Oldham taxi knowledge test: questions and answers

Practice questions for the Oldham Council test: Oldham's own topics first, then the general topics its test covers. 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

Oldham private hire driver conditions

Telling the Council and the operator

1. **You move to a new house. How long do you have to tell the Council in writing?**
   - ☐ A. 24 hours
   - ☐ B. 48 hours
   - ☐ C. 7 days
   - ☐ D. 14 days

2. **You start work with a private hire operator. When must you tell the Council in writing?**
   - ☐ A. Within 7 days
   - ☐ B. Within 14 days
   - ☐ C. Within 21 days
   - ☐ D. When you next renew your licence

3. **You leave one operator and join another. What must you do?**
   - ☐ A. Ask the old operator to tell the Council for you
   - ☐ B. Tell only the new operator, and nobody else
   - ☐ C. Wait and put it on your next renewal form
   - ☐ D. Tell the Council in writing within 7 days

4. **The police arrest you, but do not charge you. When must you tell the Council?**
   - ☐ A. Only if you are later charged
   - ☐ B. At once in writing, and within 24 hours at most
   - ☐ C. Within 7 days of the arrest
   - ☐ D. Only if the police charge you and a court finds you guilty

5. **You are offered a speed awareness course. Must you tell the Council?**
   - ☐ A. No, a course does not count
   - ☐ B. Only if you get points as well
   - ☐ C. Yes, within 24 hours at most
   - ☐ D. Yes, when you next renew

6. **Your doctor finds a new condition that may affect your Group 2 entitlement. How long do you have to email the Council?**
   - ☐ A. 48 hours at most
   - ☐ B. 72 hours at most
   - ☐ C. 7 days at most
   - ☐ D. 14 days at most

7. **You have an accident in the licensed vehicle you are driving. How long do you have to report it to the Licensing Department?**
   - ☐ A. 24 hours
   - ☐ B. 48 hours
   - ☐ C. 7 days
   - ☐ D. 72 hours

8. **You are worried about a young passenger who may be at risk. When must you report it?**
   - ☐ A. At the end of your shift
   - ☐ B. At once, and within 24 hours at most
   - ☐ C. Within 72 hours
   - ☐ D. Only if the passenger asks you to

9. **A passenger makes a complaint to you about your driving. What must you do?**
   - ☐ A. Say nothing unless the passenger writes to the Council
   - ☐ B. Tell the Council when you renew your licence
   - ☐ C. Report it to the operator when the booking ends
   - ☐ D. Ask the passenger to contact the police

Badges, conduct and passengers

10. **When must you wear your driver's badge?**
    - ☐ A. Only when a passenger is in the vehicle
    - ☐ B. At all times when driving a private hire vehicle
    - ☐ C. Only when you pick up from a venue
    - ☐ D. Only when an officer asks you to

11. **An Authorised Officer asks for your badge because your licence is suspended. What must you do?**
    - ☐ A. Post it back within 7 days
    - ☐ B. Keep it until your appeal is heard
    - ☐ C. Give it to your operator
    - ☐ D. Return it immediately

12. **You arrive for a booking and the passenger is not outside. How may you use the horn?**
    - ☐ A. One short sound is allowed
    - ☐ B. You may use it after 9am
    - ☐ C. You must not; it is for emergencies only
    - ☐ D. You may use it if you have waited 5 minutes

13. **You have to wait for a passenger in a parked vehicle. What should you do with the engine?**
    - ☐ A. Switch it off
    - ☐ B. Leave it running in cold weather
    - ☐ C. Leave it running for up to 5 minutes
    - ☐ D. Leave it running if you have a booking

14. **An older passenger needs help getting out of the car. What does Oldham's condition say about touching them?**
    - ☐ A. You must never help any passenger out of a private hire vehicle
    - ☐ B. You may hold their arm if the journey is paid
    - ☐ C. You should ask the operator to send help
    - ☐ D. You must not physically touch them without consent

15. **A passenger tries to kiss you, and you are both happy about it. What does condition 5.15 say?**
    - ☐ A. It is allowed after the meter is stopped
    - ☐ B. It is allowed if both are adults
    - ☐ C. No sexual activity in a licensed vehicle, even if consensual
    - ☐ D. It is allowed when the vehicle is parked

16. **You want to give your friend a lift during a private hire booking. When is this allowed?**
    - ☐ A. When the friend pays part of the fare
    - ☐ B. With the express consent of the hirer or passenger
    - ☐ C. When there is a free seat in the vehicle
    - ☐ D. When the friend is also a licensed driver

17. **A vehicle is licensed for 4 passengers. A family of 4 adults has a baby with them. May you take all of them?**
    - ☐ A. Yes, babies do not count
    - ☐ B. Yes, if the baby sits on a lap
    - ☐ C. Yes, if the journey is short
    - ☐ D. No, a baby counts as a passenger

18. **A 13-year-old travelling alone asks to sit next to you. What must you do?**
    - ☐ A. Let them choose where to sit
    - ☐ B. Ask them to sit in the back
    - ☐ C. Ask the operator to decide
    - ☐ D. Let them sit in the front with a seat belt

In the vehicle and daily checks

19. **Which of these is allowed in the vehicle under the Oldham conditions?**

- ☐ A. Vaping when no passenger is on board
- ☐ B. Eating a sandwich while driving
- ☐ C. A satellite navigation screen
- ☐ D. A screen showing moving images to passengers

20. **A passenger is in the car and you want to play the radio. What must you do first?**

- ☐ A. Get the passenger's express permission
- ☐ B. Keep the sound below half volume
- ☐ C. Tell the operator
- ☐ D. Nothing, because the radio is always allowed in the car

21. **Your friend rings during a journey with a passenger on board. What does the condition say?**

- ☐ A. You may talk for as long as you use a hands-free kit
- ☐ B. You must not have a lengthy phone conversation
- ☐ C. You may talk if the passenger agrees to it
- ☐ D. You may talk if you are stopped in traffic

22. **When must the daily vehicle check log be completed?**

- ☐ A. Once a week, on the same day
- ☐ B. After the last job of each day
- ☐ C. Before each new booking
- ☐ D. At the beginning of each shift

23. **Which of these is on the Council's daily vehicle check list?**

- ☐ A. Engine oil level
- ☐ B. Horn in working order
- ☐ C. Fuel tank level
- ☐ D. Sat nav maps up to date

24. **Where must you keep the record of your daily checks?**

- ☐ A. At the operator's office
- ☐ B. At your home address
- ☐ C. In the vehicle at all times
- ☐ D. At the Licensing Department

25. **What must the mandatory door signs on a private hire vehicle say?**

- ☐ A. Licensed taxi: book through your operator
- ☐ B. Private Hire Vehicle: not insured unless pre-booked with the operator
- ☐ C. For hire: please call the operator
- ☐ D. Licensed by Oldham Council: no smoking

26. **Which sign must you show on the passenger side of the windscreen of a private hire vehicle?**

- ☐ A. A sign showing your operator
- ☐ B. A roof-style sign saying taxi
- ☐ C. A sign with your home address
- ☐ D. A sign saying for hire

27. **A passenger wants to bring a pet cat, which is not an assistance animal. What do the vehicle conditions say?**

- ☐ A. You must refuse all pets
- ☐ B. You must carry it in the front footwell
- ☐ C. You may charge double for it
- ☐ D. It is your choice, and it goes in the rear with the passenger in control

Fares, waiting without a booking and lost property

28. **Your vehicle has a meter. When may you cancel or hide it?**

- ☐ A. When the journey has reached the destination
- ☐ B. Not until the passenger has paid the fare
- ☐ C. When you are outside Oldham borough
- ☐ D. When the passenger asks for a fixed price

29. **A passenger asks for a receipt. What must you do?**

- ☐ A. Tell them to ask the operator
- ☐ B. Give one only if the fare is over £10
- ☐ C. Give one only for account customers
- ☐ D. Give a written receipt for the fare paid

30. **The operator quoted £12 for a booking. Traffic was bad. How much may you ask for?**

- ☐ A. £12
- ☐ B. £12 plus a waiting charge you choose
- ☐ C. Whatever you think is fair for the time
- ☐ D. £15, if you explain the delay

31. **Someone gets into your car and says, "I booked a car." What must you make sure of?**

- ☐ A. That they can pay by card
- ☐ B. That they are going to Oldham
- ☐ C. That they are the person who pre-booked
- ☐ D. That they have the operator's phone number

32. **You have no booking. Where does condition 8.2 tell you not to wait?**

- ☐ A. At your own home
- ☐ B. In a space at your operator's base
- ☐ C. At a legal parking place away from venues
- ☐ D. At the back of a hackney carriage rank

33. **Outside a bar, a person asks you for a lift now. You offer to ring your operator and put the job through. Is this allowed?**
    - ☐ A. Yes, if the operator records it
    - ☐ B. No, the booking must first come to you from the operator
    - ☐ C. Yes, if the passenger agrees a fare first
    - ☐ D. Yes, if you are parked legally

34. **When must you search the vehicle for lost property?**
    - ☐ A. At the end of your shift
    - ☐ B. Only if a passenger rings the operator
    - ☐ C. Straight after every hiring, or as soon as you can
    - ☐ D. Once a day during your daily check

35. **You find a bag and cannot return it to the owner. What must you do?**
    - ☐ A. Report it to the operator and hand it over within 24 hours
    - ☐ B. Take it to the Council within 7 days
    - ☐ C. Keep it safe for 28 days at home
    - ☐ D. Take it to a police station within 48 hours

36. **A blind passenger gets in with an assistance dog. Who decides where the dog travels?**
    - ☐ A. You, as the driver
    - ☐ B. The operator
    - ☐ C. The Council's rules decide
    - ☐ D. You follow the passenger's advice

37. **You have a medical exemption from carrying assistance dogs. What must you do with the notice?**
    - ☐ A. Keep it at home in a safe place
    - ☐ B. Display it in the vehicle, for example on the dashboard
    - ☐ C. Give it only to the operator
    - ☐ D. Show it only to Authorised Officers

Oldham hackney carriage byelaws and conditions

Taximeters

38. **You are standing on a rank with no passenger. How must the meter be set?**
    - ☐ A. Running, with the fare at zero
    - ☐ B. Locked, with no fare recorded
    - ☐ C. Switched on, showing HIRED
    - ☐ D. Covered with a cloth

39. **When must you start the meter for a journey charged by distance and time?**

- ☐ A. Before the journey begins
- ☐ B. As soon as you reach the main road
- ☐ C. When the passenger first asks about the fare
- ☐ D. When the journey is half finished

40. **Which word must appear on the face of the meter when it is running?**

- ☐ A. TAXI
- ☐ B. FOR HIRE
- ☐ C. BOOKED
- ☐ D. HIRED

41. **It is dark during a hire. What must you do with the meter?**

- ☐ A. Switch off its light unless the passenger asks
- ☐ B. Turn it away from the passenger
- ☐ C. Keep the dial properly lit
- ☐ D. Stop the meter until daylight

42. **Who may adjust a taximeter in an Oldham hackney carriage?**

- ☐ A. The driver, if it shows the wrong fare
- ☐ B. Any garage with a test licence
- ☐ C. The proprietor, if they keep the seals
- ☐ D. Only an Authorised Officer or a contractor approved by the Council

43. **A fare starts and the meter comes on. What must happen to the For Hire sign?**

- ☐ A. It stays lit until the passenger pays
- ☐ B. It goes off
- ☐ C. It flashes during the journey
- ☐ D. It changes to red

44. **You drive outside Oldham borough with no passenger. What about the For Hire sign?**

- ☐ A. It must not be lit
- ☐ B. It may be lit in Greater Manchester
- ☐ C. It must stay lit until you return
- ☐ D. It may be lit if you are looking for fares

Stands, conduct and luggage

45. **You are plying for hire in a street and are not hired. What must you do?**

- ☐ A. Keep driving around the town centre
- ☐ B. Go with reasonable speed to a stand appointed by the Council
- ☐ C. Park outside the busiest venue
- ☐ D. Wait where you dropped your last passenger

46. **You arrive at a stand and all the places are full. What must you do?**

- ☐ A. Wait close by in the road
- ☐ B. Sound the horn to move the line along
- ☐ C. Park across the front of the stand
- ☐ D. Go to another stand

47. **There is space on a stand. Where do you put your vehicle?**

- ☐ A. Anywhere with a clear view
- ☐ B. At the front, if you have a booking
- ☐ C. Behind the last carriage, facing the same way
- ☐ D. At the back, facing the other way

48. **A hackney carriage licensed by another council stops on a rank in Oldham. What does the policy say?**

- ☐ A. It may stay for 20 minutes
- ☐ B. Only Oldham hackney carriages can stand on the rank
- ☐ C. It may stay if there is space on the rank
- ☐ D. It may stay after midnight

49. **Your friend offers to stand on the pavement and call people over to your taxi. What does the byelaw say?**

- ☐ A. It is allowed in the daytime
- ☐ B. It is allowed if your friend holds a badge
- ☐ C. It is allowed if no one complains
- ☐ D. You must not use another person to do this

50. **The plate says 5 passengers. A group of 6 asks for one taxi. What does the byelaw say?**

- ☐ A. Do not carry more than the number on the plate
- ☐ B. Carry them if the journey is short
- ☐ C. Carry them if one is a child
- ☐ D. Carry them if they all pay

51. **Someone hiring your taxi has heavy bags. What does byelaw 12 require?**

- ☐ A. Carry bags only for an extra charge
- ☐ B. Carry a reasonable amount and give reasonable help loading and unloading
- ☐ C. Carry only bags that fit on the back seat
- ☐ D. Open the boot, then let them do the lifting

52. **A child under 16 with no adult gets into your hackney carriage. Where can they sit?**

- ☐ A. In the front, with a seat belt
- ☐ B. Anywhere they choose
- ☐ C. Not in the front of the vehicle
- ☐ D. Only in the seat next to the door

Fares and lost property

53. **Who sets the fares for Oldham hackney carriages?**

- ☐ A. The Council
- ☐ B. The driver
- ☐ C. The operator
- ☐ D. Greater Manchester Police

54. **A hirer asks for a lower price than the Council's table for a journey within the borough. What does the policy say?**

- ☐ A. The table is a fixed price and cannot change
- ☐ B. The table is a minimum fare
- ☐ C. A lower price can only be agreed by the Council
- ☐ D. The table is a maximum, and the hirer can negotiate it down

55. **Your taximeter shows £9.40 at the end of a hire with no authorised extras. How much may you charge?**

- ☐ A. £10, rounded up
- ☐ B. £9.40 or less
- ☐ C. £11, if it is late at night
- ☐ D. £9.40 plus a tip you set

56. **Where must the statement of fares be displayed?**

- ☐ A. Inside the carriage
- ☐ B. On the rear window, outside
- ☐ C. At the rank only
- ☐ D. In the driver's door pocket

57. **A passenger leaves a phone in your taxi and no one claims it. Where must you take it, and by when?**

