 07:40.** $25 + 5 = 30$ minutes. $08:10 - 30$ minutes = 07:40.
206. **B. 19:45.** For pm times, add 12 to the hour: $7 + 12 = 19$, so 7.45 pm is 19:45.
207. **B. 20 minutes past midnight.** 00:20 in the 24-hour clock is 12.20 am: 20 minutes after midnight.
208. **D. 3.05 pm.** Take 12 away from hours after 12: $15 - 12 = 3$, so 15:05 is 3.05 pm.
209. **C. 05:30.** 05:30 is between 23:00 and 06:00, so it is in the night tariff. 06:15, 22:45 and 18:00 are all outside it.
210. **B. £90.** 10% of $£600$ is $£60$ and 5% is $£30$. $15\% = £60 + £30 = £90$. (£510 is what you keep, not the commission.)

211. **A. £625.** $£120 + £95 = £215$. $£840 - £215 = £625$.
212. **C. £43.50.** $240 \div 8 = 30$ litres. $30 \times £1.45 = £43.50$.
213. **B. £8.40.** $120 \times 0.25 = 30$ kWh. $30 \times 28p = £8.40$. (£33.60 is $120 \times 28p$, which forgets the 0.25.)
214. **D. £13.00.** 1% of £12.50 is 12.5p, so 4% is 50p. $£12.50 + £0.50 = £13.00$.
215. **A. 70p.** 1% of £40 is 40p. $1.75 \times 40p = 70p$.
216. **A. £19.80.** 10% of £22.00 is £2.20. $£22.00 - £2.20 = £19.80$.
217. **C. £21.** $£168 \div 8 = £21$ an hour.
218. **B. £1.50.** $£45 \div 30 = £1.50$ a mile.
219. **D. 183 miles.** $45,463 - 45,280 = 183$ miles.
220. **C. £14.70.** Rounding up to the next 10p turns £14.63 into £14.70. £14.60 would be rounding down.
221. **A. 2 vehicles.** $7 \div 4 = 1.75$, and you cannot send part of a vehicle, so round up to 2. Never carry more passengers than your licence allows.

Highway Code for taxi and private hire drivers

222. **A. Something that you must not do.** Signs with red circles are mostly prohibitive: they tell you what you must not do. Plates below a sign add details, such as times.
223. **D. It gives an order you must follow, such as 'turn left'.** Signs with blue circles but no red border mostly give a positive instruction, such as 'ahead only' or 'keep left'.
224. **B. Triangular.** Warning signs are mostly triangular. Direction and information signs are mostly rectangular, and signs giving orders are mostly circular.
225. **B. Green.** Primary routes have green signs. Motorway signs are blue, local routes are white with a black border, and brown signs show tourist attractions.
226. **D. Only when the bus lane signs show that taxis are allowed.** Bus lane signs show which vehicles, if any, may use the lane. Unless the signs allow your vehicle, you should not drive in it while it is in operation.
227. **A. You may not use it, unless the sign also allows private hire vehicles.** The Highway Code lists taxis and licensed private hire vehicles as separate types of vehicle. A sign that shows only taxis does not include private hire vehicles.
228. **B. Any vehicle, as long as other signs do not say otherwise.** You should not drive in a bus lane during its period of operation unless the signs allow you. Outside the times shown, the lane can be used by other traffic.
229. **B. False.** Each bus lane or bus gate has signs that say which vehicles are allowed. Some include taxis and some do not, so you must read the sign each time.
230. **A. You must not drive into it.** You must not enter a road, lane or other route reserved for trams. Trams cannot steer round an obstruction.

231. **D. When your exit road or lane is clear.** You must not enter the box until your exit is clear. You may wait in it to turn right if only oncoming traffic, or other vehicles waiting to turn right, stop you.
232. **C. 60 mph.** For cars, the national limit is 60 mph on single carriageways and 70 mph on dual carriageways and motorways.
233. **C. 70 mph.** Cars may do up to 70 mph on dual carriageways and motorways, unless signs show a lower limit.
234. **B. 30 mph.** A 30 mph limit generally applies to roads with street lights (not motorways) in England and Scotland, unless signs show otherwise.
235. **A. 20 mph.** In Wales the default limit on roads with street lights is 20 mph. Some roads have a 30 mph limit set locally.
236. **C. 60 mph.** Buses, coaches and minibuses up to 12 metres long have a limit of 50 mph on single carriageways and 60 mph on dual carriageways.
237. **C. 23 metres.** At 30 mph the typical thinking distance is 9 metres and the braking distance is 14 metres, so the overall stopping distance is 23 metres.
238. **B. 9 metres.** Thinking distance is how far you travel before you start to brake. At 30 mph it is about 9 metres.
239. **C. 36 metres.** At 40 mph it is 12 metres thinking distance plus 24 metres braking distance: 36 metres in total.
240. **D. 96 metres.** At 70 mph it is 21 metres thinking distance plus 75 metres braking distance: 96 metres in total.
241. **B. Make it at least twice as long.** The gap should be at least doubled on wet roads, and up to ten times greater on icy roads.
242. **C. A limit is the most you may do, and it is not always safe.** The speed limit is the absolute maximum. It does not mean it is safe to drive at that speed in all conditions.
243. **B. People driving the vehicles that can do the most harm.** Those in charge of vehicles that can cause the greatest harm in a collision bear the greatest responsibility. This applies to drivers of cars and taxis, as well as larger vehicles.
244. **B. Pedestrians, cyclists, horse riders and motorcyclists.** Pedestrians, cyclists, horse riders and motorcyclists are most at risk. Children, older adults and disabled people are at even greater risk.
245. **C. Give way and let the pedestrian cross first.** At a junction you should give way to pedestrians crossing or waiting to cross a road that you are turning into or out of.
246. **A. True.** Rule H2 says only pedestrians may use the pavement, and that pedestrians include wheelchair and mobility scooter users.
247. **A. At least 1.5 metres.** Leave at least 1.5 metres when overtaking cyclists at speeds of up to 30 mph, and more space at higher speeds. Wait behind if you cannot leave enough space.
248. **D. Below 10 mph, leaving at least 2 metres.** Pass horse riders and horse-drawn vehicles at under 10 mph and allow at least 2 metres of space.

