TfL SERU assessment: questions and answers

Practice questions for the TfL SERU assessment. Answers and explanations are at the end.

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

Questions

PHV driver licensing

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

Licensing a private hire vehicle

Licences and discs

35. **A PHV licence lasts for _____.**

- ☐ A. six months
- ☐ B. one year
- ☐ C. two years
- ☐ D. three years

36. **PHV licence discs are fixed to _____.**

- ☐ A. the rear windscreen only
- ☐ B. the front windscreen only
- ☐ C. both front side windows
- ☐ D. the front and rear windscreens

37. **A PHV licence is about to end. What must happen before TfL can issue a new one?**

- ☐ A. The vehicle must have another inspection
- ☐ B. The driver must take another medical
- ☐ C. The operator must send TfL a letter
- ☐ D. The discs must be sent back to TfL first

38. **Who is given the vehicle licence when a PHV is licensed?**

- ☐ A. The operator
- ☐ B. The insurer
- ☐ C. The registered keeper
- ☐ D. The local police

39. **You are taking your family out for the day in your licensed PHV. What should you do with the discs?**

- ☐ A. Cover them with a sun shade
- ☐ B. Leave them where they are
- ☐ C. Take them off for the day
- ☐ D. Move them to the glovebox

40. **The security features mean a disc will be _____ if you try to remove it.**

- ☐ A. reported to TfL
- ☐ B. sent to your operator
- ☐ C. replaced for free
- ☐ D. permanently damaged

41. **A licence disc on your PHV is badly damaged. Can you use the vehicle for private hire?**

- ☐ A. Yes, if your operator says it is fine
- ☐ B. Yes, until the next inspection
- ☐ C. No, not until the discs are replaced
- ☐ D. Yes, if you carry a photo of the disc

42. **If the licence discs are lost or stolen, _____ should contact TfL immediately.**

- ☐ A. the vehicle owner
- ☐ B. the last passenger
- ☐ C. the local police
- ☐ D. the insurance company

43. **A vehicle has an exemption from showing licence discs. What must the driver do?**

- ☐ A. Show a note from the operator on the dashboard
- ☐ B. Carry the exemption notice when it is used as a PHV
- ☐ C. Tell each passenger about it before the journey
- ☐ D. Keep the exemption notice at home in a safe place

Insurance

44. **Every PHV must have _____ insurance.**

- ☐ A. breakdown
- ☐ B. social and domestic
- ☐ C. hire or reward
- ☐ D. commuting only

45. **When must a PHV's insurance be valid?**

- ☐ A. When licensed and whenever used as a PHV
- ☐ B. Only on the day it is inspected
- ☐ C. Only when a passenger is on board
- ☐ D. Only when driving in central London

46. **You can carry the insurance details with you or _____.**

- ☐ A. leave them with your operator
- ☐ B. send them to TfL each month
- ☐ C. keep them at your home
- ☐ D. display them in the vehicle

47. **A police officer asks for your insurance details. What must you do?**

- ☐ A. Tell the officer to ask your operator
- ☐ B. Ask TfL for permission first
- ☐ C. Make the details available to the officer
- ☐ D. Give them only after a collision

48. **Your operator insures the vehicle you drive. What does TfL encourage you to carry?**

- ☐ A. Your last three payslips from the operator
- ☐ B. Policy details and proof it covers you to drive
- ☐ C. A signed letter from your vehicle's last owner
- ☐ D. Copies of the operator's other drivers' policies

49. **Your PHV is in a collision. Besides the police, who must you give your insurance details to?**

- ☐ A. A passenger or member of the public
- ☐ B. Only the other driver
- ☐ C. Only a TfL officer
- ☐ D. Only your operator

Collisions, faults and signs

50. **If you own your PHV, you must tell TfL about a collision that affects its safety within _____.**

- ☐ A. 24 hours
- ☐ B. 48 hours
- ☐ C. 72 hours
- ☐ D. seven days

51. **A collision leaves a large dent in the door of your own PHV. It still drives well. Must you tell TfL?**

- ☐ A. No, because it is still safe to drive
- ☐ B. No, unless a passenger was hurt
- ☐ C. Only if the insurer will not pay
- ☐ D. Yes, because it affects its appearance

52. **After a collision, a PHV may need to be _____ before it can be used as a PHV again.**

- ☐ A. re-examined
- ☐ B. re-registered
- ☐ C. re-sprayed
- ☐ D. re-insured

53. **You are the registered keeper of a PHV. A letter tells you the vehicle has a fault to fix. What should you do?**

- ☐ A. Follow the instructions in the letter
- ☐ B. Wait until the next licence inspection
- ☐ C. Ask your passengers if they noticed it
- ☐ D. Ignore it if the vehicle drives well

54. **A letter from TfL may say that a vehicle cannot be used for private hire until _____.**

- ☐ A. the next licence begins
- ☐ B. the operator agrees
- ☐ C. it has been fixed
- ☐ D. the owner pays a fine

55. **Your licence was granted on or after 1 July 2025. Which sign must you make sure the vehicle displays?**
    - ☐ A. A list of the operator's prices
    - ☐ B. The new complaints signage
    - ☐ C. The driver's home address
    - ☐ D. A notice of the driver's hours

56. **If your licence was granted on or after 1 July 2025, _____ must make sure the PHV being driven displays the complaints signage.**
    - ☐ A. only vehicle owners
    - ☐ B. only the operators
    - ☐ C. you, the driver,
    - ☐ D. only TfL inspectors

Carrying out private hire journeys

Bookings

57. **As a London PHV driver, which bookings can you carry out?**
    - ☐ A. Any booking a friend passes to you
    - ☐ B. Only bookings from a licensed London operator
    - ☐ C. Any booking from a person on the street
    - ☐ D. Any booking from a hotel's front desk

58. **You must carry out bookings in a London licensed PHV with _____ on display, unless it is exempt.**
    - ☐ A. a roof sign
    - ☐ B. a fare chart
    - ☐ C. a taxi plate
    - ☐ D. PHV licence discs

59. **A person outside your operator's office waves at you and asks for a ride. They have no booking. Can you take them?**
    - ☐ A. Yes, because you are outside your operator's office
    - ☐ B. Yes, if they pay the fare in cash before you set off
    - ☐ C. No, they must first book through a licensed operator
    - ☐ D. Yes, if your operator's office is closed for the night

60. **You must not let a passenger get in your vehicle before you have _____.**
    - ☐ A. checked their ID
    - ☐ B. agreed a cash price
    - ☐ C. received the booking
    - ☐ D. seen their luggage

61. **A person with no booking comes up to you and asks how to get a PHV. What can you give them?**

- ☐ A. A business card with your operator's number
- ☐ B. A lift to your operator's office
- ☐ C. A price for the trip, paid to you in cash
- ☐ D. A seat in your vehicle while you phone it in

62. **You must not make any sign or say anything that suggests you are _____ without a booking.**

- ☐ A. available for hire
- ☐ B. a licensed driver
- ☐ C. on your way home
- ☐ D. waiting for someone

63. **A company you have not heard of offers you work. You are not sure it is licensed. What should you do?**

- ☐ A. Ask a passenger if they have used it before
- ☐ B. Take one booking and see if any problems come
- ☐ C. Ask for its licence number and use TfL's checker
- ☐ D. Ask another driver and accept if they say yes

64. **TfL's online _____ shows the details of all licensed private hire drivers, vehicles and operators.**

- ☐ A. journey planner
- ☐ B. licence checker
- ☐ C. status updates page
- ☐ D. fare calculator

Booking details and fares

65. **Who must record the details of a booking before the journey starts?**

- ☐ A. Your operator
- ☐ B. You, the driver
- ☐ C. The passenger
- ☐ D. TfL

66. **The operator's booking record must show the agreed fare or _____.**

- ☐ A. the size of the tip
- ☐ B. the driver's earnings
- ☐ C. the estimated fare
- ☐ D. the passenger's address

67. **Which of these must your operator record for each booking?**

- ☐ A. The passenger's date of birth
- ☐ B. The driver's home address
- ☐ C. The passenger's card number
- ☐ D. The vehicle's registration or other ID

68. **TfL has _____ to set or control the fares that PHV operators charge.**

- ☐ A. full power
- ☐ B. some power
- ☐ C. no power
- ☐ D. shared power

69. **Who must agree a fare with the passenger, or give an accurate estimate, before the journey?**

- ☐ A. TfL
- ☐ B. The operator
- ☐ C. The driver
- ☐ D. The vehicle owner

70. **During a journey, your passenger asks you to pick up a friend. When should you tell your operator?**

- ☐ A. As soon as it is safe
- ☐ B. At the end of the day
- ☐ C. At your next renewal
- ☐ D. Only if they complain

71. **Your passenger says the fare is wrong at the end of the journey. How should you be ready for this?**

- ☐ A. Ask TfL to set a fair price on the phone
- ☐ B. Lock the doors until you have the money
- ☐ C. Tell the passenger the trip is now free
- ☐ D. Check with your operator in advance what to do

Late-night venues, airports and outside London

72. **Your operator is licensed at a nightclub. Where can it take bookings?**

- ☐ A. Anywhere on the pavement outside
- ☐ B. Only at the booking location on its licence
- ☐ C. In any bar in the same street
- ☐ D. From drivers parked at the door

73. **If you approach people outside a late-night venue to offer them a ride, you may be _____.**

- ☐ A. committing an offence
- ☐ B. doing nothing wrong
- ☐ C. acting within the rules
- ☐ D. breaking only a venue rule

74. **People leaving a pub come up to your parked PHV and ask for a ride home. What should you do?**