- ☐ A. To the Council, within 7 days
- ☐ B. To the operator, within 24 hours
- ☐ C. To a police station in the borough, within 48 hours
- ☐ D. To a police station in the borough, within 72 hours

58. **What must you get from the officer when you leave lost property at the police station?**

- ☐ A. A receipt
- ☐ B. The owner's address
- ☐ C. A fixed fee
- ☐ D. A reference from the Council

59. **What is the most you can claim from the owner when lost property is returned?**

- ☐ A. £1
- ☐ B. £5
- ☐ C. £10
- ☐ D. 10% of its value

60. **You are hired to attend at 7am. What does byelaw 9 require?**

- ☐ A. Attend on time, unless a good reason stops you
- ☐ B. Attend within 30 minutes
- ☐ C. Attend only if you confirm the night before
- ☐ D. Send another driver if you are busy

Hackney vehicle rules and journey records

61. **How many hackney carriages does Oldham Council limit itself to licensing?**

- ☐ A. 60
- ☐ B. 85
- ☐ C. 120
- ☐ D. No limit

62. **By what date must all Oldham hackney carriages be purpose-built and wheelchair accessible?**

- ☐ A. 31 December 2026
- ☐ B. 31 December 2027
- ☐ C. 31 December 2028
- ☐ D. 31 December 2029

63. **An Oldham hackney carriage that is not purpose-built must have a roof sign. What colours does it show?**

- ☐ A. White to the front, red to the rear
- ☐ B. Yellow to the front, red to the rear
- ☐ C. Red to the front, white to the rear
- ☐ D. White to the front and the rear

64. **What must the door signs on an Oldham hackney carriage include?**

- ☐ A. The driver's full name
- ☐ B. The driver's badge number
- ☐ C. The word TAXI
- ☐ D. The word HIRED

65. **You use a hackney carriage for a pre-booked job for an operator licensed by another council. What must be recorded?**

- ☐ A. Nothing, as the operator keeps a record
- ☐ B. Only the fare charged
- ☐ C. Only the passenger's name
- ☐ D. Date, time, pick-up, destination and the operator's name and address

66. **The journey record book for a hackney carriage is full. Where must it go?**

- ☐ A. To the Council's Licensing Department
- ☐ B. To the nearest police station
- ☐ C. To the operator's office
- ☐ D. To the shredder after 28 days

Oldham licensing policy for drivers

Applying and the knowledge test

67. **What is the minimum age to apply for an Oldham Dual Driver Licence?**
    - ☐ A. 18
    - ☐ B. 21
    - ☐ C. 23
    - ☐ D. 25

68. **How long must you have held a full GB driving licence when you apply?**
    - ☐ A. At least 6 months
    - ☐ B. At least 2 years
    - ☐ C. At least 12 months
    - ☐ D. At least 3 years

69. **When do you take the knowledge test?**
    - ☐ A. Directly after the Driver Awareness Training
    - ☐ B. Before you apply for a licence
    - ☐ C. A week after the training
    - ☐ D. When you first renew

70. **How long does the Driver Awareness Training last?**
    - ☐ A. About 30 minutes
    - ☐ B. About 60 minutes
    - ☐ C. A full day
    - ☐ D. About 90 minutes

71. **You have a test of 20 questions. How many must you get right to pass?**
    - ☐ A. 12
    - ☐ B. 14
    - ☐ C. 15
    - ☐ D. 16

72. **What happens if you fail the knowledge test 6 times?**
    - ☐ A. You are banned from applying again for a period of five years
    - ☐ B. An authorised officer will consider refusing your application
    - ☐ C. You must pay for a private course
    - ☐ D. Your fee goes up each time you sit it

73. **At your New Driver Appointment you cannot hold a basic conversation in English. What happens?**
    - ☐ A. The application is refused on the same day and you lose the fee
    - ☐ B. An interpreter is given to you for your test
    - ☐ C. You are referred for an assessment of your speaking skills
    - ☐ D. You pass to the training regardless

74. **Your application is put on hold so you can take English lessons. How long can it stay open?**
    - ☐ A. 1 month
    - ☐ B. 3 months
    - ☐ C. 6 months
    - ☐ D. 12 months

75. **You lived abroad for more than three continuous months. What might you need?**
    - ☐ A. A letter from your landlord
    - ☐ B. A Certificate of Good Conduct, translated into English
    - ☐ C. A signed reference from your operator and from your last employer
    - ☐ D. A foreign driving licence, translated into English

DBS, medicals and renewals

76. **How long do you have to join the DBS Update Service?**
    - ☐ A. 7 days from your licence being granted
    - ☐ B. 14 days from the day of your first booking with an operator
    - ☐ C. 30 days from the date on your DBS certificate
    - ☐ D. 6 months from your last check

77. **How often does the Council aim to check your DBS on the Update Service?**
    - ☐ A. At least every week
    - ☐ B. Every 3 months
    - ☐ C. Every 6 months
    - ☐ D. Once a year

78. **A DBS check on the Update Service shows new information. What happens to your Dual Driver Licence?**
    - ☐ A. It carries on until your next renewal
    - ☐ B. You get 6 months to sort it out
    - ☐ C. It is cancelled and you may not reapply
    - ☐ D. It is suspended with immediate effect

79. **Who must make sure the DBS Update Service subscription stays live?**
    - ☐ A. The licence holder
    - ☐ B. The Council
    - ☐ C. The operator
    - ☐ D. The company that did the check

80. **You are 40. How often do you need a Group 2 medical?**
    - ☐ A. Every year
    - ☐ B. Every 3 years
    - ☐ C. Every 5 years
    - ☐ D. Every 6 years

81. **How old can a medical be when you hand it in?**

- ☐ A. No more than 1 month
- ☐ B. No more than 3 months
- ☐ C. No more than 6 months
- ☐ D. No more than 12 months

82. **How long is a standard Oldham Dual Driver Licence?**

- ☐ A. 1 year
- ☐ B. 2 years
- ☐ C. 3 years
- ☐ D. 5 years

83. **How early can you apply to renew your licence?**

- ☐ A. Up to 2 weeks before it ends
- ☐ B. Up to 4 weeks before it ends
- ☐ C. Up to 8 weeks before it ends
- ☐ D. Up to 6 months before it ends

84. **Your licence ended 10 days ago and you have not applied to renew. How must you apply?**

- ☐ A. As a new applicant
- ☐ B. As a renewal, for the normal fee
- ☐ C. As a renewal, with a late fee
- ☐ D. You cannot apply for 12 months

85. **Your licence ended 2 years ago and you apply again. Must you retake the training and test?**

- ☐ A. No, not for a break of less than 5 years
- ☐ B. Yes, after any break
- ☐ C. Yes, unless you passed first time
- ☐ D. No, because once you pass you never have to retake it

Fit and proper, and convictions

86. **What level of proof does Oldham use to decide if a person is fit and proper?**

- ☐ A. Beyond reasonable doubt
- ☐ B. The balance of probabilities
- ☐ C. Only a criminal conviction
- ☐ D. A majority vote of drivers

87. **Can Oldham consider information that did not lead to a conviction?**

- ☐ A. No, the Council may consider court convictions and nothing else
- ☐ B. Only if the driver agrees
- ☐ C. Only if it is under 12 months old
- ☐ D. Yes, for example from the police or other agencies

88. **You have an old conviction from 15 years ago. Do you declare it to Oldham?**

- ☐ A. Yes, you must declare all convictions, spent or not
- ☐ B. No, because any conviction is spent after ten years have passed
- ☐ C. Only if it was for a driving offence
- ☐ D. Only if an officer asks you

89. **How does the fitness policy treat a caution?**

- ☐ A. It ignores it
- ☐ B. It ignores it after 12 months
- ☐ C. It treats it as if it were a conviction
- ☐ D. It treats it as a warning only, with no further effect on you

90. **A person has one conviction for theft, 4 years ago. What does the policy say about a licence?**

- ☐ A. It will be granted if they apologise
- ☐ B. It will be refused until 7 years have passed
- ☐ C. It will be limited to private hire work only, for the first 3 years
- ☐ D. It will be refused for life

91. **There is evidence that a licence holder is involved in child sexual exploitation. What may happen?**

- ☐ A. A written warning first
- ☐ B. A retest on safeguarding
- ☐ C. Nothing can happen to the licence unless there is a conviction
- ☐ D. The licence may be revoked with immediate effect

92. **You get six penalty points in a 3-year period for minor offences. What does Oldham say?**

- ☐ A. The Council will consider if a hearing is needed
- ☐ B. Nothing, because points do not matter until you reach 12 of them
- ☐ C. Your licence ends on that day
- ☐ D. You must retake the knowledge test

93. **Your licence was revoked 6 months ago. You apply again and nothing has changed. What normally happens?**

- ☐ A. It is granted after a new test
- ☐ B. It is refused, as it is within 12 months
- ☐ C. It is granted for one year only, after you take a new test
- ☐ D. It is sent to the police to decide

94. **You disagree with a decision to refuse your licence. Where can you appeal, and how long do you have?**

- ☐ A. To the Licensing Committee, within 7 days
- ☐ B. To the DVLA, within 14 days
- ☐ C. To the Magistrates' Court, within 21 days
- ☐ D. To the Crown Court, within 6 months of the decision in writing

Dress code

95. **What does the dress code say about clothing in general?**
    - ☐ A. It must be a company uniform, worn on every shift
    - ☐ B. It must be in good condition
    - ☐ C. It must be black or dark blue
    - ☐ D. It must be new each year

96. **A driver wants to work in a football team shirt. What does the dress code say?**
    - ☐ A. It is not acceptable
    - ☐ B. It is acceptable if it is clean
    - ☐ C. It is acceptable at weekends
    - ☐ D. It is acceptable on match days

97. **Which of these is acceptable under the dress code?**
    - ☐ A. A team rugby shirt
    - ☐ B. Beachwear
    - ☐ C. A tracksuit
    - ☐ D. Sandals with no heel strap

98. **What does the dress code say about shoes?**
    - ☐ A. They must be black, with laces, and polished for each shift
    - ☐ B. They must have laces
    - ☐ C. They must be steel-toe
    - ☐ D. They must be secure around the toe and heel

99. **Are shorts allowed for drivers at work?**
    - ☐ A. No, never
    - ☐ B. Yes, if they are knee length
    - ☐ C. Yes, any length of shorts during the summer
    - ☐ D. Only for female drivers

100. **A driver wears a hood that hides much of their face. What does the dress code say?**
    - ☐ A. Acceptable at night
    - ☐ B. Acceptable in rain
    - ☐ C. Not acceptable if it may hide their vision or identity
    - ☐ D. Not acceptable for private hire drivers, but fine for hackney drivers

101. **A driver wears clothing for religious reasons that is different from the minimum standard. What does the dress code say?**
    - ☐ A. Exceptions for faith or disability are accepted
    - ☐ B. It is banned
    - ☐ C. They need an exemption from the police
    - ☐ D. It is allowed only when the driver works outside the borough

102. **Does the Council require a distinct uniform?**

- ☐ A. Yes, for all drivers
- ☐ B. Yes, for hackney drivers only
- ☐ C. Yes, for private hire drivers only
- ☐ D. No, it does not

Safeguarding and CSE awareness

Signs of child sexual exploitation

103. **A girl of about 14 gets in your taxi with two men in their thirties. They are not her family. She looks scared and does not speak. What should you think?**

- ☐ A. This could be exploitation, so stay alert and report it
- ☐ B. She is just shy and quiet, so there is nothing to worry about
- ☐ C. The men are paying, so it is not your business
- ☐ D. She is with adults, so she must be safe

104. **What is child sexual exploitation (CSE)?**

- ☐ A. Any argument between a child and their parents at home
- ☐ B. Sexual abuse where someone uses power over a child
- ☐ C. A child working a part-time job after school
- ☐ D. A child travelling alone on a bus or train

105. **For CSE, up to what age is a person a child?**

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

106. **Who can be a victim of child sexual exploitation?**

- ☐ A. Only girls from poor families who live in cities
- ☐ B. Only children who live in care homes
- ☐ C. Only children who have no friends
- ☐ D. Any child, boy or girl, from any background

107. **A girl of about 15 talks about her "boyfriend". He is much older and buys her expensive presents. Why might this worry you?**

- ☐ A. Teenagers always lie about how old their friends are
- ☐ B. Older partners and costly gifts are common signs of grooming
- ☐ C. Expensive presents show that her family is rich
- ☐ D. It is normal for her age and there is no reason to think about it

108. **Most weeks, you drive the same teenage girl from a children's home to a hotel late at night. Different adult men meet her there. What should you do?**
    - ☐ A. Report your concern to the police
    - ☐ B. Ask the men at the hotel who they are
    - ☐ C. Stop taking her but tell nobody why
    - ☐ D. Keep taking her, as the journeys are paid for

109. **A young passenger has two phones. They get many calls from people who are not their usual friends. What could this be?**
    - ☐ A. A sign that they are popular at school
    - ☐ B. Normal for every teenager today
    - ☐ C. A possible sign of exploitation
    - ☐ D. A sign that they have a part-time job

110. **Two men ask you to take them and a very drunk girl of about 13 to a private house. What is the right thing to do?**
    - ☐ A. Drive them, because the adults are in charge
    - ☐ B. Take them, then report it at the end of your shift
    - ☐ C. Ask the men to show you proof of her age
    - ☐ D. Call 999, as she may be in immediate danger

111. **Is child sexual exploitation ever the child's fault?**
    - ☐ A. No, it is never the child's fault
    - ☐ B. Yes, if the child agreed to go
    - ☐ C. Yes, if the child accepted gifts
    - ☐ D. Yes, if the child was drinking alcohol

112. **Which of these is a warning sign of CSE?**
    - ☐ A. A child who travels to school with a parent
    - ☐ B. A child who pays the fare with coins
    - ☐ C. A child who asks how long the journey will take
    - ☐ D. A child who often goes missing from home

What to do and who to call

113. **You think a child in your vehicle is in danger right now. Who should you call?**
    - ☐ A. The police on 101
    - ☐ B. Your operator's office
    - ☐ C. The police on 999
    - ☐ D. The council licensing office

114. **You are worried about a young passenger, but there is no immediate danger. Which number can you call?**
    - ☐ A. 999
    - ☐ B. 101
    - ☐ C. 116 123
    - ☐ D. 111

115. **What is the phone number for Crimestoppers?**

- ☐ A. 0800 789 321
- ☐ B. 08000 121 700
- ☐ C. 0800 555 111
- ☐ D. 116 123

116. **You saw something worrying about a child. What is the right way to deal with it?**

- ☐ A. Follow the adults to find out more
- ☐ B. Tell the adults what you think of them
- ☐ C. Ask the child lots of questions
- ☐ D. Write down what you saw and report it

117. **After a worrying journey, what should you write down?**

- ☐ A. Times, places, people and what happened
- ☐ B. Only the fare and the way they paid for it
- ☐ C. Only your opinion of the people
- ☐ D. Nothing, in case you are wrong

118. **As well as the police, who else should you tell about a safeguarding concern?**

