

Equality and disability duties: questions and answers

51 practice questions for UK taxi and private hire knowledge tests, with answers and explanations at the end.

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Questions

Wheelchair users and designated vehicles

1. 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

2. 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

3. 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

4. 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

5. 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

6. 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

7. 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

8. 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

9. 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

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

- ☐ A. True
- ☐ B. False

Assistance dogs

11. 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

12. 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

13. 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

14. 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

15. 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

16. 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

17. 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

18. 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

19. 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

20. 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

21. 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

22. 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

23. 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

24. 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

25. 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

26. 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

27. 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

28. 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

29. 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

30. 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

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

- ☐ A. 9
- ☐ B. 5
- ☐ C. 7
- ☐ D. 12

32. Which of these is a protected characteristic?

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

33. 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

34. 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

35. 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

36. 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

37. 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

38. 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

39. 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

40. 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

41. 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

42. 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

43. 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

44. 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

45. 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

46. 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

47. 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"

48. 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

49. 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

50. 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

51. 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

Answers

1. **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.
2. **D. To carry them in their wheelchair.** Section 165 says the driver of a designated vehicle must carry the passenger while in the wheelchair.
3. **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.
4. **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.
5. **A. Carry the wheelchair in the vehicle.** If the passenger chooses to sit in a passenger seat, the driver must carry the wheelchair.
6. **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.
7. **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.
8. **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.
9. **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.
10. **A. True.** True. Since the 2022 Act, a licensing authority must maintain and publish its list of designated vehicles.
11. **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.
12. **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.
13. **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.
14. **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.
15. **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.
16. **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.
17. **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.
18. **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.

19. **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.
20. **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.
21. **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.
22. **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.
23. **C. 28 June 2022.** The Act came into force on 28 June 2022, two months after it was passed.
24. **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.
25. **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.
26. **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.
27. **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.
28. **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.
29. **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.
30. **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.
31. **A. 9.** The nine are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
32. **B. Religion or belief.** Religion or belief is one of the nine protected characteristics. Income, being a student or a smoker are not.
33. **D. Unlawful discrimination.** Treating someone less favourably because of their religion is direct discrimination, which is against the law.
34. **C. Carry them; refusing is discrimination.** Sexual orientation is a protected characteristic. Refusing or treating them worse because of it is unlawful.
35. **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.
36. **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.

37. **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.
38. **D. No, that would be discrimination.** Pregnancy and maternity is a protected characteristic. Refusing her because she is pregnant is unlawful.
39. **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.
40. **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.
41. **B. Hidden, or non-visible, disabilities.** Many disabilities are not visible. A passenger may still need help, time or understanding.
42. **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.
43. **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.
44. **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.
45. **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.
46. **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.
47. **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.
48. **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.
49. **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.
50. **C. The passenger, directly.** Speak directly to the disabled person. Guide Dogs says never channel conversation through a third person.
51. **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.

Sources

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