Sefton taxi knowledge test: questions and answers

Practice questions for the Sefton Council test: Sefton'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 document: check your council's current guidance.

Questions

Sefton Licensing Handbook practice questions

Getting and keeping a driver licence

1. **How long must you have held a full driving licence before Sefton will grant you a driver licence?**
   - ☐ A. At least 12 months in total
   - ☐ B. At least 6 months in total
   - ☐ C. At least 3 years in total
   - ☐ D. At least 5 years with no points

2. **What kind of medical does Sefton need before it grants a driver licence?**
   - ☐ A. A DVLA Group 1 car medical
   - ☐ B. An eyesight test at an optician
   - ☐ C. A full DVLA Group 2 medical
   - ☐ D. A health form you fill in yourself

3. **After your first licence, at what ages does Sefton ask for a new medical?**
   - ☐ A. At 40, 50 and 60, then every 5 years
   - ☐ B. At 45, 55 and 65, then every 3 years
   - ☐ C. At 50 and 60, then every year after that
   - ☐ D. Every 5 years, whatever your age is

4. **The Council refuses you a licence because you are not a 'fit and proper' person. What can you do?**
   - ☐ A. Appeal to the Crown Court within 28 days
   - ☐ B. Appeal to the County Court within 14 days
   - ☐ C. Ask a councillor to overturn it within 6 months
   - ☐ D. Appeal to the Magistrates' Court within 21 days

5. **You receive a formal caution while you hold a Sefton private hire driver licence. When must you tell the Council in writing?**
   - ☐ A. Within 48 hours
   - ☐ B. Within 7 working days
   - ☐ C. Within 14 working days
   - ☐ D. When you next renew your licence

6. **Your licensed vehicle is in an accident that damages it. When must you report it to the Council?**
   - ☐ A. Within 24 hours, by phoning the Contact Centre
   - ☐ B. Within 7 working days, with a written quote for the repairs
   - ☐ C. Only if someone was injured, within 14 days
   - ☐ D. Within 72 hours, with details and the insurance policy

7. **A court bans you from driving. What must you do as a licensed driver?**
   - ☐ A. Tell the Council within 24 hours and return your licence and badge within 7 working days
   - ☐ B. Tell the Council within 7 days and keep your badge until the ban has ended
   - ☐ C. Tell your operator only; the Council will hear about it from the court
   - ☐ D. Return your badge within 24 hours and tell the Council at renewal time

8. **You move house. How long do you have to tell the Council in writing?**
   - ☐ A. 48 hours
   - ☐ B. 28 days
   - ☐ C. 7 working days
   - ☐ D. 3 months

9. **Your last Sefton licence ran out 18 months ago and you apply again. Do you need to take the knowledge test?**
   - ☐ A. Yes, because every new application needs a new test
   - ☐ B. Yes, because your old licence expired more than 12 months ago
   - ☐ C. No, as long as you pass a new DBS check and medical
   - ☐ D. No, because your last licence expired less than 2 years ago

10. **Can you bring an interpreter to help you with the knowledge test?**
    - ☐ A. No, you must pass it without an interpreter
    - ☐ B. Yes, if you book one with the Council first
    - ☐ C. Yes, but only for the safeguarding questions
    - ☐ D. Yes, if you pay the interpreter's fee yourself

Private hire drivers and operators

11. **Before you start work as a private hire driver, where must your private hire driver licence be kept?**
    - ☐ A. With you in the vehicle, and a copy at home
    - ☐ B. With the Council, and a copy with the proprietor
    - ☐ C. With the vehicle proprietor, and a copy with the operator
    - ☐ D. With the operator, and a copy in the glovebox

12. **A passenger leaves a phone in your private hire vehicle. What must you do with it?**
    - ☐ A. Keep it safe for 7 days and then hand it to your operator
    - ☐ B. Report it to the police or return it to the owner within 48 hours
    - ☐ C. Hand it to the Council at the One Stop Shop within 14 days
    - ☐ D. Leave it in the car until the passenger rings the operator

13. **Can you play the radio or music during a private hire journey?**
    - ☐ A. Only if the hirer clearly agrees to it
    - ☐ B. Yes, at a low volume, without asking anyone
    - ☐ C. No, never, whatever the passenger wants
    - ☐ D. Only between 7am and 11pm on weekdays

14. **Someone waves at your private hire car in the street and asks for a ride. What should you do?**
    - ☐ A. Take them if you have no booking for the next hour
    - ☐ B. Take them if you start the meter as soon as they get in the car
    - ☐ C. Refuse; every journey must be booked through your operator
    - ☐ D. Take them if you ring the operator once the trip ends

15. **You hold a Sefton private hire driver licence. Can you work for an operator licensed by another council?**
    - ☐ A. Yes, if the operator's office is within 10 miles of Sefton
    - ☐ B. No; driver, vehicle and operator must all be licensed by one council
    - ☐ C. Yes, if your vehicle licence plate is also from Sefton
    - ☐ D. Yes, but only for journeys that start inside Sefton

16. **What must the operator door signs on a private hire vehicle say?**
    - ☐ A. "PRE-BOOKED TAXI", in letters at least 50mm high
    - ☐ B. "LICENSED CAB", in letters at least 25mm high
    - ☐ C. "SEFTON PRIVATE HIRE", in letters at least 10mm high
    - ☐ D. "PRIVATE HIRE ONLY", in letters at least 25mm high

17. **Which of these is not allowed on a private hire vehicle?**
    - ☐ A. Showing the operator's website address on the door signs
    - ☐ B. Calling the vehicle a taxi or cab on its signs
    - ☐ C. Fitting a small rear window sign with the operator's number
    - ☐ D. Displaying the operator's mobile app name on the door

18. **When can a private hire vehicle work without its operator door signs?**
    - ☐ A. When the driver is taking a passenger to an airport outside of Sefton
    - ☐ B. When the vehicle is a saloon with tinted rear windows fitted
    - ☐ C. When the journey was booked through an app, not by phone
    - ☐ D. When it has a Council exemption notice for a full day (24 hour) hire

19. **For how long must a private hire operator keep its journey records?**
    - ☐ A. At least 6 months
    - ☐ B. At least 1 month
    - ☐ C. At least 3 years
    - ☐ D. Until the end of each tax year

20. **Before you start a shift in someone else's private hire vehicle, what must you check?**
    - ☐ A. Only the fuel level, the satnav and the radio
    - ☐ B. Nothing, as it is the owner's job
    - ☐ C. Fluid levels, tyres, brakes and lights
    - ☐ D. Only the tax disc and the MOT date

21. **Where must operator door signs be shown on a private hire vehicle while it is working?**
    - ☐ A. On the bonnet and on the boot lid
    - ☐ B. On the driver's door only
    - ☐ C. In the front and rear windscreens
    - ☐ D. On both front doors or on both rear doors

Hackney carriage byelaws and conditions

22. **You drive to a hackney carriage rank and every space is taken. What do the byelaws say you must do?**
    - ☐ A. Go on to another rank
    - ☐ B. Wait in the road beside the rank
    - ☐ C. Park on the nearest yellow line
    - ☐ D. Wait behind the rank on the pavement

23. **There is space on a rank. Where do you put your hackney carriage?**
    - ☐ A. At the front, if the first driver is away from the car
    - ☐ B. Anywhere on the rank with a clear space
    - ☐ C. Behind the last carriage, facing the same way
    - ☐ D. Beside the first carriage, ready to leave