- ☐ A. Other drivers, through a group chat on your phone
- ☐ B. Your council's licensing or safeguarding team
- ☐ C. Your friends and family
- ☐ D. The child's school by social media

119. **Why should you report a concern rather than investigate it yourself?**

- ☐ A. Drivers have no duty to care about passengers
- ☐ B. Police and social workers do the investigating
- ☐ C. It would take too much of your working time
- ☐ D. Only the operator is allowed to report a concern

120. **True or false: you must be sure that abuse is happening before you report a concern.**

- ☐ A. True
- ☐ B. False

121. **A young person tells you an adult is hurting them. What should you do?**

- ☐ A. Promise them you will keep everything they say a secret
- ☐ B. Ask them to prove what they are saying
- ☐ C. Tell them they must be mistaken
- ☐ D. Listen calmly and do not promise to keep it secret

122. **Who should you report a concern to if you want to stay anonymous?**

- ☐ A. Crimestoppers
- ☐ B. The person you are worried about
- ☐ C. Your licensing officer by name
- ☐ D. A local newspaper

County lines and modern slavery

123. **What is "county lines"?**

- ☐ A. Bus routes that cross from one county into another
- ☐ B. Taxi licences that are valid in more than one county
- ☐ C. Gangs using children to move drugs between areas
- ☐ D. A council map of the main roads in a county

124. **In county lines, what is the "line"?**

- ☐ A. The road the gang uses to move the drugs
- ☐ B. The border between two police areas
- ☐ C. A queue of people waiting to buy drugs
- ☐ D. A phone line used to take drug orders

125. **A boy of about 15 with no local accent asks to go 80 miles during school hours. He pays in cash. What could this be?**

- ☐ A. A normal school trip
- ☐ B. Warning signs of county lines exploitation
- ☐ C. A boy visiting his grandparents
- ☐ D. A good long fare with nothing to worry about

126. **Which age group makes up most of the young people involved in county lines?**

- ☐ A. 8 to 10
- ☐ B. 11 to 12
- ☐ C. 15 to 17
- ☐ D. 12 to 14

127. **What is "cuckooing"?**

- ☐ A. Gangs taking over a vulnerable person's home
- ☐ B. A passenger running off without paying the fare
- ☐ C. A driver working for two operators
- ☐ D. A child running away from home

128. **Which payment pattern is a county lines warning sign?**

- ☐ A. Short journeys paid by a bank card
- ☐ B. Long trips paid in cash or prepaid
- ☐ C. A parent paying through an app
- ☐ D. A school paying a monthly account

129. **You pick up several workers very early every day. One man speaks for them all and holds their passports. What could this be?**

- ☐ A. A sign of modern slavery
- ☐ B. A normal company minibus service
- ☐ C. A man being helpful to new workers
- ☐ D. A sign that they are on holiday

130. **What is the number for the Modern Slavery & Exploitation Helpline?**

- ☐ A. 0800 555 111
- ☐ B. 0800 789 321
- ☐ C. 08000 121 700
- ☐ D. 116 123

131. **Which of these may be a sign that a passenger is a victim of modern slavery?**

- ☐ A. They ask you to turn the heating up a little on the way
- ☐ B. They pay the fare with a bank card
- ☐ C. They are carrying a lot of shopping
- ☐ D. They seem afraid, and someone else speaks for them

132. **You are not sure if what you saw was county lines. Should you report it?**

- ☐ A. No, only report it if you are certain
- ☐ B. Yes, trust your instincts and report it
- ☐ C. No, wait until you have seen it happen three times
- ☐ D. No, ask the young person first

Vulnerable adults and lone children

133. **Who is a vulnerable adult?**

- ☐ A. Any adult who is over 60 years old, whatever their health
- ☐ B. Any adult who travels alone at night
- ☐ C. Any adult who pays in cash
- ☐ D. An adult who may not be able to keep safe from harm

134. **A young woman leaves a club very drunk and alone. She cannot tell you her address. What is best?**

- ☐ A. Leave her at the side of the road to sober up
- ☐ B. Take her back to your own home
- ☐ C. Keep her safe and call the police for help
- ☐ D. Drive around until she remembers

135. **An older passenger with dementia seems confused about where they live. What should you do?**

- ☐ A. Stay calm, check details and get help
- ☐ B. Drop them at the nearest bus stop
- ☐ C. Charge for the time spent waiting
- ☐ D. Leave them at the first house they point to

136. **A child of about 12 hails your taxi alone at midnight and asks to go across the city. What should you think about?**

- ☐ A. Only whether the child has enough money
- ☐ B. The child's safety, and whether to report it
- ☐ C. Only the quickest way across the city
- ☐ D. Nothing, because children often travel alone

137. **Which of these is a sign that an adult passenger may be at risk?**

- ☐ A. They ask you to use a different route home
- ☐ B. They want to sit in the back seat
- ☐ C. They seem afraid of the person with them
- ☐ D. They ask for a receipt

138. **A passenger takes a confused elderly man to a cash machine and tells him to take out money for them. What could this be?**

- ☐ A. A normal trip to the bank
- ☐ B. A son helping his father
- ☐ C. A private matter for the family
- ☐ D. Financial abuse

139. **Which kinds of abuse can happen to vulnerable adults?**

- ☐ A. Physical, sexual, emotional and financial
- ☐ B. Only physical abuse that leaves marks
- ☐ C. Only abuse by people they do not know
- ☐ D. Only abuse that happens inside a care home

140. **You drop off a child who is travelling alone. What is good practice?**

- ☐ A. Drive off as soon as they get out of the car
- ☐ B. Drop them at the end of the road
- ☐ C. Ask them to walk the last part
- ☐ D. See them out safely, close to their destination

Professional boundaries

141. **A passenger asks for your personal phone number so they can book you directly. What should you do?**

- ☐ A. Politely refuse and give the operator's number
- ☐ B. Give it to them, as it means more work for you
- ☐ C. Give it only to young passengers
- ☐ D. Give it, but ask them not to tell anyone

142. **Should you ask a passenger travelling alone to sit in the front seat?**

- ☐ A. Yes, it is more friendly for a long journey
- ☐ B. Yes, if they are a young person
- ☐ C. No, let them choose where to sit
- ☐ D. Yes, at night for their safety

143. **Which of these is unprofessional for a driver?**

- ☐ A. Asking which route the passenger prefers
- ☐ B. Comments about a passenger's body or looks
- ☐ C. Asking if the heating is comfortable for them
- ☐ D. Telling the passenger the fare at the end

144. **When is it right to touch a passenger?**

- ☐ A. Only when needed to help, with their agreement
- ☐ B. Whenever you want to show you are being friendly
- ☐ C. When they are drunk and laughing
- ☐ D. When they are a regular passenger

145. **After a journey you find a passenger on social media and send them a message. Is this acceptable?**

- ☐ A. Yes, if they seemed friendly
- ☐ B. Yes, if you are both adults
- ☐ C. No, it breaks professional boundaries
- ☐ D. Yes, if you do not mention the journey

146. **Why must a driver never offer young passengers alcohol, cigarettes or free rides?**

- ☐ A. It costs the operator money
- ☐ B. These are ways abusers groom children
- ☐ C. It may make other passengers jealous
- ☐ D. It is only a problem if you get caught

147. **A passenger flirts with you during a journey. What should you do?**

- ☐ A. Flirt back, as they started it
- ☐ B. Ask them for their phone number
- ☐ C. Offer them a cheaper fare
- ☐ D. Stay polite and professional

148. **Who is responsible for keeping professional boundaries in your vehicle?**

- ☐ A. The passenger, if they are an adult
- ☐ B. The operator, through its rules
- ☐ C. Nobody, if the journey is short
- ☐ D. You, the driver, at all times

149. **A teenage passenger starts talking about sex. What should you do?**

- ☐ A. Do not join in; change the subject
- ☐ B. Answer their questions honestly and openly
- ☐ C. Share your own experiences
- ☐ D. Laugh and make a joke about it

Counter-terrorism and suicide awareness

150. **What does ACT stand for in counter-terrorism?**

- ☐ A. Alert, Call, Tell
- ☐ B. Anti-Crime Team
- ☐ C. Action Counters Terrorism
- ☐ D. Act, Check, Take cover

151. **A passenger leaves a bag on the back seat. It looks odd and you can see wires. What should you do?**

- ☐ A. Open it to see what is inside
- ☐ B. Move away from it and call 999
- ☐ C. Drive it to the nearest police station
- ☐ D. Throw it out of the car

152. **A passenger asks you to drive past a stadium many times. They film the entrances and security guards. What should you do?**

- ☐ A. Ask them why they are filming
- ☐ B. Ignore it, as filming is not a crime
- ☐ C. Post the video on social media
- ☐ D. Report it to the police or ACT

153. **What is the anti-terrorist hotline number?**

- ☐ A. 0800 789 321
- ☐ B. 0800 555 111
- ☐ C. 08000 121 700
- ☐ D. 116 123

154. **What is the police advice if there is a firearms or weapons attack?**

- ☐ A. Stop, Look, Listen
- ☐ B. Run, Hide, Tell
- ☐ C. Hide, Wait, Fight
- ☐ D. Film, Share, Report

155. **Under Run, Hide, Tell, when should you call 999?**

- ☐ A. Before you try to run
- ☐ B. Only after the attack has ended
- ☐ C. When it is safe to do so
- ☐ D. Only if someone is hurt

156. **You saw something strange but are not sure it is linked to terrorism. Should you report it?**

- ☐ A. No, only report it if you have proof
- ☐ B. No, the police are too busy
- ☐ C. No, wait to see if it happens again
- ☐ D. Yes, it is OK if you are not sure

157. **A passenger tells you they want to end their life. What should you do?**

- ☐ A. Change the subject to something happier for them
- ☐ B. Tell them they are being silly
- ☐ C. Listen, take them seriously and offer support
- ☐ D. Ask them to get out of the car

158. **What is the phone number for the Samaritans?**

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

159. **A passenger asks to go to a high bridge. They seem very low and say goodbye to their family on the phone. What should you do?**

- ☐ A. Call 999, as they may be in immediate danger
- ☐ B. Drop them off where they asked and drive away
- ☐ C. Give them the Samaritans number later
- ☐ D. Ask them to pay before you go

Customer care, conflict and personal safety

Professional conduct and customer care

160. **A passenger has heavy shopping bags. What is good customer care?**

- ☐ A. Wait in the car until they have finished
- ☐ B. Offer to help load them into the vehicle
- ☐ C. Open the boot from inside and stay seated
- ☐ D. Tell them to be quick because you are busy

161. **A passenger gets in. What is the best way to start the journey?**

- ☐ A. Start driving and ask them for the address later on
- ☐ B. Ask them how much money they have
- ☐ C. Keep talking on your phone
- ☐ D. Greet them politely and confirm the destination

162. **Why is it a good idea to make eye contact when a passenger gets in?**

- ☐ A. It lets you decide what fare to charge
- ☐ B. It is a legal duty for all licensed drivers in the UK
- ☐ C. It builds trust and shows you could identify them
- ☐ D. It helps you see if they have luggage

163. **A passenger asks you to turn off the radio. What should you do?**

- ☐ A. Turn it off politely
- ☐ B. Turn it down a little only
- ☐ C. Explain that it is your car
- ☐ D. Ask them to pay extra for silence

164. **Which of these shows a professional appearance?**

- ☐ A. Any clothes you like, as long as the car is clean
- ☐ B. Sports kit, so you are comfortable
- ☐ C. A badge kept in the glovebox
- ☐ D. Clean, tidy clothes and your badge as required

165. **A passenger says they want to complain about you. What should you do?**

- ☐ A. Stay calm and tell them how to complain
- ☐ B. Argue until they agree with you
- ☐ C. Refuse to give them your details
- ☐ D. Ask them to leave the vehicle at once

166. **A passenger asks you to take a longer, scenic route. What should you do?**

- ☐ A. Refuse and take the quickest way
- ☐ B. Agree it and explain the fare may be higher
- ☐ C. Take it, but do not mention the higher fare to them
- ☐ D. Ask them to pay the whole fare now

167. **You are running late for a booked pick-up. What should you do?**

- ☐ A. Say nothing and hope they still wait
- ☐ B. Cancel the booking without telling anyone
- ☐ C. Let the operator or passenger know
- ☐ D. Drive faster than the speed limit

168. **A journey has ended. What should you do before you drive away?**

- ☐ A. Check they have all their belongings
- ☐ B. Start the meter ready for the next fare
- ☐ C. Lock the doors at once
- ☐ D. Switch off your safety light

Conflict and difficult passengers

169. **A passenger starts shouting at you. What should you do first?**

- ☐ A. Shout back so they know you are in charge
- ☐ B. Stay calm and keep your voice level
- ☐ C. Stop the car and get out to face them
- ☐ D. Turn the music up loudly

170. **Which body language helps to calm an angry passenger?**

- ☐ A. Arms folded tightly and looking away from them
- ☐ B. Pointing your finger at them
- ☐ C. Open hands and steady eye contact
- ☐ D. Standing very close to them

171. **What is a pre-arranged code word used for?**

- ☐ A. Unlocking the card machine at the end of a fare
- ☐ B. Telling the passenger the fare
- ☐ C. Logging off at the end of a shift
- ☐ D. Getting help from your control room secretly

172. **A passenger becomes violent and you feel in immediate danger. What should you do?**

- ☐ A. Park, use your horn and lights, and call 999
- ☐ B. Keep driving to the destination
- ☐ C. Drive faster to scare them
- ☐ D. Wait until the end of your shift to report it

173. **If you feel in danger while driving, where is the best place to go?**

- ☐ A. A quiet country lane
- ☐ B. A brightly lit, busy place
- ☐ C. An empty car park
- ☐ D. Your own home

174. **A passenger is rude and refuses to pay. Can you lock them in and drive to a police station?**

- ☐ A. Yes, if the fare is over £20
- ☐ B. Yes, if you tell them first
- ☐ C. No, you must never lock a passenger in
- ☐ D. Yes, if the police station is close

175. **You drive a purpose-built taxi with a screen. A group outside is threatening you. What is usually safer?**

- ☐ A. Get out to protect the paintwork
- ☐ B. Open the doors to talk to them
- ☐ C. Get out and lock the doors behind you
- ☐ D. Stay inside your cab and call for help

176. **A passenger is sick in your vehicle. What should you do about a soiling charge?**

- ☐ A. Charge whatever amount you think is fair for the clean
- ☐ B. Only charge what your council's rules allow
- ☐ C. Keep the passenger's phone until they pay
- ☐ D. Add it to the next passenger's fare

177. **Why does working at night carry more risk?**

- ☐ A. Fares are higher, so passengers complain more
- ☐ B. The roads are busier than in the day
- ☐ C. Many passengers have been drinking
- ☐ D. Councils do not check drivers at night

178. **After a threatening incident, what should you do?**

- ☐ A. Write it down and report it to the police
- ☐ B. Forget about it if nobody was hurt this time
- ☐ C. Post about it on social media
- ☐ D. Look for the person yourself later

