SERU driver behaviour: questions and answers

26 practice questions for the TfL SERU assessment, with answers and explanations at the end.

Free from taxiknowledgetest.co.uk. Not an official council or TfL document: check the current official guidance.

Questions

Complaints and signs in the vehicle

1. **What must a private hire operator do with complaints it receives?**
   - ☐ A. Delete them after one month
   - ☐ B. Keep details of all of them
   - ☐ C. Keep only the serious ones
   - ☐ D. Send them all to the driver to answer

2. **An operator must report to the _____ any complaint that involves a possible crime.**
   - ☐ A. DVLA
   - ☐ B. council
   - ☐ C. police
   - ☐ D. insurer

3. **A passenger is not happy with how your operator dealt with their complaint. What can they do?**
   - ☐ A. Contact TfL
   - ☐ B. Nothing more
   - ☐ C. Contact the DVLA
   - ☐ D. Ask you for a refund

4. **If TfL investigates a complaint about you, it will give you the details and ask for your _____.**
   - ☐ A. comments
   - ☐ B. licence
   - ☐ C. vehicle
   - ☐ D. fee

5. **Why is it important to answer all of TfL's requests for information about a complaint?**
   - ☐ A. TfL charges a fee when a driver does not answer
   - ☐ B. TfL always drops a complaint when you answer it
   - ☐ C. TfL can only decide using the information it receives
   - ☐ D. TfL needs your answer to work out your tax bill

6. **A driver has a pattern of poor behaviour, and attempts to improve it have failed. What may TfL do?**
   - ☐ A. Change the driver's operator
   - ☐ B. Suspend or revoke the licence
   - ☐ C. Ask the passengers to apologise
   - ☐ D. Add points to the driving licence

7. **TfL normally reviews whether a driver is fit to stay licensed after about _____ complaints in two years.**
   - ☐ A. two
   - ☐ B. five
   - ☐ C. ten
   - ☐ D. three

8. **Your licence was granted on or after 1 July 2025. You must make sure the PHV you drive displays the TfL _____, unless the vehicle is exempt.**
   - ☐ A. price list
   - ☐ B. operator logo
   - ☐ C. signage
   - ☐ D. driver rating

9. **A vehicle owner does not like how the new TfL signs look and wants to peel them off. Is this allowed?**
   - ☐ A. Yes, if the driver tells the operator first
   - ☐ B. No, signs must stay on while the PHV is licensed
   - ☐ C. Yes, as long as the licence disc is displayed
   - ☐ D. No, unless the vehicle is a wheelchair accessible PHV

Treating passengers properly

10. **After a trip, you want to message a passenger to ask if they would like to meet for a coffee. Can you use the number from the booking?**
    - ☐ A. No, it is a misuse of their personal information
    - ☐ B. Yes, if it was a pleasant and friendly trip
    - ☐ C. Yes, if you wait until the booking is finished
    - ☐ D. No, unless your operator says that it is fine

11. **You may use a passenger's contact details only to talk to them about the _____.**
    - ☐ A. next offer
    - ☐ B. local news
    - ☐ C. booked journey
    - ☐ D. weekend plans

12. **A passenger seems friendly and likes to laugh. Which of these should you still never joke about?**
    - ☐ A. The heavy traffic
    - ☐ B. The rainy weather
    - ☐ C. The local football team
    - ☐ D. Their religion

13. **You have a responsibility to make sure that passengers feel _____ when they travel in your vehicle.**
    - ☐ A. rushed
    - ☐ B. watched
    - ☐ C. safe
    - ☐ D. lucky

14. **You may only get into the back seat of your vehicle with passengers on board if there is _____.**
    - ☐ A. a traffic jam
    - ☐ B. some lost property
    - ☐ C. an emergency
    - ☐ D. a long wait

15. **Your passenger becomes seriously ill during the journey. You have had no first aid training. What should you do?**
    - ☐ A. Check their pulse yourself
    - ☐ B. Call 999 immediately
    - ☐ C. Get in the back to help them
    - ☐ D. Finish the trip and tell the operator

16. **Do not give a passenger first aid unless the emergency services tell you what to do, or you have had the right _____.**
    - ☐ A. insurance
    - ☐ B. licence
    - ☐ C. equipment
    - ☐ D. training

17. **A passenger with a disability asks you to help them out of your vehicle. What should you do first?**
    - ☐ A. Lift them out straight away
    - ☐ B. Check exactly what help they want
    - ☐ C. Tell them to ask somebody else
    - ☐ D. Hold them firmly round the waist

18. **A PHV driver swears at a cyclist and bullies them at a junction. What will TfL do if it learns about this?**
    - ☐ A. Review if the driver is fit to hold a licence
    - ☐ B. Nothing, as the cyclist was not a passenger
    - ☐ C. Tell the driver's family about what happened
    - ☐ D. Ask the operator to pay the cyclist some money

Unacceptable sexual behaviour

19. **Sexual behaviour between a driver and a passenger is never acceptable, even if _____.**
    - ☐ A. both of them agree to it
    - ☐ B. the journey has not started
    - ☐ C. the vehicle is not moving
    - ☐ D. nobody else can see it

20. **A passenger has no money and offers you sex instead of the fare. What should you do?**
    - ☐ A. Agree if the passenger suggested it
    - ☐ B. Say no, as this is never allowed
    - ☐ C. Agree if no one else is in the car
    - ☐ D. Agree if you do not take any payment