- ☐ A. Take them if you agree a price first
- ☐ B. Take them if the pub's owner agrees
- ☐ C. Tell them to book with a licensed operator
- ☐ D. Take them if it is a very short trip

75. **While you wait near an operating centre, you should not leave your _____ running.**

- ☐ A. radio
- ☐ B. sat nav
- ☐ C. heater
- ☐ D. engine

76. **Who is responsible for the parking, noise and behaviour of a driver waiting near a late-night venue?**

- ☐ A. The venue's owner
- ☐ B. The driver
- ☐ C. The door staff
- ☐ D. The local police

77. **Airports are private property and can make their own rules, called _____.**

- ☐ A. byelaws
- ☐ B. statutes
- ☐ C. licences
- ☐ D. charters

78. **You have no booking yet and want to wait at Heathrow. Where can you wait?**

- ☐ A. A local car park near the airport
- ☐ B. A quiet residential street nearby
- ☐ C. An official car park or the PHV Authorised Vehicle Area
- ☐ D. The airport taxi rank if it is empty

79. **When you pick up passengers at Heathrow Airport, you must always use _____.**

- ☐ A. the taxi rank
- ☐ B. an official car park
- ☐ C. a local car park
- ☐ D. a residential street

80. **Your passenger is at Terminal 5 at Heathrow and asks you to use the taxi rank. What is the rule?**

- ☐ A. You may use it to drop off only
- ☐ B. You may use it if it is not busy
- ☐ C. You may use it with a booking
- ☐ D. You must not use it at all

81. **A journey that starts or ends outside Greater London is allowed if a licensed London operator has _____.**

- ☐ A. told the local council
- ☐ B. accepted the booking
- ☐ C. paid an extra fee
- ☐ D. told TfL first

Lost property, suspicious items and refusals

82. **You should check your vehicle for lost property after _____.**

- ☐ A. every journey
- ☐ B. every shift
- ☐ C. every week
- ☐ D. every night

83. **You find a phone on the back seat after a journey. What should you do?**

- ☐ A. Keep it safe at home until someone calls
- ☐ B. Post it to TfL's lost property office
- ☐ C. Give it to the next passenger to hand in
- ☐ D. Tell your operator and take it back to them

84. **You feel suspicious about an item left unattended in your vehicle. What should you do?**

- ☐ A. Call 999 and follow the instructions
- ☐ B. Open it and see what is inside
- ☐ C. Take it to your operator straight away
- ☐ D. Put it on the pavement and drive away

85. **You can report suspicious activity to the confidential police anti-terrorist hotline on _____.**

- ☐ A. 0800 555 111
- ☐ B. 116 123
- ☐ C. 0800 789 321
- ☐ D. 101

86. **Something feels wrong about a person's behaviour, but you worry about wasting police time. What does the Handbook say?**

- ☐ A. Report it, and the police will decide if it matters
- ☐ B. Wait until you have strong evidence first
- ☐ C. Ask the person to explain what they are doing
- ☐ D. Tell only your operator and wait for a reply

87. **Your booked passengers have open cans of alcohol, and you do not feel safe. What can you do?**

- ☐ A. Take them but charge a higher fare
- ☐ B. Refuse politely and explain why
- ☐ C. Drive off and say nothing to them
- ☐ D. Refuse and report them to the DVLA

88. **If you do not carry out a booking, you must tell your operator _____.**

- ☐ A. the full reasons
- ☐ B. the fare you lost
- ☐ C. your next location
- ☐ D. only the passenger's name

89. **You refused a booking. Who must find another driver, or make clear to the passenger that it is cancelled?**
    - ☐ A. You, the driver
    - ☐ B. TfL
    - ☐ C. The passenger
    - ☐ D. The operator

90. **A driver can ask for an exemption from carrying assistance dogs only on _____ grounds.**
    - ☐ A. religious
    - ☐ B. cost
    - ☐ C. medical
    - ☐ D. cleaning

Staying safe

Protecting yourself

91. **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

92. **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

93. **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

94. **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

95. **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

96. **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

97. **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

98. **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

99. **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

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

101. **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

102. **If you notice a possible problem early, you have more _____ to avoid it.**

- ☐ A. choices
- ☐ B. rights
- ☐ C. money
- ☐ D. passengers

103. **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

104. **When an angry passenger is telling you their problem, listen and do not _____ them.**

- ☐ A. answer
- ☐ B. look at
- ☐ C. help
- ☐ D. interrupt

105. **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

106. **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

107. **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

108. **Drink and drugs can make it harder for a passenger to think or _____ clearly.**

- ☐ A. sleep
- ☐ B. pay
- ☐ C. sit
- ☐ D. communicate

109. **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

110. **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

111. **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

112. **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

113. **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

114. **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

115. **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

116. **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

117. **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

118. **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

119. **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

120. **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

121. **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

122. **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

Driver behaviour

Complaints and signs in the vehicle

123. **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

124. **An operator must report to the _____ any complaint that involves a possible crime.**

- ☐ A. DVLA
- ☐ B. council
- ☐ C. police
- ☐ D. insurer

125. **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

126. **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

127. **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

128. **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

129. **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

130. **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

131. **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

132. **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

133. **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

134. **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

135. **You have a responsibility to make sure that passengers feel _____ when they travel in your vehicle.**

- ☐ A. rushed
- ☐ B. watched
- ☐ C. safe
- ☐ D. lucky

136. **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

137. **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

138. **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

139. **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

140. **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

141. **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

142. **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

143. **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

144. **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

145. **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

146. **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

147. **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

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

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

Driving and parking in London

Stopping and waiting

149. **Where can a PHV driver stop to pick up a passenger?**

- ☐ A. On zig-zag lines
- ☐ B. On a taxi rank
- ☐ C. At a bus stop clearway
- ☐ D. On a double yellow line

150. **PHV drivers must not stop on _____ lines, for example outside a school.**

- ☐ A. single yellow
- ☐ B. single red
- ☐ C. zig-zag
- ☐ D. double yellow

151. **You arrive 10 minutes early for a booking, and the road has yellow lines with waiting restrictions. What should you do?**

- ☐ A. Do not wait there, or you may get a PCN
- ☐ B. Wait there, as you have a booking
- ☐ C. Wait there, with your hazard lights on
- ☐ D. Wait there, if you stay in the vehicle

152. **Where there are waiting restrictions, you can stop only for as long as the passenger needs to _____ the vehicle.**

- ☐ A. get in or out of
- ☐ B. pay for
- ☐ C. look around
- ☐ D. book

153. **Your passenger asks you to wait on a double yellow line while they go into a shop. What is the risk?**

- ☐ A. You may get a Penalty Charge Notice
- ☐ B. Your passenger may have to pay a fine
- ☐ C. Your operator may have to pay TfL
- ☐ D. There is no risk, as they asked you to

154. **If you leave your vehicle to help a passenger to a building, note the booking details in case you get a _____.**

- ☐ A. tip
- ☐ B. refund
- ☐ C. new booking
- ☐ D. PCN

155. **A passenger wants to get out while you are stuck in traffic in the middle of the road. What should you do?**

- ☐ A. Let them out where you are
- ☐ B. Get close to the kerb first
- ☐ C. Open the door for them there
- ☐ D. Tell them to look both ways

156. **You are parked and waiting for a customer who is a few minutes late. What should you do with the engine?**

- ☐ A. Switch it off
- ☐ B. Leave it running for the heating
- ☐ C. Leave it running if you stay in the car
- ☐ D. Rev it now and then to charge the battery

Bus lanes, taxi ranks and charging points

157. **A bus lane is in operation and the traffic beside it is very slow. Can you drive along the bus lane in your PHV?**

- ☐ A. No, you can only cross it to pick up or drop off
- ☐ B. Yes, if you have a passenger in the vehicle
- ☐ C. Yes, if you are late for a booked journey
- ☐ D. No, unless the vehicle is fully electric

158. **Outside the hours shown on the sign for a bus lane, _____ can use it.**

- ☐ A. anyone
- ☐ B. only taxis
- ☐ C. only buses
- ☐ D. only cyclists

159. **When you enter a bus lane to pick someone up, which road users should you take special care to look out for?**

- ☐ A. Lorries and coaches
- ☐ B. Taxis on a taxi rank
- ☐ C. Drivers in the next lane
- ☐ D. Cyclists and motorcyclists

160. **You must not stop at a bus stop clearway, which is marked with a wide _____ line by the kerb.**

- ☐ A. white
- ☐ B. yellow
- ☐ C. blue
- ☐ D. green

161. **On a red route, you cannot stop at a bus stop marked with a wide _____ line by the kerb.**

- ☐ A. yellow
- ☐ B. white
- ☐ C. blue
- ☐ D. red

162. **A customer asks to be dropped off on a taxi rank outside a station. What should you do?**

- ☐ A. Drop them there, if you do it quickly
- ☐ B. Drop them off somewhere else
- ☐ C. Drop them there, if no taxis are waiting
- ☐ D. Drop them there, if you put your hazard lights on

163. **TfL says a PHV on a taxi rank could be seen as illegally _____.**

- ☐ A. loading goods
- ☐ B. using a bus lane
- ☐ C. plying for hire
- ☐ D. charging a battery

164. **Electric taxi charging points are only for charging _____.**

- ☐ A. electric PHVs
- ☐ B. electric vans
- ☐ C. any electric car
- ☐ D. electric taxis

Congestion Charge and ULEZ

165. **The Congestion Charge is _____ a day if you pay on the day or in advance.**

