SERU staying safe: questions and answers

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

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Questions

Protecting yourself

1. **A passenger in your PHV starts to shout angrily at you. What can you do first?**
   - ☐ A. Shout back so that they stop
   - ☐ B. Tell them you will not accept that behaviour
   - ☐ C. Say nothing and hope that they calm down
   - ☐ D. Drive faster to finish the journey early

2. **You can ask a violent passenger to leave your vehicle, but only if it is _____.**
   - ☐ A. paid for already
   - ☐ B. safe to do so
   - ☐ C. agreed by TfL
   - ☐ D. during the day

3. **Someone shouts offensive words at you because of your faith. What is this?**
   - ☐ A. A hate crime
   - ☐ B. A parking offence
   - ☐ C. A customer complaint
   - ☐ D. A licensing matter only

4. **A passenger racially abused you yesterday. Nobody is in danger now. Which number should you call to tell the police?**
   - ☐ A. 999
   - ☐ B. 111
   - ☐ C. 116 123
   - ☐ D. 101

5. **Check the passenger's name and destination before they get in. This helps to make sure they do not get into the _____.**
   - ☐ A. back seat
   - ☐ B. wrong vehicle
   - ☐ C. front seat
   - ☐ D. next booking

6. **Before the journey starts, tell the passenger where you are going, the route, how long it may take and the _____.**
   - ☐ A. tip
   - ☐ B. mileage
   - ☐ C. fare
   - ☐ D. traffic

7. **A passenger changes the destination while you are driving. Who must then tell the passenger the new fare?**
   - ☐ A. The driver
   - ☐ B. TfL
   - ☐ C. The operator
   - ☐ D. The vehicle owner

8. **A device that lets you call for help when you work alone is called a _____ device.**
   - ☐ A. card payment
   - ☐ B. lone worker
   - ☐ C. speed limiter
   - ☐ D. route planning

Warning signs and calming things down

9. **Which of these can be a warning sign that a passenger may become aggressive?**
   - ☐ A. Looking out of the window
   - ☐ B. Reading messages on a phone
   - ☐ C. Asking how long the trip will take
   - ☐ D. Hands held tightly in fists

10. **A passenger who keeps _____ their fingers and has crossed arms may be getting angry.**
    - ☐ A. washing
    - ☐ B. counting
    - ☐ C. warming
    - ☐ D. tapping

11. **A quiet passenger suddenly changes how they speak and you feel worried. What should you do?**
    - ☐ A. Wait to see if they start to shout
    - ☐ B. Ignore it, as they are probably just tired
    - ☐ C. Ask them to give you a good rating
    - ☐ D. Trust your feelings and act straight away

12. **If you notice a possible problem early, you have more _____ to avoid it.**
    - ☐ A. choices
    - ☐ B. rights
    - ☐ C. money
    - ☐ D. passengers

13. **A passenger is upset and getting louder. What is the best way to speak to them?**
    - ☐ A. Calmly, without raising your voice
    - ☐ B. Loudly, so they can hear you clearly
    - ☐ C. Quickly, so the talk ends sooner
    - ☐ D. Not at all, even if they ask you something

14. **When an angry passenger is telling you their problem, listen and do not _____ them.**
    - ☐ A. answer
    - ☐ B. look at
    - ☐ C. help
    - ☐ D. interrupt

15. **A passenger keeps complaining about something you cannot fix. What is a good way to end the talk?**
    - ☐ A. Say that the problem is their own fault
    - ☐ B. Promise them a refund from your own money
    - ☐ C. Say someone at the destination may be able to sort it out
    - ☐ D. Turn up the radio until they stop talking

16. **You cannot calm a passenger and fear violence. If necessary, find a safe place to stop, turn off the engine and _____.**
    - ☐ A. take the keys and get out
    - ☐ B. leave the keys and get out
    - ☐ C. stay in your seat and wait
    - ☐ D. lock the passenger inside