24. **While waiting on a rank, may you call out to people walking past to get a fare?**
    - ☐ A. Yes, if you stay inside your vehicle
    - ☐ B. No, and you must not ask someone else to do it
    - ☐ C. Yes, but only after 10pm at night
    - ☐ D. No, unless the rank is near a station

25. **A passenger leaves a bag in your hackney carriage and nobody claims it. What must you do?**
    - ☐ A. Take it to a police station in Sefton within 48 hours
    - ☐ B. Keep it at home for 28 days before handing it in
    - ☐ C. Take it to the One Stop Shop within 7 days
    - ☐ D. Give it to the next driver on the rank to hold

26. **When must the taximeter dial be lit during a hiring?**

- ☐ A. Only when the passenger asks to see the fare on the dial
- ☐ B. From 6pm to 6am every day of the year, and at no other time
- ☐ C. From half an hour after sunset to half an hour before sunrise, or when asked
- ☐ D. Only while the vehicle is stopped and waiting for a passenger

27. **A Sefton hackney carriage roof sign is not in a roof bubble. What colours must it be?**

- ☐ A. White at the front and red at the back
- ☐ B. Yellow at the front and red at the back
- ☐ C. Yellow at the front and yellow at the back
- ☐ D. Black at the front and white at the back

28. **When should the roof sign on a hackney carriage be lit?**

- ☐ A. When the vehicle is hired, and off when free
- ☐ B. All the time the engine is running
- ☐ C. Only after dark, whether hired or not
- ☐ D. When the vehicle is free for hire, and off when hired

29. **Your hackney carriage is a saloon car, not a purpose-built cab. What words must the front of its roof sign show?**

- ☐ A. "TAXI" on its own is enough
- ☐ B. "TAXI HACKNEY" or "HACKNEY TAXI"
- ☐ C. "SEFTON TAXIS" or "TAXI FOR HIRE"
- ☐ D. "FOR HIRE" or "HIRE ME"

30. **Can a Sefton hackney carriage pick up people in the street in Liverpool?**

- ☐ A. Yes, anywhere on Merseyside
- ☐ B. Yes, but only from the ranks in Liverpool
- ☐ C. No, it can never go into Liverpool
- ☐ D. No, but it can do pre-booked work there

31. **On a metered journey, can you ask for more than the fare on the taximeter?**

- ☐ A. Only for extras allowed in the Council's table of fares
- ☐ B. Yes, if the traffic was much worse than usual
- ☐ C. Yes, if you and the passenger agree a price at the end
- ☐ D. Yes, up to 10% more for late night journeys

32. **How many hackney carriage vehicle licences does Sefton currently limit itself to?**

- ☐ A. 150
- ☐ B. 328
- ☐ C. 271
- ☐ D. 500

33. **When must a hackney carriage driver wear the Council badge?**

- ☐ A. Only when a police officer asks to see it
- ☐ B. Only on journeys that leave the borough
- ☐ C. Only during night shifts after 8pm
- ☐ D. When standing or plying for hire, and when hired

Licensed vehicles: standards, plates and signs

34. **For how long is a vehicle compliance certificate valid before you license the vehicle?**

- ☐ A. 28 days
- ☐ B. 7 days
- ☐ C. 3 months
- ☐ D. 12 months

35. **A standard car is over 8 years old. Can Sefton license it?**

- ☐ A. Yes, for a full year, if it passes a normal MOT test first
- ☐ B. No, never, whatever its condition or history
- ☐ C. Only if Sefton licensed it the year before, then for 6 months at a time
- ☐ D. Only if it is wheelchair accessible, for 3 years

36. **A purpose-built hackney carriage on a separate chassis (a London-style cab) can be licensed up to what age before the stricter rule applies?**

- ☐ A. 5 years
- ☐ B. 11 years
- ☐ C. 8 years
- ☐ D. 15 years

37. **What is the minimum light that must pass through the front windscreen?**

- ☐ A. 75%
- ☐ B. 50%
- ☐ C. 60%
- ☐ D. 90%

38. **Your licensed vehicle has a scratch on the bodywork. Above what length does it fail the minimum standard?**

- ☐ A. 5mm
- ☐ B. 100mm
- ☐ C. 25mm
- ☐ D. 250mm

39. **You want to fit CCTV in your licensed vehicle. What must you do?**

- ☐ A. Get written consent from every single passenger
- ☐ B. Display at least one warning notice inside
- ☐ C. Fit it only if it records no sound
- ☐ D. Tell the police each time you record

40. **Where must the large external licence plate go?**
    - ☐ A. Stuck inside the rear window, facing out
    - ☐ B. Fixed to the front bumper below the number plate
    - ☐ C. Kept in the glovebox to show on request
    - ☐ D. Screwed securely to the rear of the vehicle

41. **Where must the small internal licence plate go?**
    - ☐ A. Inside the offside of the rear window
    - ☐ B. Inside the nearside of the front windscreen
    - ☐ C. On the dashboard just in front of the driver
    - ☐ D. On the back of the driver's headrest

42. **A family with a baby wants to travel. Your licence says 4 passengers and there are 4 adults. Can the baby come too?**
    - ☐ A. Yes, babies on a lap do not count at all
    - ☐ B. Yes, if the baby travels in a car seat in the boot space
    - ☐ C. Yes, if the parents sign to accept the risk
    - ☐ D. No; babies count towards the number on the licence

43. **An officer finds one of your vehicle's lights is not working. What does the handbook say usually happens?**
    - ☐ A. You get a 24-hour advisory notice to fix it and show the vehicle
    - ☐ B. Your driver licence is suspended for three months, starting today
    - ☐ C. You get a fixed penalty and a 7-day ban from all work
    - ☐ D. Your vehicle licence is revoked and the plates removed

44. **Your vehicle is found with two underinflated tyres. What is the usual sanction?**
    - ☐ A. A verbal warning and advice to check them soon
    - ☐ B. A 7-day notice to fix them at a Council garage
    - ☐ C. Immediate suspension of the vehicle licence until fixed
    - ☐ D. A fine but no change to the vehicle licence

45. **How many vehicle examinations a year can the Council require?**
    - ☐ A. Only one
    - ☐ B. Up to six
    - ☐ C. One a month
    - ☐ D. Up to three

Conduct, convictions and safeguarding

46. **You are worried a child in your car is being neglected, but they are not in immediate danger. Who should you ring?**
    - ☐ A. The Multi Agency Safeguarding Hub (MASH) on 0345 140 0845
    - ☐ B. The child's school the next day, in office hours
    - ☐ C. Your operator, so they can decide what to do
    - ☐ D. Nobody, unless the child asks you for help

47. **You suspect a young passenger is being sexually exploited. Which number does the handbook give for this?**
    - ☐ A. 111, or the NHS walk-in centre
    - ☐ B. Your operator's office number
    - ☐ C. 101, or the MASH on 0345 140 0845
    - ☐ D. The Council's licensing team email

48. **You are worried about child sexual exploitation. What notes does the handbook say are most useful to the police?**
    - ☐ A. Your own view of the family and where they come from
    - ☐ B. Names, descriptions, pick-up and drop-off addresses, dates and times
    - ☐ C. A photo of the child taken on your phone without asking
    - ☐ D. Only the fare paid and how it was paid

