SERU equality and disability: questions and answers

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

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Questions

Helping passengers

1. **A passenger looks as if they might need help. What should you do first?**
   - ☐ A. Take their arm at once and walk them to the vehicle
   - ☐ B. Say nothing and wait until they complain about it
   - ☐ C. Ask the person with them what they think is best
   - ☐ D. Ask if they need help, then wait for an answer

2. **A disabled passenger is travelling with a carer. Who should you talk to?**
   - ☐ A. The disabled passenger
   - ☐ B. The carer
   - ☐ C. Your operator
   - ☐ D. Whoever is nearer to you

3. **If a passenger has problems hearing you, face them so they can see your _____ as you speak.**
   - ☐ A. hands
   - ☐ B. lips
   - ☐ C. licence
   - ☐ D. eyes

4. **Why should you always have a pen and paper with you?**
   - ☐ A. To keep a record of each passenger's disability
   - ☐ B. To ask passengers to sign for any extra charges
   - ☐ C. To write things down for passengers who need that
   - ☐ D. To draw a route map for your operator each day

5. **A vision-impaired passenger asks you to guide them to the vehicle. What should you do?**
   - ☐ A. Hold their arm and pull them towards the vehicle
   - ☐ B. Walk ahead of them and call out to them as you go
   - ☐ C. Hold their shoulders and push them gently forward
   - ☐ D. Stand by their side and let them hold your arm

6. **When you give change to a vision-impaired passenger, count the coins and notes into their _____.**
   - ☐ A. lap
   - ☐ B. bag
   - ☐ C. hand
   - ☐ D. pocket

7. **Your route changes because of a road closure. You have a vision-impaired passenger. What should you do?**
   - ☐ A. Tell them about the change
   - ☐ B. Say nothing unless they ask you
   - ☐ C. Tell them after you have arrived
   - ☐ D. Ask them to call your operator

8. **Not all disabilities are easy to _____, so be ready to help any passenger.**
   - ☐ A. hear
   - ☐ B. count
   - ☐ C. see
   - ☐ D. check

9. **Before you start the journey, make sure a disabled passenger is comfortable and has their seat belt _____.**
   - ☐ A. fastened
   - ☐ B. loosened
   - ☐ C. removed
   - ☐ D. folded

The Equality Act

10. **Which of these is a protected characteristic under the Equality Act?**
    - ☐ A. Income
    - ☐ B. Sexual orientation
    - ☐ C. Job title
    - ☐ D. Home address

11. **Pregnancy and _____ is a protected characteristic under the Equality Act.**
    - ☐ A. childcare
    - ☐ B. family size
    - ☐ C. maternity
    - ☐ D. health

12. **Marriage and civil _____ is a protected characteristic under the Equality Act.**
    - ☐ A. ceremony
    - ☐ B. law
    - ☐ C. union
    - ☐ D. partnership

13. **A passenger uses racist language about another person. What does the Handbook say about this?**
    - ☐ A. It is acceptable if the person cannot hear it
    - ☐ B. It is unacceptable from drivers and customers
    - ☐ C. It only matters if it comes from the driver
    - ☐ D. It is only a problem if the operator is told

14. **A passenger's religious dress makes you feel uneasy. How should you treat them?**
    - ☐ A. With questions about where they come from
    - ☐ B. With a higher fare, in case of any trouble
    - ☐ C. With a refusal, if you explain your reason
    - ☐ D. With the same respect as any passenger

15. **If there is enough evidence and it is in the public interest, TfL will always _____ a driver who breaks the Equality Act.**
    - ☐ A. warn
    - ☐ B. retrain
    - ☐ C. prosecute
    - ☐ D. fine

16. **You are convicted of an offence under the Equality Act. What may TfL do?**
    - ☐ A. Move your licence to another operator instead
    - ☐ B. Ask you to pay your passenger's future fares
    - ☐ C. Suspend or revoke your PHV driver's licence
    - ☐ D. Take no action on your PHV licence at all

17. **It is illegal to treat a person unfairly because of their _____.**
    - ☐ A. choice of destination
    - ☐ B. method of payment
    - ☐ C. late booking time
    - ☐ D. gender reassignment

Wheelchair users and mobility aids

18. **You drive a designated wheelchair accessible PHV. A passenger wants to stay in their wheelchair. What must you do?**
    - ☐ A. Ask them to move into a passenger seat for the trip
    - ☐ B. Carry them in it, with the safety belts attached
    - ☐ C. Refuse the booking, unless another person comes along
    - ☐ D. Carry them in it, with the safety belts left undone

19. **In a designated vehicle, safety belts must be _____ to the wheelchair so it stays in a safe position.**
    - ☐ A. removed
    - ☐ B. attached
    - ☐ C. tied
    - ☐ D. fitted loose

