Leeds taxi knowledge test: questions and answers

Practice questions for the Leeds City Council test: Leeds'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

Leeds regulatory framework: conditions, byelaws and policy

Private hire driver conditions

1. **You are cautioned by the police while you hold a Leeds licence. When must you tell the licensing office?**
   - ☐ A. At your next renewal
   - ☐ B. In writing within 72 hours
   - ☐ C. Within 14 days by phone
   - ☐ D. Only if it leads to a court case

2. **You are arrested but released without charge. Do you need to tell the Leeds licensing office?**
   - ☐ A. No, because you were not charged
   - ☐ B. Only if the police contact the council
   - ☐ C. Yes, in writing within 72 hours
   - ☐ D. Only if you are later convicted

3. **You leave one private hire operator and start working for another. When must you tell the council?**
   - ☐ A. In writing, within 72 hours
   - ☐ B. Within 7 days
   - ☐ C. At your next renewal
   - ☐ D. You do not need to, the operator will

4. **You move house. Within how many days must you tell the council in writing?**
   - ☐ A. 72 hours
   - ☐ B. 14 days
   - ☐ C. 28 days
   - ☐ D. 7 days

5. **Your doctor tells you not to drive for a while because of a health problem. When must you tell the council?**
   - ☐ A. In writing, within 72 hours
   - ☐ B. Only when you renew your licence
   - ☐ C. Within 28 days
   - ☐ D. Only if the DVLA writes to you

6. **You arrive at a house to collect a booked passenger. How should you let them know you are there?**
   - ☐ A. Sound the horn once so the passenger knows you have arrived
   - ☐ B. Use the operator's ring-back system or radio the base
   - ☐ C. Knock loudly on the door, then wait in the car
   - ☐ D. Flash your headlights until someone comes out

7. **A passenger asks for a receipt. Which of these must the receipt show?**
   - ☐ A. Your own home address and postcode
   - ☐ B. The passenger's full name and phone number
   - ☐ C. Your driver badge number
   - ☐ D. The date of the vehicle's last MOT test

8. **A passenger leaves a bag in your private hire vehicle. Where must you take it if you cannot return it?**
   - ☐ A. To the operator's office within 7 days, with a note of the job
   - ☐ B. Keep it for the passenger for 28 days
   - ☐ C. To the council office within 48 hours
   - ☐ D. To the police station for the operator's area within 72 hours

9. **When may you use a mobile phone or headset in your private hire vehicle?**
   - ☐ A. When you are safely parked, or in an emergency such as a 999 call
   - ☐ B. At any time, as long as it is a hands-free phone
   - ☐ C. While you are stopped at red traffic lights
   - ☐ D. Only to call a passenger to say you are close

10. **A driver picks up a passenger in the street, then types the job into the operator's system so it looks pre-booked. How does Leeds treat this?**
    - ☐ A. As a minor admin mistake that needs no action
    - ☐ B. As a serious breach that may lead to suspension and revocation
    - ☐ C. As allowed, as long as the passenger pays by card
    - ☐ D. As allowed after midnight, when buses have stopped

11. **You drop off a child travelling alone. Where should the child leave the vehicle?**
    - ☐ A. Wherever is quickest and safest for you to stop
    - ☐ B. At the end of their street, so you can turn round
    - ☐ C. Directly onto the kerb, right outside their destination
    - ☐ D. At the nearest bus stop to their destination, to save time

Hackney carriage byelaws and conditions

12. **A passenger gets into your hackney carriage for a journey by distance. When must you start the meter?**
    - ☐ A. Halfway through the journey, once you know the traffic
    - ☐ B. When you reach the destination and the passenger asks the fare
    - ☐ C. Only if the passenger asks
    - ☐ D. Before you begin the journey, so it shows HIRED

13. **When must the roof sign on a Leeds hackney carriage be lit?**
    - ☐ A. When you are standing or plying for hire
    - ☐ B. Only at night, between sunset and sunrise
    - ☐ C. Whenever you have a passenger in the vehicle
    - ☐ D. Only while you are waiting on a council rank

14. **A passenger gives no directions. Which route must you take to their destination?**
    - ☐ A. The route with fewest traffic lights
    - ☐ B. The shortest available route
    - ☐ C. The route you know best
    - ☐ D. The motorway, whatever the distance

15. **Your hackney carriage plate says 4 passengers. A family of two adults and three children aged 6, 8 and 11 want to travel. Can you take them?**
    - ☐ A. Yes, two children under 10 count as one person
    - ☐ B. Yes, children under 16 are never counted on the plate
    - ☐ C. No, in Leeds each child counts as a separate passenger
    - ☐ D. Yes, as long as the younger children sit on an adult's lap

16. **You arrive at a rank that is not full. Where do you put your vehicle?**
    - ☐ A. At the front, if you have been waiting longer elsewhere
    - ☐ B. Anywhere on the rank where there is a free space
    - ☐ C. Across the end of the rank, so you can leave quickly
    - ☐ D. Immediately behind the last vehicle, facing the same way

17. **Under the Leeds byelaws, within how long must you hand in property left in your hackney carriage, if the owner has not claimed it?**
    - ☐ A. 24 hours
    - ☐ B. 48 hours
    - ☐ C. 72 hours
    - ☐ D. 7 days

18. **Where must a Leeds hackney carriage driver wear the council badge?**
    - ☐ A. On the left breast of the outer garment, plainly visible
    - ☐ B. On a lanyard inside the coat, ready to show
    - ☐ C. On the dashboard, facing the passengers
    - ☐ D. Anywhere in the vehicle where it can be seen

19. **What colour must a standard Leeds hackney carriage be?**

- ☐ A. All black
- ☐ B. Any colour, as long as it has council door plates
- ☐ C. White, with a green stripe on each front door
- ☐ D. White, with a black bonnet and boot lid

20. **You are on a rank and business is slow. Can you call out to people walking past to ask if they want a taxi?**

- ☐ A. No, you must not call out or tout for passengers
- ☐ B. Yes, as long as you stay on the rank
- ☐ C. Yes, after 10pm when ranks are busy
- ☐ D. Yes, if another driver calls out for you instead

Leeds licensing policy

21. **How long is a new Leeds driver licence first issued for?**

- ☐ A. 3 years
- ☐ B. 5 years
- ☐ C. 12 months
- ☐ D. 6 months

22. **Leeds suspends your licence. Where can you appeal, and within what time?**

- ☐ A. To the council's complaints team, within 6 months
- ☐ B. To the DVLA, within 28 days
- ☐ C. To the Licensing Committee, within 7 days
- ☐ D. To the magistrates' court, within 21 days

23. **When can Leeds suspend or revoke a driver licence with immediate effect?**

- ☐ A. When it is in the interests of public safety
- ☐ B. Only after a criminal court has convicted the driver
- ☐ C. Only after a court hearing
- ☐ D. Never, as there is always a 21-day wait before it starts

24. **A Leeds driver is aged 50. How often do they need a Group 2 medical?**

- ☐ A. Every year
- ☐ B. Every 5 years
- ☐ C. Every 10 years
- ☐ D. Only at first application

25. **What must every Leeds licence holder subscribe to?**

- ☐ A. A trade association
- ☐ B. The DBS Update Service
- ☐ C. A breakdown service
- ☐ D. A dashcam provider

26. **Your licensed vehicle is damaged in a crash and the damage affects its appearance. When must you tell the council?**
    - ☐ A. As soon as possible, and within 72 hours
    - ☐ B. Within 14 days, on the council's form
    - ☐ C. At the vehicle's next council inspection
    - ☐ D. Only if a passenger was hurt in the crash

27. **Your vehicle has a meter. A journey starts and ends inside the Leeds district. Must you use the meter?**
    - ☐ A. No, you can agree any price
    - ☐ B. Only at night
    - ☐ C. Only if the passenger asks
    - ☐ D. Yes, it must be used