Personal safety

179. **How can you reduce the amount of cash in your vehicle?**

- ☐ A. Keep all your takings in one bag on the seat
- ☐ B. Only accept cash so you are paid at once
- ☐ C. Count your money where passengers can see
- ☐ D. Take card payments and drop off cash often

180. **A passenger asks, "Busy night?" What is the safest answer?**

- ☐ A. Say yes, and that you have taken a lot of money
- ☐ B. Show them your takings
- ☐ C. Say you have only just started your shift
- ☐ D. Tell them where you keep your money

181. **Where is the best place to keep cash in your vehicle?**

- ☐ A. In the door pocket next to you
- ☐ B. On the dashboard
- ☐ C. In a bag on the front seat
- ☐ D. Hidden in a secure box

182. **A fare makes you feel unsafe. What does the safety advice say?**

- ☐ A. Always accept it, as refusing is never allowed
- ☐ B. Trust your instincts and refuse it
- ☐ C. Accept it but charge a higher fare
- ☐ D. Ask another passenger to come with you

183. **You arrive to collect a fare. How far should you open your window to talk?**

- ☐ A. Just enough to speak to them
- ☐ B. All the way down
- ☐ C. Not at all; shout through the glass
- ☐ D. Open the door instead

184. **Should your doors be locked while you drive around between fares?**

- ☐ A. Yes, until you are ready to accept the fare
- ☐ B. No, passengers need to be able to get in quickly
- ☐ C. Only when it is raining
- ☐ D. Only after midnight

185. **As a private hire driver, what should you check before a passenger gets in?**

- ☐ A. That they have the right money in cash
- ☐ B. That they will give you a good rating
- ☐ C. That they live in your area
- ☐ D. That they are the booked passenger

186. **Which item should you not keep in the passenger area of your vehicle?**

- ☐ A. A spare phone charger
- ☐ B. A wheel brace
- ☐ C. A torch
- ☐ D. A notepad and pen

187. **Why is it useful to carry a spare vehicle key?**

- ☐ A. So passengers can open the boot themselves
- ☐ B. So you can lend the car to friends
- ☐ C. In case an attacker throws your keys away
- ☐ D. So you never need to lock the car

188. **How can CCTV in your vehicle help you?**

- ☐ A. It lets you watch passengers at home later
- ☐ B. It can deter violence and give evidence
- ☐ C. It means you no longer need insurance
- ☐ D. It allows you to charge higher fares

Fare disputes and lost property

189. **You are taking a passenger far into the countryside. What can help prevent a fare dispute?**

- ☐ A. Agree the fare before you set off
- ☐ B. Turn the meter off to keep it cheap
- ☐ C. Ask for payment only at the end
- ☐ D. Choose the longest route

190. **You need to change route because of road works. What should you do?**

- ☐ A. Change route and say nothing
- ☐ B. Charge extra for the new route
- ☐ C. Ask them to get out and walk the rest of the way
- ☐ D. Tell the passenger and check they agree

191. **A passenger runs off without paying. What should you do?**

- ☐ A. Run after them to get the money
- ☐ B. Drive after them on the pavement
- ☐ C. Let them go and report it to the police
- ☐ D. Wait outside their house until they come back

192. **Many violent incidents with drivers start from what?**

- ☐ A. Fare disputes
- ☐ B. Music choices
- ☐ C. Seat belt checks
- ☐ D. Air conditioning

193. **You find a phone left on the back seat. What should you do?**

- ☐ A. Keep it for yourself if nobody calls within an hour
- ☐ B. Sell it to cover your time
- ☐ C. Give it to the next passenger
- ☐ D. Follow your council's lost property rules

194. **True or false: you may keep lost property if the owner does not contact you within one day.**

- ☐ A. True
- ☐ B. False

195. **A passenger says the fare is too high. What should you do first?**

- ☐ A. Tell them to pay or you will call your friends
- ☐ B. Refuse to let them leave
- ☐ C. Calmly explain how the fare was worked out
- ☐ D. Double the fare to teach them a lesson

196. **There are several routes to a passenger's destination. What should you do?**

- ☐ A. Take the longest one
- ☐ B. Ask which route they prefer
- ☐ C. Take the one that passes your home
- ☐ D. Take any road and say nothing

Data protection, CCTV and child seats

197. **A man phones and asks where you dropped off a woman last night. He says he is her partner. What should you do?**

- ☐ A. Tell him, as he says he is her partner and is worried
- ☐ B. Do not give out any passenger information
- ☐ C. Give him the street but not the number
- ☐ D. Ask him to pay first, then tell him

198. **Is it OK to share a passenger's details or photo on social media?**

- ☐ A. Yes, if they are famous
- ☐ B. Yes, if you blur the number plate
- ☐ C. No, keep passenger information private
- ☐ D. Yes, if you do not say their name in the post

199. **CCTV is fitted in your vehicle. What must passengers be told?**

- ☐ A. Nothing, as it is your vehicle
- ☐ B. Only if they ask you directly
- ☐ C. Only if it records sound
- ☐ D. That CCTV is in use

200. **When should a taxi CCTV system record sound?**

- ☐ A. Only when someone switches it on
- ☐ B. All the time, on every journey
- ☐ C. Only when the driver is out of the car
- ☐ D. Only on journeys after dark

201. **Who can normally view recordings from a council-approved taxi CCTV system?**

- ☐ A. Any other driver who shares the vehicle with you
- ☐ B. The police or the council, for a proper reason
- ☐ C. Anyone who asks the operator
- ☐ D. The driver's friends and family

202. **A parent with a 2-year-old hires your taxi. There is no child seat. Where must the child sit?**

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

203. **A 6-year-old is travelling in your PHV and there is no child seat. Where must they sit?**

- ☐ A. A rear seat, with an adult seat belt
- ☐ B. Any seat, without a seat belt
- ☐ C. The front seat, with an adult seat belt
- ☐ D. They cannot travel in the vehicle at all

204. **True or false: in a taxi with no child seat, a child under 3 may sit in the front seat.**

- ☐ A. True
- ☐ B. False

205. **A parent brings their own rear-facing baby seat and wants it in the front. What must happen first?**

- ☐ A. The seat must face forwards instead
- ☐ B. The parent must sign a form
- ☐ C. The front airbag must be switched off
- ☐ D. The driver must move the seat back fully

Numeracy and fares

Working out a fare

206. **A tariff is £3.20 for the first mile, then £2.00 for each mile after that. What is the fare for a 5-mile journey?**

- ☐ A. £10.00
- ☐ B. £13.20
- ☐ C. £11.20
- ☐ D. £8.00

207. **The meter starts at £2.60 (the flag fall) and adds £1.80 for every mile. What is the fare for 4 miles?**

- ☐ A. £7.20
- ☐ B. £9.80
- ☐ C. £10.40
- ☐ D. £4.40

208. **A tariff is £3.00 for the first mile, then 25p for each fifth of a mile or part of a fifth. What is the fare for 2.5 miles?**

- ☐ A. £4.75
- ☐ B. £5.00
- ☐ C. £6.25
- ☐ D. £2.00

209. **The flag fall is £3.50 and covers the first half mile. After that it is 20p for each tenth of a mile. What is the fare for 3 miles?**

- ☐ A. £9.50
- ☐ B. £8.50
- ☐ C. £5.00
- ☐ D. £8.00

210. **The flag fall is £2.50 and covers the first half mile. After that it is 20p for each tenth of a mile. What is the fare for 3.2 miles?**

- ☐ A. £8.90
- ☐ B. £5.40
- ☐ C. £7.70
- ☐ D. £7.90

211. **The meter shows £8.40 for the distance. You also waited 7 minutes, and waiting time is 30p a minute. What is the total fare?**

- ☐ A. £8.70
- ☐ B. £10.20
- ☐ C. £2.10
- ☐ D. £10.50

212. **Waiting time is charged at 20p for every 30 seconds. A passenger keeps you waiting for 4 minutes. What is the waiting charge?**

- ☐ A. £1.60
- ☐ B. £0.80
- ☐ C. £1.20
- ☐ D. £2.40

213. **A journey costs £12.00 on the day tariff. The night tariff is 1.5 times the day tariff. What does the same journey cost at night?**

- ☐ A. £13.50
- ☐ B. £18.00
- ☐ C. £15.00
- ☐ D. £24.00

214. **A journey costs £10.40 on the normal tariff. On a bank holiday the tariff is 50% higher. What does the journey cost on a bank holiday?**

- ☐ A. £10.90
- ☐ B. £15.40
- ☐ C. £15.60
- ☐ D. £20.80

215. **The meter shows £14.60. The table of fares adds £1.00 for each passenger after the first. There are 4 passengers. What is the total?**

- ☐ A. £17.60
- ☐ B. £15.60
- ☐ C. £16.60
- ☐ D. £18.60

216. **The tariff is a £3.00 flag fall plus £1.50 for each mile. The fare was £9.00. How many miles was the journey?**

- ☐ A. 4 miles
- ☐ B. 3 miles
- ☐ C. 5 miles
- ☐ D. 6 miles

Giving change and splitting fares

217. **The fare is £13.40. The passenger pays with a £20 note. How much change do you give?**

- ☐ A. £6.40
- ☐ B. £6.60
- ☐ C. £7.40
- ☐ D. £7.60

218. **The fare is £7.65. The passenger pays with a £10 note. How much change do you give?**

- ☐ A. £2.35
- ☐ B. £2.45
- ☐ C. £3.35
- ☐ D. £3.45

219. **The fare is £26.80. The passenger gives you a £20 note and a £10 note. How much change do you give?**
    - ☐ A. £3.20
    - ☐ B. £2.20
    - ☐ C. £3.80
    - ☐ D. £4.20

220. **The fare is £18.75. The passenger pays with a £50 note. How much change do you give?**
    - ☐ A. £21.25
    - ☐ B. £31.75
    - ☐ C. £32.25
    - ☐ D. £31.25

221. **The fare is £11.30. The passenger gives you £15 and says 'keep £1 as a tip'. How much change do you give?**
    - ☐ A. £2.70
    - ☐ B. £1.70
    - ☐ C. £3.70
    - ☐ D. £4.70

222. **The fare is £5.90. The passenger gives you £10.40 so that the change is easier. How much change do you give?**
    - ☐ A. £3.50
    - ☐ B. £4.10
    - ☐ C. £4.50
    - ☐ D. £5.50

223. **You owe a passenger £4.80 in change. You have £2, £1, 50p, 20p and 10p coins. What is the smallest number of coins you can give?**
    - ☐ A. 4 coins
    - ☐ B. 6 coins
    - ☐ C. 7 coins
    - ☐ D. 5 coins

224. **Three passengers share a fare of £24.60 equally. How much does each one pay?**
    - ☐ A. £7.20
    - ☐ B. £8.60
    - ☐ C. £12.30
    - ☐ D. £8.20

225. **Four friends share a fare of £31.00 equally. How much does each one pay?**
    - ☐ A. £7.25
    - ☐ B. £7.50
    - ☐ C. £7.75
    - ☐ D. £8.25

226. **The fare is £13.20. One passenger gives you £10 and the other gives you £5. How much change do you give in total?**
    - ☐ A. £1.80
    - ☐ B. £1.20
    - ☐ C. £2.80
    - ☐ D. £3.80

227. **The fare is £14.50. The passenger paid with a £20 note and you gave back £5.00. How much more change do you owe?**
    - ☐ A. £1.50
    - ☐ B. £5.50
    - ☐ C. Nothing
    - ☐ D. 50p

Journey times and the 24-hour clock

228. **You drive 12 miles at an average speed of 24 mph. How long does the journey take?**
    - ☐ A. 20 minutes
    - ☐ B. 30 minutes
    - ☐ C. 24 minutes
    - ☐ D. 50 minutes

229. **You drive 45 miles at an average speed of 30 mph. How long does the journey take?**
    - ☐ A. 1 hour 15 minutes
    - ☐ B. 1 hour 45 minutes
    - ☐ C. 1 hour 50 minutes
    - ☐ D. 1 hour 30 minutes

230. **You drive 8 miles at an average speed of 20 mph. How long does the journey take?**
    - ☐ A. 24 minutes
    - ☐ B. 20 minutes
    - ☐ C. 25 minutes
    - ☐ D. 40 minutes

231. **You drive for 36 minutes at an average speed of 30 mph. How far do you travel?**
    - ☐ A. 12 miles
    - ☐ B. 15 miles
    - ☐ C. 18 miles
    - ☐ D. 20 miles

232. **You leave at 14:35. The journey takes 50 minutes. What time do you arrive?**
    - ☐ A. 15:15
    - ☐ B. 15:35
    - ☐ C. 16:25
    - ☐ D. 15:25

233. **You pick up a passenger at 22:30. The journey takes 1 hour 45 minutes. What time do you arrive?**
    - ☐ A. 00:45
    - ☐ B. 23:15
    - ☐ C. 00:15
    - ☐ D. 24:15

234. **A passenger must be at the station by 08:10. The journey takes 25 minutes and you want 5 minutes spare. What is the latest time to pick them up?**
    - ☐ A. 07:35
    - ☐ B. 07:45
    - ☐ C. 07:40
    - ☐ D. 07:50

235. **A passenger books a car for 7.45 pm. How is this written in the 24-hour clock?**
    - ☐ A. 07:45
    - ☐ B. 19:45
    - ☐ C. 17:45
    - ☐ D. 21:45

236. **A booking is for 00:20. When is that?**
    - ☐ A. 20 minutes past midday
    - ☐ B. 20 minutes past midnight
    - ☐ C. 20 minutes past 8 in the evening
    - ☐ D. 20 minutes past 2 in the morning

237. **What is 15:05 in the 12-hour clock?**
    - ☐ A. 3.05 am
    - ☐ B. 5.05 pm
    - ☐ C. 1.05 pm
    - ☐ D. 3.05 pm

238. **A night tariff runs from 23:00 to 06:00. Which of these start times is in the night tariff?**
    - ☐ A. 06:15
    - ☐ B. 22:45
    - ☐ C. 05:30
    - ☐ D. 18:00

Earnings, fuel and percentages

239. **Your operator takes 15% commission. Your fares this week total £600. How much commission do you pay?**
    - ☐ A. £60
    - ☐ B. £90
    - ☐ C. £150
    - ☐ D. £510

240. **You take £840 in fares in a week. You pay £120 radio rent to the operator and £95 for fuel. How much is left?**

- ☐ A. £625
- ☐ B. £605
- ☐ C. £720
- ☐ D. £745

241. **Your car uses 1 litre of fuel every 8 miles. You drive 240 miles. Fuel costs £1.45 a litre. What does the fuel cost?**

- ☐ A. £30.00
- ☐ B. £34.80
- ☐ C. £43.50
- ☐ D. £45.30

242. **Your electric car uses 0.25 kWh for each mile. You drive 120 miles. Electricity costs 28p per kWh. What does the electricity cost?**

- ☐ A. £3.36
- ☐ B. £8.40
- ☐ C. £33.60
- ☐ D. £84.00

243. **The council puts up fares by 4%. A journey used to cost £12.50. What does it cost now?**

