SERU driver licensing: questions and answers

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

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Questions

Getting a licence

1. **Priya wants to apply for a London PHV driver's licence. How old must she be when she applies?**
   - ☐ A. 18 or older
   - ☐ B. 21 or older
   - ☐ C. 23 or older
   - ☐ D. 25 or older

2. **For a London PHV driver's licence, there is _____ if you meet the other requirements.**
   - ☐ A. an upper age limit of 70
   - ☐ B. an upper age limit of 65
   - ☐ C. an upper age limit of 75
   - ☐ D. no upper age limit

3. **Your full driving licence must be at least _____ old when you apply.**
   - ☐ A. three years
   - ☐ B. one year
   - ☐ C. five years
   - ☐ D. two years

4. **Omar exchanged a licence from a designated country for a UK licence 18 months ago. He held the old licence for 10 years. What counts towards the three-year rule?**
   - ☐ A. The full 10 years on his old licence
   - ☐ B. The 10 years and the 18 months together
   - ☐ C. Only the 18 months on his UK licence
   - ☐ D. Half of the time on his old licence

5. **To show you are fit to hold a licence, you need _____ from the Disclosure and Barring Service (DBS).**
   - ☐ A. a basic check
   - ☐ B. an enhanced check
   - ☐ C. a standard check
   - ☐ D. a character letter

6. **What does TfL now say about the DBS Update Service?**
   - ☐ A. Register only if TfL finds a problem with your check
   - ☐ B. Register only when your first licence ends
   - ☐ C. Register only if you are over the age of 45
   - ☐ D. Register before you get a licence and stay subscribed

7. **TfL uses _____ to judge your reading and writing in English.**
   - ☐ A. the SERU assessment
   - ☐ B. the medical examination
   - ☐ C. the topographical assessment
   - ☐ D. the DBS check

8. **Amir lived abroad for four months in a row, six years ago. What must he give TfL when he applies?**
   - ☐ A. A letter from his landlord in that country
   - ☐ B. A Certificate of Good Conduct from that country
   - ☐ C. A new medical form from a doctor in that country
   - ☐ D. Nothing, because he was away for under a year

Your licence and badge

9. **A London PHV driver's licence normally lasts for _____.**
   - ☐ A. one year
   - ☐ B. two years
   - ☐ C. five years
   - ☐ D. three years

10. **A police officer asks to see your PHV driver's licence, but it is at home. You must show it within _____ at most.**
    - ☐ A. seven days
    - ☐ B. 48 hours
    - ☐ C. 21 days
    - ☐ D. 24 hours

11. **Your licence comes with a letter that lists some conditions. What should you do with the letter?**
    - ☐ A. Give it to your operator to keep
    - ☐ B. Keep it and follow the conditions
    - ☐ C. Send it back to TfL within seven days
    - ☐ D. Keep it only until your first medical

12. **You are parked and waiting for a booking. Nobody is in your vehicle. Must you wear your badge?**
    - ☐ A. No, only when a passenger is on board
    - ☐ B. No, only on the way to a pick-up
    - ☐ C. Yes, and people must be able to see it
    - ☐ D. Only if it is dark outside

13. **A passenger asks for your licence number. What should you do?**
    - ☐ A. Tell them to ring TfL
    - ☐ B. Show them your driving licence
    - ☐ C. Tell them to ask your operator
    - ☐ D. Let them see your badge

14. **The text on the badge in _____ lets a vision-impaired person know you are licensed.**
    - ☐ A. large print
    - ☐ B. Braille
    - ☐ C. bright colours
    - ☐ D. raised pictures

15. **Which is one reason TfL can exempt you from wearing your badge?**
    - ☐ A. The journey is under one mile
    - ☐ B. The badge is on the dashboard
    - ☐ C. Wearing it presents a specific risk
    - ☐ D. You are driving a friend's vehicle

16. **Someone steals your badge. You must tell TfL and the police, and get _____ from the police.**
    - ☐ A. a crime reference number
    - ☐ B. a replacement badge
    - ☐ C. a new licence letter
    - ☐ D. a Certificate of Good Conduct

Medical fitness

17. **Which medical standards must you meet to get a PHV driver's licence?**
    - ☐ A. DVLA Group 1
    - ☐ B. The NHS Health Check
    - ☐ C. DVLA Group 2
    - ☐ D. Your own GP's standards