28. **You agreed a fare of £12 before the journey, but the meter shows £14 at the end. What can you charge?**
    - ☐ A. £14, the meter fare
    - ☐ B. £13, halfway between
    - ☐ C. £12, the agreed fare
    - ☐ D. £14 plus a waiting charge

29. **An applicant has lived abroad for 6 months in a row. What extra document does Leeds need?**
    - ☐ A. A certificate of good conduct, or a statutory declaration
    - ☐ B. A copy of the foreign driving licence they held
    - ☐ C. A letter from their employer while they were abroad
    - ☐ D. A second enhanced DBS check from a UK provider

30. **Which of these Acts is listed in the Leeds regulatory framework module, alongside the 1976 Act and the Town Police Clauses Act 1847?**
    - ☐ A. The Licensing Act 2003
    - ☐ B. The Highways Act 1980
    - ☐ C. The Gambling Act 2005
    - ☐ D. The Data Protection Act 2018

Plying for hire in Leeds

31. **A man waves at your private hire vehicle on Boar Lane and asks you to take him home. What should you do?**
    - ☐ A. Take him, as long as he pays the full fare in advance
    - ☐ B. Tell him he must book through an operator or use a hackney carriage
    - ☐ C. Take him and record the job in the operator's system afterwards
    - ☐ D. Take him if your next booking is near his home anyway

32. **Leeds finds evidence that a private hire driver was plying for hire. What normally happens to their licence?**

- ☐ A. Nothing happens to the licence until there is a second offence
- ☐ B. The driver gets a warning letter and nothing more
- ☐ C. It is suspended, and revocation is considered at once
- ☐ D. The driver pays a fixed penalty and keeps working

33. **A Leeds driver's licence is revoked for plying for hire. How long will it normally be before Leeds grants them another licence?**

- ☐ A. 7 years
- ☐ B. 1 year
- ☐ C. 3 years
- ☐ D. 6 months

34. **A new applicant already has one conviction for plying for hire from another council area. What does the Leeds policy say?**

- ☐ A. It is ignored because it happened in another council area
- ☐ B. They are banned from holding a Leeds licence for life
- ☐ C. They must wait 3 months, then they can apply again
- ☐ D. They normally will not get a licence for a year after the conviction

35. **According to Leeds, what happens to a private hire driver's insurance when they ply for hire?**

- ☐ A. It becomes invalid
- ☐ B. It still covers the journey
- ☐ C. It covers the passenger but not the driver
- ☐ D. It is valid if the fare is low

36. **Officers from which councils can take enforcement action against Leeds-licensed vehicles?**

- ☐ A. Only officers employed by Leeds City Council
- ☐ B. Officers from any council anywhere in England and Wales
- ☐ C. Bradford, Calderdale, Kirklees, Wakefield and York
- ☐ D. Only officers from the North Yorkshire council

37. **A private hire vehicle waits on a city centre taxi rank. Which harm does the Leeds plying for hire policy name?**

- ☐ A. It wears out the road surface around the rank
- ☐ B. Hackney carriage drivers cannot use the ranks to work
- ☐ C. It uses more fuel than driving around the city
- ☐ D. It confuses sat-navs and causes wrong turns

Leeds local knowledge: places, districts and venues

City centre places

38. **A passenger wants Leeds Grand Theatre. Which street is it on?**
    - ☐ A. Wellington Street
    - ☐ B. New Briggate
    - ☐ C. Park Row
    - ☐ D. Boar Lane

39. **Which street is Leeds Art Gallery on?**
    - ☐ A. Kirkstall Road
    - ☐ B. Call Lane
    - ☐ C. The Headrow
    - ☐ D. Meadow Lane

40. **Leeds Playhouse is at Quarry Hill. Which street is it on?**
    - ☐ A. Whitehall Road
    - ☐ B. Park Lane
    - ☐ C. Clarendon Road
    - ☐ D. St Peter's Street

41. **Which street is Leeds City Bus Station on?**
    - ☐ A. Dyer Street
    - ☐ B. Wellington Street
    - ☐ C. Albion Street
    - ☐ D. Park Place

42. **A group wants dropping at the Corn Exchange. Which street is it on?**
    - ☐ A. Merrion Street
    - ☐ B. Call Lane
    - ☐ C. Great George Street
    - ☐ D. Clay Pit Lane

43. **Leeds Minster (the Minster Church of St Peter) is on which street?**
    - ☐ A. The Calls
    - ☐ B. Briggate
    - ☐ C. Kirkgate
    - ☐ D. Albion Place

44. **Leeds Civic Hall, by Millennium Square, is on which street?**
    - ☐ A. Bridge End
    - ☐ B. Swinegate
    - ☐ C. Sovereign Street
    - ☐ D. Calverley Street

45. **Which street is the Trinity Leeds shopping centre on?**

- ☐ A. Albion Street
- ☐ B. Clarendon Road
- ☐ C. Sweet Street
- ☐ D. Marsh Lane

46. **Your passenger asks for the main entrance of Leeds railway station. Which street is it on?**

- ☐ A. Vicar Lane
- ☐ B. New Station Street
- ☐ C. Eastgate
- ☐ D. Merrion Street

47. **A passenger needs Leeds General Infirmary. Which street is it on?**

- ☐ A. Beckett Street
- ☐ B. York Road
- ☐ C. Great George Street
- ☐ D. Chapeltown Road

48. **The Thackray Museum of Medicine is next to St James's Hospital. Which street is it on?**

- ☐ A. Kirkstall Road
- ☐ B. Wellington Road
- ☐ C. Elland Road
- ☐ D. Beckett Street

Districts and towns of Leeds

49. **Which of these towns is inside the Leeds district?**

- ☐ A. Otley
- ☐ B. Ilkley
- ☐ C. Harrogate
- ☐ D. Dewsbury

50. **Which of these towns is inside the Leeds district?**

- ☐ A. Keighley
- ☐ B. Harrogate
- ☐ C. Wetherby
- ☐ D. Dewsbury

51. **A passenger wants to go to Ilkley. Which council district is Ilkley in?**

- ☐ A. Leeds
- ☐ B. Bradford
- ☐ C. Kirklees
- ☐ D. Calderdale

52. **Leeds Bradford Airport is in which town?**
    - ☐ A. Horsforth
    - ☐ B. Guiseley
    - ☐ C. Otley
    - ☐ D. Yeadon

53. **The White Rose Shopping Centre is near which town?**
    - ☐ A. Morley
    - ☐ B. Garforth
    - ☐ C. Wetherby
    - ☐ D. Otley

54. **In which direction is Wetherby from Leeds city centre?**
    - ☐ A. South-west
    - ☐ B. North-west
    - ☐ C. South-east
    - ☐ D. North-east

55. **In which direction is Pudsey from Leeds city centre?**
    - ☐ A. East
    - ☐ B. West
    - ☐ C. North
    - ☐ D. South

56. **In which direction is Rothwell from Leeds city centre?**
    - ☐ A. North-west
    - ☐ B. North-east
    - ☐ C. South-east
    - ☐ D. South-west

57. **Golden Acre Park is near which village?**
    - ☐ A. Bramhope
    - ☐ B. Garforth
    - ☐ C. Rothwell
    - ☐ D. Aberford

58. **Lotherton Hall is near which village?**
    - ☐ A. Bramhope
    - ☐ B. Harewood
    - ☐ C. Pudsey
    - ☐ D. Aberford