249. **C. Wait and let the cyclist go past before you turn.** You should not cut across cyclists going ahead when you turn. Do not turn if it would make the cyclist stop or swerve.
250. **A. Give them plenty of room and do not cut across them.** Give priority to cyclists on the roundabout. Give them plenty of room and do not try to overtake them within their lane.
251. **B. With your left hand, so you turn and look behind you.** Where you can, open the door with the hand on the opposite side. This makes you look over your shoulder, so you are more likely to see cyclists and motorcyclists.
252. **C. No, as another vehicle may be coming that they cannot see.** Do not wave, flash your lights or use your horn to invite pedestrians across. This could be dangerous if another vehicle is approaching.
253. **A. To call 999 or 112 in an emergency when it is unsafe to stop.** You must not use a hand-held phone for any purpose while driving, even when stationary in traffic. There is an exception to call 999 or 112 in a genuine emergency when it is unsafe or impractical to stop.
254. **A. Yes, if you do not hold it and it does not block your view.** You may use a device hands-free, for example in a holder, as long as you do not hold it and it does not block your view of the road. You must still stay in full control.
255. **C. 6 penalty points and a £200 fine.** You can get 6 penalty points and a £200 fine. If you passed your test in the last 2 years, you will lose your licence.
256. **B. When the vehicle is stopped and you pay at a payment terminal.** You may use a hand-held device to make a contactless payment only when the vehicle is stationary and the goods or services are received at the same time or after.
257. **D. The passenger.** Adult passengers aged 14 and over must wear a seat belt if one is available. The passenger is responsible for this.
258. **B. Wear the adult seat belt.** From age 3 up to 1.35 metres or age 12, a child must use an adult belt in the rear if the correct child restraint is not available in a licensed taxi or private hire vehicle.
259. **D. While plying for hire or carrying passengers.** A licensed taxi driver does not need to wear a seat belt while looking for customers (plying for hire) or while carrying passengers.
260. **C. Yes, as the exemption is only for when you carry passengers.** A private hire driver is exempt only while carrying passengers. With no passengers in the car, you must wear your seat belt.
261. **B. 35 microgrammes per 100 ml.** In England and Wales you must not drive with more than 35 microgrammes of alcohol per 100 millilitres of breath. The limit in Scotland is lower, at 22.
262. **B. You may still be unfit to drive.** Alcohol takes time to leave your body. You may be unfit to drive in the morning after drinking the evening before.
263. **A. After every 2 hours of driving.** Plan your journey to take enough breaks. A break of at least 15 minutes after every two hours of driving is recommended.
264. **B. The Driver and Vehicle Licensing Agency (DVLA).** You must report to the DVLA any health condition likely to affect your driving. Your council licence conditions may also ask you to tell the council.

265. **C. No, you must not stop or park on the zig-zag lines.** You must not stop or park on a pedestrian crossing or in the area marked by the zig-zag lines.
266. **D. No, you must not stop there even to set down a passenger.** You must not wait, park, or stop to set down and pick up passengers on school entrance markings when upright signs show a ban on stopping.
267. **A. Yes, you may stop while passengers get in or out.** Double yellow lines mean no waiting at any time, but you may stop while passengers board or alight, unless other restrictions apply.
268. **C. A licensed taxi.** Red lines ban stopping to park, load or unload, or to let people board or alight. The exceptions are a licensed taxi and a Blue Badge holder.
269. **B. Within 10 metres.** Do not stop or park opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space.
270. **D. At or near a bus stop.** Do not stop or park at or near a bus or tram stop or taxi rank, or anywhere you would block access for emergency services.
271. **C. Stop just long enough for passengers to get in or out.** You must not stop on an urban clearway in its hours of operation, except to pick up or set down passengers.
272. **D. No, you must not stop on the main carriageway of a clearway.** This sign means no stopping (clearway). You must not stop or park on a clearway. Only an urban clearway allows stopping to pick up or set down.
273. **B. No, you must not stop or park in a taxi bay.** You must not stop or park on taxi bays shown by upright signs and markings. These are for hackney carriages.
274. **A. Switch it off and apply the parking brake.** You must not leave an engine running unnecessarily while stationary on a public road. If you will be stopped for more than a couple of minutes, apply the parking brake and switch off the engine.
275. **C. No, not between 11.30 pm and 7 am in a built-up area.** You must not use your horn while stationary, or in a built-up area between 11.30 pm and 7 am, except when another road user poses a danger.