- ☐ A. £12.54
- ☐ B. £12.90
- ☐ C. £13.50
- ☐ D. £13.00

244. **A card payment company charges 1.75% of each payment. A passenger pays a £40 fare by card. What is the charge?**

- ☐ A. 70p
- ☐ B. 7p
- ☐ C. £1.75
- ☐ D. £7.00

245. **An account customer gets 10% off. The fare is £22.00. What do they pay?**

- ☐ A. £19.80
- ☐ B. £12.00
- ☐ C. £20.00
- ☐ D. £21.80

246. **You earn £168 in an 8-hour shift. How much is that for each hour?**

- ☐ A. £16.80
- ☐ B. £20
- ☐ C. £21
- ☐ D. £22

247. **A fixed price job pays £45 for 30 miles. How much is that per mile?**

- ☐ A. £0.67
- ☐ B. £1.50
- ☐ C. £1.35
- ☐ D. £15.00

248. **The mileage reading was 45,280 at the start of your shift and 45,463 at the end. How many miles did you drive?**

- ☐ A. 173 miles
- ☐ B. 193 miles
- ☐ C. 283 miles
- ☐ D. 183 miles

249. **An operator rounds fares up to the next 10p. The worked-out fare is £14.63. What does the passenger pay?**

- ☐ A. £14.60
- ☐ B. £14.65
- ☐ C. £14.70
- ☐ D. £15.00

250. **Your vehicle is licensed to carry 4 passengers. A group of 7 people want to travel together. How many vehicles do they need?**

- ☐ A. 2 vehicles
- ☐ B. 1 vehicle
- ☐ C. 3 vehicles
- ☐ D. 4 vehicles

Highway Code for taxi and private hire drivers

Signs, bus lanes and road markings

251. **What do road signs with a red circle mostly tell you?**

- ☐ A. Something that you must not do
- ☐ B. About a hazard on the road ahead
- ☐ C. The direction to a town or place
- ☐ D. Something that you must do

252. **A circular sign has a blue background and no red border. What does it usually do?**

- ☐ A. It bans a type of vehicle from the road ahead
- ☐ B. It warns you about a bend or a junction ahead
- ☐ C. It shows the route to a tourist attraction
- ☐ D. It gives an order you must follow, such as 'turn left'

253. **What shape are most warning signs?**

- ☐ A. Circular
- ☐ B. Triangular
- ☐ C. Rectangular
- ☐ D. Octagonal

254. **Direction signs on primary routes have what colour background?**

- ☐ A. Blue
- ☐ B. Green
- ☐ C. Brown
- ☐ D. White

255. **You drive a licensed hackney carriage. When may you drive in a bus lane during its hours of operation?**

- ☐ A. At any time, because a taxi is a type of public transport
- ☐ B. Only when you have a fare-paying passenger on board
- ☐ C. Never, even when the signs show that taxis are allowed
- ☐ D. Only when the bus lane signs show that taxis are allowed

256. **You drive a private hire vehicle. A bus lane sign shows a bus, a bicycle and the word 'taxi'. What does this mean for you?**

- ☐ A. You may not use it, unless the sign also allows private hire vehicles
- ☐ B. You may use it, because a private hire vehicle counts as a taxi
- ☐ C. You may use it, but only when you are carrying a booked passenger
- ☐ D. You may use it, but only to get past a long queue of traffic

257. **The times on a bus lane sign show the lane is not in operation now. Who may drive in it?**

- ☐ A. Only buses, taxis and cycles, the same as at busy times
- ☐ B. Any vehicle, as long as other signs do not say otherwise
- ☐ C. Only vehicles that are carrying one or more passengers
- ☐ D. No vehicle, because a bus lane is for buses at all times

258. **True or false: every bus gate and bus lane allows licensed taxis to use it.**

- ☐ A. True
- ☐ B. False

259. **What does the Highway Code say about a road, lane or route reserved for trams?**

- ☐ A. You must not drive into it
- ☐ B. You may use it if you cannot see a tram coming
- ☐ C. Taxis may use it to pick up waiting passengers
- ☐ D. You may use it outside the busy morning peak

260. **When may you drive into a yellow box junction?**

- ☐ A. When the traffic lights ahead have turned green
- ☐ B. When the vehicle in front of you has moved in
- ☐ C. When you are carrying a passenger to a booking
- ☐ D. When your exit road or lane is clear

Speed limits and stopping distances

261. **What is the national speed limit for a car on a single carriageway road?**

- ☐ A. 40 mph
- ☐ B. 50 mph
- ☐ C. 60 mph
- ☐ D. 70 mph

262. **What is the national speed limit for a car on a dual carriageway?**

- ☐ A. 50 mph
- ☐ B. 60 mph
- ☐ C. 70 mph
- ☐ D. 80 mph

263. **In England, what speed limit usually applies on a road with street lights, unless signs show a different limit?**

- ☐ A. 20 mph
- ☐ B. 30 mph
- ☐ C. 40 mph
- ☐ D. 50 mph

264. **In Wales, what speed limit usually applies on a road with street lights, unless signs show a different limit?**

- ☐ A. 20 mph
- ☐ B. 25 mph
- ☐ C. 30 mph
- ☐ D. 40 mph

265. **You drive a minibus that is not more than 12 metres long. What is the speed limit on a dual carriageway, unless signs show a lower limit?**

- ☐ A. 40 mph
- ☐ B. 50 mph
- ☐ C. 60 mph
- ☐ D. 70 mph

266. **What is the typical overall stopping distance for a car at 30 mph?**

- ☐ A. 9 metres
- ☐ B. 14 metres
- ☐ C. 23 metres
- ☐ D. 36 metres

267. **At 30 mph, what is the typical thinking distance?**

- ☐ A. 6 metres
- ☐ B. 9 metres
- ☐ C. 14 metres
- ☐ D. 23 metres

268. **What is the typical overall stopping distance for a car at 40 mph?**

- ☐ A. 23 metres
- ☐ B. 24 metres
- ☐ C. 36 metres
- ☐ D. 53 metres

269. **What is the typical overall stopping distance for a car at 70 mph?**

- ☐ A. 53 metres
- ☐ B. 73 metres
- ☐ C. 75 metres
- ☐ D. 96 metres

270. **It is raining. How should you change the two-second gap to the vehicle in front?**

- ☐ A. Keep it the same, at two seconds
- ☐ B. Make it at least twice as long
- ☐ C. Make it one second shorter
- ☐ D. Make it ten times as long

271. **Which of these statements about speed limits is right?**

- ☐ A. A limit is a target speed that you should try to reach
- ☐ B. You may go 10% over the limit when you are overtaking
- ☐ C. A limit is the most you may do, and it is not always safe
- ☐ D. Taxis with a passenger on board may go over the limit

The hierarchy of road users

272. **Under the hierarchy of road users, who has the greatest responsibility to reduce danger to others?**

- ☐ A. Pedestrians, because they move the slowest on the road
- ☐ B. People driving the vehicles that can do the most harm
- ☐ C. Cyclists, because they are the hardest people to see
- ☐ D. Nobody, as every road user has exactly the same duty

273. **Which road users does the Highway Code say are most likely to be injured in a collision?**

- ☐ A. Car, van, minibus and taxi drivers and their passengers
- ☐ B. Pedestrians, cyclists, horse riders and motorcyclists
- ☐ C. Bus, coach and lorry drivers on busy main roads
- ☐ D. Drivers who have held their licence for under two years

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

- ☐ A. Turn first, because traffic has priority here
- ☐ B. Sound your horn and then turn in front of them
- ☐ C. Give way and let the pedestrian cross first
- ☐ D. Flash your headlights to wave them across

275. **True or false: under the Highway Code, people using wheelchairs and mobility scooters count as pedestrians.**

- ☐ A. True
- ☐ B. False

276. **As a guide, how much space should you leave when you overtake a cyclist at up to 30 mph?**

- ☐ A. At least 1.5 metres
- ☐ B. At least 50 cm
- ☐ C. At least 75 cm
- ☐ D. At least 1 metre

277. **How should you pass a person riding a horse?**

- ☐ A. Below 20 mph, leaving at least 1 metre
- ☐ B. At normal speed, leaving at least 1.5 metres
- ☐ C. Below 10 mph, leaving at least 1 metre
- ☐ D. Below 10 mph, leaving at least 2 metres

278. **You want to turn left at a junction. A cyclist is going straight ahead in the cycle lane beside you. What should you do?**

- ☐ A. Turn in front of the cyclist, as you are a bigger vehicle
- ☐ B. Speed up so that you get ahead of them before you turn
- ☐ C. Wait and let the cyclist go past before you turn
- ☐ D. Sound your horn so the cyclist knows to stop for you

279. **A cyclist stays in the left-hand lane to go right round a roundabout. What should you do?**

- ☐ A. Give them plenty of room and do not cut across them
- ☐ B. Overtake them inside the lane so that you can get to your exit
- ☐ C. Sound your horn to tell them to move into the right lane
- ☐ D. Drive close behind them so that nobody else cuts in

280. **You have parked at the kerb. How does the Highway Code advise you to open the driver's door on your right-hand side?**

- ☐ A. With your right hand, because it is closer to the door
- ☐ B. With your left hand, so you turn and look behind you
- ☐ C. Quickly, so that the door is open for as short a time
- ☐ D. After a check in the mirror, with no need to turn round

281. **Is it safe to wave a pedestrian across a zebra crossing to be helpful?**

- ☐ A. Yes, it is polite and helps traffic to keep moving
- ☐ B. Yes, but only if you flash your headlights at the same time
- ☐ C. No, as another vehicle may be coming that they cannot see
- ☐ D. Yes, as long as you also sound your horn to warn others

Phones, seat belts and fitness to drive

282. **When may you hold and use a mobile phone while you are driving?**

- ☐ A. To call 999 or 112 in an emergency when it is unsafe to stop
- ☐ B. When you are stopped at red traffic lights or in a queue
- ☐ C. To accept a new booking that your operator has just sent
- ☐ D. To check the route on a map when you are in slow traffic

283. **Your phone is in a holder on the dashboard. Can you use it for sat nav while driving?**

- ☐ A. Yes, if you do not hold it and it does not block your view
- ☐ B. No, any use of a phone while driving is against the law
- ☐ C. Yes, and you may pick it up to type in a new address
- ☐ D. Only when the engine is off at traffic lights

284. **What is the penalty for holding and using a phone while driving?**

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

285. **When does the contactless payment exception let you use a hand-held phone in a vehicle?**

- ☐ A. When you are moving slowly in a car park or drive-through
- ☐ B. When the vehicle is stopped and you pay at a payment terminal
- ☐ C. When a passenger asks you to take a card payment on the way
- ☐ D. When you are paying for fuel on an app as you drive away

286. **Who is responsible for making sure an adult passenger wears a seat belt?**

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

287. **A child aged 5 sits in the back of your licensed vehicle. No child seat is available. What must the child do?**

- ☐ A. Travel without a seat belt
- ☐ B. Wear the adult seat belt
- ☐ C. Sit on an adult's lap
- ☐ D. Sit in the front instead

288. **When does a licensed taxi driver not have to wear a seat belt?**

- ☐ A. Only when they are driving on a motorway
- ☐ B. Only on short journeys of under one mile
- ☐ C. Never, because taxi drivers have no exemption
- ☐ D. While plying for hire or carrying passengers

289. **You drive a private hire vehicle. You are on your way to collect a booked passenger and the car is empty. Must you wear a seat belt?**

- ☐ A. No, private hire drivers never have to wear a seat belt at work
- ☐ B. No, because you are on your way to a passenger who has booked
- ☐ C. Yes, as the exemption is only for when you carry passengers
- ☐ D. Only if you are driving faster than 30 mph on the way there

290. **In England and Wales, what is the legal alcohol limit for drivers in breath?**

- ☐ A. 22 microgrammes per 100 ml
- ☐ B. 35 microgrammes per 100 ml
- ☐ C. 50 microgrammes per 100 ml
- ☐ D. 80 microgrammes per 100 ml

291. **You drank alcohol late last night. What does the Highway Code warn about driving the next morning?**

- ☐ A. You will always be fine after sleep
- ☐ B. You may still be unfit to drive
- ☐ C. Coffee will remove the alcohol faster
- ☐ D. Only beer is still in your body then

292. **How often does the Highway Code recommend a break of at least 15 minutes?**

- ☐ A. After every 2 hours of driving
- ☐ B. After every 3 hours of driving
- ☐ C. After every 4 hours of driving
- ☐ D. After every hour of driving

293. **You develop a health condition that is likely to affect your driving. Who must you tell under the Highway Code?**

- ☐ A. Your insurance company, but nobody else at all
- ☐ B. The Driver and Vehicle Licensing Agency (DVLA)
- ☐ C. Your operator, but only if they ask you about it
- ☐ D. Nobody, as long as you feel well enough to drive

Picking up, setting down and parking

294. **Can you stop on the zig-zag lines at a pedestrian crossing to let a passenger out?**

- ☐ A. Yes, as long as the passenger gets out quickly
- ☐ B. Yes, as long as you put your hazard lights on
- ☐ C. No, you must not stop or park on the zig-zag lines
- ☐ D. Yes, but only at night between 7 pm and 7 am

295. **There are yellow 'school keep clear' markings and an upright sign that bans stopping. Can you stop to drop off a child?**

- ☐ A. Yes, as long as you stay with the vehicle all the time
- ☐ B. Yes, if the school day has not started yet
- ☐ C. Yes, if you stop for less than two minutes
- ☐ D. No, you must not stop there even to set down a passenger

296. **There are double yellow lines with no other signs. May you stop briefly while a passenger gets in or out?**

- ☐ A. Yes, you may stop while passengers get in or out
- ☐ B. No, you may never stop on double yellow lines
- ☐ C. Only if the passenger has a Blue Badge to show
- ☐ D. Only for up to 20 minutes at a time

297. **On a red route, which vehicle may stop on the red lines for passengers to get in or out, unless signs say otherwise?**

- ☐ A. A private hire vehicle
- ☐ B. Any car with hazard lights
- ☐ C. A licensed taxi
- ☐ D. Any vehicle for 2 minutes

298. **Unless you are in an authorised parking space, how close to a junction should you not stop or park?**

- ☐ A. Within 5 metres
- ☐ B. Within 10 metres
- ☐ C. Within 15 metres
- ☐ D. Within 20 metres

299. **Where should you not stop to set down a passenger?**

- ☐ A. In a marked parking bay
- ☐ B. In a lay-by off the road
- ☐ C. In an off-street car park
- ☐ D. At or near a bus stop

300. **A sign says: no stopping during the times shown, except for as long as necessary to set down or pick up passengers (an urban clearway). What may you do?**

- ☐ A. Wait there for a passenger who is running a few minutes late
- ☐ B. Park there for up to 20 minutes to load heavy luggage
- ☐ C. Stop just long enough for passengers to get in or out
- ☐ D. Nothing, as you may not stop there for any reason