Attractions, venues and hospitals

59. **The Royal Armouries Museum is at which waterside area?**

- ☐ A. Granary Wharf
- ☐ B. Leeds Dock
- ☐ C. Kirkstall Forge
- ☐ D. Rodley

60. **Elland Road stadium is in which area of Leeds?**

- ☐ A. Headingley
- ☐ B. Roundhay
- ☐ C. Beeston
- ☐ D. Seacroft

61. **Headingley Stadium, for cricket and rugby, is in which area?**

- ☐ A. Headingley
- ☐ B. Beeston
- ☐ C. Hunslet
- ☐ D. Armley

62. **Roundhay Park and Tropical World are in which area?**

- ☐ A. Kirkstall
- ☐ B. Middleton
- ☐ C. Holbeck
- ☐ D. Roundhay

63. **Kirkstall Abbey is on which road?**

- ☐ A. York Road
- ☐ B. Abbey Road
- ☐ C. Harrogate Road
- ☐ D. Elland Road

64. **Temple Newsam House is reached by which road?**

- ☐ A. Temple Newsam Road
- ☐ B. Abbey Road
- ☐ C. Otley Road
- ☐ D. Canal Road

65. **Harewood House is in Harewood, on which main road?**

- ☐ A. York Road
- ☐ B. Elland Road
- ☐ C. Harrogate Road
- ☐ D. Dewsbury Road

66. **Leeds Industrial Museum at Armley Mills is on which road?**

- ☐ A. Kirkstall Road
- ☐ B. Tong Road
- ☐ C. Stanningley Road
- ☐ D. Canal Road

67. **A patient needs Chapel Allerton Hospital. Which road is it on?**

- ☐ A. Chapeltown Road
- ☐ B. Beckett Street
- ☐ C. York Road
- ☐ D. Great George Street

68. **Seacroft Hospital is on which road?**

- ☐ A. Harrogate Road
- ☐ B. York Road
- ☐ C. Otley Road
- ☐ D. Tong Road

69. **Wetherby Racecourse is on which road?**

- ☐ A. Harrogate Road
- ☐ B. Leeds Road
- ☐ C. York Road
- ☐ D. Spofforth Hill

Licensing law basics

Hackney carriage or private hire

70. **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

71. **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

72. **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

73. **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

74. **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

75. **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

76. **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

77. **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

78. **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

79. **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

80. **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

81. **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

82. **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

83. **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

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

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

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

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

86. **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?

87. **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

88. **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

89. **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

90. **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

91. **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

92. **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

93. **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

94. **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

95. **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

96. **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

97. **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

98. **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

99. **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

100. **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

101. **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

102. **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

103. **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

104. **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

105. **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

106. **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

107. **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

108. **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

109. **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

110. **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

111. **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

112. **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

113. **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

114. **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

115. **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

116. **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

117. **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

118. **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

119. **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

120. **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

121. **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

122. **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

123. **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

124. **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

Customer care, conflict and personal safety

Professional conduct and customer care

125. **A passenger has heavy shopping bags. What is good customer care?**
    - ☐ A. Wait in the car until they have finished
    - ☐ B. Offer to help load them into the vehicle
    - ☐ C. Open the boot from inside and stay seated
    - ☐ D. Tell them to be quick because you are busy

126. **A passenger gets in. What is the best way to start the journey?**
    - ☐ A. Start driving and ask them for the address later on
    - ☐ B. Ask them how much money they have
    - ☐ C. Keep talking on your phone
    - ☐ D. Greet them politely and confirm the destination

127. **Why is it a good idea to make eye contact when a passenger gets in?**
    - ☐ A. It lets you decide what fare to charge
    - ☐ B. It is a legal duty for all licensed drivers in the UK
    - ☐ C. It builds trust and shows you could identify them
    - ☐ D. It helps you see if they have luggage

128. **A passenger asks you to turn off the radio. What should you do?**

- ☐ A. Turn it off politely
- ☐ B. Turn it down a little only
- ☐ C. Explain that it is your car
- ☐ D. Ask them to pay extra for silence

129. **Which of these shows a professional appearance?**

- ☐ A. Any clothes you like, as long as the car is clean
- ☐ B. Sports kit, so you are comfortable
- ☐ C. A badge kept in the glovebox
- ☐ D. Clean, tidy clothes and your badge as required

130. **A passenger says they want to complain about you. What should you do?**

- ☐ A. Stay calm and tell them how to complain
- ☐ B. Argue until they agree with you
- ☐ C. Refuse to give them your details
- ☐ D. Ask them to leave the vehicle at once

131. **A passenger asks you to take a longer, scenic route. What should you do?**

- ☐ A. Refuse and take the quickest way
- ☐ B. Agree it and explain the fare may be higher
- ☐ C. Take it, but do not mention the higher fare to them
- ☐ D. Ask them to pay the whole fare now

132. **You are running late for a booked pick-up. What should you do?**

- ☐ A. Say nothing and hope they still wait
- ☐ B. Cancel the booking without telling anyone
- ☐ C. Let the operator or passenger know
- ☐ D. Drive faster than the speed limit

133. **A journey has ended. What should you do before you drive away?**

- ☐ A. Check they have all their belongings
- ☐ B. Start the meter ready for the next fare
- ☐ C. Lock the doors at once
- ☐ D. Switch off your safety light

Conflict and difficult passengers

134. **A passenger starts shouting at you. What should you do first?**

- ☐ A. Shout back so they know you are in charge
- ☐ B. Stay calm and keep your voice level
- ☐ C. Stop the car and get out to face them
- ☐ D. Turn the music up loudly

135. **Which body language helps to calm an angry passenger?**

- ☐ A. Arms folded tightly and looking away from them
- ☐ B. Pointing your finger at them
- ☐ C. Open hands and steady eye contact
- ☐ D. Standing very close to them

136. **What is a pre-arranged code word used for?**

- ☐ A. Unlocking the card machine at the end of a fare
- ☐ B. Telling the passenger the fare
- ☐ C. Logging off at the end of a shift
- ☐ D. Getting help from your control room secretly

137. **A passenger becomes violent and you feel in immediate danger. What should you do?**

- ☐ A. Park, use your horn and lights, and call 999
- ☐ B. Keep driving to the destination
- ☐ C. Drive faster to scare them
- ☐ D. Wait until the end of your shift to report it

138. **If you feel in danger while driving, where is the best place to go?**

- ☐ A. A quiet country lane
- ☐ B. A brightly lit, busy place
- ☐ C. An empty car park
- ☐ D. Your own home

139. **A passenger is rude and refuses to pay. Can you lock them in and drive to a police station?**

- ☐ A. Yes, if the fare is over £20
- ☐ B. Yes, if you tell them first
- ☐ C. No, you must never lock a passenger in
- ☐ D. Yes, if the police station is close

140. **You drive a purpose-built taxi with a screen. A group outside is threatening you. What is usually safer?**

- ☐ A. Get out to protect the paintwork
- ☐ B. Open the doors to talk to them
- ☐ C. Get out and lock the doors behind you
- ☐ D. Stay inside your cab and call for help

141. **A passenger is sick in your vehicle. What should you do about a soiling charge?**

- ☐ A. Charge whatever amount you think is fair for the clean
- ☐ B. Only charge what your council's rules allow
- ☐ C. Keep the passenger's phone until they pay
- ☐ D. Add it to the next passenger's fare

142. **Why does working at night carry more risk?**

- ☐ A. Fares are higher, so passengers complain more
- ☐ B. The roads are busier than in the day
- ☐ C. Many passengers have been drinking
- ☐ D. Councils do not check drivers at night

143. **After a threatening incident, what should you do?**

- ☐ A. Write it down and report it to the police
- ☐ B. Forget about it if nobody was hurt this time
- ☐ C. Post about it on social media
- ☐ D. Look for the person yourself later

Personal safety

144. **How can you reduce the amount of cash in your vehicle?**

- ☐ A. Keep all your takings in one bag on the seat
- ☐ B. Only accept cash so you are paid at once
- ☐ C. Count your money where passengers can see
- ☐ D. Take card payments and drop off cash often

145. **A passenger asks, "Busy night?" What is the safest answer?**

- ☐ A. Say yes, and that you have taken a lot of money
- ☐ B. Show them your takings
- ☐ C. Say you have only just started your shift
- ☐ D. Tell them where you keep your money

146. **Where is the best place to keep cash in your vehicle?**

- ☐ A. In the door pocket next to you
- ☐ B. On the dashboard
- ☐ C. In a bag on the front seat
- ☐ D. Hidden in a secure box