- ☐ A. £10.50
- ☐ B. £18
- ☐ C. £15
- ☐ D. £21

166. **On a Saturday, the Congestion Charge applies from _____.**

- ☐ A. 07:00 to 18:00
- ☐ B. 07:00 to 22:00
- ☐ C. 06:00 to 12:00
- ☐ D. 12:00 to 18:00

167. **Your PHV is designated as wheelchair accessible. When do you not have to pay the Congestion Charge?**

- ☐ A. At any time while the vehicle is licensed
- ☐ B. Only when a wheelchair user is on board
- ☐ C. When doing a booking for a TfL-licensed operator
- ☐ D. Only when you have paid for ULEZ first

168. **You drive a fully electric car as a PHV and it is on Auto Pay. How much is the daily Congestion Charge?**

- ☐ A. Nothing
- ☐ B. £13.50
- ☐ C. £18
- ☐ D. £21

169. **A diesel PHV must be at least Euro _____ to avoid paying the ULEZ charge.**

- ☐ A. 3
- ☐ B. 4
- ☐ C. 6
- ☐ D. 5

170. **Which Euro standard must a petrol PHV meet to avoid paying the ULEZ charge?**

- ☐ A. Euro 2
- ☐ B. Euro 3
- ☐ C. Euro 4
- ☐ D. Euro 6

171. **Your PHV does not meet the ULEZ standards. How much is the daily charge to drive in the zone?**

- ☐ A. £10
- ☐ B. £12.50
- ☐ C. £18
- ☐ D. £21

172. **The ULEZ operates 24 hours a day, every day of the year except _____.**

- ☐ A. Sundays
- ☐ B. bank holidays
- ☐ C. New Year's Day
- ☐ D. Christmas Day

173. **Where does the ULEZ apply today?**

- ☐ A. All London boroughs and the City of London
- ☐ B. Only inside the Congestion Charge zone
- ☐ C. Only on the red routes in central London
- ☐ D. All London roads and also the whole M25

174. **Your PHV is designated as wheelchair accessible but does not meet ULEZ standards. When is it exempt from the ULEZ charge?**

- ☐ A. At all times, for as long as it is licensed
- ☐ B. Only when you carry a wheelchair user
- ☐ C. Only when doing a booking for a TfL-licensed operator
- ☐ D. Only on Sundays and bank holidays

Red routes and PCNs

175. **On a red route, you can pick up or drop off on single or double red lines, but you must not _____ for a passenger.**

- ☐ A. stop
- ☐ B. wait
- ☐ C. look
- ☐ D. open a door

176. **What does TfL say you must display to pick up and drop off on most red routes?**

- ☐ A. Your driving licence
- ☐ B. Your operator's phone number
- ☐ C. A printed copy of the booking
- ☐ D. Your PHV licence

177. **Can you park a PHV on a double red line while you wait for your next booking?**

- ☐ A. No, parking on double red lines is never allowed
- ☐ B. Yes, if you are displaying your licence
- ☐ C. Yes, at any time between 22:00 and 06:00
- ☐ D. Yes, if you stay for less than 10 minutes

178. **A passenger wants to use a cashpoint on a red route at 23:00. You can stop and wait, but for no longer than _____ minutes.**

- ☐ A. 2
- ☐ B. 10
- ☐ C. 5
- ☐ D. 20

179. **How can you tell that a part of a red route is a parking bay?**

- ☐ A. A B on the signs beside it
- ☐ B. A P on the signs beside it
- ☐ C. A wide red line by the kerb
- ☐ D. A zig-zag line along the kerb

180. **You return to your car to find no ticket on the windscreen. Could you still get a PCN for how you parked?**

- ☐ A. No, it must be on the windscreen
- ☐ B. No, unless you saw an officer there
- ☐ C. Yes, it can be sent to the registered keeper
- ☐ D. Yes, but only if a passenger reports you

181. **You can get a PCN for a moving traffic offence, such as blocking a yellow _____ junction.**

- ☐ A. cross
- ☐ B. box
- ☐ C. line
- ☐ D. light

182. **Which of these can lead to a PCN for a moving traffic offence?**

- ☐ A. Making an illegal U-turn
- ☐ B. Using your indicators late
- ☐ C. Stopping at a red traffic light
- ☐ D. Driving under the speed limit

Safer driving

Speed, alcohol and tiredness

183. **As your speed goes up, the time you have to avoid a collision _____.**

- ☐ A. goes up
- ☐ B. goes down
- ☐ C. stays the same
- ☐ D. depends on the passenger

184. **It suddenly starts to rain heavily. You are under the speed limit. What should you do?**

- ☐ A. Keep the same speed, as it is legal
- ☐ B. Slow down
- ☐ C. Put on your hazard lights and carry on
- ☐ D. Move closer to the vehicle in front

185. **What does careless or dangerous driving count as?**

- ☐ A. A serious offence with heavy penalties
- ☐ B. A matter only for your operator to deal with
- ☐ C. An offence only if somebody gets injured
- ☐ D. A minor matter that brings a warning only

186. **You have started a new prescription medicine. Who should you check with before you drive?**

- ☐ A. Your doctor
- ☐ B. Your operator
- ☐ C. Your insurance company
- ☐ D. The TfL licensing office

187. **Where do the police test drivers for drink and drugs?**

- ☐ A. Only at a police station
- ☐ B. At the roadside
- ☐ C. Only at an MOT centre
- ☐ D. Only at the TfL licensing office

188. **In England and Wales, the breath alcohol limit for drivers is _____ microgrammes per 100 millilitres.**

- ☐ A. 22
- ☐ B. 50
- ☐ C. 80
- ☐ D. 35

189. **You break the rules of the road. What could happen to you?**

- ☐ A. A warning from your operator, but nothing more than that
- ☐ B. A fine, but never any penalty points on your licence
- ☐ C. A short course, but never a ban from driving
- ☐ D. A fine, points, a ban, or the loss of your PHV licence

190. **Tiredness can have a similar effect on a driver as _____.**

- ☐ A. listening to music
- ☐ B. eating a large meal
- ☐ C. using a sat nav
- ☐ D. drinking alcohol

191. **The Highway Code says to take a break of at least _____ minutes after every two hours of driving.**

- ☐ A. 5
- ☐ B. 10
- ☐ C. 30
- ☐ D. 15

192. **Why should you take extra care when you drive at night?**

- ☐ A. Passengers are more likely to make a complaint about you
- ☐ B. Speed limits are lower on most London roads after dark
- ☐ C. Pedestrians, cyclists and motorcyclists may be harder to see
- ☐ D. Your operator gives you more bookings during those hours

Phones and a clear view

193. **You must not hold and use your phone while driving, even when you are stopped at _____.**

- ☐ A. traffic lights
- ☐ B. a safe parking place
- ☐ C. a marked parking bay
- ☐ D. your own driveway

194. **What is the penalty for using a hand-held phone while driving?**

- ☐ A. 6 points and a £200 fine
- ☐ B. 3 points and a £100 fine
- ☐ C. 3 points and a £200 fine
- ☐ D. 6 points and a £100 fine

195. **Your phone is in flight mode. You hold it to read a map while you are stopped in a queue. Is this legal?**

- ☐ A. No, the ban still applies
- ☐ B. Yes, because it is offline
- ☐ C. Yes, because you are stopped
- ☐ D. Yes, if the map is for a booking

196. **When can you call on a hand-held phone while driving?**

- ☐ A. To tell your operator that you are going to be late
- ☐ B. To check your next booking when traffic is very slow
- ☐ C. To call 999 in an emergency when stopping is unsafe
- ☐ D. To answer a passenger's call about a pick-up point

197. **To take a call on a hand-held phone, stop safely, park your vehicle and turn off the _____.**

- ☐ A. radio
- ☐ B. indicators
- ☐ C. engine
- ☐ D. headlights

198. **You use a hands-free phone while driving, and the police think you are distracted. What can happen?**

- ☐ A. Nothing, as hands-free use is always allowed
- ☐ B. They can stop you and you can be prosecuted
- ☐ C. Your operator gets a warning, but you do not
- ☐ D. They can only give you advice about your phone

199. **The part of the windscreen that your wipers cover is known as the _____.**

- ☐ A. clear zone
- ☐ B. wiper line
- ☐ C. swept area
- ☐ D. safe screen

200. **Where should you put a phone holder or sat nav in your vehicle?**

- ☐ A. In the middle of the windscreen, where it is easy to read
- ☐ B. Anywhere at all, as long as the holder stays steady
- ☐ C. Where it does not reduce how much you can see
- ☐ D. On your lap, so that you can reach it more quickly

201. **The Highway Code says windscreens and windows must be kept clean and free from _____ to vision.**

- ☐ A. reflections
- ☐ B. sunlight
- ☐ C. rain
- ☐ D. obstructions

Cyclists, pedestrians and motorcyclists

202. **The Highway Code says people driving the vehicles that can cause most harm have the _____ responsibility to reduce danger.**

- ☐ A. same
- ☐ B. greatest
- ☐ C. smallest
- ☐ D. shared

203. **Which road users are most likely to be hurt in a collision?**

- ☐ A. Car drivers and the passengers who are travelling with them
- ☐ B. Van and lorry drivers who are on long journeys
- ☐ C. Pedestrians, cyclists, horse riders and motorcyclists
- ☐ D. Bus and coach drivers who are on busy city routes

204. **You are turning into a side road. A pedestrian is waiting to cross it. What should you do?**

- ☐ A. Sound your horn and then turn
- ☐ B. Turn first, as you have priority
- ☐ C. Flash your lights to wave them back
- ☐ D. Give way to the pedestrian

205. **When you overtake a cyclist at up to 30 mph, leave at least _____.**

- ☐ A. 0.5 metres
- ☐ B. 1 metre
- ☐ C. 3 metres
- ☐ D. 1.5 metres

206. **You want to turn left. A cyclist is going straight ahead on your left. What should you do?**