301. **A circular sign has a blue background, a red border and a red cross. It marks a clearway. May you stop to pick up a passenger?**

- ☐ A. Yes, but only to pick up or set down a passenger
- ☐ B. Yes, if you keep the engine running all the time
- ☐ C. Yes, but only outside the morning and evening peak
- ☐ D. No, you must not stop on the main carriageway of a clearway

302. **You drive a private hire vehicle. Can you wait for a booked passenger in a taxi bay marked with signs and road markings?**

- ☐ A. Yes, if the passenger has already booked you
- ☐ B. No, you must not stop or park in a taxi bay
- ☐ C. Yes, if no hackney carriages are in the bay
- ☐ D. Yes, if you wait for less than five minutes

303. **You will wait at the kerb for several minutes for a passenger. What should you do with the engine?**

- ☐ A. Switch it off and apply the parking brake
- ☐ B. Leave it running so the car stays warm
- ☐ C. Keep revving it so the battery stays charged
- ☐ D. Leave it running but turn the radio off

304. **You arrive at 1 am to collect a passenger from a house in a residential street. May you sound your horn to tell them you are there?**

- ☐ A. Yes, if you only use one short and polite beep
- ☐ B. Yes, because the passenger asked you to do it
- ☐ C. No, not between 11.30 pm and 7 am in a built-up area
- ☐ D. Yes, as long as you are parked with the engine off

Answers

Oldham private hire driver conditions

1. **C. 7 days.** Condition 1.1 says you must tell the Council in writing of a change of address or contact details within 7 days.
2. **A. Within 7 days.** Condition 1.2 gives you 7 days from starting work with an operator.
3. **D. Tell the Council in writing within 7 days.** Condition 1.3 says any change of operator must be reported to the Council in writing within 7 days.
4. **B. At once in writing, and within 24 hours at most.** Condition 2.1 covers arrest and criminal investigation as well as charges and convictions. You must tell the Council at once in writing, or within 24 hours at most.
5. **C. Yes, within 24 hours at most.** Condition 2.1 lists a fixed penalty or speed awareness course among the things to report within 24 hours at most.
6. **A. 48 hours at most.** Condition 3.1 says you must email the Council at once, or within 48 hours at most, of the diagnosis or change.
7. **D. 72 hours.** Condition 5.20 says accidents in a licensed vehicle must be reported to the Licensing Department within 72 hours.
8. **B. At once, and within 24 hours at most.** Condition 5.13 says you must watch for safeguarding concerns and report them at once, or within 24 hours at most, following Council guidance.
9. **C. Report it to the operator when the booking ends.** Condition 5.14 says you must report the complaint to the operator at the end of the booking.
10. **B. At all times when driving a private hire vehicle.** Condition 4.1 says the badge must be worn, plainly visible, at all times when driving a private hire vehicle. You must also show it to a passenger who asks.
11. **D. Return it immediately.** Condition 4.2 says the badge must be returned immediately when an Authorised Officer asks for it, for example when a licence is suspended or revoked.
12. **C. You must not; it is for emergencies only.** Condition 5.5 says you must not use the horn to attract a customer. It may only be used in an emergency.
13. **A. Switch it off.** Condition 5.4 says you must switch off the engine if you have to wait. No idling.
14. **D. You must not physically touch them without consent.** Condition 5.7 says you should give reasonable help, but must not touch a passenger to give mobility assistance without their consent.
15. **C. No sexual activity in a licensed vehicle, even if consensual.** Condition 5.15 bans sexual activity in a licensed vehicle even if consensual. The conditions say this includes touching, kissing, and inappropriate comments or conversation.

16. **B. With the express consent of the hirer or passenger.** Condition 5.16 says you may not carry anyone other than the hirer or passenger unless the hirer or passenger expressly agrees, or it is an approved ride share journey.
17. **D. No, a baby counts as a passenger.** The conditions count every child as a passenger, babies too. Condition 5.17 says you must not carry more than the vehicle licence allows.
18. **B. Ask them to sit in the back.** Condition 5.17 bans carrying an unaccompanied child in the front seat. Appendix A condition 4.1 says the same for a child under 16 with no adult.
19. **C. A satellite navigation screen.** Condition 5.9 bans smoking and vaping in the vehicle, eating or drinking while driving, and moving images. The only visual display screen allowed is satellite navigation.
20. **A. Get the passenger's express permission.** Condition 5.9 says you must not play a radio or other sound equipment, other than to talk to the operator, without the passengers' express permission.
21. **B. You must not have a lengthy phone conversation.** Condition 5.9 says you must not have lengthy phone conversations while driving passengers, and must not use any handheld device while driving.
22. **D. At the beginning of each shift.** Condition 5.21 says the log must be completed at the beginning of each shift, by you or the vehicle proprietor.
23. **B. Horn in working order.** Condition 5.21 lists lights, tyres, wipers, cleanliness, bodywork, plate, discs, stickers, tariff sheet and horn.
24. **C. In the vehicle at all times.** Condition 5.21 says the record must be kept in the vehicle at all times and shown to an Authorised Officer or Police Officer who asks.
25. **B. Private Hire Vehicle: not insured unless pre-booked with the operator.** The policy says the Council issues door signs for the top half of the rear passenger doors, with this wording.
26. **A. A sign showing your operator.** The policy and Appendix A condition 6.3 say the windscreen sign must show which operator you are working for. Signs with the words taxi, cab or for hire are not allowed.
27. **D. It is your choice, and it goes in the rear with the passenger in control.** Appendix A condition 8.1 says other animals may be carried if the driver chooses, in the rear of the vehicle, in the passenger's custody and control.
28. **B. Not until the passenger has paid the fare.** Condition 7.1 says the meter must always be visible and must not be cancelled or concealed until the passenger has paid.
29. **D. Give a written receipt for the fare paid.** Condition 7.4 says you must give a written receipt for the fare paid if the passenger asks.
30. **A. £12.** Condition 7.3 says you must not ask for more than the fare agreed, shown on a fare card, or shown on the meter.
31. **C. That they are the person who pre-booked.** Condition 8.1 says you must make sure the person getting in is the correct person for the pre-booked vehicle.
32. **D. At the back of a hackney carriage rank.** Condition 8.2 says not to wait without a booking in busy places, outside busy venues, at the front or back of hackney ranks, or in lines that look like a rank.

33. **B. No, the booking must first come to you from the operator.** Condition 8.3 says you must not accept or consider an offer of immediate hire, even if you then pass it to the operator. Bookings must first come to you from the operator.
34. **C. Straight after every hiring, or as soon as you can.** Condition 9.1 says to search the vehicle immediately after every hiring, or as soon as is practical.
35. **A. Report it to the operator and hand it over within 24 hours.** Condition 9.2 says to report it to the operator and hand it to them as soon as practical, within 24 hours at most. The 48-hour police rule is for hackney carriages.
36. **D. You follow the passenger's advice.** Condition 6.1 says you must follow the passenger's advice on where the dog travels, to best suit their needs.
37. **B. Display it in the vehicle, for example on the dashboard.** Condition 6.2 says the notice must be displayed in the vehicle in an easily accessible place. Condition 6.3 says you must also tell your operator.

Oldham hackney carriage byelaws and conditions

38. **B. Locked, with no fare recorded.** Byelaw 4 says that when standing or plying for hire, the device must be locked in the position where no fare is recorded.
39. **A. Before the journey begins.** Byelaw 4 says you must start the meter before beginning the journey and keep it running until the hire ends.
40. **D. HIRED.** Byelaws 3 and 4 say turning the key or flag brings the meter into action and makes the word HIRED appear.
41. **C. Keep the dial properly lit.** Byelaw 4 says the dial must be kept properly lit between half an hour after sunset and half an hour before sunrise, and at other times if the hirer asks.
42. **D. Only an Authorised Officer or a contractor approved by the Council.** Appendix B condition 11.1 says nobody else may tamper with a taximeter. Byelaw 5 also bans drivers and proprietors from tampering.
43. **B. It goes off.** Appendix B condition 10.4 says the sign must be switched off when the fare starts and the meter comes into operation.
44. **A. It must not be lit.** Appendix B condition 10.5 says the sign must not be lit when the vehicle is outside its licensing district.
45. **B. Go with reasonable speed to a stand appointed by the Council.** Byelaw 6 tells you to drive to a Council stand at a reasonable pace.
46. **D. Go to another stand.** Byelaw 6 says that if a stand already has the full number of carriages, you must go to another stand.
47. **C. Behind the last carriage, facing the same way.** Byelaw 6 says to stop immediately behind the carriages on the stand, facing the same way, and move up when the one in front moves.
48. **B. Only Oldham hackney carriages can stand on the rank.** The policy limits Oldham ranks to hackney carriages that hold an Oldham licence.

49. **D. You must not use another person to do this.** Byelaw 7 says you must not use another person to importune anyone to hire the carriage when standing or plying for hire.
50. **A. Do not carry more than the number on the plate.** Byelaw 10 says you must not carry more people than the number on the plate outside the carriage.
51. **B. Carry a reasonable amount and give reasonable help loading and unloading.** Byelaw 12 says to carry a reasonable amount of luggage and give reasonable help, including to or from the entrance of a building or station.
52. **C. Not in the front of the vehicle.** Appendix B condition 4.1 says a child under 16 with no adult must not be carried in the front.
53. **A. The Council.** The policy says the Council sets the Hackney Carriage Table of Fares. It cannot set private hire fares; those are for the operator.
54. **D. The table is a maximum, and the hirer can negotiate it down.** The table sets the top price. For a trip inside the borough, the hirer may talk it down.
55. **B. £9.40 or less.** Byelaw 14 says you cannot take more than the meter shows, except for extra charges authorised by the Council that cannot be recorded on it.
56. **A. Inside the carriage.** Byelaw 15 says the statement of fares must be shown inside the carriage in clear letters and figures.
57. **C. To a police station in the borough, within 48 hours.** Byelaw 18 says to take it to a police station in the borough as soon as possible, within 48 hours at most, and get a receipt.
58. **A. A receipt.** Byelaw 18 says you leave it with the officer in charge when they give you a receipt for it.
59. **B. £5.** Byelaw 18 sets the amount at 5p in the pound of its estimated value, or the fare to the Council office if greater, but not more than £5.
60. **A. Attend on time, unless a good reason stops you.** Byelaw 9 says you must be at the agreed place on time, unless a genuine reason delays or stops you.
61. **B. 85.** The policy says the Council is satisfied there is no significant unmet demand and limits the number to 85.
62. **D. 31 December 2029.** The policy sets 31 December 2029. Until then, a mixed fleet of saloons and wheelchair accessible vehicles is allowed.
63. **A. White to the front, red to the rear.** The policy says the roof sign on non-purpose-built hackney carriages shows white to the front and red to the rear.
64. **C. The word TAXI.** The policy says the mandatory door signs on the front driver and passenger door panels must include the word TAXI.
65. **D. Date, time, pick-up, destination and the operator's name and address.** Appendix B condition 17.2 lists date, time of first pick-up, pick-up point, destination, and the name and address of the operator.
66. **A. To the Council's Licensing Department.** Appendix B condition 17.5 says each full book must be delivered to the Council's Licensing Department.

Oldham licensing policy for drivers

67. **B. 21.** The policy says an applicant must be at least 21 when applying.
68. **C. At least 12 months.** The October 2025 policy says at least 12 months. The earlier policy, and the Council's October 2024 guidance, said 2 years.
69. **A. Directly after the Driver Awareness Training.** The policy says the test directly follows the training course.
70. **D. About 90 minutes.** The policy says the training lasts about 90 minutes.
71. **C. 15.** The policy says at least 15 of the 20 questions must be correct, which is 75%.
72. **B. An authorised officer will consider refusing your application.** The policy says the application is then referred to an authorised officer, who will consider refusing it.
73. **C. You are referred for an assessment of your speaking skills.** The policy says the application is referred to an authorised officer for an assessment of verbal communication skills.
74. **C. 6 months.** The policy says up to 6 months from the first language assessment. After that the application is refused and you need to reapply.
75. **B. A Certificate of Good Conduct, translated into English.** You may need a Certificate of Good Conduct. The relevant Embassy or Consulate must authenticate it and translate it into English.
76. **C. 30 days from the date on your DBS certificate.** The policy says within 30 days of the date printed on the certificate. If you miss this, you need a new certificate.
77. **A. At least every week.** By applying, you agree to checks at least weekly. The national standard is at least every 6 months, and the weekly checks give earlier warning if a subscription lapses.
78. **D. It is suspended with immediate effect.** The policy says the licence is suspended at once. You must produce a new DBS, and it stays suspended until the information has been considered.
79. **A. The licence holder.** The policy says it is your responsibility. The fee is charged to your registered card and is not a direct debit.
80. **D. Every 6 years.** The policy says on first application, then every 6 years until 65. From 65, a medical is needed every year.
81. **B. No more than 3 months.** Your medical must carry a date no more than 3 months before you hand it in.
82. **C. 3 years.** The policy says dual driver licences are granted for 3 years, with shorter periods in some cases, such as a trial after a hearing.
83. **C. Up to 8 weeks before it ends.** The Council's driver renewals page says you can apply up to 8 weeks before the licence ends.
84. **A. As a new applicant.** The grace period is 7 days. After more than 7 days, you must apply as a new applicant.
85. **A. No, not for a break of less than 5 years.** The policy says the training and test are not needed where the break is less than 5 years. At 5 years or more, you must do them again.

86. **B. The balance of probabilities.** The fitness policy says decisions use the balance of probabilities, and the applicant should not be given the benefit of the doubt.
87. **D. Yes, for example from the police or other agencies.** The fitness policy says the test is not based only on convictions. Non-conviction information can be considered.
88. **A. Yes, you must declare all convictions, spent or not.** The October 2025 policy says driver applicants must declare all convictions, spent or otherwise, and the fitness policy says they are never spent. The Council's October 2024 guidance leaves out "protected" convictions, so ask the Council if you think that applies to you.
89. **C. It treats it as if it were a conviction.** The fitness policy says all cautions and endorsable fixed penalties are treated as though they were convictions.
90. **B. It will be refused until 7 years have passed.** Schedule A says that where a dishonesty conviction is less than 7 years old, the application is refused or the licence revoked. With more than one, the period is 10 years.
91. **D. The licence may be revoked with immediate effect.** Schedule D says such evidence leads to immediate consideration of fit and proper status and may mean immediate revocation.
92. **A. The Council will consider if a hearing is needed.** Schedule F says that at six or more points in a three-year period, the Council will consider a hearing on whether you are fit and proper.
93. **B. It is refused, as it is within 12 months.** The fitness policy says a new application within 12 months of the decision is normally refused unless there are substantial material changes.
94. **C. To the Magistrates' Court, within 21 days.** The policy describes a 21-day appeal period, and appeals go to the Magistrates' Court. Further appeal to the Crown Court is possible.
95. **B. It must be in good condition.** The policy says clothing must be in good condition and drivers must keep good standards of personal hygiene.
96. **A. It is not acceptable.** Sportswear such as football and rugby kits, including team shirts, is listed as unacceptable.
97. **C. A tracksuit.** Tracksuits are named as acceptable, unlike team kits, beachwear and sandals with no heel strap.
98. **D. They must be secure around the toe and heel.** The policy says footwear must fit securely around the toe and heel. Flip flops are not acceptable.
99. **B. Yes, if they are knee length.** The policy says knee-length shorts are acceptable for all drivers.
100. **C. Not acceptable if it may hide their vision or identity.** The policy lists any hood or clothing that may obscure the driver's vision or identity as unacceptable.
101. **A. Exceptions for faith or disability are accepted.** The dress code allows for differences based on faith or disability.
102. **D. No, it does not.** The policy says the dress code does not require a distinct uniform, but it encourages supporting a company's uniform where one is required.