49. **What can happen to a driver who refuses to carry a guide dog or assistance dog?**
    - ☐ A. It is an offence, with fines of up to £5,000
    - ☐ B. Nothing, if the driver offers to call another car
    - ☐ C. A warning letter, then a fine of up to £100
    - ☐ D. It is allowed if the driver has a pet allergy

50. **On what grounds can a driver be exempt from carrying assistance dogs?**
    - ☐ A. Religious grounds, with a signed letter from a faith leader
    - ☐ B. If the vehicle has new seats or carpets fitted
    - ☐ C. Medical grounds only, with a Council exemption certificate
    - ☐ D. If the operator agrees and notes it on the booking

51. **A passenger lights a cigarette in your vehicle. Who is responsible for stopping it?**
    - ☐ A. The passenger alone, because it is their choice
    - ☐ B. You, the driver, and you could get a fixed penalty
    - ☐ C. The operator, who must call and warn the passenger
    - ☐ D. Nobody, if all the windows are open

52. **You cannot finish a journey because of a problem you could have avoided. What can you charge?**
    - ☐ A. Half the fare shown on the meter so far
    - ☐ B. The full fare that was agreed at the start
    - ☐ C. The distance driven plus a call-out charge
    - ☐ D. Nothing for the distance you have driven

53. **An applicant has a conviction for an offence of dishonesty. How long does the convictions policy say must pass before a licence is granted?**
    - ☐ A. At least 2 years after the conviction
    - ☐ B. At least 7 years after the sentence ends
    - ☐ C. At least 12 months after the sentence ends
    - ☐ D. It can never be granted for dishonesty

54. **An applicant has a penalty for using a hand-held mobile phone while driving. How long must they wait?**

- ☐ A. At least 6 months
- ☐ B. At least 1 year
- ☐ C. At least 10 years
- ☐ D. At least 5 years

55. **A licensed driver fails a police roadside breath test. What does the convictions policy say?**

- ☐ A. Their licence will be revoked
- ☐ B. They get a formal written warning
- ☐ C. Their licence is suspended for 7 days
- ☐ D. Nothing until a court convicts them

56. **At how many penalty points on your DVLA licence will the Council review your taxi licence?**

- ☐ A. 3 points
- ☐ B. 6 points
- ☐ C. 12 points
- ☐ D. 9 points

57. **An officer finds you driving a licensed vehicle with no valid insurance. What usually happens to your driver licence?**

- ☐ A. You get 28 days to find a new policy before any action
- ☐ B. Nothing, as insurance is the proprietor's problem
- ☐ C. A warning is given on the first two occasions
- ☐ D. It is suspended at once until you show valid insurance

58. **Your licence was revoked 8 months ago and nothing has changed. What does the policy say about a new application?**

- ☐ A. It would normally be refused within 12 months
- ☐ B. It must be approved after 6 months
- ☐ C. It is approved if you pay a higher fee
- ☐ D. It goes straight to the Magistrates' Court for a decision

59. **Is there a legal limit on how many hours a Sefton driver can work in a day?**

- ☐ A. Yes, 10 hours a day, with a log book checked by officers
- ☐ B. Yes, 8 hours a day, or 12 hours at weekends only
- ☐ C. No, but the Council urges regular breaks and stopping when tired
- ☐ D. No, and the Council gives no advice about it

Safeguarding and CSE awareness

Signs of child sexual exploitation

60. **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

61. **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

62. **For CSE, up to what age is a person a child?**
    - ☐ A. Under 14
    - ☐ B. Under 16
    - ☐ C. Under 18
    - ☐ D. Under 21

63. **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

64. **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

65. **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

66. **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

67. **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

68. **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

69. **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

70. **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

71. **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

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

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

73. **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

74. **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

75. **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

76. **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

77. **True or false: you must be sure that abuse is happening before you report a concern.**
    - ☐ A. True
    - ☐ B. False

78. **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

79. **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

80. **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

81. **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

82. **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

83. **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

84. **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

85. **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

86. **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

87. **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

88. **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

89. **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

90. **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

91. **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

92. **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

93. **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

94. **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

95. **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

96. **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

97. **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

98. **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

99. **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

100. **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

101. **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

102. **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

103. **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

104. **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

105. **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

106. **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

107. **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

108. **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

109. **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

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

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

111. **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

112. **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

113. **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

114. **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

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

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

116. **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

Equality and disability duties

Wheelchair users and designated vehicles

117. **What is a "designated" vehicle under the Equality Act 2010?**
- ☐ A. Any vehicle with a taxi roof sign
- ☐ B. A listed wheelchair-accessible vehicle
- ☐ C. A vehicle used only for school contracts
- ☐ D. A vehicle with a working card machine

118. **A wheelchair user hires your designated vehicle. Which is one of your legal duties?**
- ☐ A. To ask them to move into a normal seat
- ☐ B. To carry them only if the trip is short
- ☐ C. To call a different driver to help
- ☐ D. To carry them in their wheelchair

119. **Can you charge extra for carrying a wheelchair user in a designated vehicle?**
- ☐ A. No, no extra charge is allowed
- ☐ B. Yes, up to £5 for using the ramp
- ☐ C. Yes, if loading takes over 10 minutes
- ☐ D. Yes, if the passenger agrees to pay

120. **Under the Equality Act, what does "mobility assistance" include?**
- ☐ A. Pushing the wheelchair to any address in town
- ☐ B. Helping the passenger with their shopping list
- ☐ C. Help getting in and out, and loading luggage
- ☐ D. Waiting for free while they finish an errand

121. **A wheelchair user prefers to sit in a passenger seat. What must you do with the wheelchair?**
- ☐ A. Carry the wheelchair in the vehicle
- ☐ B. Leave it at the pick-up point
- ☐ C. Charge extra to put it in the boot
- ☐ D. Ask them to send it by another taxi

122. **What is the maximum fine for failing a duty under section 165?**
- ☐ A. Up to £100
- ☐ B. Up to £250
- ☐ C. Up to £5,000
- ☐ D. Up to £1,000

123. **Before a wheelchair user goes up the ramp, what should you check?**

- ☐ A. That the passenger has paid in advance
- ☐ B. That the ramp is locked securely in place
- ☐ C. That the engine is switched off for an hour
- ☐ D. That the meter is already running

124. **How should a wheelchair be secured in a wheelchair-accessible vehicle?**

- ☐ A. With the wheelchair brakes off so it can move freely
- ☐ B. By asking the passenger to hold onto a rail
- ☐ C. With the restraints, brakes on and passenger belted
- ☐ D. By wedging it with luggage on each side

125. **When does a driver have a defence for not carrying a wheelchair in a designated vehicle?**

- ☐ A. When the driver is near the end of their shift
- ☐ B. If that wheelchair cannot be carried safely
- ☐ C. When the fare is too short to be worth it
- ☐ D. When it is raining and loading is slow

126. **True or false: councils must keep and publish a list of their wheelchair-accessible taxis and PHVs.**

- ☐ A. True
- ☐ B. False

Assistance dogs

127. **A blind passenger with a guide dog hires your vehicle. What must you do?**

- ☐ A. Carry them only if the dog goes in the boot
- ☐ B. Carry them, but add a cleaning charge for the dog
- ☐ C. Refuse, because dogs make the car dirty
- ☐ D. Carry them and the dog, with no extra charge