18. **From the age of _____, you must have a medical examination each time you apply to renew your licence.**
    - ☐ A. 40
    - ☐ B. 45
    - ☐ C. 50
    - ☐ D. 65

19. **From the age of 65, you must have a medical assessment _____.**
    - ☐ A. every five years
    - ☐ B. every three years
    - ☐ C. every two years
    - ☐ D. every year

20. **Which applicant does not need to complete a medical form?**

- ☐ A. Someone with a DVLA Group 2 licence
- ☐ B. Someone with a full car driving licence
- ☐ C. Someone with a recent letter from their GP
- ☐ D. Someone who is under the age of 30

21. **TfL has sent you the medical form. Who must make sure it is completed and returned?**

- ☐ A. Your operator
- ☐ B. TfL
- ☐ C. You
- ☐ D. The DVLA

22. **You develop a new medical condition that may affect your driving. When should you tell TfL?**

- ☐ A. Immediately
- ☐ B. At your next renewal
- ☐ C. Within 21 days
- ☐ D. Only if you feel ill

23. **Which of these does the Handbook name as a condition to tell TfL about?**

- ☐ A. A short cold
- ☐ B. Hay fever
- ☐ C. Epilepsy
- ☐ D. A mild headache

24. **You are not sure if a health problem needs to be reported. What should you do?**

- ☐ A. Contact TfL for advice
- ☐ B. Wait until your next medical
- ☐ C. Ask a passenger what they think
- ☐ D. Ask your operator to decide

Telling TfL, and losing a licence

25. **Your licence was granted in August 2024. The police arrest you, then release you. When must you tell TfL?**

- ☐ A. Within 7 days
- ☐ B. Only if you are charged
- ☐ C. Within 48 hours
- ☐ D. Within 21 days

26. **Your licence was granted in May 2024. You get a caution. You must tell TfL within _____, though TfL strongly encourages 48 hours.**

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

27. **You are responsible for telling TfL about your offences. Do not rely on _____ to tell TfL.**

- ☐ A. the police
- ☐ B. your operator
- ☐ C. your passengers
- ☐ D. the DVLA

28. **Which of these must you report to TfL?**

- ☐ A. A parking ticket with no penalty points
- ☐ B. A road offence with penalty points
- ☐ C. A penalty charge notice with no points
- ☐ D. A bus lane charge notice with no points

29. **If you get frequent parking tickets, TfL may _____, even with no penalty points.**

- ☐ A. take licensing action
- ☐ B. pay the fines for you
- ☐ C. change your badge
- ☐ D. move your operator

30. **If you move home, you should tell TfL within _____.**

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

31. **You have moved home and told TfL. Who else must you tell by law?**

- ☐ A. Your local council
- ☐ B. Your bank
- ☐ C. The DVLA
- ☐ D. The DBS

32. **You also drive for another licensing authority, and it revokes your taxi licence. What must you do?**

- ☐ A. Tell TfL immediately
- ☐ B. Tell TfL when you renew
- ☐ C. Tell only your operator
- ☐ D. Tell only the other council

33. **TfL writes to you about a complaint and asks for your comments. Why is it important to reply?**

- ☐ A. Your operator gets a fine if you do not
- ☐ B. TfL can only decide on what it has been told
- ☐ C. TfL must fine you if you do not
- ☐ D. TfL must close the complaint if you do