147. **A fare makes you feel unsafe. What does the safety advice say?**

- ☐ A. Always accept it, as refusing is never allowed
- ☐ B. Trust your instincts and refuse it
- ☐ C. Accept it but charge a higher fare
- ☐ D. Ask another passenger to come with you

148. **You arrive to collect a fare. How far should you open your window to talk?**

- ☐ A. Just enough to speak to them
- ☐ B. All the way down
- ☐ C. Not at all; shout through the glass
- ☐ D. Open the door instead

149. **Should your doors be locked while you drive around between fares?**

- ☐ A. Yes, until you are ready to accept the fare
- ☐ B. No, passengers need to be able to get in quickly
- ☐ C. Only when it is raining
- ☐ D. Only after midnight

150. **As a private hire driver, what should you check before a passenger gets in?**

- ☐ A. That they have the right money in cash
- ☐ B. That they will give you a good rating
- ☐ C. That they live in your area
- ☐ D. That they are the booked passenger

151. **Which item should you not keep in the passenger area of your vehicle?**

- ☐ A. A spare phone charger
- ☐ B. A wheel brace
- ☐ C. A torch
- ☐ D. A notepad and pen

152. **Why is it useful to carry a spare vehicle key?**

- ☐ A. So passengers can open the boot themselves
- ☐ B. So you can lend the car to friends
- ☐ C. In case an attacker throws your keys away
- ☐ D. So you never need to lock the car

153. **How can CCTV in your vehicle help you?**

- ☐ A. It lets you watch passengers at home later
- ☐ B. It can deter violence and give evidence
- ☐ C. It means you no longer need insurance
- ☐ D. It allows you to charge higher fares

Fare disputes and lost property

154. **You are taking a passenger far into the countryside. What can help prevent a fare dispute?**

- ☐ A. Agree the fare before you set off
- ☐ B. Turn the meter off to keep it cheap
- ☐ C. Ask for payment only at the end
- ☐ D. Choose the longest route

155. **You need to change route because of road works. What should you do?**

- ☐ A. Change route and say nothing
- ☐ B. Charge extra for the new route
- ☐ C. Ask them to get out and walk the rest of the way
- ☐ D. Tell the passenger and check they agree

156. **A passenger runs off without paying. What should you do?**

- ☐ A. Run after them to get the money
- ☐ B. Drive after them on the pavement
- ☐ C. Let them go and report it to the police
- ☐ D. Wait outside their house until they come back

157. **Many violent incidents with drivers start from what?**

- ☐ A. Fare disputes
- ☐ B. Music choices
- ☐ C. Seat belt checks
- ☐ D. Air conditioning

158. **You find a phone left on the back seat. What should you do?**

- ☐ A. Keep it for yourself if nobody calls within an hour
- ☐ B. Sell it to cover your time
- ☐ C. Give it to the next passenger
- ☐ D. Follow your council's lost property rules

159. **True or false: you may keep lost property if the owner does not contact you within one day.**

- ☐ A. True
- ☐ B. False

160. **A passenger says the fare is too high. What should you do first?**

- ☐ A. Tell them to pay or you will call your friends
- ☐ B. Refuse to let them leave
- ☐ C. Calmly explain how the fare was worked out
- ☐ D. Double the fare to teach them a lesson

161. **There are several routes to a passenger's destination. What should you do?**

- ☐ A. Take the longest one
- ☐ B. Ask which route they prefer
- ☐ C. Take the one that passes your home
- ☐ D. Take any road and say nothing

Data protection, CCTV and child seats

162. **A man phones and asks where you dropped off a woman last night. He says he is her partner. What should you do?**

- ☐ A. Tell him, as he says he is her partner and is worried
- ☐ B. Do not give out any passenger information
- ☐ C. Give him the street but not the number
- ☐ D. Ask him to pay first, then tell him

163. **Is it OK to share a passenger's details or photo on social media?**

- ☐ A. Yes, if they are famous
- ☐ B. Yes, if you blur the number plate
- ☐ C. No, keep passenger information private
- ☐ D. Yes, if you do not say their name in the post

164. **CCTV is fitted in your vehicle. What must passengers be told?**

- ☐ A. Nothing, as it is your vehicle
- ☐ B. Only if they ask you directly
- ☐ C. Only if it records sound
- ☐ D. That CCTV is in use

165. **When should a taxi CCTV system record sound?**

- ☐ A. Only when someone switches it on
- ☐ B. All the time, on every journey
- ☐ C. Only when the driver is out of the car
- ☐ D. Only on journeys after dark

166. **Who can normally view recordings from a council-approved taxi CCTV system?**

- ☐ A. Any other driver who shares the vehicle with you
- ☐ B. The police or the council, for a proper reason
- ☐ C. Anyone who asks the operator
- ☐ D. The driver's friends and family

167. **A parent with a 2-year-old hires your taxi. There is no child seat. Where must the child sit?**

- ☐ A. In the front seat, with an adult belt
- ☐ B. On the parent's lap in the front
- ☐ C. In the front seat, without a seat belt
- ☐ D. In a rear seat, without a seat belt

168. **A 6-year-old is travelling in your PHV and there is no child seat. Where must they sit?**

- ☐ A. A rear seat, with an adult seat belt
- ☐ B. Any seat, without a seat belt
- ☐ C. The front seat, with an adult seat belt
- ☐ D. They cannot travel in the vehicle at all

169. **True or false: in a taxi with no child seat, a child under 3 may sit in the front seat.**

- ☐ A. True
- ☐ B. False

170. **A parent brings their own rear-facing baby seat and wants it in the front. What must happen first?**

- ☐ A. The seat must face forwards instead
- ☐ B. The parent must sign a form
- ☐ C. The front airbag must be switched off
- ☐ D. The driver must move the seat back fully

Numeracy and fares

Working out a fare

171. **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

172. **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

173. **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

174. **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

175. **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

176. **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

177. **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

178. **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

179. **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

180. **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

181. **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

182. **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

183. **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

184. **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

185. **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

186. **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

187. **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

188. **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

189. **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

190. **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

191. **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

192. **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

193. **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

194. **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

195. **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

196. **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

197. **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

198. **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

199. **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

200. **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

201. **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

202. **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

203. **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

204. **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

205. **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

206. **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

207. **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

208. **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

209. **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

210. **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

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

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

212. **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

213. **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

214. **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

215. **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

Safeguarding and CSE awareness

Signs of child sexual exploitation

216. **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

217. **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

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

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

219. **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

220. **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

221. **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

222. **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

223. **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

224. **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

225. **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

226. **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

227. **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

228. **What is the phone number for Crimestoppers?**

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

229. **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

230. **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

231. **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

232. **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

233. **True or false: you must be sure that abuse is happening before you report a concern.**

- ☐ A. True
- ☐ B. False

234. **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

235. **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

236. **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

237. **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

238. **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

239. **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

240. **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

241. **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

242. **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 minibus service
- ☐ C. A man being helpful to new workers
- ☐ D. A sign that they are on holiday

243. **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

244. **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

245. **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

246. **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

247. **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

248. **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

249. **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

250. **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

251. **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

252. **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

253. **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

254. **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

255. **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

256. **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

257. **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

258. **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

259. **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

260. **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

261. **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

262. **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

263. **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

264. **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

265. **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

266. **What is the anti-terrorist hotline number?**

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

267. **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

268. **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

269. **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

270. **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

271. **What is the phone number for the Samaritans?**

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

272. **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

Equality and disability duties

Wheelchair users and designated vehicles

273. **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

274. **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

275. **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

276. **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

277. **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

278. **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

279. **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

280. **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

281. **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

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

- ☐ A. True
- ☐ B. False

Assistance dogs

283. **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

284. **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

285. **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

286. **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

287. **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

288. **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

289. **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

290. **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

291. **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

292. **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

293. **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

294. **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

295. **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

296. **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

297. **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

298. **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

299. **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

300. **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

301. **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

302. **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

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

- ☐ A. 9
- ☐ B. 5
- ☐ C. 7
- ☐ D. 12

304. **Which of these is a protected characteristic?**

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

305. **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

306. **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

307. **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

308. **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

309. **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

310. **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

311. **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

312. **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

313. **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

314. **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

315. **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

316. **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

317. **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

318. **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

319. **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"