Equality and disability duties

276. **B. A listed wheelchair-accessible vehicle.** A taxi or PHV is designated if it is on the list of wheelchair-accessible vehicles that the council keeps under s.167.
277. **D. To carry them in their wheelchair.** Section 165 says the driver of a designated vehicle must carry the passenger while in the wheelchair.
278. **A. No, no extra charge is allowed.** The driver must not make, or propose to make, any additional charge for any of the s.165 duties.
279. **C. Help getting in and out, and loading luggage.** Mobility assistance means help to get in and out of the vehicle, and to load luggage, mobility aids or the wheelchair.
280. **A. Carry the wheelchair in the vehicle.** If the passenger chooses to sit in a passenger seat, the driver must carry the wheelchair.

281. **D. Up to £1,000.** The offence carries a fine of up to level 3 on the standard scale, which is £1,000. The council may also act against your licence.
282. **B. That the ramp is locked securely in place.** The driver must take the steps needed to carry the passenger in safety. A ramp that is not secure can slip and cause injury.
283. **C. With the restraints, brakes on and passenger belted.** Use the vehicle's wheelchair restraint system as the maker says, put the wheelchair brakes on and fit the passenger's seat belt.
284. **B. If that wheelchair cannot be carried safely.** It is a defence if the vehicle met its accessibility requirements but it was not possible to carry that wheelchair safely.
285. **A. True.** True. Since the 2022 Act, a licensing authority must maintain and publish its list of designated vehicles.
286. **D. Carry them and the dog, with no extra charge.** Taxi and PHV drivers must carry an assistance dog with its owner and must not charge extra for it.
287. **A. No, only a medical exemption allows this.** Not liking dogs is not a reason. Only a driver with a medical exemption certificate, with the notice displayed, is exempt.
288. **C. Medical grounds.** The council must issue an exemption certificate only if it is satisfied that it is right to do so on medical grounds.
289. **D. Display the exemption notice in the vehicle.** The exemption only applies if the certificate is in force and the prescribed notice is displayed in the vehicle.
290. **A. Ask the owner; usually the footwell.** Guide Dogs advises asking the owner. Most will want the dog in the footwell beside them. Guide dogs are trained not to climb on seats.
291. **B. Yes, it is a criminal offence.** An operator commits an offence by refusing a booking because the disabled person will have an assistance dog with them.
292. **C. A dog trained to help a deaf person.** The Act covers dogs trained to guide a blind person, assist a deaf person, and some other trained dogs for disabled people.
293. **A. No, it must stay with its owner.** The driver must carry the disabled person's dog and allow it to remain with that person.
294. **D. Show your exemption and help them find another car.** Guide Dogs says a driver with a genuine exemption, or their company, should help the passenger find another taxi or minicab.
295. **C. Do not distract it; speak to the owner.** Guide Dogs says do not interfere with the dog and only give instructions to its owner.
296. **B. All taxi and PHV drivers.** Section 164A puts duties on the driver of any taxi or PHV hired by or for a disabled person, not only designated vehicles.
297. **B. The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022.** The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 inserted new sections 164A, 165A and 167A into the Equality Act 2010.
298. **C. 28 June 2022.** The Act came into force on 28 June 2022, two months after it was passed.
299. **D. Help them find the vehicle, with no extra charge.** If told before the journey, a PHV or pre-booked taxi driver must take reasonable steps to help the passenger identify and find the vehicle, with no extra charge.