20. **Loading a passenger's wheelchair takes ten extra minutes. Can you charge more for this?**
    - ☐ A. Yes, if you explain the charge before setting off
    - ☐ B. Yes, but only if the journey is outside London
    - ☐ C. No, you cannot charge or propose any extra
    - ☐ D. Yes, a small extra charge is allowed for time

21. **You drive a designated wheelchair accessible vehicle. Your _____ should know this.**
    - ☐ A. operator
    - ☐ B. insurer
    - ☐ C. mechanic
    - ☐ D. passenger

22. **When you pick up or drop off a wheelchair user, avoid places where the pavement is on a _____.**
    - ☐ A. corner
    - ☐ B. slope
    - ☐ C. bridge
    - ☐ D. junction

23. **Your PHV is not on the designated list. A disabled passenger's folded wheelchair fits safely in the boot. What must you do?**
    - ☐ A. Refuse it, as only designated vehicles have this duty
    - ☐ B. Carry it, but add an extra charge for loading it
    - ☐ C. Carry it, help them load it and not charge extra
    - ☐ D. Carry it only if the passenger can load it alone

24. **You must also carry a disabled passenger's _____, such as a walking frame, at no extra charge.**
    - ☐ A. shopping trolley
    - ☐ B. pushchair
    - ☐ C. folding bike
    - ☐ D. mobility aids

25. **You are told before a journey that a disabled passenger needs help to find your PHV. What must you do?**
    - ☐ A. Tell them to look out for the number plate
    - ☐ B. Wait in the vehicle until they come to find it
    - ☐ C. Take reasonable steps to help them find it
    - ☐ D. Charge a small fee for going to meet them

26. **A driver whose poor health makes it too hard to help wheelchair users can apply to TfL for an exemption _____.**
    - ☐ A. payment
    - ☐ B. badge
    - ☐ C. phone call
    - ☐ D. certificate

Assistance dogs

27. **A passenger with an assistance dog gets in your PHV. Where does the dog travel?**

- ☐ A. In the footwell, with the passenger
- ☐ B. In the boot, with the luggage
- ☐ C. On the seat next to the driver
- ☐ D. In a crate on the back seat

28. **Section _____ of the Equality Act says PHV drivers must accept passengers with assistance dogs.**

- ☐ A. 165
- ☐ B. 168
- ☐ C. 173
- ☐ D. 170

29. **You accept a booking for a passenger with an assistance dog. Can you add a charge for the dog?**

- ☐ A. No, you cannot charge extra for the dog
- ☐ B. Yes, if you tell them before you set off
- ☐ C. Yes, but only on a longer journey
- ☐ D. Yes, but only if your operator agrees it

30. **Assistance dogs are _____ animals, so do not treat them like pets.**

- ☐ A. guard
- ☐ B. working
- ☐ C. police
- ☐ D. farm

31. **An assistance dog gets into your vehicle. Which of these should you avoid?**

- ☐ A. Letting it sit in the footwell
- ☐ B. Stroking or feeding it
- ☐ C. Letting its owner hold the lead
- ☐ D. Driving the passenger as booked

32. **A passenger says their dog is an assistance dog, but it has no jacket. What should you do?**

- ☐ A. Accept the booking, as not all dogs wear a jacket
- ☐ B. Refuse the booking, as all these dogs wear a jacket
- ☐ C. Charge extra until you have seen the dog's jacket
- ☐ D. Ask them to come back with a dog wearing a jacket

33. **You can sometimes tell what help a dog gives from the _____ of its jacket.**

- ☐ A. colour
- ☐ B. price
- ☐ C. age
- ☐ D. size

34. **A driver says their religion means they cannot carry an assistance dog. What is the position?**

- ☐ A. They must carry it, unless they have a medical exemption
- ☐ B. They can refuse it on religious grounds at any time
- ☐ C. They can refuse it if they tell their operator first
- ☐ D. They can refuse it if they find another driver for it

35. **The only reason a PHV driver can get an exemption from carrying assistance dogs is _____ reasons.**

- ☐ A. religious
- ☐ B. medical
- ☐ C. personal
- ☐ D. financial

36. **Which of these could support an application for an exemption from carrying assistance dogs?**

- ☐ A. Wanting to keep your seats clean
- ☐ B. Being busy during a long shift
- ☐ C. Having a vehicle that is new
- ☐ D. Asthma that gets worse near dogs

37. **If TfL grants an exemption, you must display an Exemption Notice in the _____ of your vehicle.**