Drink, drugs and medical emergencies

17. **Why can a passenger who has taken drugs or alcohol be difficult to deal with?**
    - ☐ A. They are not allowed to use a PHV
    - ☐ B. They always refuse to pay the fare
    - ☐ C. Their behaviour can be hard to predict
    - ☐ D. They will always become violent

18. **Drink and drugs can make it harder for a passenger to think or _____ clearly.**
    - ☐ A. sleep
    - ☐ B. pay
    - ☐ C. sit
    - ☐ D. communicate

19. **You arrive at a pick-up. You are worried about the passenger's condition. What should you do?**
    - ☐ A. Contact TfL to ask for a new licence
    - ☐ B. Contact your operator immediately
    - ☐ C. Leave without telling anyone at all
    - ☐ D. Ask them to walk in a straight line

20. **You have the right to refuse a passenger who cannot _____ because of drink or drugs.**
    - ☐ A. walk
    - ☐ B. pay by card
    - ☐ C. sit in the front
    - ☐ D. use a phone

21. **A passenger is too drunk to confirm the address, but a friend is with them. What should you try to do?**
    - ☐ A. Ask the friend to pay double the fare
    - ☐ B. Drive to the address in their phone
    - ☐ C. Insist that the friend travels with them
    - ☐ D. Drop them at the nearest police station

22. **A passenger is unconscious and no one else can help. Call 999 and _____ until the emergency services arrive.**
    - ☐ A. drive them to hospital
    - ☐ B. move them out of the car
    - ☐ C. go to your next booking
    - ☐ D. stay with them

23. **An injured passenger is being violent while you wait for an ambulance. Where should you wait?**
    - ☐ A. Somewhere safe where you can still see them
    - ☐ B. Right beside them, to hold them still
    - ☐ C. Far away, where you cannot see them
    - ☐ D. In the car with them and the doors locked

24. **When a passenger is unwell and aggressive, think about your _____ first and do not put yourself at risk.**
    - ☐ A. next booking
    - ☐ B. personal safety
    - ☐ C. star rating
    - ☐ D. vehicle insurance

After an incident, and CCTV

25. **A passenger attacks you. Who should you tell?**
    - ☐ A. Only your family, as it is a private matter
    - ☐ B. Your operator and, if needed, the police or an ambulance
    - ☐ C. No one, unless you have a serious injury
    - ☐ D. Only the next passenger who gets in your car

26. **Find out _____ what your operator's reporting procedures are.**
    - ☐ A. only after an attack
    - ☐ B. when your licence ends
    - ☐ C. before anything happens
    - ☐ D. when a passenger asks

27. **A passenger almost hit you, but in the end nothing happened. What should you do?**

- ☐ A. Forget about it, as no one was hurt
- ☐ B. Find the passenger and speak to them
- ☐ C. Record and report it
- ☐ D. Report it only if it happens three times

28. **Which of these should you put in your record of an incident?**

- ☐ A. Details of any witnesses
- ☐ B. How much you earned that day
- ☐ C. The weather forecast for the next day
- ☐ D. Your views on the attacker's country

29. **When you record an incident, say what type it was, for example a verbal threat, a written threat or a physical _____.**

- ☐ A. fault
- ☐ B. assault
- ☐ C. delay
- ☐ D. repair

30. **Something frightening happens while you are away from your vehicle. What should you do when you get back to it?**

- ☐ A. Drive off fast in case they come back
- ☐ B. Start your next booking to take your mind off it
- ☐ C. Go back and find the person who did it
- ☐ D. Try to calm down before you drive off

31. **A CCTV camera may make your insurance cheaper, because a recording can be useful _____ in a dispute.**

- ☐ A. advertising
- ☐ B. entertainment
- ☐ C. evidence
- ☐ D. training

32. **Your PHV has CCTV. Where must the TfL CCTV sign go?**

- ☐ A. Where passengers can see it and it does not block your view
- ☐ B. On the outside of the boot of the vehicle
- ☐ C. In the glove box, ready to show if someone asks
- ☐ D. Inside the driver's door, facing the driver