Safeguarding and CSE awareness

103. **A. This could be exploitation, so stay alert and report it.** A young person with older adults who are not family, who seems frightened, is a known warning sign of CSE. Note the details and report your concern.
104. **B. Sexual abuse where someone uses power over a child.** CSE is a form of child sexual abuse. A person or group uses an imbalance of power to trick, pressure or force a child into sexual activity.
105. **C. Under 18.** CSE can happen to any child or young person under the age of 18.
106. **D. Any child, boy or girl, from any background.** CSE can happen to any child under 18. Sefton's handbook says children of any class, race, religion or culture are vulnerable, and both boys and girls are at risk.
107. **B. Older partners and costly gifts are common signs of grooming.** Abusers often pretend to be a boyfriend or girlfriend. Relationships with older people and new, costly items the child cannot afford are signs of CSE.
108. **A. Report your concern to the police.** Taking young people to or from hotels and B&Bs, and regular customers taking young people with them, are listed CSE warning signs. Report it to the police; do not question the men yourself.
109. **C. A possible sign of exploitation.** Calls and messages from outside a child's normal circle of friends, and phones they cannot afford, are listed signs of exploitation.
110. **D. Call 999, as she may be in immediate danger.** A drunk child with adults going to a private house may be at immediate risk. When the risk is immediate, contact the police on 999.
111. **A. No, it is never the child's fault.** Exploitation is never the victim's fault. Children are groomed and may not see themselves as victims.
112. **D. A child who often goes missing from home.** Going missing from home and not saying where they have been is a listed sign that a child may be at risk of exploitation.
113. **C. The police on 999.** If the risk is immediate, call the police on 999 straight away. Council guidance says this, for example Sefton's handbook and Wolverhampton's licence conditions.
114. **B. 101.** Call the police on 101 for concerns that are not an emergency. Use 999 only if someone is in immediate danger.
115. **C. 0800 555 111.** Crimestoppers is an independent charity. You can give information on 0800 555 111 without giving your name.
116. **D. Write down what you saw and report it.** Your job is to record and report. Investigating is the role of the police and social workers, so do not investigate or confront anyone yourself.
117. **A. Times, places, people and what happened.** Guidance asks for clear facts: names, places and addresses, dates and times, descriptions of people and vehicles, and what was said or done.
118. **B. Your council's licensing or safeguarding team.** The DfT standards say to use the local safeguarding process. The first step is usually to contact the safeguarding lead at the council.

119. **B. Police and social workers do the investigating.** Government safeguarding advice says it is the role of social workers and the police to investigate. Your part is to note what you saw and report it.
120. **B. False.** False. You do not need proof. Guidance says to report if you suspect a child is at risk, or if something gives you a real sense of unease. The police and social workers decide what happens next.
121. **D. Listen calmly and do not promise to keep it secret.** Listen and take it seriously. Government advice says not to promise you won't tell anyone, because you may need to tell others to protect the child.
122. **A. Crimestoppers.** Crimestoppers lets you give information without giving your name, on 0800 555 111.
123. **C. Gangs using children to move drugs between areas.** County lines is when gangs move illegal drugs from one area to another, often using children or vulnerable people they have pressured into it.
124. **D. A phone line used to take drug orders.** The "county line" is the dedicated mobile phone line used to take drug orders.
125. **B. Warning signs of county lines exploitation.** The DfT lists these warning signs: a child travelling alone, at unusual hours such as school time, over long distances, not local, paying in cash or prepaid.
126. **C. 15 to 17.** The DfT standards say children aged 15 to 17 are the majority, but they may also be much younger.
127. **A. Gangs taking over a vulnerable person's home.** Cuckooing is when dealers take over the home of a vulnerable person and use it for their crime.
128. **B. Long trips paid in cash or prepaid.** Paying for journeys in cash or prepaid is one of the DfT's county lines warning signs, especially for a child travelling alone.
129. **A. A sign of modern slavery.** Signs of modern slavery include being controlled by others, someone else holding their ID, and being moved to work in a group at odd times.
130. **C. 08000 121 700.** Call the Modern Slavery & Exploitation Helpline on 08000 121 700, or report online. Call 999 in an emergency.
131. **D. They seem afraid, and someone else speaks for them.** Victims often seem afraid, avoid eye contact, are not free to speak for themselves and seem controlled by another person.
132. **B. Yes, trust your instincts and report it.** The NCA says trust your instincts. Even if it is not county lines, the person may be exploited in another way.
133. **D. An adult who may not be able to keep safe from harm.** The DfT standards use the Care Act 2014 meaning: an adult with care and support needs who, because of those needs, cannot protect themselves from abuse or neglect.
134. **C. Keep her safe and call the police for help.** Someone who is very drunk is vulnerable. Do not leave her somewhere unsafe and never take her to your home. Get help from the police.
135. **A. Stay calm, check details and get help.** Treat them patiently. Check details with the operator or a carer, and call the police if you cannot get them home safely.

136. **B. The child's safety, and whether to report it.** A child travelling alone at unusual hours is a warning sign of exploitation. Think about their safety and report your concern.
137. **C. They seem afraid of the person with them.** Fear of a companion, being controlled, or not being allowed to speak are signs that an adult may be at risk of abuse.
138. **D. Financial abuse.** Making a vulnerable person hand over money can be financial abuse. Note the details and report your concern.
139. **A. Physical, sexual, emotional and financial.** Abuse can take many forms, and it is often by someone the person knows. The DfT standards list psychological, emotional and financial abuse among others.
140. **D. See them out safely, close to their destination.** Wolverhampton's conditions say to drop passengers in a safe place as close as practicable to their destination, and to make sure they have got out safely before you set off.
141. **A. Politely refuse and give the operator's number.** Keep contact professional. Wolverhampton's conditions say drivers must not request or keep passengers' personal contact details or try to start a personal relationship with them.
142. **C. No, let them choose where to sit.** Let the passenger choose. Wolverhampton's conditions say passengers must be allowed to sit in their choice of licensed seat.
143. **B. Comments about a passenger's body or looks.** Codes of conduct say drivers must not make offensive or inappropriate comments, and Nottingham's conditions ban conversation of a personal or sexual nature. Breaking conditions can cost you your licence.
144. **A. Only when needed to help, with their agreement.** Drivers should not touch passengers unnecessarily or inappropriately. If someone may need help, ask them first rather than assume.
145. **C. No, it breaks professional boundaries.** Using what you learn on the job to contact a passenger, including through social networks, misuses their personal details. Wolverhampton's conditions also ban trying to start a personal relationship with a passenger.
146. **B. These are ways abusers groom children.** The Casey report, quoted in the DfT standards, found drivers who offered children cigarettes, alcohol or free rides in return for sex. Gifts and favours are grooming tools.
147. **D. Stay polite and professional.** Drivers should remain professional at all times and must not try to start a personal relationship with a passenger, whatever the passenger does.
148. **D. You, the driver, at all times.** A driver has responsibility for the safety of their passengers and a lot of control over them. Codes of conduct say drivers must remain professional at all times.
149. **A. Do not join in; change the subject.** Never join in sexual talk with a child. Conditions and codes of conduct ban conversation of a sexual nature and sexualised language. Report it if it suggests the child is at risk.
150. **C. Action Counters Terrorism.** ACT, Action Counters Terrorism, is the police campaign asking the public to report suspicious activity.
151. **B. Move away from it and call 999.** Visible wires make an item obviously suspicious. ProtectUK says do not touch it, move people away to a safe distance and call 999.

152. **D. Report it to the police or ACT.** If you see something that does not feel right, report it at gov.uk/ACT or on 0800 789 321. Call 999 in an emergency.
153. **A. 0800 789 321.** You can call the police in confidence on 0800 789 321, or report online at gov.uk/ACT.
154. **B. Run, Hide, Tell.** Run to a place of safety if you can. If you cannot, hide. Tell the police by calling 999 when it is safe.
155. **C. When it is safe to do so.** Get to safety first. Then tell the police by calling 999 when it is safe to do so.
156. **D. Yes, it is OK if you are not sure.** The ACT campaign says trust your instincts. It is OK if you are not sure; the police will check it.
157. **C. Listen, take them seriously and offer support.** Talking about suicide does not make it more likely. Listen, stay calm, and signpost them to help such as the Samaritans.
158. **B. 116 123.** Samaritans can be called free from any phone on 116 123, day or night.
159. **A. Call 999, as they may be in immediate danger.** If someone may harm themselves now, it is an emergency. Call 999 and stay with them if it is safe.

Customer care, conflict and personal safety

160. **B. Offer to help load them into the vehicle.** Helping with luggage is good service, and councils' conditions expect it: Nottingham, Sefton and Wolverhampton all tell drivers to give reasonable help with luggage.
161. **D. Greet them politely and confirm the destination.** A polite greeting and confirming the destination prevents mistakes and disputes later.
162. **C. It builds trust and shows you could identify them.** The Wolverhampton safety booklet says eye contact helps build a relationship and tells the passenger you could identify them.
163. **A. Turn it off politely.** The journey is for the passenger. Councils' conditions, such as Nottingham's and Sefton's, say you may not play a radio or music without the passenger's consent.
164. **D. Clean, tidy clothes and your badge as required.** Councils expect drivers to be clean and tidy (Nottingham: "clean and respectable" in dress) and to wear or display their badge as their licence conditions say.
165. **A. Stay calm and tell them how to complain.** Stay calm and do not raise your voice. Passengers can complain to the operator or the council: Wolverhampton publishes a taxi complaints line, and Sefton operators must tell complainants they can take it to the council.
166. **B. Agree it and explain the fare may be higher.** Agree the route and explain the cost before you set off, so there is no dispute at the end.
167. **C. Let the operator or passenger know.** Councils require drivers to attend bookings punctually (Leicester, Wolverhampton). If you are delayed, telling the operator or passenger is the professional step. Never speed to make up time.

168. **A. Check they have all their belongings.** Wolverhampton's conditions say to make sure passengers leave with their belongings and to search for lost property after each journey. Sefton also requires a search after every hiring.
169. **B. Stay calm and keep your voice level.** The safety booklet says stay professional and calm, and do not raise your voice. This can stop things getting worse.
170. **C. Open hands and steady eye contact.** Keeping your hands visible and open and keeping eye contact is non-threatening and can defuse a situation.
171. **D. Getting help from your control room secretly.** Agree a code word with your control room so you can call for help without making a threatening passenger suspicious.
172. **A. Park, use your horn and lights, and call 999.** If in danger, park and use your horn and lights to attract attention, and get help by calling 999.
173. **B. A brightly lit, busy place.** Busy, well-lit places are safer and are often covered by CCTV.
174. **C. No, you must never lock a passenger in.** Locking passengers in your vehicle can lead to arrest and a charge of false imprisonment.
175. **D. Stay inside your cab and call for help.** In a purpose-built taxi with a screen you are likely to be safer staying in the cab. Never risk your safety to protect the vehicle.
176. **B. Only charge what your council's rules allow.** For hackney carriages, the council can fix "all other charges in connection with the hire" in its table of fares. Hertsmere's 2025 table, for example, sets £50 for soiling. Only charge what your council allows.
177. **C. Many passengers have been drinking.** The booklet says night work carries the most risk of violence, as many passengers have been drinking. Make sure you are not tired.
178. **A. Write it down and report it to the police.** Note descriptions such as clothes and accent, and report it even if the police cannot act at once. It helps them plan.
179. **D. Take card payments and drop off cash often.** The booklet says carry as little cash as you can, use contactless payments, and drop off cash during your shift.
180. **C. Say you have only just started your shift.** Never say business is good. This could tell someone you have a lot of cash. You could say you have just started.
181. **D. Hidden in a secure box.** Keep cash hidden from view in a secure box, and try to hide it in several places until you can bank it.
182. **B. Trust your instincts and refuse it.** The booklet says always trust your instincts and refuse a fare if you have doubts about your safety. Never refuse for a discriminatory reason.
183. **A. Just enough to speak to them.** Only open the window enough to speak without people being able to reach inside.
184. **A. Yes, until you are ready to accept the fare.** Keep the doors locked while driving around. Unlock them when you have checked the passenger and are ready to accept the fare.
185. **D. That they are the booked passenger.** Confirm it is the correct booked passenger and the destination. This protects them and you.
186. **B. A wheel brace.** Items like wheel jacks could be used against you, and could be illegal. Keep tools secure in the boot.

187. **C. In case an attacker throws your keys away.** The Wolverhampton booklet says carry a spare key in case an attacker throws your keys away. It also suggests a phone and charger, a torch, a notepad and a personal alarm.

188. **B. It can deter violence and give evidence.** CCTV has been shown to reduce threats against drivers and means it is not just your word against theirs.

189. **A. Agree the fare before you set off.** Agreeing the fare first reduces the risk of a dispute later, when you may be in an isolated place.

190. **D. Tell the passenger and check they agree.** If you need to change route on the way, explain why and confirm the passenger agrees.

191. **C. Let them go and report it to the police.** Do not chase a passenger who owes you a fare. Your safety is more important than the money. Report it on 101.

192. **A. Fare disputes.** The booklet says many violent incidents arise from fare disputes, so be ready to explain how the fare is worked out.

193. **D. Follow your council's lost property rules.** Councils set their own lost property rules. Nottingham and Leicester say take it to the police within 24 hours; Sefton says 48 hours; Wolverhampton says report it to the operator.

194. **B. False.** False. Lost property is not yours. Councils' rules say to hand it in, for example to the police within 24 hours in Nottingham or 48 hours in Sefton.

195. **C. Calmly explain how the fare was worked out.** Be ready to explain the fare structure. Staying calm and clear often ends the dispute.

196. **B. Ask which route they prefer.** If there are several routes, confirm which one the passenger would like. This avoids complaints about the fare.

197. **B. Do not give out any passenger information.** Where a passenger went is personal data. It must only be used for the purpose it was collected for and kept secure. Wolverhampton's CCTV policy, for example, shares data only for a lawful reason such as a formal police request.

198. **C. No, keep passenger information private.** Passenger details and images are personal data and must be kept secure. Wolverhampton's CCTV policy bans uploading CCTV or dashcam footage to social media and calls it a breach of data protection law.