300. **A. Carry the walking frame with no extra charge.** All drivers must carry a disabled passenger's mobility aids, and must not charge extra for it.
301. **C. Yes, if they could not reasonably have known.** For the duty to carry the passenger in safety and comfort, it is a defence if the driver could not reasonably have known the passenger was disabled.
302. **A. A criminal offence by the operator.** An operator commits an offence by refusing a booking because the passenger has a disability, or to avoid the driver's duties.
303. **B. When no suitable vehicle is available.** It is a defence for the operator to show it was reasonable not to accept the booking due to a lack of suitable vehicles.
304. **D. Only the physical help; you must still carry the passenger.** Since 2022, a s.166 exemption covers only the mobility assistance duties. The duty to carry the passenger still applies.
305. **C. Medical grounds or a physical condition.** The council must issue a certificate if satisfied it is right on medical grounds, or because the driver's physical condition makes the duties impossible or unreasonably difficult.
306. **A. 9.** The nine are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
307. **B. Religion or belief.** Religion or belief is one of the nine protected characteristics. Income, being a student or a smoker are not.
308. **D. Unlawful discrimination.** Treating someone less favourably because of their religion is direct discrimination, which is against the law.
309. **C. Carry them; refusing is discrimination.** Sexual orientation is a protected characteristic. Refusing or treating them worse because of it is unlawful.
310. **D. Attacking someone because they are disabled.** A hate crime is a crime against someone because of their disability, race, religion or belief, sexual orientation or transgender identity. It should be reported to the police.
311. **A. Report it to the police as a hate crime.** Threatening behaviour and damage linked to race can be a hate crime. Call 999 if it is happening now, or 101 if not.
312. **B. It unfairly disadvantages assistance dog users.** A rule that applies to everyone but disadvantages people with a protected characteristic can be indirect discrimination. It also breaks the assistance dog duties.
313. **D. No, that would be discrimination.** Pregnancy and maternity is a protected characteristic. Refusing her because she is pregnant is unlawful.
314. **A. To the police, by 999, 101 or online.** Hate crime can be reported online or by phone. Call 999 if it is in progress or someone is in danger; otherwise call 101.
315. **C. Stay professional and do not join in.** Joining in can be harassment and is unprofessional. Stay calm and polite, and do not take part.
316. **B. Hidden, or non-visible, disabilities.** Many disabilities are not visible. A passenger may still need help, time or understanding.
317. **A. They may have a hidden disability.** The Hidden Disabilities Sunflower is a symbol for non-visible disabilities. It shows the wearer may need extra help, time or understanding.

318. **B. Ask them what help they would like.** Guide Dogs says the most important tip is to ask the person how they would like to be helped.
319. **D. Face them and speak clearly.** RNID says to face the person and speak clearly, without shouting or speaking too fast. Writing things down can help too.
320. **C. Offer your arm and let them hold your elbow.** RNIB advises holding out your arm for the person to take. They hold your elbow and walk about half a pace behind you.
321. **A. Go to them and say who you are.** Guide Dogs says do not flash your lights or beep your horn. Go to the passenger and introduce yourself.
322. **B. "I am on the left, outside 1 Bridge Street".** Use clear language that does not need sight, such as the side of the road and the address.
323. **D. Say where to put the money and explain the change.** Guide Dogs says give clear directions about where to place the money and explain where you have put their change.
324. **C. Once the passenger has got into the vehicle.** Guide Dogs cites the High Court case *McNutt v Transport for London* (2019): the meter should start only once a disabled passenger has boarded.
325. **C. The passenger, directly.** Speak directly to the disabled person. Guide Dogs says never channel conversation through a third person.
326. **D. Tell them you are leaving and check they are OK.** Never leave a person with sight loss without saying so. They need to know you have gone and what to do next.

Licensing law basics

327. **D. A hackney carriage, in the area where it is licensed.** Only a hackney carriage may ply for hire, which includes being hailed. It may do this only within the area of the council that licensed it.
328. **C. Refuse, and tell them to book through an operator.** A private hire vehicle must not ply for hire. Every journey must be booked through a licensed operator before it starts. A street pick-up is an offence, and your insurance may not cover it.
329. **B. Hackney carriages licensed by that council.** Ranks (stands) are appointed by the council for its hackney carriages. Private hire vehicles must not use them to wait for passengers.
330. **D. Offering a vehicle for hire on the spot, such as at a rank.** Plying for hire means making a vehicle available to be hired there and then, for example by waiting at a rank or driving around looking for fares. Only hackney carriages may do this.
331. **C. So nobody thinks they can hail it in the street.** A private hire vehicle must not be of such design and appearance that people would think it is a hackney carriage, because only hackney carriages can be hailed.
332. **D. Not without a reasonable excuse.** A hackney carriage driver who refuses or neglects, without reasonable excuse, to take a hirer to a place within the prescribed distance commits an offence.