21. **What will happen if you are found to have acted in an unsuitable sexual way towards a passenger?**
    - ☐ A. Your operator will speak to you
    - ☐ B. You will have to pay a small fine
    - ☐ C. You will have to repeat the SERU test
    - ☐ D. You will lose your licence

22. **A driver who admits to sexual contact with a passenger will lose their licence, even if the driver is not _____.**
    - ☐ A. working full time
    - ☐ B. driving their own car
    - ☐ C. on a booked trip
    - ☐ D. charged or convicted

23. **A passenger gets in wearing a smart dress. Which of these is unacceptable from a driver?**
    - ☐ A. Making a comment about how she looks in it
    - ☐ B. Asking her if the air conditioning is too cold
    - ☐ C. Telling her which route you are going to use
    - ☐ D. Telling her when you will reach the destination

24. **Touching a passenger without their permission could be a _____ and will be investigated by the police.**
    - ☐ A. civil dispute
    - ☐ B. parking offence
    - ☐ C. customer complaint
    - ☐ D. sexual assault

25. **A driver wants to show a passenger a rude picture on his phone as a joke. What is the rule?**

- ☐ A. This is allowed if the picture is only a joke
- ☐ B. Never watch, show or share sexual pictures
- ☐ C. This is allowed if the passenger is an adult
- ☐ D. This is allowed if the vehicle is parked

26. **Avoid any behaviour that could be understood as sexual, even if you think it is _____.**

- ☐ A. harmless
- ☐ B. illegal
- ☐ C. annoying
- ☐ D. rude

Answers

1. **B. Keep details of all of them.** Operators must keep details of every complaint made to them.
2. **C. police.** The police can then investigate. Operators must report complaints that involve possible crimes.
3. **A. Contact TfL.** Passengers can contact TfL if they are not satisfied with the operator. TfL may then carry out its own investigation.
4. **A. comments.** TfL asks for your side of the story and tells you the result when it has finished its enquiries.
5. **C. TfL can only decide using the information it receives.** TfL can only base a decision on what it receives, so your response matters.
6. **B. Suspend or revoke the licence.** TfL may suspend or revoke a licence after a serious complaint, a number of complaints or a pattern of poor behaviour.
7. **D. three.** TfL's current Driver Policy gives this detail, which the Handbook does not. A single serious complaint can also lead to a review.
8. **C. signage.** This rule is newer than the 2021 Handbook. The signage shows passengers how to complain to TfL. TfL's Driver Policy says all PHVs must display it from 4 January 2027, unless exempt.
9. **B. No, signs must stay on while the PHV is licensed.** This rule came after the 2021 Handbook. Signs must not be removed while the PHV stays licensed, and TfL says appearance is not a valid reason for an exemption.
10. **A. No, it is a misuse of their personal information.** Contacting a passenger for personal or social reasons is unacceptable. It is a misuse of their personal information.
11. **C. booked journey.** Do not use a passenger's contact details to start talking about anything else.
12. **D. Their religion.** Never make comments or jokes about age, race, religion, disability, sexual orientation or gender identity.
13. **C. safe.** The way you treat passengers affects how they feel about the journey. Be professional and help them feel at ease.
14. **C. an emergency.** Getting in the back can make passengers uncomfortable, and your actions could be misunderstood.
15. **B. Call 999 immediately.** Do not physically check the passenger or give first aid yourself, unless the emergency services or a medical professional tell you how, or you are trained.
16. **D. training.** Without training or instructions from the emergency services or a medical professional, your job is to call 999.
17. **B. Check exactly what help they want.** Check what help they are asking for, such as holding your arm. Keep physical contact to the minimum needed.

18. **A. Review if the driver is fit to hold a licence.** The Handbook says TfL expects good behaviour towards passengers and other road users. The Driver Policy says abuse, bullying or harassment of road users leads to a review.
19. **A. both of them agree to it.** No type of sexual behaviour with a passenger is acceptable, for any reason.
20. **B. Say no, as this is never allowed.** You must never offer or accept sex or sexual activity in place of a fare.
21. **D. You will lose your licence.** TfL or the police will investigate all complaints and reports. The Handbook says you will lose your licence.
22. **D. charged or convicted.** TfL's Driver Policy says the licence will be revoked in this case, whether the contact was agreed or not, and with or without a charge, caution or conviction.
23. **A. Making a comment about how she looks in it.** Never make sexual remarks or comments about a passenger's appearance or clothing.
24. **D. sexual assault.** Avoid physical contact unless it is completely necessary, for example helping someone who needs assistance to get into your vehicle.
25. **B. Never watch, show or share sexual pictures.** Watching, displaying or sharing pornographic or sexual pictures, or other sexual material, is never acceptable.
26. **A. harmless.** Think about how your actions might affect a passenger, however good your intentions are.

Sources

- Private Hire Vehicle Driver's Handbook, version 1.0, Transport for London, published 30 September 2021. Checked 1 November 2026. https://content.tfl.gov.uk/phv-driver-handbook-v1.pdf
- London taxi and PHV driver policy, version 6.0, Transport for London, published 1 September 2026. Checked 1 November 2026. https://tfl.gov.uk/cdn/static/cms/documents/taxi-and-private-hire-driver-policy.pdf
- Apply for a private hire driver licence, Transport for London, Undated web page.. Checked 1 November 2026. https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/private-hire-driver-licence
- Guidance for taxi and private hire drivers and vehicle owners on the new signage requirements, version 2, Transport for London, published 13 March 2026. Checked 1 November 2026. https://tfl.gov.uk/cdn/static/cms/documents/signage-for-taxis-and-phvs-guidance.pdf