320. **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

321. **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

322. **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

323. **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

Leeds regulatory framework: conditions, byelaws and policy

1. **B. In writing within 72 hours.** Leeds conditions say any conviction, caution, summons, fixed penalty notice or arrest must be reported in writing within 72 hours. The policy sets the same 72-hour rule for all licence holders.
2. **C. Yes, in writing within 72 hours.** The list of events you must report includes your arrest for any offence, whether or not you are charged.
3. **A. In writing, within 72 hours.** A licensed driver must inform the council immediately in writing, and in any case within 72 hours, if they change operator.
4. **D. 7 days.** Private hire drivers must tell the council in writing of a change of address within seven days.
5. **A. In writing, within 72 hours.** Any change in medical circumstances that you must tell the DVLA about, or where your GP has told you not to drive, must be reported to the council in writing within 72 hours.
6. **B. Use the operator's ring-back system or radio the base.** Use the operator's ring-back system or radio the base. Sounding the horn is an offence and causes nuisance, and drivers who do it may have to do training and a knowledge test.
7. **C. Your driver badge number.** A receipt must show the operator's name, the date and time of the hiring, your badge number, the cost of the journey, and your signature and printed name. It must be free of charge.
8. **D. To the police station for the operator's area within 72 hours.** Lost property must be taken to the police station for the area where the operator is based, at once and in any case within 72 hours. Keep a record of the receipt for 6 months.
9. **A. When you are safely parked, or in an emergency such as a 999 call.** You must not use a mobile phone, headset or similar unless you are safely parked, except in an emergency such as a 999 call. It must not be used for social calls or to record a booking the operator has not sent.
10. **B. As a serious breach that may lead to suspension and revocation.** Recording a hiring the operator did not send, to make it look lawfully pre-booked, is a serious breach of the law and the conditions and may lead to suspension and revocation.
11. **C. Directly onto the kerb, right outside their destination.** Take particular care with unaccompanied children and vulnerable adults. They should leave the vehicle directly onto the kerb, immediately outside their destination.
12. **D. Before you begin the journey, so it shows HIRED.** As soon as the carriage is hired by distance, and before beginning the journey, you must bring the meter into action so that the word HIRED shows, and keep it running until the end of the hiring.
13. **A. When you are standing or plying for hire.** The roof sign must be kept lit when you are standing or plying for hire, and must not be lit when the carriage is hired.

14. **B. The shortest available route.** When hired to a destination, and subject to any directions from the hirer, you must go by the shortest available route.
15. **C. No, in Leeds each child counts as a separate passenger.** The old byelaw let two children under 10 count as one person, but the Leeds hackney carriage conditions override it: each child counts as a separate passenger. Five people is more than the 4 on the plate.
16. **D. Immediately behind the last vehicle, facing the same way.** You must station your carriage immediately behind the carriages already on the stand, facing the same direction, and move forward as the carriages in front leave.
17. **B. 48 hours.** Property left in a hackney carriage must be taken to the council office as soon as possible and in any case within 48 hours, if the owner has not claimed it.
18. **A. On the left breast of the outer garment, plainly visible.** When standing, plying for hire and when hired, the driver must wear the badge on the left breast of the outer garment so it is plainly visible, and must not lend it to anyone.
19. **D. White, with a black bonnet and boot lid.** A Leeds hackney carriage must be painted all white except the bonnet and boot lid, which must be all black. Only vehicles with approved corporate livery are different.
20. **A. No, you must not call out or tout for passengers.** When standing or plying for hire, a driver must not call out or otherwise importune anyone to hire the carriage, and must not use anyone else to do it.
21. **C. 12 months.** Driver licences are issued for 12 months at first, then for up to 3 years after that. The council can choose a shorter period.
22. **D. To the magistrates' court, within 21 days.** Appeals against a suspension, revocation or refusal go to the magistrates' court within 21 days of the decision. The council's complaints procedure cannot be used for this.
23. **A. When it is in the interests of public safety.** A licence may be suspended or revoked with immediate effect where public safety requires it, under section 52 of the Road Safety Act 2006. An appeal does not stop the suspension.
24. **B. Every 5 years.** From age 45 a Group 2 medical is needed every 5 years until 65. From 65 it is needed every year.
25. **B. The DBS Update Service.** It is a licence condition that licensees subscribe to the Disclosure and Barring Service Online Update Service, at their own cost, so the council can monitor their criminal record.
26. **A. As soon as possible, and within 72 hours.** Drivers and proprietors must report any accident or collision that materially affects the safety, performance or appearance of the vehicle, or passengers' comfort, as soon as possible and within 72 hours.
27. **D. Yes, it must be used.** Where a journey starts and finishes within the Leeds district, a fitted taxi meter must be used. You cannot charge more than the meter shows.
28. **C. £12, the agreed fare.** If a fare was quoted and agreed and it is less than the meter fare, the lower quoted fare must be charged.

29. **A. A certificate of good conduct, or a statutory declaration.** If an applicant has spent six continuous months or more overseas, they must produce a certificate of good conduct or a statutory declaration dated within the last three months.
30. **B. The Highways Act 1980.** The driver training policy lists the Local Government (Miscellaneous Provisions) Act 1976, the Town Police Clauses Act 1847 and the Highways Act 1980 for the regulatory framework module.
31. **B. Tell him he must book through an operator or use a hackney carriage.** Private hire vehicles are not available for immediate hire and must not be hailed in the street. They must be pre-booked and sent by a licensed operator.
32. **C. It is suspended, and revocation is considered at once.** Where a driver is found plying for hire, with evidence that supports a prosecution or caution, the driver will normally be suspended and immediate consideration given to revoking the licence.
33. **A. 7 years.** Where a licence has been revoked or not renewed for plying for hire, Leeds will normally not grant a further licence for seven years.
34. **D. They normally will not get a licence for a year after the conviction.** Where an applicant has a conviction or formal caution for plying for hire, wherever it happened, they will normally not be granted a licence for a year from the date of the conviction or caution.
35. **A. It becomes invalid.** The Leeds policy lists the dangers of plying for hire. The first is that the insurance becomes invalid, so the passenger is not covered.
36. **C. Bradford, Calderdale, Kirklees, Wakefield and York.** Leeds has given reciprocal enforcement powers to authorised officers of Bradford, Calderdale, Kirklees, Wakefield and the City of York councils.
37. **B. Hackney carriage drivers cannot use the ranks to work.** The policy says hackney carriage drivers are often unable to ply their lawful trade because private hire vehicles fill ranks and block city centre roads.

Leeds local knowledge: places, districts and venues

38. **B. New Briggate.** Leeds Grand Theatre is at 46 New Briggate, in the north-east of the city centre (LS1 6NU).
39. **C. The Headrow.** Leeds Art Gallery is on The Headrow in the city centre (LS1 3AA), next to the Central Library.
40. **D. St Peter's Street.** Leeds Playhouse is on St Peter's Street at Quarry Hill, on the east side of the city centre (LS2 7UP).
41. **A. Dyer Street.** Leeds City Bus Station is on Dyer Street (LS2 7LA), on the east side of the centre near Kirkgate Market.
42. **B. Call Lane.** The Corn Exchange is on Call Lane (LS1 7BR), in the city centre.
43. **C. Kirkgate.** Leeds Minster is on Kirkgate (LS2 7HA), on the east side of the city centre.
44. **D. Calverley Street.** Leeds Civic Hall is on Calverley Street (LS1 1UR), facing Millennium Square.