333. **A. The council, in its table of fares or byelaws.** A council may fix hackney carriage fares and other charges by a table of fares. A driver must not charge more than the table allows.
334. **A. The fare shown on the taximeter.** For a journey ending outside the district with no fare agreed in advance, the driver must not charge more than the meter shows.
335. **C. The operator who accepted the booking.** Every contract for the hire of a licensed private hire vehicle is treated as made with the operator who accepted the booking, even if another person provided the vehicle.
336. **A. Before the journey starts.** An operator must record the particulars of every booking, in the form the council requires, before the start of each journey, and show the record to an officer or the police on request.
337. **D. An offence of unnecessarily prolonging the journey.** A licensed driver must not, without reasonable cause, unnecessarily prolong a journey in distance or in time. This applies to hackney carriage and private hire drivers.
338. **A. A fit and proper person.** A council must not grant a driver's licence unless it is satisfied that the applicant is a fit and proper person and is not disqualified by immigration status.
339. **B. At least 12 months.** A council must not grant a driver's licence to anyone who has not been authorised to drive a car for at least twelve months.
340. **C. 3 years, unless the council sets a shorter period for that case.** A driver's licence remains in force for three years, or for a shorter period that the council thinks right in the circumstances of the case.
341. **B. 5 years.** An operator's licence remains in force for five years, or for a shorter period that the council thinks right in the circumstances of the case.
342. **A. 1 year.** A private hire vehicle licence remains in force for the period the council sets, which must not be longer than one year.
343. **C. Would you let someone you care for travel alone with them?** The question is: would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?
344. **A. The balance of probabilities.** Decisions are made on the balance of probabilities. The applicant should not get the benefit of the doubt, and conduct without a conviction can be considered.
345. **D. Enhanced, with checks of the children's and adults' barred lists.** Councils should require an enhanced DBS check with a check of both barred lists for every driver applying for or renewing a licence.
346. **B. Every 6 months.** Drivers should be required to keep up continuous registration with the DBS Update Service so the council can check for new information every 6 months. Drivers who do not subscribe should still be checked every 6 months.
347. **B. Check online at any time if the DBS certificate is still up to date.** Subscribing keeps a certificate up to date online and, with the person's consent, lets named organisations check its status at any time.
348. **D. Worn where it can be plainly seen.** A driver must wear the badge at all times when working under their licence, in a position where it is plainly and distinctly visible.

349. **D. It must end no later than their permission to stay ends.** If a driver has limited leave to remain, the council must set a licence period that ends at or before the end of that leave.
350. **B. Yes, 'any other reasonable cause' is a ground in law.** The grounds include convictions for offences of dishonesty, indecency or violence, breaking taxi law, immigration offences, or any other reasonable cause.
351. **B. 21 days after the driver is given notice.** A suspension or revocation normally takes effect at the end of 21 days beginning with the day the notice is given to the driver.
352. **B. When public safety needs it and the notice says why.** If public safety requires immediate effect, and the notice says so and explains why, it takes effect when the notice is given.
353. **B. 14 days.** The council must give the driver notice of the grounds within fourteen days of the suspension, revocation or refusal to renew.
354. **D. To a magistrates' court.** Any driver aggrieved by a decision under section 61 may appeal to a magistrates' court.
355. **A. 21 days from when the notice was served.** Appeals under Part II of the 1976 Act follow the Public Health Act 1936: the time limit is twenty-one days from the date the notice of the decision was served.
356. **C. Yes, unless the decision had immediate effect for public safety.** Until the time for appealing ends, or an appeal is decided, the person may carry on the business. This does not apply where the decision has immediate effect for public safety.
357. **C. Their driver's badge.** The driver must return the driver's badge to the council on demand. Failing to do so without reasonable excuse is an offence.
358. **B. Within 5 days.** You must produce your licence either straight away or, for a council officer, at the council's main offices within five days, beginning with the day after the request.
359. **A. An offence of obstructing an authorised officer.** It is an offence to wilfully obstruct an authorised officer or police officer, to fail without reasonable cause to give them information they reasonably need, or to give information you know is false.
360. **C. As soon as reasonably practicable, and within 72 hours.** The proprietor must report any accident causing damage that materially affects the vehicle's safety, performance, appearance or passenger comfort as soon as reasonably practicable and within 72 hours.
361. **B. The driver, the vehicle and the operator.** An operator must not operate a vehicle as a private hire vehicle unless the vehicle and driver are licensed under the 1976 Act. This is read as meaning all three licences come from the same council, often called the 'triple lock'.
362. **B. Yes, if the other operator is licensed and accepts it in its own area.** An operator may sub-contract a booking to an operator licensed in another district, if that operator accepts the booking in its own district. The second operator then uses its own drivers and vehicles.
363. **A. No, only in the area of the council that licensed it.** A hackney carriage licence allows plying for hire only within the area of the council that granted it. Plying for hire elsewhere without a licence for that area is an offence.
364. **A. Hire and reward insurance that covers the licensed use.** Carrying passengers for payment needs hire and reward cover. A council must not license a private hire vehicle without suitable insurance in force.