128. **Can a taxi driver refuse an assistance dog because they do not like dogs?**

- ☐ A. No, only a medical exemption allows this
- ☐ B. Yes, if they tell the passenger politely
- ☐ C. Yes, if another taxi is on the rank
- ☐ D. Yes, if the dog is very large

129. **On what grounds can the council give a driver an exemption from carrying assistance dogs?**

- ☐ A. Religious grounds
- ☐ B. Cleaning costs
- ☐ C. Medical grounds
- ☐ D. Fear of dogs without medical evidence

130. **You have an assistance dog exemption certificate. What else must you do?**

- ☐ A. Carry the certificate in your wallet only, not on show
- ☐ B. Tell the operator once a year
- ☐ C. Put a "no dogs" sign on the door
- ☐ D. Display the exemption notice in the vehicle

131. **Where should a guide dog travel in your vehicle?**

- ☐ A. Ask the owner; usually the footwell
- ☐ B. Always in the boot
- ☐ C. On the front passenger seat
- ☐ D. On the back seat next to its owner, on a towel

132. **A PHV operator refuses a booking because the passenger has an assistance dog. Is this an offence?**

- ☐ A. No, operators can choose their customers
- ☐ B. Yes, it is a criminal offence
- ☐ C. No, if they offer a later time
- ☐ D. No, if they say no drivers like dogs

133. **Which of these is an assistance dog under the Equality Act 2010?**

- ☐ A. Any pet dog that keeps its owner company
- ☐ B. A dog that has passed basic obedience classes
- ☐ C. A dog trained to help a deaf person
- ☐ D. Any dog wearing a coloured lead

134. **Can you tell a passenger their assistance dog must go in the boot?**

- ☐ A. No, it must stay with its owner
- ☐ B. Yes, if the boot is clean and dry
- ☐ C. Yes, if the journey is short
- ☐ D. Yes, if the dog is wet

135. **You have a medical exemption, and a guide dog owner asks you for a ride. What should you do?**

- ☐ A. Drive off without saying anything
- ☐ B. Tell them to walk to the next rank and find another
- ☐ C. Carry them and leave the dog behind
- ☐ D. Show your exemption and help them find another car

136. **How should you behave towards a working guide dog?**

- ☐ A. Pat it gently so it feels welcome in the car
- ☐ B. Give it water and a treat
- ☐ C. Do not distract it; speak to the owner
- ☐ D. Give the dog commands to help

All disabled passengers: the 2022 changes

137. **Since 28 June 2022, which drivers have legal duties to disabled passengers?**

- ☐ A. Only drivers of wheelchair-accessible vehicles
- ☐ B. All taxi and PHV drivers
- ☐ C. Only hackney carriage drivers
- ☐ D. Only drivers with ten years' experience

138. **Which law made these changes to the Equality Act in 2022?**

- ☐ A. The Local Government (Miscellaneous Provisions) Act 1976
- ☐ B. The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022
- ☐ C. The Town Police Clauses Act 1847
- ☐ D. The Health Act 2006

139. **When did the Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 come into force?**

- ☐ A. 1 October 2010
- ☐ B. 1 April 2020
- ☐ C. 28 June 2022
- ☐ D. 1 January 2024

140. **A passenger with sight loss books a car and asks for help to find it when you arrive. What must you do?**

- ☐ A. Wait in the car and sound your horn
- ☐ B. Send a text, then leave if they are not out in 5 minutes
- ☐ C. Help them, but add a waiting charge
- ☐ D. Help them find the vehicle, with no extra charge

141. **A disabled passenger has a walking frame. What must you do?**

- ☐ A. Carry the walking frame with no extra charge
- ☐ B. Ask them to leave it behind
- ☐ C. Charge extra for the space it uses
- ☐ D. Carry it only if there is no other luggage in the boot

142. **Is there a defence if a driver did not carry a disabled passenger properly?**

- ☐ A. Yes, if the driver was in a hurry
- ☐ B. Yes, if the fare was very short
- ☐ C. Yes, if they could not reasonably have known
- ☐ D. Yes, if the driver had never carried a disabled person before

143. **A PHV operator refuses a booking because the passenger is disabled. What is this?**

- ☐ A. A criminal offence by the operator
- ☐ B. Allowed, if the operator is busy that day
- ☐ C. Allowed, if the driver agrees
- ☐ D. A matter only for the driver

144. **When can a PHV operator lawfully turn down a disabled passenger's booking?**

- ☐ A. When the passenger needs help with luggage
- ☐ B. When no suitable vehicle is available
- ☐ C. When the passenger uses a wheelchair
- ☐ D. When the driver would need to get out of the car

145. **A driver has a mobility exemption certificate under section 166. What does it cover?**

- ☐ A. Every duty, so you can refuse any disabled passenger at all
- ☐ B. Only journeys outside your council area
- ☐ C. Only passengers with assistance dogs
- ☐ D. Only the physical help; you must still carry the passenger

146. **On what grounds can a council exempt a driver from the mobility assistance duties?**

- ☐ A. Being too busy at certain times of day
- ☐ B. Owning a vehicle with a very small boot space
- ☐ C. Medical grounds or a physical condition
- ☐ D. Having a lot of experience as a driver

Equality, discrimination and hate crime

147. **How many protected characteristics are there under the Equality Act 2010?**

- ☐ A. 9
- ☐ B. 5
- ☐ C. 7
- ☐ D. 12

148. **Which of these is a protected characteristic?**

- ☐ A. Income
- ☐ B. Religion or belief
- ☐ C. Being a student
- ☐ D. Being a smoker

149. **A driver refuses a fare because the passenger wears a hijab. What is this?**

- ☐ A. A fair business choice
- ☐ B. Allowed at night
- ☐ C. Allowed if said politely
- ☐ D. Unlawful discrimination

150. **Two men holding hands want to hire your taxi. Another driver tells you to refuse them. What is right?**

- ☐ A. Refuse them, as other drivers do
- ☐ B. Carry them, but charge a higher fare
- ☐ C. Carry them; refusing is discrimination
- ☐ D. Ask them to stop holding hands before they get in

151. **Which of these is a hate crime?**

- ☐ A. Arguing with a passenger about a fare
- ☐ B. Driving through a red traffic light at night
- ☐ C. Parking on a taxi rank without a licence
- ☐ D. Attacking someone because they are disabled

152. **A passenger shouts racist abuse at you and kicks your car door. What should you do?**

- ☐ A. Report it to the police as a hate crime
- ☐ B. Shout abuse back at them
- ☐ C. Ignore it, as abuse is just part of the job
- ☐ D. Chase them to get their name

153. **A firm has a "no dogs in any car" rule. Why could this be unlawful?**

- ☐ A. Dogs are a protected characteristic under the Act
- ☐ B. It unfairly disadvantages assistance dog users
- ☐ C. All firms must carry pets
- ☐ D. Rules can never apply to everyone

154. **A heavily pregnant woman asks for a taxi to hospital. Can you refuse her because she is pregnant?**

- ☐ A. Yes, in case she gives birth in the car
- ☐ B. Yes, if she does not have a booking
- ☐ C. Yes, if you think she may be sick
- ☐ D. No, that would be discrimination

155. **A passenger says they were attacked because of their disability. How can they report it?**