- ☐ A. windscreen
- ☐ B. glove box
- ☐ C. boot
- ☐ D. rear door

Answers

1. **D. Ask if they need help, then wait for an answer.** The Handbook says to always ask if passengers need help, wait for your offer to be accepted, and listen to what they ask for.
2. **A. The disabled passenger.** The Handbook says to talk directly to the older or disabled person, not to the person with them.
3. **B. lips.** The Handbook says facing them so they can see your lips can help, and so can speaking loudly and clearly.
4. **C. To write things down for passengers who need that.** The Handbook says writing things down can help passengers who have hearing problems or who do not speak much English.
5. **D. Stand by their side and let them hold your arm.** The Handbook says to stand beside them and let them hold your arm or elbow. Do not pull or push them.
6. **C. hand.** Counting the money into their hand lets the passenger check it is right.
7. **A. Tell them about the change.** The Handbook says vision-impaired passengers should be told about delays or route changes during the journey. This also helps elderly passengers and those with a learning disability.
8. **C. see.** The Handbook says not all disabilities are easy to see, so offer help or be prepared to help any passenger.
9. **A. fastened.** The Handbook says to be patient and make sure they are comfortable, with their seat belt fastened, before you set off.
10. **B. Sexual orientation.** The Act lists age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, sexual orientation, and pregnancy and maternity.
11. **C. maternity.** Pregnancy and maternity is one of the characteristics the Handbook lists.
12. **D. partnership.** Marriage and civil partnership is one of the characteristics the Handbook lists.
13. **B. It is unacceptable from drivers and customers.** The Handbook says it is unacceptable for a driver or a customer to use language or behave in a way that discriminates.
14. **D. With the same respect as any passenger.** The Handbook says treat all passengers in a professional, respectful way, without judging or assuming anything about them.
15. **C. prosecute.** The Handbook says TfL investigates any complaint and will always prosecute if there is enough evidence and it is in the public interest.
16. **C. Suspend or revoke your PHV driver's licence.** TfL will decide if you are suitable to be a licensed PHV driver, and may suspend or revoke your licence.
17. **D. gender reassignment.** Gender reassignment is a protected characteristic. The Handbook says it is illegal to treat anyone unfairly because of one.
18. **B. Carry them in it, with the safety belts attached.** Section 165 says you must carry the passenger in the wheelchair, and the Handbook says the safety belts must be attached to keep it in a safe position.
19. **B. attached.** The belts go on the wheelchair itself. That stops it moving during the journey.

20. **C. No, you cannot charge or propose any extra.** The law says no additional charge may be made, or proposed, for carrying out these duties.
21. **A. operator.** Your operator needs to know that the vehicle you drive is designated.
22. **B. slope.** The Handbook says to be careful where you stop for wheelchair users, and to avoid sloping pavements.
23. **C. Carry it, help them load it and not charge extra.** Since June 2022, section 164A has covered PHVs that are not designated. You must carry the wheelchair and give reasonable help, at no extra charge.
24. **D. mobility aids.** Since June 2022 the law includes mobility aids, which are items a passenger uses to help them get around. There is a defence if they cannot safely or reasonably be carried.
25. **C. Take reasonable steps to help them find it.** Section 165A says you must take reasonable steps to help them identify and find the vehicle, and you cannot charge extra.
26. **D. certificate.** The Handbook says to contact TfL to apply. Under section 166 it covers the mobility assistance duties, on medical grounds or because of the driver's physical condition.
27. **A. In the footwell, with the passenger.** The dog stays with its owner, in the footwell. You must allow this.
28. **D. 170.** Section 170 covers private hire vehicles. Section 168 is the matching rule for taxis.
29. **A. No, you cannot charge extra for the dog.** Drivers and operators cannot charge, or propose to charge, extra for carrying an assistance dog.
30. **B. working.** The Handbook calls them highly trained working animals. Do not stroke them, feed them or distract them.
31. **B. Stroking or feeding it.** The Handbook says not to stroke or feed assistance dogs, or distract them in any way.
32. **A. Accept the booking, as not all dogs wear a jacket.** The Handbook says an assistance dog may not always wear a jacket. Assistance dogs are also not always the same breed.
33. **A. colour.** The Handbook says the colour of the jacket can sometimes show what type of assistance the dog provides.
34. **A. They must carry it, unless they have a medical exemption.** The Handbook says exemptions are only for medical reasons. In 2002 the Shariat Council confirmed trained assistance dogs may travel in PHVs driven by Muslims.
35. **B. medical.** The Handbook and section 171 say an exemption is only for medical reasons. The driver must apply to TfL.
36. **D. Asthma that gets worse near dogs.** The Handbook gives asthma made worse by dogs, an allergy, and a fear of dogs (a phobia) as examples.
37. **A. windscreen.** The Handbook says to display the Exemption Notice in the windscreen of your vehicle.

Sources

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