Answers

1. **B. Tell them you will not accept that behaviour.** You have a right to say that you will not accept angry or violent behaviour. If that fails, you can ask them to leave when it is safe.
2. **B. safe to do so.** The Handbook puts safety first. Ask the person to leave only when it is safe to do this.
3. **A. A hate crime.** Offensive or violent behaviour because of race, faith, sexual orientation, disability or gender identity is a hate crime. TfL urges you to report it to the police.
4. **D. 101.** TfL advises drivers to report these incidents to the police as soon as possible. Use 101, or 999 in an emergency.
5. **B. wrong vehicle.** A check before the passenger gets in helps to stop mistakes and reduces the risk of a disagreement.
6. **C. fare.** Being clear about these things at the start reduces the risk of a disagreement later.
7. **C. The operator.** Tell your operator about the change. It is the operator's job to give the passenger the new fare.
8. **B. lone worker.** You should think about carrying a lone worker device or asking your operator for one. You can use it to let someone know you need help.
9. **D. Hands held tightly in fists.** Tight fists are a sign that someone is getting angrier. Others include aggressive staring, a raised voice and a sudden change in behaviour.
10. **D. tapping.** Tapping fingers and crossed arms are both on the Handbook's list of signs that someone may become aggressive.
11. **D. Trust your feelings and act straight away.** A change in voice or behaviour can be a warning sign. Do not ignore these signs. If you are concerned, act immediately.
12. **A. choices.** Spotting a problem early gives you more ways to deal with it before it gets worse.
13. **A. Calmly, without raising your voice.** Talking calmly and not raising your voice is one of the ways to reduce the chance of violence.
14. **D. interrupt.** Listening without interrupting, responding to their concerns and asking questions can all reduce the risk of violence.
15. **C. Say someone at the destination may be able to sort it out.** A planned way to excuse yourself helps in a difficult situation, such as saying someone at the address may be able to help.
16. **A. take the keys and get out.** Getting away is the aim. If the person also gets out, you may be able to get back in, lock the doors and drive away if it is safe.
17. **C. Their behaviour can be hard to predict.** Drink and drugs can affect how clearly someone thinks and communicates. Some people may become aggressive, but not all.
18. **D. communicate.** This is why a passenger may not be able to confirm where they want to go.
19. **B. Contact your operator immediately.** Pick-up is your chance to see how the passenger is, in body and mind. If you are worried, call your operator straight away.

20. **A. walk.** You can refuse them because you cannot be sure they could get out of your vehicle without help.
21. **C. Insist that the friend travels with them.** If possible, insist a friend comes with them, or speak to a friend by phone to confirm the destination.
22. **D. stay with them.** If someone is unconscious, extremely unwell or injured and there is no one else to help, call 999 and stay until help comes.
23. **A. Somewhere safe where you can still see them.** Think about your own safety first. Move somewhere safe, but keep the person in view until the emergency services arrive.
24. **B. personal safety.** You should help by calling the emergency services, but you must not put yourself in danger.
25. **B. Your operator and, if needed, the police or an ambulance.** Tell your operator. If necessary, also call the police, an ambulance or both, depending on what happened.
26. **C. before anything happens.** It is important to know in advance where you can go for help and how to report an incident.
27. **C. Record and report it.** Incidents that almost happened should be recorded and reported, as well as ones that did happen.
28. **A. Details of any witnesses.** A record should include when and where it happened, details of the attacker, witnesses, injuries and what action was taken.
29. **B. assault.** The type of incident is one of the details the Handbook asks you to record.
30. **D. Try to calm down before you drive off.** Get to your vehicle when you can, then try to take time to calm down before driving.
31. **C. evidence.** A recording can help to show what happened when there is a dispute with a passenger. CCTV can also reduce threats and violence.
32. **A. Where passengers can see it and it does not block your view.** TfL requires a sign in all PHVs with CCTV. The owner chooses the place, but it must be easy for passengers to see and must not block the driver's view.

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