- ☐ A. To the police, by 999, 101 or online
- ☐ B. Only by writing to their MP
- ☐ C. Only to the taxi operator
- ☐ D. Only through the council's licensing team

156. **A passenger makes jokes about another person's race during the journey. What should you do?**

- ☐ A. Laugh along with them to keep them happy
- ☐ B. Add a joke of your own
- ☐ C. Stay professional and do not join in
- ☐ D. Stop the car and shout at them

Disability awareness in practice

157. **Some disabilities cannot be seen, such as autism or chronic pain. What are these called?**

- ☐ A. Temporary disabilities only
- ☐ B. Hidden, or non-visible, disabilities
- ☐ C. Disabilities that do not count by law
- ☐ D. Minor health problems

158. **A passenger wears a lanyard with sunflowers on it. What does this usually mean?**

- ☐ A. They may have a hidden disability
- ☐ B. They work for a garden centre
- ☐ C. They are a member of staff at the station
- ☐ D. They want to sit in the front seat

159. **What is the best way to help a disabled passenger?**

- ☐ A. Do everything for them without asking
- ☐ B. Ask them what help they would like
- ☐ C. Speak to their carer instead
- ☐ D. Leave them to manage on their own

160. **A deaf passenger lip-reads. What helps them most?**

- ☐ A. Shout loudly from the driver's seat
- ☐ B. Turn away and speak more quickly
- ☐ C. Cover your mouth when you talk
- ☐ D. Face them and speak clearly

161. **How should you guide a blind passenger to a door?**

- ☐ A. Hold their hand firmly and pull them along
- ☐ B. Push them gently from behind
- ☐ C. Offer your arm and let them hold your elbow
- ☐ D. Walk ahead and call out to them

162. **You arrive to collect a blind passenger. How should you let them know you are there?**

- ☐ A. Go to them and say who you are
- ☐ B. Sound your horn twice
- ☐ C. Flash your headlights
- ☐ D. Wait in the car until they find you

163. **A passenger with sight loss cannot find your car. What is the best way to describe where you are?**

- ☐ A. "I am in front of the red car"
- ☐ B. "I am on the left, outside 1 Bridge Street"
- ☐ C. "I am over here by the sign"
- ☐ D. "I am just over there, near the shop with the green door"

164. **A passenger with sight loss pays in cash. What should you do?**

- ☐ A. Take the money out of their purse or wallet yourself
- ☐ B. Keep the change unless they ask for it
- ☐ C. Ask another passenger to count it
- ☐ D. Say where to put the money and explain the change

165. **When should the taxi meter start for a disabled passenger?**

- ☐ A. When you start loading the wheelchair
- ☐ B. When you arrive at the pick-up address and wait
- ☐ C. Once the passenger has got into the vehicle
- ☐ D. When you first see the passenger

166. **A wheelchair user is travelling with a carer. Who should you speak to about the journey?**

- ☐ A. Only the carer
- ☐ B. Whoever is paying
- ☐ C. The passenger, directly
- ☐ D. Nobody, just drive

167. **You have helped a blind passenger to the door of a building. What should you do before you leave?**

- ☐ A. Walk away quietly so as not to disturb them at all
- ☐ B. Leave them by the kerb
- ☐ C. Ask them to wait for the next passenger
- ☐ D. Tell them you are leaving and check they are OK

Licensing law basics

Hackney carriage or private hire

168. **Which licensed vehicle may be hailed by a passenger in the street?**

- ☐ A. A private hire vehicle that has its licence plate on show
- ☐ B. Any licensed vehicle, as long as the meter is switched on
- ☐ C. A private hire vehicle, if the driver is wearing a badge
- ☐ D. A hackney carriage, in the area where it is licensed

169. **A person waves at your private hire vehicle in the street and asks for a lift home. What should you do?**

- ☐ A. Take them, as long as you both agree the fare first
- ☐ B. Take them, if there are no hackney carriages nearby
- ☐ C. Refuse, and tell them to book through an operator
- ☐ D. Take them, but phone your operator to log the job

170. **Who may wait at a taxi rank for passengers?**

- ☐ A. Any private hire vehicle licensed by the council
- ☐ B. Hackney carriages licensed by that council
- ☐ C. Private hire vehicles waiting for a booking
- ☐ D. Any vehicle at all, for up to two minutes

171. **What does 'plying for hire' mean?**

- ☐ A. Taking a booking from your operator by phone or by app
- ☐ B. Driving a passenger who has agreed a fixed price in advance
- ☐ C. Putting your operator's phone number on the car doors
- ☐ D. Offering a vehicle for hire on the spot, such as at a rank

172. **A council must not license a private hire vehicle that looks like a hackney carriage. Why?**

- ☐ A. So that it costs less to insure as a private car
- ☐ B. So that it can carry more passengers than a taxi
- ☐ C. So nobody thinks they can hail it in the street
- ☐ D. So that it does not need a meter or a plate fitted

173. **You are at a rank with your hackney carriage. A passenger asks to go to a place inside the council's area. Can you refuse?**

- ☐ A. Yes, if the journey is too short
- ☐ B. Yes, if you would rather wait for a longer fare
- ☐ C. Yes, if you are near the end of your shift
- ☐ D. Not without a reasonable excuse

174. **Who sets the maximum fares for hackney carriages?**

- ☐ A. The council, in its table of fares or byelaws
- ☐ B. Each driver, before the journey starts
- ☐ C. The operator the driver works with
- ☐ D. The Department for Transport, for all of England

175. **A hackney carriage journey ends outside the council's area. No fare was agreed before the journey. What is the most the driver can charge?**

- ☐ A. The fare shown on the taximeter
- ☐ B. Any fare the driver thinks is fair
- ☐ C. Double the fare shown on the meter
- ☐ D. The fare set by the other council

176. **A passenger books a private hire journey. Who is the contract for the hire made with, by law?**

- ☐ A. The driver who carries out the journey
- ☐ B. The owner of the private hire vehicle
- ☐ C. The operator who accepted the booking
- ☐ D. The council that licensed the vehicle

177. **When must a private hire operator write down the details of a booking?**

- ☐ A. Before the journey starts
- ☐ B. By the end of that day
- ☐ C. Within 7 days of the job
- ☐ D. Only if the passenger complains

178. **A driver takes a longer route than needed so that the fare is higher. What is this?**

- ☐ A. Allowed, as long as the passenger does not complain
- ☐ B. Allowed, as long as the meter is working correctly
- ☐ C. Only a breach of the operator's own rules
- ☐ D. An offence of unnecessarily prolonging the journey

Licences, fit and proper, and DBS

179. **Before a council grants a taxi or private hire driver's licence, it must be satisfied that the applicant is what?**

- ☐ A. A fit and proper person
- ☐ B. A British citizen born in the UK
- ☐ C. A home owner in the council area
- ☐ D. A member of a drivers' association

180. **How long must you have held a full driving licence before you can get a taxi or private hire driver's licence?**

- ☐ A. At least 6 months
- ☐ B. At least 12 months
- ☐ C. At least 2 years
- ☐ D. At least 3 years in the UK

181. **How long does a taxi or private hire driver's licence normally last?**

- ☐ A. 1 year, and the driver must then take the test again
- ☐ B. 5 years, the same as a private hire operator's licence
- ☐ C. 3 years, unless the council sets a shorter period for that case
- ☐ D. 10 years, the same as a photocard driving licence

182. **How long does a private hire operator's licence normally last?**

- ☐ A. 1 year
- ☐ B. 5 years
- ☐ C. 3 years
- ☐ D. 10 years

183. **What is the longest time a private hire vehicle licence can last?**

- ☐ A. 1 year
- ☐ B. 6 months
- ☐ C. 3 years
- ☐ D. 5 years

184. **The Statutory Standards suggest a question to help decide if someone is 'fit and proper'. What is it?**

- ☐ A. Has this person ever had a parking ticket at any time in their life?
- ☐ B. Has this person lived in the council area for at least five years?
- ☐ C. Would you let someone you care for travel alone with them?
- ☐ D. Does this person know every street and every rank in the area?