34. **If TfL revokes your licence, you must return it within _____.**

- ☐ A. 48 hours
- ☐ B. seven days
- ☐ C. 14 days
- ☐ D. 21 days

Answers

1. **B. 21 or older.** You must be aged 21 or older when you apply for a London PHV driver's licence.
2. **D. no upper age limit.** TfL sets no upper age limit. An older driver can hold a licence if they still meet the other requirements.
3. **A. three years.** TfL needs a full DVLA, Northern Ireland or other EEA licence that is at least three years old.
4. **C. Only the 18 months on his UK licence.** TfL's current page says time on a licence from a designated country before the exchange does not count. Only time on the UK or EU/EEA licence counts. The Handbook does not explain this.
5. **B. an enhanced check.** You must have an enhanced criminal records check from the DBS. TfL uses a separate company to arrange it, and you must use that company.
6. **D. Register before you get a licence and stay subscribed.** The Handbook does not mention this, but TfL's current page does. TfL cannot grant a licence until you have registered, and once licensed you must keep your subscription going without a break.
7. **A. the SERU assessment.** The SERU assessment also tells TfL about your reading and writing. A separate test covers speaking and listening.
8. **B. A Certificate of Good Conduct from that country.** The Handbook does not cover this, but TfL's current page does. You need a Certificate of Good Conduct if you lived abroad for three months or more in a row in the last 10 years. Long holidays count too.
9. **D. three years.** A licence normally lasts for three years. If TfL gives you a shorter one, the letter with the licence explains why.
10. **A. seven days.** The Handbook says to show it straight away or within seven days at most, and the same applies to a TfL Authorised Officer. The PHV Act 1998 and TfL's Driver Policy say six days, so produce it within six to be safe.
11. **B. Keep it and follow the conditions.** Keep the letter and follow any conditions in it. If you do not follow them, TfL may revoke your licence.
12. **C. Yes, and people must be able to see it.** You must wear your badge whenever you are working, and this includes waiting for a booking. People must be able to see it clearly.
13. **D. Let them see your badge.** Your licence number is on your badge. Let the passenger see it so they can write the number down.
14. **B. Braille.** The badge includes Braille text, so a vision-impaired person can tell that you are licensed.
15. **C. Wearing it presents a specific risk.** TfL's Driver Policy says it gives exemptions only in exceptional circumstances, where wearing a badge presents a specific risk. The Handbook only says that TfL can give an exemption.
16. **A. a crime reference number.** Report it to TfL straight away. Also report a stolen badge to the police and get a crime reference number. You cannot work without your badge.

17. **C. DVLA Group 2.** The medical standards for London PHV drivers are the DVLA Group 2 standards.
18. **B. 45.** From the age of 45, a PHV driver must have a medical examination at each renewal.
19. **D. every year.** From the age of 65, a PHV driver must have a medical assessment every year. Missing information could cost you your licence.
20. **A. Someone with a DVLA Group 2 licence.** TfL's current page lists a full or provisional DVLA Group 2 licence. The Handbook also lists a London taxi licence and a pilot's licence, but the current page does not, so ask TfL if you hold one.
21. **C. You.** You are responsible. A doctor must fill in all the health information, and you must return the form to TfL.
22. **A. Immediately.** Tell TfL immediately, even if your next medical is not due yet. Do not wait for your next renewal.
23. **C. Epilepsy.** Epilepsy is on TfL's list of conditions to report. Others include diabetes, heart conditions, high blood pressure and strokes.
24. **A. Contact TfL for advice.** If you are not sure, contact TfL for advice. TfL also suggests you check with the DVLA, because its standards often change.
25. **C. Within 48 hours.** The Handbook says 'immediately'. TfL's current page sets a limit: if your licence was granted on or after 1 July 2024, report any arrest and release, charge, caution or conviction within 48 hours.
26. **C. 21 days.** The Handbook says 'immediately', but TfL's current page sets different limits. For a licence granted before 1 July 2024, report new convictions and cautions within 21 days. TfL strongly encourages 48 hours, and the 48-hour rule applies once you are relicensed.
27. **A. the police.** It is your own job to tell TfL. The Handbook warns you not to rely on the police doing it, and failing to report a conviction could cost you your licence.
28. **B. A road offence with penalty points.** You must report offences that put penalty points on your driving licence. You do not need to report PCNs or parking tickets that bring no points.
29. **A. take licensing action.** You do not have to report tickets with no points. But TfL expects responsible behaviour, so it may act if it learns you get them often.
30. **D. 21 days.** Tell TfL about a new home address within 21 days. Also tell TfL about a new email address or phone number.
31. **C. The DVLA.** The law says you must tell the DVLA. The address on your PHV driver's licence should match the one on your DVLA licence.
32. **A. Tell TfL immediately.** A suspended, revoked or refused licence with another authority is a change you must tell TfL about straight away.
33. **B. TfL can only decide on what it has been told.** TfL can only make licensing decisions on the information it receives. Your reply gives TfL your side.
34. **B. seven days.** Return your licence within seven days. If you do not, or the decision takes effect at once, TfL may send an Authorised Officer to collect it.

Sources

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- 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