365. **B. The vehicle licence and the insurance certificate.** The proprietor must produce the vehicle licence and the certificate of insurance when an authorised officer of the council asks.
366. **D. No, the vehicle must be smoke-free at all times.** An enclosed vehicle used by members of the public, whether or not for hire, is smoke-free. Smoking in a smoke-free place is an offence.
367. **A. No, it is used by the public so it is always smoke-free.** The vehicle is smoke-free because it is used by members of the public. This does not stop when the passenger gets out.
368. **D. Make them stop smoking.** The driver has a legal duty to cause anyone smoking in a smoke-free vehicle to stop. Failing to do so is an offence.
369. **C. At least one legible no-smoking sign must be displayed.** The person with management responsibilities for a smoke-free vehicle must make sure at least one legible no-smoking sign is displayed in it.
370. **A. True.** The 1976 Act lets a council attach the conditions it considers reasonably necessary. That is why local conditions differ, and why you must read your own council's.
371. **A. A national register of driver licence refusals, suspensions and revocations.** The 2022 Act requires English councils to record refusals, suspensions and revocations of driver licences on the national database, known as the National Register for Revocations, Refusals and Suspensions (NR3S).
372. **D. Search the national database for entries about the person.** Before deciding on an application for, or renewal of, a driver's licence, the council must search the licensing information database and consider any information it gets.
373. **C. Report the information to the council that licensed them.** If the council would have considered suspending or revoking the licence had it granted it, it must pass the information to the council that issued the licence.
374. **C. 10 working days.** The information must be provided before the end of 10 working days beginning with the day the council became aware of it.
375. **A. 11 years.** Each entry is removed at the end of 11 years beginning with the day it was first made.
376. **C. Have regard to them when using their licensing powers.** The Standards were issued under section 177 of the Policing and Crime Act 2017. Councils must have regard to them, and the DfT says that means more than a quick look.
377. **D. Police telling the council about a risk, for example at arrest or charge.** Common Law Police Disclosure lets police pass on information about a public protection risk at arrest or charge, rather than waiting for a conviction.
378. **B. They should not be issued a licence, except in truly exceptional cases.** In the interests of public safety, councils should not issue a licence to anyone on either barred list. Any exception must have its reasons recorded.
379. **C. Set national standards for granting, renewing, suspending and revoking licences.** Sections 70 to 74 let the Secretary of State make regulations setting national standards. When we checked on 29 October 2026, these sections were not yet in force.

380. **A. Suspend a licence from any English council for up to 48 hours for public safety.** Section 76 will let an enforcement officer suspend a driver, vehicle or operator licence granted by any English council if public safety requires it. Under section 77 the suspension normally lasts 48 hours. These sections were not yet in force on 29 October 2026.
381. **D. No, they will start on a date set by regulations.** Section 108 says Chapter 6 does not come into force when the Act was passed or two months after. It starts on a day the Secretary of State appoints by regulations.

Sources

- Hackney Carriage and Private Hire Licensing Policy 2021-2026 (includes licence conditions), Bristol City Council, Policy came into force 27 July 2021; PDF last modified 25 June 2025. Checked 29 October 2026. <https://www.bristol.gov.uk/files/documents/536-hackney-carriage-and-private-hire-licensing-policy>
- Taxi and private hire driver tests and certificates, Bristol City Council, Undated web page. Lists 'how to calculate change and general road safety' as a test subject.. Checked 29 October 2026. <https://www.bristol.gov.uk/business/licences-and-permits/taxis-and-private-hire-licensing/taxi-driver-tests-and-certificates>
- OpenStreetMap (Nominatim search), OpenStreetMap contributors, Live map data. Checked 29 October 2026. <https://nominatim.openstreetmap.org/>
- Private Hire and Hackney Carriage Knowledge Test Example Questions, Bristol City Council, Undated; file created 27 June 2022, modified 31 March 2026. Checked 29 October 2026. <https://www.bristol.gov.uk/files/documents/4754-taxi-knowledge-test-example-questions>
- Statutory taxi and private hire vehicle standards, Department for Transport, Published 21 July 2020; last updated 25 November 2022 (Welsh translation added). Sections 6.2 Safeguarding awareness and 6.3 County lines exploitation.. Checked 29 October 2026. <https://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards/statutory-taxi-and-private-hire-vehicle-standards>
- Taxi knowledge and practical test (course subject list), City of Wolverhampton Council, Page last updated 29 July 2026.. Checked 29 October 2026. <https://www.wolverhampton.gov.uk/licences/taxi-licences/taxi-knowledge-and-practical-test>
- This is not an excuse: Child sexual exploitation and Know the signs, Avon and Somerset Police, Undated web page.. Checked 29 October 2026. <https://www.thisisnotanexcuse.org/child-sexual-exploitation/know-the-signs/>
- County Lines, National Crime Agency, Undated web page.. Checked 29 October 2026. <https://www.nationalcrimeagency.gov.uk/what-we-do/crime-threats/drug-trafficking/county-lines>
- Spot the signs of modern slavery, Unseen (runs the Modern Slavery & Exploitation Helpline), Undated web page. Helpline number confirmed on modernslaveryhelpline.org.. Checked 29 October 2026. <https://www.unseenuk.org/about-modern-slavery/spot-the-signs/>
- Action Counters Terrorism (ACT): report suspicious activity, Counter Terrorism Policing / HM Government, Undated web page.. Checked 29 October 2026. <https://act.campaign.gov.uk>