- ☐ A. Wait, and do not turn across their path
- ☐ B. Indicate early, then turn before they reach you
- ☐ C. Sound your horn, then turn when they slow down
- ☐ D. Turn slowly, as the cyclist should stop for you

207. **The Highway Code says to open your car door with the hand on the _____ side to the door.**

- ☐ A. same
- ☐ B. opposite
- ☐ C. nearest
- ☐ D. outer

208. **Your passenger is getting out on the road side. What should you ask them to do first?**

- ☐ A. Open the door quickly so traffic can see it
- ☐ B. Wait until you have put your hazard lights on
- ☐ C. Check for cyclists before opening the door
- ☐ D. Open the door slowly and step out at once

209. **At an advanced stop line, if the light is red and you have not crossed the line, you must stop at the _____ white line.**

- ☐ A. second
- ☐ B. first
- ☐ C. third
- ☐ D. last

210. **A cyclist is riding in the middle of the lane ahead of you. What should you do?**

- ☐ A. Wait patiently until it is safe to pass
- ☐ B. Sound your horn so that the cyclist moves over
- ☐ C. Pass quickly, close to the side of the cyclist
- ☐ D. Flash your lights to ask the cyclist to move left

211. **PHV drivers are almost _____ as likely as private car drivers to be in a collision that kills or seriously injures a cyclist.**

- ☐ A. twice
- ☐ B. half
- ☐ C. three times
- ☐ D. ten times

Seat belts and vehicle checks

212. **The driver must make sure all children under _____ wear a seat belt or sit in an approved child seat.**

- ☐ A. 12
- ☐ B. 14
- ☐ C. 16
- ☐ D. 18

213. **You collect a two-year-old and you do not have the correct child seat. How can the child travel?**

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

214. **You have no correct child seat for a five-year-old. The child must sit in a rear seat and wear _____.**

- ☐ A. no seat belt
- ☐ B. a lap strap only
- ☐ C. a parent's belt too
- ☐ D. an adult seat belt

215. **An adult passenger has not put on a seat belt. What does the Handbook say you should do?**

- ☐ A. Stop the journey and call the police about them
- ☐ B. Say nothing, because it is not your concern at all
- ☐ C. Encourage them to wear it for their own safety
- ☐ D. Add a small extra charge to the fare for the journey

216. **If the tread has worn down to the level of the wear bars, you must _____ the tyre.**

- ☐ A. replace
- ☐ B. rotate
- ☐ C. repair
- ☐ D. pump up

217. **A car tyre must have a tread depth of at least _____ mm across the central three-quarters of the tread.**

- ☐ A. 1
- ☐ B. 2
- ☐ C. 3
- ☐ D. 1.6

218. **Which of these must your tyres be free from?**

- ☐ A. Any sign of use on the tread
- ☐ B. Cuts, lumps, bulges and tears
- ☐ C. Dust from roads and brakes
- ☐ D. Writing on the side wall

219. **Which of these should you check is working in the passenger compartment?**

- ☐ A. A phone charger
- ☐ B. The courtesy lights
- ☐ C. A drinks holder
- ☐ D. A TV screen

220. **Your vehicle has CCTV. Where must the CCTV sign be displayed?**

- ☐ A. In a prominent position
- ☐ B. In the glove box
- ☐ C. On the vehicle's roof
- ☐ D. In the operator's office

Equality and disability

Helping passengers

221. **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

222. **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

223. **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

224. **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

225. **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

226. **When you give change to a vision-impaired passenger, count the coins and notes into their _____.**

- ☐ A. lap
- ☐ B. bag
- ☐ C. hand
- ☐ D. pocket

227. **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

228. **Not all disabilities are easy to _____, so be ready to help any passenger.**

- ☐ A. hear
- ☐ B. count
- ☐ C. see
- ☐ D. check

229. **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

230. **Which of these is a protected characteristic under the Equality Act?**

- ☐ A. Income
- ☐ B. Sexual orientation
- ☐ C. Job title
- ☐ D. Home address

231. **Pregnancy and _____ is a protected characteristic under the Equality Act.**

- ☐ A. childcare
- ☐ B. family size
- ☐ C. maternity
- ☐ D. health

232. **Marriage and civil _____ is a protected characteristic under the Equality Act.**

- ☐ A. ceremony
- ☐ B. law
- ☐ C. union
- ☐ D. partnership

233. **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

234. **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

235. **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

236. **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

237. **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

238. **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

239. **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

240. **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

241. **You drive a designated wheelchair accessible vehicle. Your _____ should know this.**

- ☐ A. operator
- ☐ B. insurer
- ☐ C. mechanic
- ☐ D. passenger

242. **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

243. **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

244. **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

245. **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

246. **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

247. **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

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

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

249. **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

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

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

251. **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

252. **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

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

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

254. **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

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

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

256. **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

257. **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

Safeguarding children and adults at risk

Who is at risk and your part

258. **Safeguarding is about keeping children and adults at risk safe from _____.**

- ☐ A. road accidents and injury
- ☐ B. harm and abuse
- ☐ C. unfair fares and charges
- ☐ D. lost property and theft

259. **In law, someone is a child until they reach the age of _____.**

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

260. **The Handbook says every child is vulnerable to harm. Why?**

- ☐ A. They often travel alone at night
- ☐ B. They rarely tell adults about problems
- ☐ C. Their age makes it hard to protect themselves
- ☐ D. They do not understand the law well enough yet

261. **Who is an adult at risk?**

- ☐ A. Anyone over 18 who needs extra care and support
- ☐ B. Anyone over 65 who travels alone in a vehicle
- ☐ C. Any adult who takes a private hire vehicle at night
- ☐ D. Any adult who has been the victim of a crime before

262. **Your operator sends you a booking for a 12-year-old travelling alone. What should you make sure you know?**

- ☐ A. The child's home address and school
- ☐ B. The name of the adult meeting the child
- ☐ C. The reason why the child is travelling alone
- ☐ D. The phone number of the child's doctor

263. **If your passenger is a child travelling alone, you should make sure your _____ knows.**

- ☐ A. insurer
- ☐ B. local council
- ☐ C. solicitor
- ☐ D. operator

264. **Protecting children and adults at risk from harm is the job of _____.**

- ☐ A. social workers only
- ☐ B. the police only
- ☐ C. everybody
- ☐ D. parents and carers only

265. **How can a PHV driver help to protect people at risk?**

- ☐ A. You have the legal power to question people about it
- ☐ B. You can follow people to find out what is happening
- ☐ C. You may notice something wrong and report it
- ☐ D. You can decide for yourself if a crime has happened

266. **With every passenger, your behaviour should be appropriate and _____ all the time.**

- ☐ A. relaxed
- ☐ B. professional
- ☐ C. quiet
- ☐ D. informal

267. **What does the Handbook say about the online safeguarding awareness training?**

- ☐ A. It is only for drivers who carry children
- ☐ B. Only PHV operators need to take it
- ☐ C. You take it after your first complaint
- ☐ D. You should take it as it is important

Signs of risk and county lines

268. **The Handbook gives criminal exploitation another name: _____.**

- ☐ A. modern slavery
- ☐ B. county lines
- ☐ C. people trafficking
- ☐ D. organised begging

269. **In county lines, gangs use children and young adults to sell _____.**

- ☐ A. stolen phones
- ☐ B. fake goods
- ☐ C. weapons
- ☐ D. drugs

270. **Why might a PHV driver carry someone involved in county lines?**

- ☐ A. Young people may be forced to travel in PHVs
- ☐ B. Gangs must use licensed vehicles to move around
- ☐ C. Police ask drivers to carry them to their court dates
- ☐ D. Gangs usually own their own private hire companies

271. **You often pick up the same teenager at 3am and take them to a hotel. What should you think?**

- ☐ A. This is fine if the fare has been paid in full
- ☐ B. This is only a concern if they look frightened
- ☐ C. This may be a sign the young person is at risk
- ☐ D. Young people often travel at night, so all is well

272. **A 14-year-old passenger says they are going to meet someone they have only spoken to online. What should you do?**

- ☐ A. Do nothing, as this is a normal thing for a teenager
- ☐ B. They may be at risk, so report your concern
- ☐ C. Drive them back home without asking any questions
- ☐ D. Ask them to show you the messages on their phone

273. **Some adults put a young person in your vehicle. The young person seems drunk or on drugs. What is this?**

- ☐ A. A reason to charge a higher fare for the journey
- ☐ B. A normal event that needs no action from you
- ☐ C. A matter for the adults and not for you
- ☐ D. A possible sign the young person is at risk

274. **It may be a sign of risk if a child looks worried or _____ when they are with adults.**

- ☐ A. tired
- ☐ B. quiet
- ☐ C. frightened
- ☐ D. bored

275. **Which of these does the Handbook list as a sign an adult may be at risk?**

- ☐ A. They ask you to take a different route
- ☐ B. They look unclean and not well fed
- ☐ C. They pay the fare with a bank card
- ☐ D. They sit in the back seat and say little

276. **A man answers every question for the woman with him. He also chooses where she goes. What should you be aware of?**

- ☐ A. She may be controlled by another adult
- ☐ B. He is her carer, so all is well
- ☐ C. She is being rude to you as a driver
- ☐ D. You must ask him to leave the vehicle

277. **It may be a sign of risk if another person controls an adult's _____.**

- ☐ A. seat belt
- ☐ B. luggage
- ☐ C. money
- ☐ D. umbrella

Reporting your concerns

278. **You think a child you carried is suffering abuse. What must you do?**

- ☐ A. Tell both your operator and the police
- ☐ B. Wait to see if it happens on a later journey
- ☐ C. Speak to the child's family about it first
- ☐ D. Follow the child to find out what is happening