45. **A. Albion Street.** Trinity Leeds is on Albion Street (LS1 5AT), between Briggate and Boar Lane in the city centre.
46. **B. New Station Street.** Leeds railway station is on New Station Street (LS1 1PJ), next to City Square.
47. **C. Great George Street.** Leeds General Infirmary is on Great George Street (LS1 3EX), on the north-west side of the city centre.
48. **D. Beckett Street.** The Thackray Museum of Medicine is on Beckett Street in Burmantofts (LS9 7LP).
49. **A. Otley.** Otley is in the Leeds district, north-west of the city. Ilkley is in Bradford, Harrogate in North Yorkshire and Dewsbury in Kirklees.
50. **C. Wetherby.** Wetherby is in the Leeds district, north-east of the city. Keighley is in Bradford, Harrogate in North Yorkshire and Dewsbury in Kirklees.
51. **B. Bradford.** Ilkley is in the Bradford district, so it is outside Leeds even though it is close to Otley.
52. **D. Yeadon.** Leeds Bradford Airport is at Yeadon, in the north-west of the Leeds district (LS19 7TU).
53. **A. Morley.** The White Rose Shopping Centre is at Churwell, near Morley, in the south-west of the Leeds district (LS11 8LS).
54. **D. North-east.** Wetherby is north-east of Leeds city centre, near the A1(M).
55. **B. West.** Pudsey is west of Leeds city centre, towards Bradford.
56. **C. South-east.** Rothwell is south-east of Leeds city centre, towards Wakefield.
57. **A. Bramhope.** Golden Acre Park is at Bramhope, in the north of the Leeds district (LS16 8BQ).
58. **D. Aberford.** Lotherton Hall is on Lotherton Lane near Aberford, in the east of the Leeds district (LS25 3EB).
59. **B. Leeds Dock.** The Royal Armouries is on Armouries Drive at Leeds Dock, south-east of the city centre in Hunslet (LS10 1LG).
60. **C. Beeston.** Elland Road stadium, home of Leeds United, is on Elland Road in Beeston, south-west of the centre (LS11 0ES).
61. **A. Headingley.** Headingley Stadium is in Headingley, north-west of the city centre (LS6 3FE).
62. **D. Roundhay.** Roundhay Park is in Roundhay, north-east Leeds. Tropical World is on Old Park Road in the same area (LS8 2ER).
63. **B. Abbey Road.** The ruins of Kirkstall Abbey are on Abbey Road in Kirkstall (LS5 3EH), north-west of the centre.
64. **A. Temple Newsam Road.** Temple Newsam House is on Temple Newsam Road, near Halton in east Leeds (LS15 0AE).
65. **C. Harrogate Road.** Harewood House is at Harewood, on Harrogate Road north of Leeds (LS17 9LG).
66. **D. Canal Road.** Leeds Industrial Museum, at Armley Mills, is on Canal Road in Armley (LS12 2QF).

67. **A. Chapeltown Road.** Chapel Allerton Hospital is on Chapeltown Road (LS7 4SA), north of the city centre.
68. **B. York Road.** Seacroft Hospital is on York Road (LS14 6UH), in east Leeds.
69. **C. York Road.** Wetherby Racecourse is on York Road, Wetherby (LS22 5EJ), on the east side of the town.

Licensing law basics

70. **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.
71. **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.
72. **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.
73. **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.
74. **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.
75. **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.
76. **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.
77. **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.
78. **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.
79. **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.
80. **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.
81. **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.

82. **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.
83. **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.
84. **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.
85. **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.
86. **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?
87. **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.
88. **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.
89. **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.
90. **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.
91. **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.
92. **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.
93. **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.
94. **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.
95. **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.
96. **B. 14 days.** The council must give the driver notice of the grounds within fourteen days of the suspension, revocation or refusal to renew.
97. **D. To a magistrates' court.** Any driver aggrieved by a decision under section 61 may appeal to a magistrates' court.

98. **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.

99. **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.

100. **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.

101. **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.

102. **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.

103. **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.

104. **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'.

105. **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.

106. **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.

107. **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.

108. **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.

109. **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.

110. **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.

111. **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.

112. **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.

113. **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.

114. **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).

115. **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.

116. **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.

117. **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.

118. **A. 11 years.** Each entry is removed at the end of 11 years beginning with the day it was first made.

119. **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.

120. **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.

121. **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.

122. **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.

123. **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.

124. **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.

Customer care, conflict and personal safety

125. **B. Offer to help load them into the vehicle.** Helping with luggage is good service, and councils' conditions expect it: Nottingham, Sefton and Wolverhampton all tell drivers to give reasonable help with luggage.

126. **D. Greet them politely and confirm the destination.** A polite greeting and confirming the destination prevents mistakes and disputes later.
127. **C. It builds trust and shows you could identify them.** The Wolverhampton safety booklet says eye contact helps build a relationship and tells the passenger you could identify them.
128. **A. Turn it off politely.** The journey is for the passenger. Councils' conditions, such as Nottingham's and Sefton's, say you may not play a radio or music without the passenger's consent.
129. **D. Clean, tidy clothes and your badge as required.** Councils expect drivers to be clean and tidy (Nottingham: "clean and respectable" in dress) and to wear or display their badge as their licence conditions say.
130. **A. Stay calm and tell them how to complain.** Stay calm and do not raise your voice. Passengers can complain to the operator or the council: Wolverhampton publishes a taxi complaints line, and Sefton operators must tell complainants they can take it to the council.
131. **B. Agree it and explain the fare may be higher.** Agree the route and explain the cost before you set off, so there is no dispute at the end.
132. **C. Let the operator or passenger know.** Councils require drivers to attend bookings punctually (Leicester, Wolverhampton). If you are delayed, telling the operator or passenger is the professional step. Never speed to make up time.
133. **A. Check they have all their belongings.** Wolverhampton's conditions say to make sure passengers leave with their belongings and to search for lost property after each journey. Sefton also requires a search after every hiring.
134. **B. Stay calm and keep your voice level.** The safety booklet says stay professional and calm, and do not raise your voice. This can stop things getting worse.
135. **C. Open hands and steady eye contact.** Keeping your hands visible and open and keeping eye contact is non-threatening and can defuse a situation.
136. **D. Getting help from your control room secretly.** Agree a code word with your control room so you can call for help without making a threatening passenger suspicious.
137. **A. Park, use your horn and lights, and call 999.** If in danger, park and use your horn and lights to attract attention, and get help by calling 999.
138. **B. A brightly lit, busy place.** Busy, well-lit places are safer and are often covered by CCTV.
139. **C. No, you must never lock a passenger in.** Locking passengers in your vehicle can lead to arrest and a charge of false imprisonment.
140. **D. Stay inside your cab and call for help.** In a purpose-built taxi with a screen you are likely to be safer staying in the cab. Never risk your safety to protect the vehicle.
141. **B. Only charge what your council's rules allow.** For hackney carriages, the council can fix "all other charges in connection with the hire" in its table of fares. Hertsmere's 2025 table, for example, sets £50 for soiling. Only charge what your council allows.
142. **C. Many passengers have been drinking.** The booklet says night work carries the most risk of violence, as many passengers have been drinking. Make sure you are not tired.
143. **A. Write it down and report it to the police.** Note descriptions such as clothes and accent, and report it even if the police cannot act at once. It helps them plan.