185. **When a council decides whether someone is fit and proper, what standard of proof does it use?**

- ☐ A. The balance of probabilities
- ☐ B. Beyond reasonable doubt, as in a criminal court
- ☐ C. Only whether they have a criminal conviction
- ☐ D. Benefit of the doubt always goes to the driver

186. **Which DBS check do the Statutory Standards say taxi and private hire drivers should have?**

- ☐ A. Basic, which only shows convictions that are not yet spent
- ☐ B. Standard, without any check of the barred lists at all
- ☐ C. None, as long as the driver says they have no convictions
- ☐ D. Enhanced, with checks of the children's and adults' barred lists

187. **How often do the Statutory Standards say a council should check licensed drivers for new DBS information?**

- ☐ A. Every month
- ☐ B. Every 6 months
- ☐ C. Every 3 years
- ☐ D. Only at renewal

188. **What does the DBS Update Service let the council do, with the driver's consent?**

- ☐ A. See the driver's medical records and their GP's notes
- ☐ B. Check online at any time if the DBS certificate is still up to date
- ☐ C. Check the driver's bank account for any unpaid fines
- ☐ D. Track where the driver's licensed vehicle is in real time

189. **A private hire driver is working. Where must their driver's badge be?**

- ☐ A. Kept in the glove box of the car
- ☐ B. Left at home in a safe place
- ☐ C. Kept in a pocket, ready to show if asked
- ☐ D. Worn where it can be plainly seen

190. **A driver has permission to stay in the UK for another 18 months. What does the law say about their licence?**

- ☐ A. It lasts the normal 3 years and the council checks later
- ☐ B. It cannot be granted until they get permanent permission
- ☐ C. It lasts 6 months whatever their permission to stay says
- ☐ D. It must end no later than their permission to stay ends

Suspension, revocation and appeals

191. **Can a council suspend or revoke a driver's licence when the driver has not been convicted of anything?**

- ☐ A. No, a court must convict the driver of a crime first
- ☐ B. Yes, 'any other reasonable cause' is a ground in law
- ☐ C. No, the council can only act if the police ask it to
- ☐ D. Only if the driver has 12 or more points on their licence

192. **Normally, when does a council's suspension or revocation of a driver's licence take effect?**

- ☐ A. At once, on the same day the council decides
- ☐ B. 21 days after the driver is given notice
- ☐ C. 7 days after the driver is given the notice
- ☐ D. Only after a magistrates' court has agreed

193. **When can a suspension or revocation of a driver's licence take effect straight away?**

- ☐ A. When the driver has not yet paid the licence fee
- ☐ B. When public safety needs it and the notice says why
- ☐ C. When the driver has missed one booking that day
- ☐ D. When any passenger has made a complaint about them

194. **After suspending or revoking a driver's licence, how long does the council have to give the driver notice of the grounds?**

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

195. **Where can a driver appeal against the suspension or revocation of their licence?**

- ☐ A. To the local MP's office
- ☐ B. To the Department for Transport
- ☐ C. To their private hire operator
- ☐ D. To a magistrates' court

196. **How long does a driver have to appeal to the magistrates' court?**

- ☐ A. 21 days from when the notice was served
- ☐ B. 7 days from when the notice was served
- ☐ C. 14 days from when the notice was served
- ☐ D. 6 months from when the notice was served

197. **A council revokes a licence with the normal 21-day notice. The driver appeals in time. Can they keep working until the appeal is decided?**

- ☐ A. No, they must stop driving on the day that they receive the notice
- ☐ B. No, they must stop driving as soon as the 21 days have ended
- ☐ C. Yes, unless the decision had immediate effect for public safety
- ☐ D. Only if the council writes to say that it agrees to this

198. **After a driver's licence is suspended or revoked, what must the driver return to the council when asked?**

- ☐ A. Their DVLA driving licence
- ☐ B. Their vehicle's log book
- ☐ C. Their driver's badge
- ☐ D. Their insurance certificate

199. **A council officer asks to see your driver's licence and you do not have it with you. By when must you show it at the council offices?**

- ☐ A. Within 24 hours
- ☐ B. Within 5 days
- ☐ C. Within 14 days
- ☐ D. Within 28 days

200. **During a check, a driver refuses to give a council officer information they reasonably need and then gives a false answer. What is this?**

- ☐ A. An offence of obstructing an authorised officer
- ☐ B. Allowed, as the driver can choose to stay silent
- ☐ C. Only a matter for the operator to deal with
- ☐ D. Only an offence if a police officer is there too

201. **A licensed vehicle has an accident that affects its safety. How soon must the proprietor tell the council?**

- ☐ A. Only when the vehicle is next due for its council test
- ☐ B. Within 14 days, once the vehicle has been fully repaired
- ☐ C. As soon as reasonably practicable, and within 72 hours
- ☐ D. Only if the police were called out to the accident

Working across borders, insurance and smoking

202. **For a private hire journey, which of these must be licensed by the same council?**

- ☐ A. Only the driver and the passenger's home
- ☐ B. The driver, the vehicle and the operator
- ☐ C. Only the vehicle and the vehicle's owner
- ☐ D. Only the operator and the place of pick-up

203. **Can a private hire operator pass a booking to an operator licensed by a different council?**

- ☐ A. No, a booking must always stay with the first operator who took it
- ☐ B. Yes, if the other operator is licensed and accepts it in its own area
- ☐ C. Yes, but only if the passenger has agreed to it in writing first
- ☐ D. Yes, and the first operator's drivers can then do the journey

204. **Can a hackney carriage ply for hire in the area of a different council?**

- ☐ A. No, only in the area of the council that licensed it
- ☐ B. Yes, it can ply for hire anywhere in England and Wales
- ☐ C. Yes, if the driver lives in that other council's area
- ☐ D. Yes, but only at night after 11 pm when it is busy

205. **What kind of motor insurance must a licensed vehicle have when it carries paying passengers?**

- ☐ A. Hire and reward insurance that covers the licensed use
- ☐ B. Social, domestic and pleasure insurance, with no business use
- ☐ C. Insurance that covers commuting to and from work only
- ☐ D. Business use insurance for driving to meetings

206. **A council officer asks the proprietor of a licensed vehicle to show documents. Which must they produce?**

- ☐ A. The driver's bank statements and their tax returns
- ☐ B. The vehicle licence and the insurance certificate
- ☐ C. The service history and all of the vehicle's receipts
- ☐ D. The passport and birth certificate of the owner

207. **A passenger in a licensed taxi asks if they can smoke, and the driver does not mind. Is this allowed?**