279. **You are worried about a passenger, but it is not an emergency. The police number to call is _____.**

- ☐ A. 111
- ☐ B. 999
- ☐ C. 112
- ☐ D. 101

280. **If someone at risk is in an emergency, call _____.**

- ☐ A. 101
- ☐ B. 111
- ☐ C. 999
- ☐ D. 105

281. **It helps to keep a written or _____ note of the incident that worried you.**

- ☐ A. printed
- ☐ B. recorded
- ☐ C. shared
- ☐ D. signed

282. **Which details should your note include?**

- ☐ A. Only the fare, the route and your operator's name
- ☐ B. Only your opinion of why the person was at risk
- ☐ C. Only the passenger's name, as given in the booking
- ☐ D. Dates, times, what happened and who was there

283. **A passenger tells you they are being harmed. What should you do?**

- ☐ A. Tell them it is probably nothing to worry about
- ☐ B. Ask them for proof before you do anything else
- ☐ C. Listen, reassure them and report it
- ☐ D. Stop the journey and ask them to get out

284. **Crimestoppers lets you report a concern _____.**

- ☐ A. only by letter
- ☐ B. anonymously
- ☐ C. only in person
- ☐ D. only with a solicitor

285. **What is the number for Crimestoppers?**

- ☐ A. 0800 555 111
- ☐ B. 0808 800 5000
- ☐ C. 08000 121 700
- ☐ D. 0800 789 321

286. **The number for the NSPCC is _____.**

- ☐ A. 08000 121 700
- ☐ B. 0808 800 5000
- ☐ C. 0800 555 111
- ☐ D. 0800 789 321

287. **When does the Handbook suggest you could use Crimestoppers or the NSPCC?**

- ☐ A. When a person is in danger and needs help right now
- ☐ B. When you feel you should not report to the police
- ☐ C. When the journey ended outside the London area
- ☐ D. When you cannot contact your operator by phone

288. **You call a helpline about a concern. Do you have to give your details?**

- ☐ A. Yes, or they cannot take your report
- ☐ B. Yes, because you hold a PHV driver's licence
- ☐ C. No, but more information is better
- ☐ D. No, and you should give as little as you can

Ridesharing

How ridesharing works

289. **In ridesharing, strangers travel together in one vehicle and each pays a _____ fare.**

- ☐ A. separate
- ☐ B. reduced
- ☐ C. fixed
- ☐ D. cash

290. **Which of these is ridesharing?**

- ☐ A. A family of four who pay one fare for the trip
- ☐ B. Two friends who split one fare between them
- ☐ C. A group from one office who share a booking
- ☐ D. Two strangers who each pay for the same trip

291. **A ridesharing journey is only allowed if it is booked with a licensed London PHV _____.**

- ☐ A. driver
- ☐ B. operator
- ☐ C. council
- ☐ D. garage

292. **You have a passenger on board. A stranger on the street asks to share your vehicle and pay you. What should you do?**

- ☐ A. Agree, if the first passenger says it is fine
- ☐ B. Agree, if the stranger pays a separate fare
- ☐ C. Refuse, as it was not booked with an operator
- ☐ D. Agree, but record the fare in your own notes

293. **Your operator offers ridesharing. Who should give you ridesharing training?**

- ☐ A. Your operator
- ☐ B. TfL
- ☐ C. The police
- ☐ D. Another driver

294. **A passenger books a ride-share without meaning to. Why can this cause a problem?**

- ☐ A. They may be charged the wrong fare
- ☐ B. They may leave the vehicle before the end
- ☐ C. They may refuse to wear a seat belt
- ☐ D. They may argue when you stop for someone else

Keeping ridesharing passengers safe

295. **A stranger who learns a passenger's home address and daily routine may make that passenger vulnerable to _____.**

- ☐ A. illness
- ☐ B. crime
- ☐ C. fines
- ☐ D. delays

296. **It is a good idea to check each passenger has booked a ride-share _____.**

- ☐ A. as soon as they get in
- ☐ B. when you reach the destination
- ☐ C. after the journey has finished
- ☐ D. when the next passenger gets in

297. **What is it a good idea to explain when you pick up a ride-share passenger?**

- ☐ A. Your own home area and how long you have driven
- ☐ B. The names and addresses of the other passengers
- ☐ C. How many others will join and the likely route
- ☐ D. Which passengers paid the highest and lowest fare

298. **If your expected _____ changes during the journey, tell your passengers.**

- ☐ A. speed
- ☐ B. operator
- ☐ C. vehicle
- ☐ D. route

299. **Besides who else is travelling and the route, what is it a good idea to tell a ride-share passenger?**

- ☐ A. How long it may take and what it may cost
- ☐ B. Where the other passengers work and live
- ☐ C. Which other drivers are working in the area
- ☐ D. How many ride-shares you have done today

300. **A ride-share passenger feels uncomfortable with another passenger. What can you say to them?**

- ☐ A. They must stay until their destination
- ☐ B. They can get out and arrange a non-rideshare PHV
- ☐ C. They should ask the other passenger to leave
- ☐ D. They can have a refund if they stay on board

301. **Do not give one passenger's _____ details to another passenger.**

- ☐ A. road
- ☐ B. weather
- ☐ C. personal
- ☐ D. traffic

Reading comprehension

Items left in your vehicle

Items left in your vehicle

This notice is a reminder for private hire drivers about things that passengers leave behind.

When you reach the end of a journey, ask your passenger to look around and check that they have all their belongings. After they leave, look inside the vehicle yourself. Do this after every journey, not only at the end of your shift. If you put a suitcase or bag in the boot for the passenger, open the boot and look there too.

If you find something, tell your operator straight away. The passenger may have called already to ask about it. Then take the item back to your operator. Do not keep it yourself. The operator will look after it and, by law, must write it down in a record.

Most items are ordinary things that someone has forgotten. However, if an item makes you feel suspicious, do not wait. Call the police on 999 and do what they tell you.

302. **According to the notice, when should you look inside your vehicle?**

- ☐ A. Only at the end of your shift
- ☐ B. Only when a passenger calls
- ☐ C. After every journey
- ☐ D. Once a day before you start

303. **You put a passenger's bag in the boot. What does the notice say you should do?**

- ☐ A. Ask the passenger to take it out
- ☐ B. Look in the boot as well
- ☐ C. Tell your operator the bag's weight
- ☐ D. Leave the boot closed until later

304. **Why should you tell your operator straight away about an item?**

- ☐ A. The passenger may have called already
- ☐ B. You may have to pay a fine if you wait
- ☐ C. The operator will then come to collect it
- ☐ D. The police need to be told within the hour

305. **What must the operator do by law?**

- ☐ A. Call the passenger the same day
- ☐ B. Send the item to the police
- ☐ C. Pay the driver for returning it
- ☐ D. Write the item down in a record

306. **Where should you take an item you find?**

- ☐ A. To your home until someone asks
- ☐ B. To the nearest police station
- ☐ C. Back to your operator
- ☐ D. To the passenger's pick-up address

307. **An item in your vehicle makes you feel suspicious. What does the notice tell you to do?**

- ☐ A. Take it back to your operator
- ☐ B. Call 999 and do what the police say
- ☐ C. Open it to see what is inside
- ☐ D. Wait until the end of your shift

Carrying a passenger with an assistance dog

Carrying a passenger with an assistance dog

Some passengers travel with an assistance dog. This is a dog with special training that helps a disabled person. This notice explains your duties.

You must accept the passenger, and the dog can sit with them in the footwell. You cannot refuse the passenger because of the dog, and you cannot ask them to pay more money.

These dogs are working animals, not pets. Please do not touch the dog, give it food or do anything that takes its attention away from its work. Some dogs wear a coloured jacket that

shows what kind of help they give. Others have no jacket, but they can still be assistance dogs.

If you have a medical reason, such as asthma that gets worse near dogs, you may be able to get an exemption. Contact TfL to apply. If TfL gives you a certificate, you must show an Exemption Notice in your windscreen.

308. **According to the notice, where can the dog sit?**

- ☐ A. In the footwell with the passenger
- ☐ B. In the boot of the vehicle
- ☐ C. On the back seat in a cage
- ☐ D. In the front next to the driver

309. **Can you ask a passenger to pay more because of the dog?**

- ☐ A. Yes, if the journey is a long one
- ☐ B. Yes, if the dog has no jacket on
- ☐ C. Only if your operator agrees to it
- ☐ D. No, the notice says you cannot

310. **Why should you not give the dog food?**

- ☐ A. It may make the dog feel ill
- ☐ B. It may make a mess in your vehicle
- ☐ C. It is a working animal, not a pet
- ☐ D. The passenger has to pay for its food

311. **A passenger's dog has no jacket. What does the notice say?**

- ☐ A. It cannot be an assistance dog
- ☐ B. It can still be an assistance dog
- ☐ C. It must travel in the boot instead
- ☐ D. You can refuse to carry it

312. **What does a coloured jacket show?**

- ☐ A. The kind of help the dog gives
- ☐ B. The name of the dog's owner
- ☐ C. The age and breed of the dog
- ☐ D. The date the dog was trained

313. **You have a medical reason and TfL gives you a certificate. What must you do?**

- ☐ A. Give a copy to every passenger
- ☐ B. Carry it in the glove box only
- ☐ C. Send it to your operator each year
- ☐ D. Show an Exemption Notice in your windscreen

Answers

PHV driver licensing

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.