144. **D. Take card payments and drop off cash often.** The booklet says carry as little cash as you can, use contactless payments, and drop off cash during your shift.
145. **C. Say you have only just started your shift.** Never say business is good. This could tell someone you have a lot of cash. You could say you have just started.
146. **D. Hidden in a secure box.** Keep cash hidden from view in a secure box, and try to hide it in several places until you can bank it.
147. **B. Trust your instincts and refuse it.** The booklet says always trust your instincts and refuse a fare if you have doubts about your safety. Never refuse for a discriminatory reason.
148. **A. Just enough to speak to them.** Only open the window enough to speak without people being able to reach inside.
149. **A. Yes, until you are ready to accept the fare.** Keep the doors locked while driving around. Unlock them when you have checked the passenger and are ready to accept the fare.
150. **D. That they are the booked passenger.** Confirm it is the correct booked passenger and the destination. This protects them and you.
151. **B. A wheel brace.** Items like wheel jacks could be used against you, and could be illegal. Keep tools secure in the boot.
152. **C. In case an attacker throws your keys away.** The Wolverhampton booklet says carry a spare key in case an attacker throws your keys away. It also suggests a phone and charger, a torch, a notepad and a personal alarm.
153. **B. It can deter violence and give evidence.** CCTV has been shown to reduce threats against drivers and means it is not just your word against theirs.
154. **A. Agree the fare before you set off.** Agreeing the fare first reduces the risk of a dispute later, when you may be in an isolated place.
155. **D. Tell the passenger and check they agree.** If you need to change route on the way, explain why and confirm the passenger agrees.
156. **C. Let them go and report it to the police.** Do not chase a passenger who owes you a fare. Your safety is more important than the money. Report it on 101.
157. **A. Fare disputes.** The booklet says many violent incidents arise from fare disputes, so be ready to explain how the fare is worked out.
158. **D. Follow your council's lost property rules.** Councils set their own lost property rules. Nottingham and Leicester say take it to the police within 24 hours; Sefton says 48 hours; Wolverhampton says report it to the operator.
159. **B. False.** False. Lost property is not yours. Councils' rules say to hand it in, for example to the police within 24 hours in Nottingham or 48 hours in Sefton.
160. **C. Calmly explain how the fare was worked out.** Be ready to explain the fare structure. Staying calm and clear often ends the dispute.
161. **B. Ask which route they prefer.** If there are several routes, confirm which one the passenger would like. This avoids complaints about the fare.

162. **B. Do not give out any passenger information.** Where a passenger went is personal data. It must only be used for the purpose it was collected for and kept secure. Wolverhampton's CCTV policy, for example, shares data only for a lawful reason such as a formal police request.
163. **C. No, keep passenger information private.** Passenger details and images are personal data and must be kept secure. Wolverhampton's CCTV policy bans uploading CCTV or dashcam footage to social media and calls it a breach of data protection law.
164. **D. That CCTV is in use.** The DfT standards say all passengers must be made fully aware if CCTV is operating in a vehicle.
165. **A. Only when someone switches it on.** The DfT says audio recording must not be continuously active by default and should be started by a switch or button. Check your council's CCTV policy too.
166. **B. The police or the council, for a proper reason.** Recordings should be secure and only seen by those with a legitimate reason, such as the police investigating a crime or the council investigating a complaint.
167. **D. In a rear seat, without a seat belt.** In a taxi or PHV with no correct child seat, a child under 3 can travel without one, but only in a rear seat and without a seat belt.
168. **A. A rear seat, with an adult seat belt.** If the driver does not provide the right child seat, a child aged 3 or over must travel in a rear seat wearing an adult seat belt.
169. **B. False.** False. Without the correct child seat, children can travel only in a rear seat.
170. **C. The front airbag must be switched off.** GOV.UK says you must deactivate any front airbags before fitting a rear-facing baby seat in a front seat.

Numeracy and fares

171. **C. £11.20.** The first mile costs £3.20. That leaves 4 miles at £2.00 = £8.00. £3.20 + £8.00 = £11.20.
172. **B. £9.80.** 4 miles × £1.80 = £7.20. Add the flag fall: £7.20 + £2.60 = £9.80.
173. **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 × 25p = £2.00. £3.00 + £2.00 = £5.00.
174. **B. £8.50.** After the first half mile there are 2.5 miles left = 25 tenths. 25 × 20p = £5.00. £3.50 + £5.00 = £8.50.
175. **D. £7.90.** 3.2 – 0.5 = 2.7 miles = 27 tenths. 27 × 20p = £5.40. £2.50 + £5.40 = £7.90.
176. **D. £10.50.** 7 minutes × 30p = £2.10. £8.40 + £2.10 = £10.50.
177. **A. £1.60.** 4 minutes = 8 lots of 30 seconds. 8 × 20p = £1.60.
178. **B. £18.00.** 1.5 times £12.00 = £12.00 + £6.00 = £18.00.
179. **C. £15.60.** 50% of £10.40 is £5.20. £10.40 + £5.20 = £15.60.
180. **A. £17.60.** Only passengers after the first are charged: 3 × £1.00 = £3.00. £14.60 + £3.00 = £17.60.

181. **A. 4 miles.** Take off the flag fall: £9.00 – £3.00 = £6.00. £6.00 ÷ £1.50 = 4 miles.
182. **B. £6.60.** £20.00 – £13.40 = £6.60. Check: £13.40 + £6.60 = £20.00.
183. **A. £2.35.** £10.00 – £7.65 = £2.35. Check: £7.65 + £2.35 = £10.00.
184. **A. £3.20.** £20 + £10 = £30.00. £30.00 – £26.80 = £3.20.
185. **D. £31.25.** £50.00 – £18.75 = £31.25. Check: £18.75 + £31.25 = £50.00.
186. **A. £2.70.** £15.00 – £11.30 = £3.70. Take off the £1 tip: £3.70 – £1.00 = £2.70.
187. **C. £4.50.** £10.40 – £5.90 = £4.50. Check: £5.90 + £4.50 = £10.40.
188. **D. 5 coins.** £2 + £2 + 50p + 20p + 10p = £4.80. That is 5 coins.
189. **D. £8.20.** £24.60 ÷ 3 = £8.20. Check: 3 × £8.20 = £24.60.
190. **C. £7.75.** £31.00 ÷ 4 = £7.75. Check: 4 × £7.75 = £31.00.
191. **A. £1.80.** £10 + £5 = £15.00. £15.00 – £13.20 = £1.80.
192. **D. 50p.** The correct change is £20.00 – £14.50 = £5.50. You gave £5.00, so you still owe 50p.
193. **B. 30 minutes.** Time = distance ÷ speed. 12 ÷ 24 = 0.5 hours, which is 30 minutes.
194. **D. 1 hour 30 minutes.** 45 ÷ 30 = 1.5 hours. Half an hour is 30 minutes, so the journey takes 1 hour 30 minutes, not 1 hour 50.
195. **A. 24 minutes.** 8 ÷ 20 = 0.4 hours. 0.4 × 60 = 24 minutes.
196. **C. 18 miles.** 36 minutes is 0.6 of an hour. 0.6 × 30 = 18 miles.
197. **D. 15:25.** 14:35 + 25 minutes = 15:00. Add the other 25 minutes: 15:25.
198. **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.
199. **C. 07:40.** 25 + 5 = 30 minutes. 08:10 – 30 minutes = 07:40.
200. **B. 19:45.** For pm times, add 12 to the hour: 7 + 12 = 19, so 7.45 pm is 19:45.
201. **B. 20 minutes past midnight.** 00:20 in the 24-hour clock is 12.20 am: 20 minutes after midnight.
202. **D. 3.05 pm.** Take 12 away from hours after 12: 15 – 12 = 3, so 15:05 is 3.05 pm.
203. **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.
204. **B. £90.** 10% of £600 is £60 and 5% is £30. 15% = £60 + £30 = £90. (£510 is what you keep, not the commission.)
205. **A. £625.** £120 + £95 = £215. £840 – £215 = £625.
206. **C. £43.50.** 240 ÷ 8 = 30 litres. 30 × £1.45 = £43.50.
207. **B. £8.40.** 120 × 0.25 = 30 kWh. 30 × 28p = £8.40. (£33.60 is 120 × 28p, which forgets the 0.25.)
208. **D. £13.00.** 1% of £12.50 is 12.5p, so 4% is 50p. £12.50 + £0.50 = £13.00.
209. **A. 70p.** 1% of £40 is 40p. 1.75 × 40p = 70p.
210. **A. £19.80.** 10% of £22.00 is £2.20. £22.00 – £2.20 = £19.80.
211. **C. £21.** £168 ÷ 8 = £21 an hour.