- ☐ A. Yes, as long as all the windows are fully open
- ☐ B. Yes, as long as the driver gives permission
- ☐ C. Yes, if no other passengers are inside
- ☐ D. No, the vehicle must be smoke-free at all times

208. **Can a driver smoke in their own licensed vehicle when there are no passengers on board?**

- ☐ A. No, it is used by the public so it is always smoke-free
- ☐ B. Yes, if they are parked and off duty
- ☐ C. Yes, with the windows and roof open
- ☐ D. Yes, between jobs with no passengers

209. **A passenger lights a cigarette in your licensed vehicle. What does the law say you must do?**

- ☐ A. Charge them a cleaning fee
- ☐ B. Open the windows and carry on
- ☐ C. Nothing, it is their choice
- ☐ D. Make them stop smoking

210. **What does the law say about no-smoking signs in licensed vehicles?**

- ☐ A. A sign is needed only when a child under 18 is on board
- ☐ B. A sign is needed only in vehicles with 8 passenger seats
- ☐ C. At least one legible no-smoking sign must be displayed
- ☐ D. No sign is needed if the driver tells each passenger

211. **True or false: a council can attach its own conditions to driver, vehicle and operator licences.**

- ☐ A. True
- ☐ B. False

National safeguards and new law

212. **What is the NR3S?**

- ☐ A. A national register of driver licence refusals, suspensions and revocations
- ☐ B. A national list of every taxi rank and private hire office in England
- ☐ C. A national register of all fare tables set by councils in England
- ☐ D. A national database of passengers who have refused to pay a fare

213. **Before deciding an application or renewal for a driver's licence, what must a council do under the 2022 Act?**

- ☐ A. Ask the driver's operator to write them a short reference
- ☐ B. Ask three passengers for their comments about the driver
- ☐ C. Check that the driver has an account with a UK bank
- ☐ D. Search the national database for entries about the person

214. **A council in England learns of serious concerns about a driver licensed by another council, who has been working in its area. What must it do?**

- ☐ A. Suspend the driver's licence itself, straight away
- ☐ B. Wait to see whether the driver comes back to its area
- ☐ C. Report the information to the council that licensed them
- ☐ D. Nothing, because the driver does not hold its licence

215. **Under the 2022 Act, how long does the first council have to pass on that information?**

- ☐ A. 48 hours
- ☐ B. 20 working days
- ☐ C. 10 working days
- ☐ D. 3 months

216. **How long does an entry on the national database of refusals, suspensions and revocations stay there?**

- ☐ A. 11 years
- ☐ B. 2 years
- ☐ C. 5 years
- ☐ D. For life

217. **What must councils do with the Statutory Taxi and Private Hire Vehicle Standards?**

- ☐ A. Nothing, as they are only a suggestion written for drivers
- ☐ B. Copy them word for word into each driver's licence
- ☐ C. Have regard to them when using their licensing powers
- ☐ D. Follow them only if the council's own policy agrees with them

218. **What is Common Law Police Disclosure?**

- ☐ A. Drivers telling the police about passengers who did not pay their fares
- ☐ B. The council telling the police about each new licence it gives out
- ☐ C. Operators sharing booking records with the police every month
- ☐ D. Police telling the council about a risk, for example at arrest or charge

219. **The Statutory Standards say a person who is on a DBS barred list should normally be treated how?**

- ☐ A. They can be licensed if they agree to take extra safeguarding training
- ☐ B. They should not be issued a licence, except in truly exceptional cases
- ☐ C. They can be licensed if they only do private hire and never hackney
- ☐ D. They can be licensed if they promise not to carry any children at all

220. **The English Devolution and Community Empowerment Act 2026 includes new powers for taxi licensing. What will they let the government do?**

- ☐ A. Set one national table of fares for every hackney carriage in England
- ☐ B. Take over all taxi and private hire licensing from councils in England
- ☐ C. Set national standards for granting, renewing, suspending and revoking licences
- ☐ D. Remove the need for private hire journeys to be booked through an operator

221. **Once in force, what will the 2026 Act let an enforcement officer from any council in England do?**

- ☐ A. Suspend a licence from any English council for up to 48 hours for public safety
- ☐ B. Revoke any driver's licence for good, with no need to give the driver notice
- ☐ C. Suspend licences from their own council only, and only for up to 1 hour
- ☐ D. Issue a brand new licence to a driver who is visiting from another area

222. **When we checked on 29 October 2026, were the taxi and private hire sections of the 2026 Act in force?**

- ☐ A. Yes, they started on the day the Act was passed
- ☐ B. Yes, they started two months after it was passed
- ☐ C. No, and they can only start after a new Act is passed
- ☐ D. No, they will start on a date set by regulations

Answers

Sefton Licensing Handbook practice questions

1. **A. At least 12 months in total.** Part 1 says you must have held a full DVLA, EU or Northern Ireland driving licence for a total of at least 12 months.
2. **C. A full DVLA Group 2 medical.** Part 1 asks for a full vocational (DVLA Group 2) medical by your GP or another GMC-registered doctor who can see your medical records.
3. **B. At 45, 55 and 65, then every 3 years.** Medicals are needed on first licensing, on reaching 45, 55 and 65, and every 3 years after 65.
4. **D. Appeal to the Magistrates' Court within 21 days.** Part 1 and Annex 1 both say a refused applicant may appeal to the Magistrates' Court within 21 days of the decision.
5. **B. Within 7 working days.** Part 2(f) says full details of any caution, endorsable fixed penalty or conviction must be reported in writing within 7 working days.
6. **D. Within 72 hours, with details and the insurance policy.** Any accident causing injury or damage must be reported in writing within 72 hours, with full details, the vehicle's condition and the insurance policy valid at the time.
7. **A. Tell the Council within 24 hours and return your licence and badge within 7 working days.** Part 2(f) says report any disqualification within 24 hours and return your driver's licence and badge within 7 working days.
8. **C. 7 working days.** A change of address must be reported in writing within 7 working days. A change of operator has the same limit.
9. **D. No, because your last licence expired less than 2 years ago.** Applicants whose last licence expired less than 2 years ago do not need to retake the knowledge test.
10. **A. No, you must pass it without an interpreter.** Part 1 says the knowledge test and any training must be passed without the aid of an interpreter.
11. **C. With the vehicle proprietor, and a copy with the operator.** Part 2(a) says you deposit your licence with the proprietor of the vehicle and one copy with the operator before you start work.
12. **B. Report it to the police or return it to the owner within 48 hours.** Search the vehicle after each hiring. Property found must be reported to the police or returned to its owner within 48 hours.
13. **A. Only if the hirer clearly agrees to it.** Part 2(e) says do not play any media device without the express consent of the hirer. A two-way radio system is the exception.
14. **C. Refuse; every journey must be booked through your operator.** Annex 9 says a private hire driver cannot accept a booking directly. All journeys must be pre-booked through your licensed operator.
15. **B. No; driver, vehicle and operator must all be licensed by one council.** Annex 9 says all three licences (driver, vehicle and operator) must be from the same council.