Licensing a private hire vehicle

35. **B. one year.** A PHV licence lasts for one year. Do not mix this up with a driver's licence, which normally lasts for three years.
36. **D. the front and rear windscreens.** Once a vehicle is licensed, discs are fixed to both the front and rear windscreens.
37. **A. The vehicle must have another inspection.** A new licence needs another licensing inspection of the vehicle first.
38. **C. The registered keeper.** The registered keeper gets the vehicle licence, along with a leaflet that briefly explains the conditions.
39. **B. Leave them where they are.** Do not remove the discs, even when you use the vehicle for private purposes.
40. **D. permanently damaged.** The security features in a disc mean it is permanently damaged if someone tries to remove it.
41. **C. No, not until the discs are replaced.** You cannot use a vehicle for private hire if a disc is missing or badly damaged. The vehicle owner should contact TfL for new discs.
42. **A. the vehicle owner.** The vehicle owner should contact TfL immediately so that new discs can be issued.
43. **B. Carry the exemption notice when it is used as a PHV.** In these rare cases, the driver must carry the exemption notice at all times when the vehicle is being used as a PHV.
44. **C. hire or reward.** Every PHV must have hire or reward insurance.
45. **A. When licensed and whenever used as a PHV.** Cover must be in place when the vehicle is licensed, and every time it is used as a PHV.
46. **D. display them in the vehicle.** You can carry the details or display them in the vehicle. TfL encourages you to have them with you when you work.
47. **C. Make the details available to the officer.** You must make your insurance details available to the police when they ask.
48. **B. Policy details and proof it covers you to drive.** TfL encourages you to carry the policy details and evidence that you are insured to drive under that policy.
49. **A. A passenger or member of the public.** After a collision, you must also give your insurance details to a passenger or member of the public.
50. **C. 72 hours.** Vehicle owners must tell TfL within 72 hours. This covers a collision that affects the vehicle's safety, performance, appearance or comfort.
51. **D. Yes, because it affects its appearance.** The rule is not only about safety. It also covers a collision that affects the vehicle's appearance, performance or comfort.
52. **A. re-examined.** After a collision, the vehicle may need another examination before it can go back into use as a PHV.
53. **A. Follow the instructions in the letter.** A manufacturer may report a fault to TfL. Read any letter from TfL or the manufacturer carefully and always follow its instructions.

54. **C. it has been fixed.** If a vehicle has a fault, a letter from TfL may tell you not to use it for private hire until it has been repaired.
55. **B. The new complaints signage.** The Handbook does not cover this, because the rule is newer. The signage tells passengers how to complain to TfL. TfL's Driver Policy applies it to all PHVs from 4 January 2027.
56. **C. you, the driver,.** TfL's Driver Policy puts this duty on the driver, even one who does not own the vehicle, and applies it to all PHVs from 4 January 2027. The Handbook does not cover this newer rule.

Carrying out private hire journeys

57. **B. Only bookings from a licensed London operator.** You can only carry out bookings you received from a licensed London PHV operator.
58. **D. PHV licence discs.** You must use a London licensed PHV with its licence discs on display, unless it has an exemption.
59. **C. No, they must first book through a licensed operator.** A PHV is not a taxi. Without a booking through a licensed operator you cannot pick someone up, even on the street outside your operator's office.
60. **C. received the booking.** The booking must come from your operator before any passenger gets into your vehicle.
61. **A. A business card with your operator's number.** You may hand out a business card with your operator's number, or other contact details such as a website.
62. **A. available for hire.** Without a booking, you must not suggest to the public that you are available for hire. You must not encourage them to approach you either.
63. **C. Ask for its licence number and use TfL's checker.** Never accept a booking from an unlicensed operator. Ask for the operator's licence number and check it with TfL's online tool.
64. **B. licence checker.** TfL's licence checker is a public register. You and anyone else can use it.
65. **A. Your operator.** Your operator must record them. You are not personally responsible for this, but you should know about it.
66. **C. the estimated fare.** The record must include the agreed fare or the estimated fare.
67. **D. The vehicle's registration or other ID.** The record must identify the vehicle, by its registration number or another way. It must also identify the driver.
68. **C. no power.** TfL cannot set or control PHV fares. But customers must understand the fare they will be charged.
69. **B. The operator.** This is your operator's job, and it must be done before the journey starts.
70. **A. As soon as it is safe.** Tell your operator as soon as it is safe, so it can update the fare or the estimate. The same applies to a new destination or extra luggage.
71. **D. Check with your operator in advance what to do.** Check with your operator what to do if a passenger disagrees with the fare or cannot pay. Also check how receipts work.

72. **B. Only at the booking location on its licence.** An operator at a late-night venue can only take bookings inside the venue, at the location on its licence.
73. **A. committing an offence.** This may be an offence and you could be prosecuted. Passengers must book through a licensed London operator.
74. **C. Tell them to book with a licensed operator.** You can only accept a fare booked through a licensed London operator. Tell them to contact one and make a booking.
75. **D. engine.** Do not leave your engine running. Think about noise and the people who live in the area.
76. **B. The driver.** You are responsible for where you park, for the noise your vehicle makes, and for your own behaviour.
77. **A. byelaws.** Airports can make byelaws about taxis and PHVs. Heathrow has its own, and you should know about them if you get a booking there.
78. **C. An official car park or the PHV Authorised Vehicle Area.** You can enter Heathrow to wait in an official car park or the PHV Authorised Vehicle Area. Do not wait in local car parks or residential streets.
79. **B. an official car park.** When picking up at Heathrow, you must always use an official car park.
80. **D. You must not use it at all.** Only black cabs may use the ranks at Heathrow and London City Airport. A PHV can't stop or wait there, or use them to pick up or set down.
81. **B. accepted the booking.** The journey is allowed in a London licensed PHV if a licensed London operator accepted the booking. If you are not sure, ask your operator.
82. **A. every journey.** Check after every journey, and remember to check the boot if you put luggage there.
83. **D. Tell your operator and take it back to them.** Take lost property to your operator and tell them as soon as you can. The passenger may have already been in touch.
84. **A. Call 999 and follow the instructions.** If you are suspicious of an unattended item, call the police on 999 immediately and do what they tell you.
85. **C. 0800 789 321.** The confidential anti-terrorist hotline is 0800 789 321.
86. **A. Report it, and the police will decide if it matters.** Do not worry about wasting police time. The police decide if the information is important, and they keep it private.
87. **B. Refuse politely and explain why.** You may feel unable to take them in this situation. If you refuse, be polite and explain why, as this could help avoid a complaint.
88. **A. the full reasons.** Your operator needs to know exactly why the booking wasn't done.
89. **D. The operator.** The operator accepted the booking, so it must arrange another driver or tell the passenger it is cancelled.
90. **C. medical.** You must not refuse a passenger because of a disability or an assistance dog. TfL's current page says a driver can ask for an exemption from carrying these dogs only on medical grounds.

Staying safe

91. **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.
92. **B. safe to do so.** The Handbook puts safety first. Ask the person to leave only when it is safe to do this.
93. **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.
94. **D. 101.** TfL advises drivers to report these incidents to the police as soon as possible. Use 101, or 999 in an emergency.
95. **B. wrong vehicle.** A check before the passenger gets in helps to stop mistakes and reduces the risk of a disagreement.
96. **C. fare.** Being clear about these things at the start reduces the risk of a disagreement later.
97. **C. The operator.** Tell your operator about the change. It is the operator's job to give the passenger the new fare.
98. **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.
99. **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.
100. **D. tapping.** Tapping fingers and crossed arms are both on the Handbook's list of signs that someone may become aggressive.
101. **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.
102. **A. choices.** Spotting a problem early gives you more ways to deal with it before it gets worse.
103. **A. Calmly, without raising your voice.** Talking calmly and not raising your voice is one of the ways to reduce the chance of violence.
104. **D. interrupt.** Listening without interrupting, responding to their concerns and asking questions can all reduce the risk of violence.
105. **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.
106. **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.
107. **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.
108. **D. communicate.** This is why a passenger may not be able to confirm where they want to go.
109. **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.
110. **A. walk.** You can refuse them because you cannot be sure they could get out of your vehicle without help.

111. **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.
112. **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.
113. **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.
114. **B. personal safety.** You should help by calling the emergency services, but you must not put yourself in danger.
115. **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.
116. **C. before anything happens.** It is important to know in advance where you can go for help and how to report an incident.
117. **C. Record and report it.** Incidents that almost happened should be recorded and reported, as well as ones that did happen.
118. **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.
119. **B. assault.** The type of incident is one of the details the Handbook asks you to record.
120. **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.
121. **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.
122. **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.

Driver behaviour

123. **B. Keep details of all of them.** Operators must keep details of every complaint made to them.
124. **C. police.** The police can then investigate. Operators must report complaints that involve possible crimes.
125. **A. Contact TfL.** Passengers can contact TfL if they are not satisfied with the operator. TfL may then carry out its own investigation.
126. **A. comments.** TfL asks for your side of the story and tells you the result when it has finished its enquiries.
127. **C. TfL can only decide using the information it receives.** TfL can only base a decision on what it receives, so your response matters.
128. **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.