- Run Hide Tell, Counter Terrorism Policing, Undated web page.. Checked 29 October 2026. <https://www.counterterrorism.police.uk/runhidetell/>
- Contact a Samaritan, Samaritans, Undated web page.. Checked 29 October 2026. <https://www.samaritans.org/how-we-can-help/contact-samaritan/>
- Give information anonymously, Crimestoppers, Undated web page.. Checked 29 October 2026. <https://www.crimestoppers-uk.org/>
- Hackney Carriage, Private Hire and Omnibus Licensing Scheme Handbook (version 3.3), Sefton Council, Version 3.3, revised 11 March 2024. Sections on safeguarding children and CSE, Part 2 (private hire driver conditions) and Part 10 (hackney carriage byelaws).. Checked 29 October 2026. <https://www.sefton.gov.uk/media/0fneszoa/handbook-33-1.docx>
- Together, we can stop child sexual exploitation: handbook for taxi and private hire drivers, West Sussex Safeguarding Children Board, Print code "WS31501 5.16". Reproduces material from the National Working Group (NWG). Sections Signs to look out for, Actions to take and Suggested code of conduct.. Checked 29 October 2026. <https://www.westsussex.gov.uk/media/11102/wsx-cse-taxi-handbook.pdf>
- Child exploitation guidance for drivers in the taxi and private hire industry, Redcar and Cleveland Borough Council, Undated leaflet; uploaded November 2024 (PDF dated 18 November 2024).. Checked 29 October 2026. <https://www.redcar-cleveland.gov.uk/sites/default/files/2024-11/Child%20exploitation%20guidance.pdf>
- What to do if you're worried a child is being abused: advice for practitioners, Department for Education, Dated March 2015; published on GOV.UK 26 March 2015. Paragraphs 2, 25, 26 and 29.. Checked 29 October 2026. <https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>
- Hackney Carriage and Private Hire Vehicle Licensing Policy (with licence conditions, Taxi CCTV Policy and Guidelines on Fitness and Propriety), City of Wolverhampton Council, File dated 12 June 2026; approved by the Regulatory Committee on 1 October 2025; Taxi CCTV Policy revised 3 June 2026. Includes the private hire driver licence conditions.. Checked 29 October 2026. <https://www.wolverhampton.gov.uk/sites/default/files/2026-06/Hackney%20Carriage%20and%20Private%20Hire%20Vehicle%20Licensing%20Policy%20-%202012.06.2026.pdf>
- Conditions for combined hackney carriage and private hire driver's licence, Nottingham City Council, Undated Word document. Sections Conduct of Driver and Lost Property.. Checked 29 October 2026. <https://www.nottinghamcity.gov.uk/media/0bhccc2n/conditions-of-licence-for-a-hc-phv-drivers-licence.docx>
- Incident procedures (suspicious items: HOT and the 4Cs), ProtectUK (Counter Terrorism Policing), ProtectUK publication date 26/03/2024.. Checked 29 October 2026. <https://www.protectuk.police.uk/incident-procedures>
- Application for a Combined Hackney Carriage Private Hire Driver Licence, Nottingham City Council, Undated web page. The Topography Test includes a Numeracy section.. Checked 29 October 2026. <https://nottinghamcity.gov.uk/information-for-business/business-information-and-support/business-and-trading-licences-and-permits/taxi-licensing/apply-for-a-taxi-licence/combined-hackney-carriage-and-private-hire-licence>
- Stage 3: skills and knowledge test, stage 4: licence review, stage 5: licence issued, Manchester City Council, Undated web page. The council site blocked our reader, so we confirmed the skills assessment description (literacy, comprehension, numeracy and the Highway Code) from the search engine's copy of the page.. Checked 29 October 2026.

<https://www.manchester.gov.uk/taxis-and-private-hire/taxi-and-private-hire-drivers-information/become-a-licensed-hackney-carriage-or-private-hire-driver-in-manchester/stage-3-skills-and-knowledge-test-stage-4-licence-review-stage-5-licence-issued>