212. **B. £1.50.** £45 ÷ 30 = £1.50 a mile.
213. **D. 183 miles.** 45,463 – 45,280 = 183 miles.
214. **C. £14.70.** Rounding up to the next 10p turns £14.63 into £14.70. £14.60 would be rounding down.
215. **A. 2 vehicles.** 7 ÷ 4 = 1.75, and you cannot send part of a vehicle, so round up to 2. Never carry more passengers than your licence allows.

Safeguarding and CSE awareness

216. **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.
217. **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.
218. **C. Under 18.** CSE can happen to any child or young person under the age of 18.
219. **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.
220. **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.
221. **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.
222. **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.
223. **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.
224. **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.
225. **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.
226. **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.
227. **B. 101.** Call the police on 101 for concerns that are not an emergency. Use 999 only if someone is in immediate danger.
228. **C. 0800 555 111.** Crimestoppers is an independent charity. You can give information on 0800 555 111 without giving your name.

229. **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.
230. **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.
231. **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.
232. **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.
233. **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.
234. **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.
235. **A. Crimestoppers.** Crimestoppers lets you give information without giving your name, on 0800 555 111.
236. **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.
237. **D. A phone line used to take drug orders.** The "county line" is the dedicated mobile phone line used to take drug orders.
238. **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.
239. **C. 15 to 17.** The DfT standards say children aged 15 to 17 are the majority, but they may also be much younger.
240. **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.
241. **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.
242. **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.
243. **C. 08000 121 700.** Call the Modern Slavery & Exploitation Helpline on 08000 121 700, or report online. Call 999 in an emergency.
244. **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.
245. **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.

246. **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.

247. **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.

248. **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.

249. **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.

250. **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.

251. **D. Financial abuse.** Making a vulnerable person hand over money can be financial abuse. Note the details and report your concern.

252. **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.

253. **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.

254. **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.

255. **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.

256. **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.

257. **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.

258. **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.

259. **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.

260. **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.

261. **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.

262. **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.

263. **C. Action Counters Terrorism.** ACT, Action Counters Terrorism, is the police campaign asking the public to report suspicious activity.

264. **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.

265. **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.

266. **A. 0800 789 321.** You can call the police in confidence on 0800 789 321, or report online at gov.uk/ACT.

267. **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.

268. **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.

269. **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.

270. **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.

271. **B. 116 123.** Samaritans can be called free from any phone on 116 123, day or night.

272. **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.

Equality and disability duties

273. **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.

274. **D. To carry them in their wheelchair.** Section 165 says the driver of a designated vehicle must carry the passenger while in the wheelchair.

275. **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.

276. **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.

277. **A. Carry the wheelchair in the vehicle.** If the passenger chooses to sit in a passenger seat, the driver must carry the wheelchair.

278. **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.

279. **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.

280. **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.
281. **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.
282. **A. True.** True. Since the 2022 Act, a licensing authority must maintain and publish its list of designated vehicles.
283. **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.
284. **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.
285. **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.
286. **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.
287. **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.
288. **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.
289. **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.
290. **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.
291. **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.
292. **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.
293. **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.
294. **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.
295. **C. 28 June 2022.** The Act came into force on 28 June 2022, two months after it was passed.
296. **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.
297. **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.
298. **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.

299. **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.
300. **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.
301. **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.
302. **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.
303. **A. 9.** The nine are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
304. **B. Religion or belief.** Religion or belief is one of the nine protected characteristics. Income, being a student or a smoker are not.
305. **D. Unlawful discrimination.** Treating someone less favourably because of their religion is direct discrimination, which is against the law.
306. **C. Carry them; refusing is discrimination.** Sexual orientation is a protected characteristic. Refusing or treating them worse because of it is unlawful.
307. **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.
308. **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.
309. **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.
310. **D. No, that would be discrimination.** Pregnancy and maternity is a protected characteristic. Refusing her because she is pregnant is unlawful.
311. **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.
312. **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.
313. **B. Hidden, or non-visible, disabilities.** Many disabilities are not visible. A passenger may still need help, time or understanding.
314. **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.
315. **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.
316. **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.

317. **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.
318. **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.
319. **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.
320. **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.
321. **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.
322. **C. The passenger, directly.** Speak directly to the disabled person. Guide Dogs says never channel conversation through a third person.
323. **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

- Private hire driver conditions, Leeds City Council, Undated web page (Appendix 7 of the licensing policy).. Checked 29 October 2026. https://www.leeds.gov.uk/licensing/taxi-and-private-hire-licensing/private-hire-driver-conditions
- Hackney carriages byelaws, Leeds City Council, Sealed 27 November 1974, confirmed 26 March 1975, in force 1 April 1975.. Checked 29 October 2026. https://www.leeds.gov.uk/licensing/taxi-and-private-hire-licensing/hackney-carriage-byelaws
- Hackney carriage conditions, Leeds City Council, Undated web page (Appendix 13 of the licensing policy).. Checked 29 October 2026. https://www.leeds.gov.uk/licensing/taxi-and-private-hire-licensing/hackney-carriage-conditions
- Taxi and private hire licensing policy and procedures, Leeds City Council, Undated web page.. Checked 29 October 2026. https://www.leeds.gov.uk/licensing/taxi-and-private-hire-licensing/taxi-and-private-hire-licensing-policy-and-procedures
- Drivers Plying for Hire policy, Leeds City Council, First published January 2013, amended November 2019.. Checked 29 October 2026. https://www.leeds.gov.uk/licensing/taxi-and-private-hire-licensing/drivers-plying-for-hire-policy
- Apply for a licence (driver training policy: local knowledge test), Leeds City Council, Undated web page.. Checked 29 October 2026. https://www.leeds.gov.uk/licensing/taxi-and-private-hire-licensing/applying-for-a-hackney-carriage-or-private-hire-drivers-licence
- Taxi and private hire licensing costs, Leeds City Council, Undated web page.. Checked 29 October 2026. https://www.leeds.gov.uk/licensing/taxi-and-private-hire-licensing/taxi-and-private-hire-licensing-costs
- OpenStreetMap search (Nominatim), OpenStreetMap contributors, undated. Checked 29 October 2026. https://nominatim.openstreetmap.org/

- 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
- Safety Tips for Taxi and Private Hire Drivers, City of Wolverhampton Council, Booklet print code "WCC 142 03.2023"; no other date.. Checked 29 October 2026. https://www.wolverhampton.gov.uk/sites/default/files/2023-03/Driver%20Safety%20Advice%20A5%20Booklet.pdf
- Child car seats: the rules, GOV.UK, Undated guide page. Section "Taxis and minicabs (private hire vehicles)".. Checked 29 October 2026. https://www.gov.uk/child-car-seats-the-rules
- 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
- 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-%2012.06.2026.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
- 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
- Guidance Notes: Licensing of Hackney Carriage & Private Hire Vehicle Drivers, Leicester City Council, No date in the text; the file name says November 2019.. Checked 29 October 2026. https://www.leicester.gov.uk/sites/default/files/2026-02/Driver%20guidance%20notes%20November%202019.pdf
- Hackney Carriage Table of Fares, Hertsmere Borough Council, Effective from 20 January 2025. Lists an extra of £50.00 for soiling the inside of the vehicle.. Checked 29 October 2026. https://www.hertsmere.gov.uk/asset-library/Documents/02-Business/Licensing/Private-hire-Hackney-Carriage-Licensing/2025-New-HC-Fare-Table.pdf
- Local Government (Miscellaneous Provisions) Act 1976, section 65 (fixing of fares for hackney carriages), 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
- A guide to the data protection principles, Information Commissioner's Office, Date of the latest update shown on the page. Covers UK GDPR Article 5(1), including purpose limitation and integrity and confidentiality.. Checked 29 October 2026. https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/data-protection-principles/a-guide-to-the-data-protection-principles/
- 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
- 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

- 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/
- 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
- 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
- Equality Act 2010, Part 12, Chapter 1: Taxis etc. (sections 160 to 173, revised), 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, 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/