129. **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.
130. **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.
131. **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.
132. **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.
133. **C. booked journey.** Do not use a passenger's contact details to start talking about anything else.
134. **D. Their religion.** Never make comments or jokes about age, race, religion, disability, sexual orientation or gender identity.
135. **C. safe.** The way you treat passengers affects how they feel about the journey. Be professional and help them feel at ease.
136. **C. an emergency.** Getting in the back can make passengers uncomfortable, and your actions could be misunderstood.
137. **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.
138. **D. training.** Without training or instructions from the emergency services or a medical professional, your job is to call 999.
139. **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.
140. **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.
141. **A. both of them agree to it.** No type of sexual behaviour with a passenger is acceptable, for any reason.
142. **B. Say no, as this is never allowed.** You must never offer or accept sex or sexual activity in place of a fare.
143. **D. You will lose your licence.** TfL or the police will investigate all complaints and reports. The Handbook says you will lose your licence.
144. **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.
145. **A. Making a comment about how she looks in it.** Never make sexual remarks or comments about a passenger's appearance or clothing.
146. **D. sexual assault.** Avoid physical contact unless it is completely necessary, for example helping someone who needs assistance to get into your vehicle.

147. **B. Never watch, show or share sexual pictures.** Watching, displaying or sharing pornographic or sexual pictures, or other sexual material, is never acceptable.
148. **A. harmless.** Think about how your actions might affect a passenger, however good your intentions are.

Driving and parking in London

149. **D. On a double yellow line.** You can pick up or drop off on yellow lines, for only as long as it takes. You must not stop on zig-zag lines, taxi ranks or bus stop clearways.
150. **C. zig-zag.** Zig-zag lines are found at places like pedestrian crossings and schools. You must not stop on them, even to pick someone up.
151. **A. Do not wait there, or you may get a PCN.** You can stop only to pick up or drop off. Arriving early does not give you the right to wait where there are restrictions.
152. **A. get in or out of.** This includes time to help passengers who need assistance, such as time to secure a wheelchair safely.
153. **A. You may get a Penalty Charge Notice.** Stopping and waiting for a passenger at a shop is not picking up or dropping off, so you may get a PCN.
154. **D. PCN.** There is no general permission to leave your vehicle. It is for the council that issued the PCN to decide if it will accept your evidence and cancel it.
155. **B. Get close to the kerb first.** Being stopped in traffic doesn't make it safe. A passenger should never get out in the middle of the road.
156. **A. Switch it off.** An engine left running when you are waiting pollutes the air and can be illegal on a public road. TfL says to switch off if you wait more than a couple of minutes.
157. **A. No, you can only cross it to pick up or drop off.** PHVs are not allowed to drive in bus lanes. You can enter one to reach the kerb to pick up or drop off, but must leave it straight away.
158. **A. anyone.** The Handbook only says PHVs must not drive in bus lanes. TfL's current bus lane page adds that anyone can use one outside its hours. Times can change along a road, so check the signs.
159. **D. Cyclists and motorcyclists.** Cyclists and motorcyclists can use bus lanes. Also watch for pedestrians and for bus passengers who may cross the road.
160. **B. yellow.** A wide yellow line by the kerb marks a bus stop clearway. Do not stop there.
161. **D. red.** A wide red line at a bus stop means you must not stop there, even to pick someone up or drop them off.
162. **B. Drop them off somewhere else.** PHVs must not pick up or drop off on a taxi rank, and must not park or wait there.
163. **C. plying for hire.** TfL's Driver Policy says a PHV has no reason to park or wait on any taxi rank. The driver gets at least a warning and repeat offences can cost the licence.
164. **D. electric taxis.** They cannot be used to charge PHVs. Parking, waiting or charging on one can lead to a fine and licensing action.

165. **B. £18.** The 2021 Handbook gives no amount. TfL's current charge is £18 on the day or in advance, or £21 if paid by midnight on the third day after travel.
166. **D. 12:00 to 18:00.** The Handbook sends you to TfL's website for times. TfL's current times are 07:00 to 18:00 on Monday to Friday, and 12:00 to 18:00 at weekends and on bank holidays.
167. **C. When doing a booking for a TfL-licensed operator.** The exemption only applies when carrying out a booking for a London licensed operator. TfL confirms this on its current page, as the Handbook does.
168. **B. £13.50.** This is newer than the 2021 Handbook. The 100% Cleaner Vehicle Discount ended on 25 December 2025. From 2 January 2026, electric cars on Auto Pay get 25% off.
169. **C. 6.** Diesel PHVs must be Euro 6, and petrol PHVs must be Euro 4. TfL's current page gives the same standards.
170. **C. Euro 4.** Petrol PHVs must be Euro 4. The standard can usually be worked out from the date of first registration on the V5C.
171. **B. £12.50.** The Handbook sends you to TfL's website for details. TfL's current ULEZ page gives a daily charge of £12.50.
172. **D. Christmas Day.** This is the current TfL rule. The ULEZ now covers all London boroughs and the City of London.
173. **A. All London boroughs and the City of London.** This is newer than the 2021 Handbook. The ULEZ expanded to all London boroughs in August 2023. The M25 is not in the zone.
174. **C. Only when doing a booking for a TfL-licensed operator.** The Handbook says these PHVs are exempt, without limits. TfL now allows only a time-limited grace period, and only during a private hire booking. TfL's pages give different end dates, so check with TfL.
175. **B. wait.** You can stop briefly to pick up or drop off, but not wait where restrictions apply, even if you are early or the passenger is late.
176. **D. Your PHV licence.** TfL's red route page says displaying your PHV licence tells police and CCTV operators you can do this, and helps you avoid a penalty charge.
177. **A. No, parking on double red lines is never allowed.** You can stop on red lines only to pick up or drop off. TfL's parking page says parking on double red lines is never allowed.
178. **C. 5.** This is the only exception. It applies from 22:00 to 06:00, for up to 5 minutes, and never where stopping would be unsafe or not allowed.
179. **B. A P on the signs beside it.** PHVs can park or wait in these bays, as long as they follow the time limits and rules on the signs.
180. **C. Yes, it can be sent to the registered keeper.** If a camera catches the vehicle breaking the law, the PCN can go to the registered keeper. It does not have to be on the windscreen to be valid.
181. **B. box.** Other examples are driving in a bus lane and banned turns or movements, such as an illegal U-turn.
182. **A. Making an illegal U-turn.** PCNs can be given for moving traffic offences such as banned turns, as well as for parking offences.

Safer driving

183. **B. goes down.** The faster you drive, the less time you have to react. Injuries also get worse as speed goes up.
184. **B. Slow down.** The Handbook says to change how you drive when the weather changes. In heavy rain or thick fog, reduce your speed.
185. **A. A serious offence with heavy penalties.** The Handbook says careless or dangerous driving is a serious offence with heavy penalties.
186. **A. Your doctor.** The Handbook says to check with your doctor that the medicine is safe for you to drive on. The Highway Code also says you can ask a pharmacist.
187. **B. At the roadside.** The Handbook says the police test for drug and alcohol use at the roadside.
188. **D. 35.** The limit in England and Wales is 35. The Highway Code says the best choice is not to drink at all when you plan to drive.
189. **D. A fine, points, a ban, or the loss of your PHV licence.** You may get a fixed penalty notice or be prosecuted. That can mean a fine, points or a ban, and you could lose your PHV driver's licence.
190. **D. drinking alcohol.** The Handbook says tiredness can affect a driver in a similar way to alcohol, and it can cause death or serious injury.
191. **D. 15.** Rule 91 advises a break of at least 15 minutes every two hours. The Handbook says to plan regular breaks into your day.
192. **C. Pedestrians, cyclists and motorcyclists may be harder to see.** The Handbook says these road users may be more difficult to see at night, so pay particular attention.
193. **A. traffic lights.** The ban still applies when you are stopped at traffic lights or queuing in traffic. It does not apply when you are safely parked.
194. **A. 6 points and a £200 fine.** GOV.UK gives 6 penalty points and a £200 fine. A court can also ban you and give a bigger fine.
195. **A. No, the ban still applies.** The ban covers all hand-held use, online or offline. It also applies when you are queuing in traffic.
196. **C. To call 999 in an emergency when stopping is unsafe.** Calling 999 or 112 in an emergency is allowed when it is unsafe or impractical to stop.
197. **C. engine.** The Handbook says to stop safely, park and turn the engine off before you answer or make a call.
198. **B. They can stop you and you can be prosecuted.** Hands-free use is allowed only if you stay in full control. The police can stop you if they think you are distracted.
199. **C. swept area.** The Handbook calls the area covered by the windscreen wipers the swept area.
200. **C. Where it does not reduce how much you can see.** The Handbook says devices must not reduce your view. GOV.UK also says a device must not block your view of the road and traffic ahead.
201. **D. obstructions.** Annex 6 of the Highway Code says this. Nothing should stop you seeing the road ahead.