199. **D. That CCTV is in use.** The DfT standards say all passengers must be made fully aware if CCTV is operating in a vehicle.

200. **A. Only when someone switches it on.** The DfT says audio recording must not be continuously active by default and should be started by a switch or button. Check your council's CCTV policy too.

201. **B. The police or the council, for a proper reason.** Recordings should be secure and only seen by those with a legitimate reason, such as the police investigating a crime or the council investigating a complaint.

202. **D. In a rear seat, without a seat belt.** In a taxi or PHV with no correct child seat, a child under 3 can travel without one, but only in a rear seat and without a seat belt.

203. **A. A rear seat, with an adult seat belt.** If the driver does not provide the right child seat, a child aged 3 or over must travel in a rear seat wearing an adult seat belt.

204. **B. False.** False. Without the correct child seat, children can travel only in a rear seat.
205. **C. The front airbag must be switched off.** GOV.UK says you must deactivate any front airbags before fitting a rear-facing baby seat in a front seat.

Numeracy and fares

206. **C. £11.20.** The first mile costs £3.20. That leaves 4 miles at £2.00 = £8.00. £3.20 + £8.00 = £11.20.
207. **B. £9.80.** 4 miles × £1.80 = £7.20. Add the flag fall: £7.20 + £2.60 = £9.80.
208. **B. £5.00.** After the first mile there are 1.5 miles left. That is 7.5 fifths, and a part counts as a whole, so 8 × 25p = £2.00. £3.00 + £2.00 = £5.00.
209. **B. £8.50.** After the first half mile there are 2.5 miles left = 25 tenths. 25 × 20p = £5.00. £3.50 + £5.00 = £8.50.
210. **D. £7.90.** 3.2 – 0.5 = 2.7 miles = 27 tenths. 27 × 20p = £5.40. £2.50 + £5.40 = £7.90.
211. **D. £10.50.** 7 minutes × 30p = £2.10. £8.40 + £2.10 = £10.50.
212. **A. £1.60.** 4 minutes = 8 lots of 30 seconds. 8 × 20p = £1.60.
213. **B. £18.00.** 1.5 times £12.00 = £12.00 + £6.00 = £18.00.
214. **C. £15.60.** 50% of £10.40 is £5.20. £10.40 + £5.20 = £15.60.
215. **A. £17.60.** Only passengers after the first are charged: 3 × £1.00 = £3.00. £14.60 + £3.00 = £17.60.
216. **A. 4 miles.** Take off the flag fall: £9.00 – £3.00 = £6.00. £6.00 ÷ £1.50 = 4 miles.
217. **B. £6.60.** £20.00 – £13.40 = £6.60. Check: £13.40 + £6.60 = £20.00.
218. **A. £2.35.** £10.00 – £7.65 = £2.35. Check: £7.65 + £2.35 = £10.00.
219. **A. £3.20.** £20 + £10 = £30.00. £30.00 – £26.80 = £3.20.
220. **D. £31.25.** £50.00 – £18.75 = £31.25. Check: £18.75 + £31.25 = £50.00.
221. **A. £2.70.** £15.00 – £11.30 = £3.70. Take off the £1 tip: £3.70 – £1.00 = £2.70.
222. **C. £4.50.** £10.40 – £5.90 = £4.50. Check: £5.90 + £4.50 = £10.40.
223. **D. 5 coins.** £2 + £2 + 50p + 20p + 10p = £4.80. That is 5 coins.
224. **D. £8.20.** £24.60 ÷ 3 = £8.20. Check: 3 × £8.20 = £24.60.
225. **C. £7.75.** £31.00 ÷ 4 = £7.75. Check: 4 × £7.75 = £31.00.
226. **A. £1.80.** £10 + £5 = £15.00. £15.00 – £13.20 = £1.80.
227. **D. 50p.** The correct change is £20.00 – £14.50 = £5.50. You gave £5.00, so you still owe 50p.
228. **B. 30 minutes.** Time = distance ÷ speed. 12 ÷ 24 = 0.5 hours, which is 30 minutes.
229. **D. 1 hour 30 minutes.** 45 ÷ 30 = 1.5 hours. Half an hour is 30 minutes, so the journey takes 1 hour 30 minutes, not 1 hour 50.
230. **A. 24 minutes.** 8 ÷ 20 = 0.4 hours. 0.4 × 60 = 24 minutes.

231. **C. 18 miles.** 36 minutes is 0.6 of an hour. 0.6 × 30 = 18 miles.
232. **D. 15:25.** 14:35 + 25 minutes = 15:00. Add the other 25 minutes: 15:25.
233. **C. 00:15.** 22:30 + 1 hour = 23:30. 23:30 + 45 minutes = 00:15, which is a quarter past midnight. The clock goes back to 00 after 23:59.
234. **C. 07:40.** 25 + 5 = 30 minutes. 08:10 – 30 minutes = 07:40.
235. **B. 19:45.** For pm times, add 12 to the hour: 7 + 12 = 19, so 7.45 pm is 19:45.
236. **B. 20 minutes past midnight.** 00:20 in the 24-hour clock is 12.20 am: 20 minutes after midnight.
237. **D. 3.05 pm.** Take 12 away from hours after 12: 15 – 12 = 3, so 15:05 is 3.05 pm.
238. **C. 05:30.** 05:30 is between 23:00 and 06:00, so it is in the night tariff. 06:15, 22:45 and 18:00 are all outside it.
239. **B. £90.** 10% of £600 is £60 and 5% is £30. 15% = £60 + £30 = £90. (£510 is what you keep, not the commission.)
240. **A. £625.** £120 + £95 = £215. £840 – £215 = £625.
241. **C. £43.50.** 240 ÷ 8 = 30 litres. 30 × £1.45 = £43.50.
242. **B. £8.40.** 120 × 0.25 = 30 kWh. 30 × 28p = £8.40. (£33.60 is 120 × 28p, which forgets the 0.25.)
243. **D. £13.00.** 1% of £12.50 is 12.5p, so 4% is 50p. £12.50 + £0.50 = £13.00.
244. **A. 70p.** 1% of £40 is 40p. 1.75 × 40p = 70p.
245. **A. £19.80.** 10% of £22.00 is £2.20. £22.00 – £2.20 = £19.80.
246. **C. £21.** £168 ÷ 8 = £21 an hour.
247. **B. £1.50.** £45 ÷ 30 = £1.50 a mile.
248. **D. 183 miles.** 45,463 – 45,280 = 183 miles.
249. **C. £14.70.** Rounding up to the next 10p turns £14.63 into £14.70. £14.60 would be rounding down.
250. **A. 2 vehicles.** 7 ÷ 4 = 1.75, and you cannot send part of a vehicle, so round up to 2. Never carry more passengers than your licence allows.

Highway Code for taxi and private hire drivers

251. **A. Something that you must not do.** Signs with red circles are mostly prohibitive: they tell you what you must not do. Plates below a sign add details, such as times.
252. **D. It gives an order you must follow, such as 'turn left'.** Signs with blue circles but no red border mostly give a positive instruction, such as 'ahead only' or 'keep left'.
253. **B. Triangular.** Warning signs are mostly triangular. Direction and information signs are mostly rectangular, and signs giving orders are mostly circular.
254. **B. Green.** Primary routes have green signs. Motorway signs are blue, local routes are white with a black border, and brown signs show tourist attractions.

255. **D. Only when the bus lane signs show that taxis are allowed.** Bus lane signs show which vehicles, if any, may use the lane. Unless the signs allow your vehicle, you should not drive in it while it is in operation.

256. **A. You may not use it, unless the sign also allows private hire vehicles.** The Highway Code lists taxis and licensed private hire vehicles as separate types of vehicle. A sign that shows only taxis does not include private hire vehicles.

257. **B. Any vehicle, as long as other signs do not say otherwise.** You should not drive in a bus lane during its period of operation unless the signs allow you. Outside the times shown, the lane can be used by other traffic.

258. **B. False.** Each bus lane or bus gate has signs that say which vehicles are allowed. Some include taxis and some do not, so you must read the sign each time.

259. **A. You must not drive into it.** You must not enter a road, lane or other route reserved for trams. Trams cannot steer round an obstruction.

260. **D. When your exit road or lane is clear.** You must not enter the box until your exit is clear. You may wait in it to turn right if only oncoming traffic, or other vehicles waiting to turn right, stop you.

261. **C. 60 mph.** For cars, the national limit is 60 mph on single carriageways and 70 mph on dual carriageways and motorways.

262. **C. 70 mph.** Cars may do up to 70 mph on dual carriageways and motorways, unless signs show a lower limit.

263. **B. 30 mph.** A 30 mph limit generally applies to roads with street lights (not motorways) in England and Scotland, unless signs show otherwise.

264. **A. 20 mph.** In Wales the default limit on roads with street lights is 20 mph. Some roads have a 30 mph limit set locally.

265. **C. 60 mph.** Buses, coaches and minibuses up to 12 metres long have a limit of 50 mph on single carriageways and 60 mph on dual carriageways.

266. **C. 23 metres.** At 30 mph the typical thinking distance is 9 metres and the braking distance is 14 metres, so the overall stopping distance is 23 metres.

267. **B. 9 metres.** Thinking distance is how far you travel before you start to brake. At 30 mph it is about 9 metres.

268. **C. 36 metres.** At 40 mph it is 12 metres thinking distance plus 24 metres braking distance: 36 metres in total.

269. **D. 96 metres.** At 70 mph it is 21 metres thinking distance plus 75 metres braking distance: 96 metres in total.

270. **B. Make it at least twice as long.** The gap should be at least doubled on wet roads, and up to ten times greater on icy roads.

271. **C. A limit is the most you may do, and it is not always safe.** The speed limit is the absolute maximum. It does not mean it is safe to drive at that speed in all conditions.

272. **B. People driving the vehicles that can do the most harm.** Those in charge of vehicles that can cause the greatest harm in a collision bear the greatest responsibility. This applies to drivers of cars and taxis, as well as larger vehicles.

273. **B. Pedestrians, cyclists, horse riders and motorcyclists.** Pedestrians, cyclists, horse riders and motorcyclists are most at risk. Children, older adults and disabled people are at even greater risk.

274. **C. Give way and let the pedestrian cross first.** At a junction you should give way to pedestrians crossing or waiting to cross a road that you are turning into or out of.

275. **A. True.** Rule H2 says only pedestrians may use the pavement, and that pedestrians include wheelchair and mobility scooter users.

276. **A. At least 1.5 metres.** Leave at least 1.5 metres when overtaking cyclists at speeds of up to 30 mph, and more space at higher speeds. Wait behind if you cannot leave enough space.

277. **D. Below 10 mph, leaving at least 2 metres.** Pass horse riders and horse-drawn vehicles at under 10 mph and allow at least 2 metres of space.

278. **C. Wait and let the cyclist go past before you turn.** You should not cut across cyclists going ahead when you turn. Do not turn if it would make the cyclist stop or swerve.

279. **A. Give them plenty of room and do not cut across them.** Give priority to cyclists on the roundabout. Give them plenty of room and do not try to overtake them within their lane.

280. **B. With your left hand, so you turn and look behind you.** Where you can, open the door with the hand on the opposite side. This makes you look over your shoulder, so you are more likely to see cyclists and motorcyclists.

281. **C. No, as another vehicle may be coming that they cannot see.** Do not wave, flash your lights or use your horn to invite pedestrians across. This could be dangerous if another vehicle is approaching.

282. **A. To call 999 or 112 in an emergency when it is unsafe to stop.** You must not use a hand-held phone for any purpose while driving, even when stationary in traffic. There is an exception to call 999 or 112 in a genuine emergency when it is unsafe or impractical to stop.

283. **A. Yes, if you do not hold it and it does not block your view.** You may use a device hands-free, for example in a holder, as long as you do not hold it and it does not block your view of the road. You must still stay in full control.

284. **C. 6 penalty points and a £200 fine.** You can get 6 penalty points and a £200 fine. If you passed your test in the last 2 years, you will lose your licence.

285. **B. When the vehicle is stopped and you pay at a payment terminal.** You may use a hand-held device to make a contactless payment only when the vehicle is stationary and the goods or services are received at the same time or after.

286. **D. The passenger.** Adult passengers aged 14 and over must wear a seat belt if one is available. The passenger is responsible for this.

287. **B. Wear the adult seat belt.** From age 3 up to 1.35 metres or age 12, a child must use an adult belt in the rear if the correct child restraint is not available in a licensed taxi or private hire vehicle.

288. **D. While plying for hire or carrying passengers.** A licensed taxi driver does not need to wear a seat belt while looking for customers (plying for hire) or while carrying passengers.

289. **C. Yes, as the exemption is only for when you carry passengers.** A private hire driver is exempt only while carrying passengers. With no passengers in the car, you must wear your seat belt.

290. **B. 35 microgrammes per 100 ml.** In England and Wales you must not drive with more than 35 microgrammes of alcohol per 100 millilitres of breath. The limit in Scotland is lower, at 22.

291. **B. You may still be unfit to drive.** Alcohol takes time to leave your body. You may be unfit to drive in the morning after drinking the evening before.

292. **A. After every 2 hours of driving.** Plan your journey to take enough breaks. A break of at least 15 minutes after every two hours of driving is recommended.

293. **B. The Driver and Vehicle Licensing Agency (DVLA).** You must report to the DVLA any health condition likely to affect your driving. Your council licence conditions may also ask you to tell the council.

294. **C. No, you must not stop or park on the zig-zag lines.** You must not stop or park on a pedestrian crossing or in the area marked by the zig-zag lines.

295. **D. No, you must not stop there even to set down a passenger.** You must not wait, park, or stop to set down and pick up passengers on school entrance markings when upright signs show a ban on stopping.

296. **A. Yes, you may stop while passengers get in or out.** Double yellow lines mean no waiting at any time, but you may stop while passengers board or alight, unless other restrictions apply.

297. **C. A licensed taxi.** Red lines ban stopping to park, load or unload, or to let people board or alight. The exceptions are a licensed taxi and a Blue Badge holder.

298. **B. Within 10 metres.** Do not stop or park opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space.

299. **D. At or near a bus stop.** Do not stop or park at or near a bus or tram stop or taxi rank, or anywhere you would block access for emergency services.

300. **C. Stop just long enough for passengers to get in or out.** You must not stop on an urban clearway in its hours of operation, except to pick up or set down passengers.

301. **D. No, you must not stop on the main carriageway of a clearway.** This sign means no stopping (clearway). You must not stop or park on a clearway. Only an urban clearway allows stopping to pick up or set down.

302. **B. No, you must not stop or park in a taxi bay.** You must not stop or park on taxi bays shown by upright signs and markings. These are for hackney carriages.

303. **A. Switch it off and apply the parking brake.** You must not leave an engine running unnecessarily while stationary on a public road. If you will be stopped for more than a couple of minutes, apply the parking brake and switch off the engine.

304. **C. No, not between 11.30 pm and 7 am in a built-up area.** You must not use your horn while stationary, or in a built-up area between 11.30 pm and 7 am, except when another road user poses a danger.

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