- Local Government (Miscellaneous Provisions) Act 1976, section 65 (fixing of fares for hackney carriages), [legislation.gov.uk](https://www.legislation.gov.uk), Revised text, up to date to 29 October 2026.. Checked 29 October 2026. <https://www.legislation.gov.uk/ukpga/1976/57/section/65>
- The Highway Code, Department for Transport / Driver and Vehicle Standards Agency, First published on GOV.UK 1 October 2015; latest update 22 October 2025 (traffic signs).. Checked 29 October 2026. <https://www.gov.uk/guidance/the-highway-code>
- Know your traffic signs, Department for Transport, Updated edition published 24 November 2023; images corrected 5 December 2023.. Checked 29 October 2026. <https://www.gov.uk/government/publications/know-your-traffic-signs>
- The Highway Code: typical stopping distances (rule 126), Department for Transport, Undated diagram linked from rule 126.. Checked 29 October 2026. <https://assets.publishing.service.gov.uk/media/559afb11ed915d1595000017/the-highway-code-typical-stopping-distances.pdf>
- Stopping distances, Brake, Undated. Linked from Bristol City Council's knowledge test page.. Checked 29 October 2026. <https://www.brake.org.uk/get-involved/take-action/mybrake/knowledge-centre/speed/stopping-distances>
- Seat belts: the law – when you do not need to wear a seat belt, GOV.UK, published 3 January 2017. Checked 29 October 2026. <https://www.gov.uk/seat-belts-law/when-you-dont-need-to-wear-a-seat-belt>
- Using your phone, sat nav or other device when driving: the law, GOV.UK, GOV.UK shows the page as last updated 30 November 2016; it reflects the 2022 hand-held device law.. Checked 29 October 2026. <https://www.gov.uk/using-mobile-phones-when-driving-the-law>
- Equality Act 2010, Part 12, Chapter 1: Taxis etc. (sections 160 to 173, revised), [legislation.gov.uk](https://www.legislation.gov.uk), Act of 2010; read in its revised form, including the 2022 amendments.. Checked 29 October 2026. <https://www.legislation.gov.uk/ukpga/2010/15/part/12/chapter/1>
- Taxis and Private Hire Vehicles (Disabled Persons) Act 2022, [legislation.gov.uk](https://www.legislation.gov.uk), In force 28 June 2022 (s.6(2)). Inserts ss.164A, 165A and 167A into the Equality Act 2010.. Checked 29 October 2026. <https://www.legislation.gov.uk/ukpga/2022/29/contents>
- Access for wheelchair users to taxis and private hire vehicles (statutory guidance), Department for Transport, published 20 June 2022. Checked 29 October 2026. <https://www.gov.uk/government/publications/access-for-wheelchair-users-to-taxis-and-private-hire-vehicles>
- Guidance for taxi and minicab staff, Guide Dogs, Undated web page.. Checked 29 October 2026. <https://www.guidedogs.org.uk/about-us/what-we-do/research/policy-and-guidance-for-businesses/guidance-for-taxi-staff/>
- How to guide people with sight loss, RNIB, 2022 in the file name; PDF file dated June 2023.. Checked 29 October 2026. https://www.rnib.org.uk/documents/1137/How_to_guide_people_with_sight_loss_2022.pdf
- Discrimination: your rights, GOV.UK, Undated guide page.. Checked 29 October 2026. <https://www.gov.uk/discrimination-your-rights>
- Report hate crime, GOV.UK, Undated guide page.. Checked 29 October 2026. <https://www.gov.uk/report-hate-crime>

- Hidden Disabilities Sunflower, Hidden Disabilities Sunflower, Undated web page.. Checked 29 October 2026. <https://hdsunflower.com/uk/>
- How to communicate with someone who is deaf or has hearing loss, RNID, Page last updated 2 June 2026.. Checked 29 October 2026. <https://rnid.org.uk/information-and-support/deaf-awareness/how-to-communicate-with-deaf-people-hearing-loss/>
- Local Government (Miscellaneous Provisions) Act 1976, Part II, legislation.gov.uk, Revised text, shown as up to date to 29 October 2026.. Checked 29 October 2026. <https://www.legislation.gov.uk/ukpga/1976/57/part/II>
- Town Police Clauses Act 1847 (hackney carriage sections 37 to 68), legislation.gov.uk, Revised text.. Checked 29 October 2026. <https://www.legislation.gov.uk/ukpga/Vict/10-11/89/contents>
- Public Health Act 1936, section 300 (time limit for appeals), legislation.gov.uk, Applied to Part II of the 1976 Act by section 77.. Checked 29 October 2026. <https://www.legislation.gov.uk/ukpga/Geo5and1Edw8/26/49/section/300>
- Taxis and Private Hire Vehicles (Safeguarding and Road Safety) Act 2022, legislation.gov.uk, Section 5 in force 31 May 2022; sections 2 to 4 in force 27 April 2023.. Checked 29 October 2026. <https://www.legislation.gov.uk/ukpga/2022/14/contents>
- English Devolution and Community Empowerment Act 2026, Part 3 Chapter 6 (sections 70 to 86), legislation.gov.uk, Chapter 6 is not in force at Royal Assent (s.108(2)(c)) and is marked 'prospective' as of 29 October 2026.. Checked 29 October 2026. <https://www.legislation.gov.uk/ukpga/2026/23/contents>
- Statutory taxi and private hire vehicle standards, Department for Transport, Updated 25 November 2022 (translation added).. Checked 29 October 2026. <https://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards>
- Smoke-free (Exemptions and Vehicles) Regulations 2007, regulation 11, legislation.gov.uk, published 2007. Checked 29 October 2026. <https://www.legislation.gov.uk/uksi/2007/765/regulation/11>
- Smoke-free (Vehicle Operators and Penalty Notices) Regulations 2007, regulation 2, legislation.gov.uk, published 2007. Checked 29 October 2026. <https://www.legislation.gov.uk/uksi/2007/760/regulation/2>
- Smoke-free (Signs) Regulations 2012, regulation 2, legislation.gov.uk, published 2012. Checked 29 October 2026. <https://www.legislation.gov.uk/uksi/2012/1536/regulation/2>