202. **B. greatest.** Rule H1 puts the greatest responsibility on those whose vehicles can cause the most harm. This rule came in after the Handbook was written.
203. **C. Pedestrians, cyclists, horse riders and motorcyclists.** The Highway Code's hierarchy of road users puts these people at the top because they are most at risk.
204. **D. Give way to the pedestrian.** Rule H2 says give way to pedestrians crossing or waiting to cross the road you are turning into or out of.
205. **D. 1.5 metres.** Rule 163 says leave at least 1.5 metres at speeds up to 30 mph, and more space at higher speeds.
206. **A. Wait, and do not turn across their path.** Rule H3 says do not turn across a cyclist going ahead. Do not make them stop or swerve.
207. **B. opposite.** Rule 239 says this because it makes you turn your head and look over your shoulder. It is often called the Dutch reach.
208. **C. Check for cyclists before opening the door.** The Handbook says to ask passengers to check that no cyclist is coming before they open a door into the road, and you must do the same.
209. **B. first.** Rule 178 says drivers must stop at the first white line. The space beyond it is for cyclists, and you may be fined and get points if you enter it.
210. **A. Wait patiently until it is safe to pass.** The Handbook says to wait patiently until you can pass safely. Rule 72 says cyclists should ride in the centre of the lane in some places, so that they can be seen.
211. **A. twice.** The Handbook gives this figure, and says this is why PHV drivers must take special care around cyclists.
212. **B. 14.** The Handbook and Rule 100 put this duty on the driver for children under 14.
213. **C. In a rear seat, without a seat belt.** If the driver does not provide the correct seat, a child under 3 can travel only on a rear seat, with no seat belt.
214. **D. an adult seat belt.** A child aged 3 or over with no correct seat must travel on a rear seat and wear an adult seat belt.
215. **C. Encourage them to wear it for their own safety.** All adults must wear a seat belt, and the Handbook says drivers should encourage adult passengers to wear one.
216. **A. replace.** The Handbook says you must replace a tyre when the tread pattern has worn down to the wear bar indicators.
217. **D. 1.6.** Annex 6 of the Highway Code sets 1.6 mm for cars. The tread must reach this all the way around the tyre.
218. **B. Cuts, lumps, bulges and tears.** The Handbook says tyres must be free from cuts, lumps, bulges, tears, excessive or uneven wear, and excessive rim damage.
219. **B. The courtesy lights.** The Handbook lists passenger courtesy lights among the equipment that must be in good working order.
220. **A. In a prominent position.** The Handbook says CCTV signage must be displayed in a prominent position where CCTV is installed.

Equality and disability

221. **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.
222. **A. The disabled passenger.** The Handbook says to talk directly to the older or disabled person, not to the person with them.
223. **B. lips.** The Handbook says facing them so they can see your lips can help, and so can speaking loudly and clearly.
224. **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.
225. **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.
226. **C. hand.** Counting the money into their hand lets the passenger check it is right.
227. **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.
228. **C. see.** The Handbook says not all disabilities are easy to see, so offer help or be prepared to help any passenger.
229. **A. fastened.** The Handbook says to be patient and make sure they are comfortable, with their seat belt fastened, before you set off.
230. **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.
231. **C. maternity.** Pregnancy and maternity is one of the characteristics the Handbook lists.
232. **D. partnership.** Marriage and civil partnership is one of the characteristics the Handbook lists.
233. **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.
234. **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.
235. **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.
236. **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.
237. **D. gender reassignment.** Gender reassignment is a protected characteristic. The Handbook says it is illegal to treat anyone unfairly because of one.
238. **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.
239. **B. attached.** The belts go on the wheelchair itself. That stops it moving during the journey.
240. **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.

241. **A. operator.** Your operator needs to know that the vehicle you drive is designated.
242. **B. slope.** The Handbook says to be careful where you stop for wheelchair users, and to avoid sloping pavements.
243. **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.
244. **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.
245. **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.
246. **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.
247. **A. In the footwell, with the passenger.** The dog stays with its owner, in the footwell. You must allow this.
248. **D. 170.** Section 170 covers private hire vehicles. Section 168 is the matching rule for taxis.
249. **A. No, you cannot charge extra for the dog.** Drivers and operators cannot charge, or propose to charge, extra for carrying an assistance dog.
250. **B. working.** The Handbook calls them highly trained working animals. Do not stroke them, feed them or distract them.
251. **B. Stroking or feeding it.** The Handbook says not to stroke or feed assistance dogs, or distract them in any way.
252. **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.
253. **A. colour.** The Handbook says the colour of the jacket can sometimes show what type of assistance the dog provides.
254. **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.
255. **B. medical.** The Handbook and section 171 say an exemption is only for medical reasons. The driver must apply to TfL.
256. **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.
257. **A. windscreen.** The Handbook says to display the Exemption Notice in the windscreen of your vehicle.

Safeguarding children and adults at risk

258. **B. harm and abuse.** The Handbook defines safeguarding as keeping these groups safe from harm and abuse.

259. **D. 18.** In law, anyone under 18 is a child.
260. **C. Their age makes it hard to protect themselves.** Their age is the reason. Children find it harder to protect themselves and they rely on adults.
261. **A. Anyone over 18 who needs extra care and support.** This means someone aged over 18 who needs extra care and support. The reason may be their age, a disability or mental illness.
262. **B. The name of the adult meeting the child.** When a child travels alone, you need the name of the adult meeting them when the journey ends. Your operator should give it to you.
263. **D. operator.** The Handbook says to make sure your operator knows that the passenger is an unaccompanied child.
264. **C. everybody.** It is not only a job for social workers or the police. It falls to everyone.
265. **C. You may notice something wrong and report it.** You might notice things that do not seem right. A report from you to the police may help protect someone.
266. **B. professional.** The Handbook expects appropriate, professional behaviour with every passenger, including children and adults at risk.
267. **D. You should take it as it is important.** The Handbook tells you this training exists and says it matters that you do it.
268. **B. county lines.** The Handbook uses the term 'county lines' for criminal exploitation by gangs and organised crime groups.
269. **D. drugs.** County lines gangs and organised crime groups use young people to sell drugs.
270. **A. Young people may be forced to travel in PHVs.** Young people in county lines are often made to travel between counties. That can be by train, taxi or PHV.
271. **C. This may be a sign the young person is at risk.** Young or vulnerable people being taken to hotels, especially at odd times of day or night, can be a sign of risk.
272. **B. They may be at risk, so report your concern.** A young person going to meet a stranger, perhaps someone from online, is a listed sign of risk. If you think they are at risk, report it.
273. **D. A possible sign the young person is at risk.** The Handbook lists this as a sign: adults placing a young person who may be affected by drink or drugs in your vehicle.
274. **C. frightened.** Looking worried or frightened around adults is one of the listed signs for a child or young person.
275. **B. They look unclean and not well fed.** Poor clothes, being unclean or looking short of food are listed signs for an adult or young person.
276. **A. She may be controlled by another adult.** The Handbook lists it as a sign when another adult seems to control someone or makes their decisions.
277. **C. money.** Another person controlling an adult's money is a listed sign.
278. **A. Tell both your operator and the police.** You must report it to both your operator and the police. This applies if you think someone needs help or shows signs of abuse, or if they tell you themselves.
279. **D. 101.** Tell your operator and call the police on 101. Use 999 in an emergency.
280. **C. 999.** In an emergency, call 999. For other concerns, use 101.

281. **B. recorded.** The Handbook says a written or recorded note is helpful. You can then give the details to the police.
282. **D. Dates, times, what happened and who was there.** Include dates and times, what happened, and the name, address and a description of the people involved.
283. **C. Listen, reassure them and report it.** Listen to them, be kind and professional so they feel reassured, and report your concern.
284. **B. anonymously.** The Handbook describes Crimestoppers as an anonymous service.
285. **A. 0800 555 111.** The Handbook gives 0800 555 111 for Crimestoppers.
286. **B. 0808 800 5000.** The Handbook lists 0808 800 5000 for the NSPCC.
287. **B. When you feel you should not report to the police.** The Handbook offers these if you feel that going to the police is not appropriate. In an emergency, call 999.
288. **C. No, but more information is better.** You can stay anonymous and keep your details private. But giving more information helps.

Ridesharing

289. **A. separate.** Ridesharing means strangers each pay their own separate fare and share one vehicle.
290. **D. Two strangers who each pay for the same trip.** In ridesharing the people do not know each other and pay separate fares.
291. **B. operator.** Every ridesharing journey has to be booked with a licensed London PHV operator.
292. **C. Refuse, as it was not booked with an operator.** A London PHV driver can only take ridesharing bookings that come from a licensed London PHV operator.
293. **A. Your operator.** If your operator offers ridesharing, talk to them about training. The Handbook says the operator should provide it.
294. **D. They may argue when you stop for someone else.** The first passenger may not expect you to stop for a second one. This could lead to an argument.
295. **B. crime.** Details like these, in a stranger's hands, could make the passenger more open to crime.
296. **A. as soon as they get in.** Check this with each passenger at the moment you collect them.
297. **C. How many others will join and the likely route.** Explain how many more people will join and the route you expect to take. Do not give out other passengers' personal details.
298. **D. route.** Tell passengers if the route you expected has to change, or if new passengers will join.
299. **A. How long it may take and what it may cost.** Tell the passenger how long the journey is likely to take and make sure they know what it is likely to cost.
300. **B. They can get out and arrange a non-rideshare PHV.** You could tell them they may ask to get out. A non-rideshare PHV can then meet them somewhere along your route.

301. **C. personal.** A passenger's personal details should stay private from other passengers.

Reading comprehension

302. **C. After every journey.** The notice says to do this after every journey, not only at the end of your shift.
303. **B. Look in the boot as well.** The notice says that if you put a suitcase or bag in the boot, you should open it and look there too.
304. **A. The passenger may have called already.** The notice says the passenger may have called already to ask about the item.
305. **D. Write the item down in a record.** The notice says the operator must, by law, write the item down in a record.
306. **C. Back to your operator.** The notice says to take the item back to your operator and not to keep it yourself.
307. **B. Call 999 and do what the police say.** The notice says not to wait. Call the police on 999 and do what they tell you.
308. **A. In the footwell with the passenger.** The notice says the dog can sit with the passenger in the footwell.
309. **D. No, the notice says you cannot.** The notice says you cannot ask them to pay more money.
310. **C. It is a working animal, not a pet.** The notice says these dogs are working animals, not pets, and you should not take their attention away from their work.
311. **B. It can still be an assistance dog.** The notice says some dogs have no jacket, but they can still be assistance dogs.
312. **A. The kind of help the dog gives.** The notice says a coloured jacket shows what kind of help the dog gives.
313. **D. Show an Exemption Notice in your windscreen.** The notice says you must show an Exemption Notice in your windscreen.

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