16. **D. "PRIVATE HIRE ONLY", in letters at least 25mm high.** Part 8(b) says door signs must show PRIVATE HIRE ONLY in letters at least 25mm (1 inch) high along at least three quarters of the sign, plus the operator's name and contact details.
17. **B. Calling the vehicle a taxi or cab on its signs.** Part 8(b) prohibits describing the vehicle as a TAXI or CAB, and showing the number of a mobile phone carried in the vehicle.
18. **D. When it has a Council exemption notice for a full day (24 hour) hire.** Part 8(f) allows an exemption for a full day's hiring (24 hours) under a Council exemption notice, which must be carried in the vehicle and shown on demand.
19. **A. At least 6 months.** Part 4(j) says journey records must be kept at the operator's licensed premises for at least 6 months and shown to the police or an authorised officer on request.
20. **C. Fluid levels, tyres, brakes and lights.** Part 2(e) says carry out basic checks on fluids, tyres, brakes and lights before work, whoever owns the vehicle.
21. **D. On both front doors or on both rear doors.** Part 8(b) says the signs go on either both front doors or both rear doors while the vehicle is working.
22. **A. Go on to another rank.** Byelaw 8(a): if a stand is full when you arrive, go to another stand.
23. **C. Behind the last carriage, facing the same way.** Byelaw 8(b) says station your carriage immediately behind those already on the stand, facing the same direction, and move up as others leave.
24. **B. No, and you must not ask someone else to do it.** Byelaw 9 says you must not, by calling out or in any other way, try to get people to hire your carriage, or use anyone else to do it.
25. **A. Take it to a police station in Sefton within 48 hours.** Byelaw 19 says take unclaimed property to a police station in the district within 48 hours and get a receipt.
26. **C. From half an hour after sunset to half an hour before sunrise, or when asked.** Byelaw 6(b) says keep the dial lit between half an hour after sunset and half an hour before sunrise, and at any other time the hirer asks.
27. **B. Yellow at the front and red at the back.** Part 9(e)(i): unless fitted in a roof bubble, the roof sign is yellow to the front and red to the rear.
28. **D. When the vehicle is free for hire, and off when hired.** Part 9(e) says the sign is connected to the taximeter so it lights when the vehicle is available for hire and goes off when it is hired.
29. **B. "TAXI HACKNEY" or "HACKNEY TAXI".** Part 9(e) says saloon, estate and MPV hackney carriages show TAXI HACKNEY or HACKNEY TAXI. Purpose-built cabs with a roof bubble show TAXI.
30. **D. No, but it can do pre-booked work there.** Annex 9 says a Sefton hackney carriage cannot ply for hire in Liverpool or another area, although it can carry out pre-booked work.
31. **A. Only for extras allowed in the Council's table of fares.** Byelaw 16(b) says you may not take more than the taximeter shows, apart from extra charges authorised in the table of fares.
32. **C. 271.** Annex 4 describes the restricted number of 271 hackney carriage vehicle licences, with a first come, first served waiting list for any that fall vacant.
33. **D. When standing or plying for hire, and when hired.** Byelaw 14 says wear the badge so it is plainly visible when standing or plying for hire and when hired.

34. **A. 28 days.** Part 5(b) says a compliance certificate is only valid for 28 days. Once licensed, the vehicle does not need a normal MOT certificate.
35. **C. Only if Sefton licensed it the year before, then for 6 months at a time.** Part 5(c): a standard vehicle over 8 years old is not licensed unless Sefton licensed it in the year before. It may then be re-licensed 6 months at a time.
36. **B. 11 years.** Part 5(d) sets the limit at 11 years for separately chassised vehicles, unless Sefton licensed the vehicle in the year before.
37. **A. 75%.** Part 6(h) says the front windscreen must let through at least 75% of light. The windows either side of the driver need at least 70%.
38. **C. 25mm.** Part 6(b) says the bodywork must be free from scratches over 25mm long, and panel colours must match.
39. **B. Display at least one warning notice inside.** Part 7(d) allows CCTV, with or without audio, if at least one warning notice is clearly shown inside so passengers know they may be recorded.
40. **D. Screwed securely to the rear of the vehicle.** Part 7(e): the external plate is fixed with screws to the rear, clearly visible to following vehicles, and must not be shown in the rear window.
41. **B. Inside the nearside of the front windscreen.** Part 7(f) says fix it inside the nearside of the front windscreen, visible from the kerb and from inside the vehicle.
42. **D. No; babies count towards the number on the licence.** Part 7(h) says the vehicle must not carry more passengers, including infants of any age, than the number on the licence and plates.
43. **A. You get a 24-hour advisory notice to fix it and show the vehicle.** Part 12(4)(d) gives a 24-hour advisory (defect) notice for lights that do not work. Ignoring it leads to an immediate stop notice.
44. **C. Immediate suspension of the vehicle licence until fixed.** Part 12(4)(d): an unroadworthy or dangerous vehicle, for example with 2 or more defective or underinflated tyres, gets a stop notice until the faults are fixed.
45. **D. Up to three.** Annex 9 says the law allows up to three examinations a year. You pay for the one at licensing or renewal; the others are free.
46. **A. The Multi Agency Safeguarding Hub (MASH) on 0345 140 0845.** The handbook's safeguarding section says ring the MASH on 0345 140 0845. If a child is in immediate serious danger, ring 999.
47. **C. 101, or the MASH on 0345 140 0845.** The handbook says ring 101 to pass on concerns about child sexual exploitation, or the MASH on 0345 140 0845.
48. **B. Names, descriptions, pick-up and drop-off addresses, dates and times.** The handbook asks drivers to note what was said, names, descriptions, addresses of pick-up and set-down, and dates and times.
49. **A. It is an offence, with fines of up to £5,000.** Annex 11 says refusing a guide or assistance dog is an offence and fines of up to £5,000 can be imposed.
50. **C. Medical grounds only, with a Council exemption certificate.** Annex 11 says exemption can only be given on medical grounds; contact Sefton Taxi Licensing for an exemption certificate.

51. **B. You, the driver, and you could get a fixed penalty.** Part 11 says it is the driver's responsibility to enforce the smoking ban, and a fixed penalty notice may be issued against the driver.
52. **D. Nothing for the distance you have driven.** Part 11(1): if the journey is not completed, no fare is charged for the distance travelled unless the reason was beyond the driver's control.
53. **B. At least 7 years after the sentence ends.** Annex 1 says a licence will not be granted until at least 7 years have passed since any sentence for an offence of dishonesty was completed.
54. **D. At least 5 years.** Annex 1 says at least 5 years from the conviction or the end of any sentence or ban, whichever is later.
55. **A. Their licence will be revoked.** Annex 1 para 5(f) says any driver who fails a police roadside or other test for drink or drugs will have their licence revoked.
56. **C. 12 points.** Annex 1 says the Council will review the licence of any driver who reaches twelve points.
57. **D. It is suspended at once until you show valid insurance.** Part 12(4)(c) lists immediate suspension of the driver licence until insurance is produced. The matter is also reported with a view to prosecution.
58. **A. It would normally be refused within 12 months.** Annex 1 para (m) says the panel would normally refuse a new application within 12 months of a refusal or revocation, unless circumstances have really changed.
59. **C. No, but the Council urges regular breaks and stopping when tired.** Annex 10 says there are no legal controls over maximum hours, but urges drivers to take regular breaks and stop driving as soon as they feel tired.

Safeguarding and CSE awareness

60. **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.
61. **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.
62. **C. Under 18.** CSE can happen to any child or young person under the age of 18.
63. **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.
64. **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.
65. **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.

66. **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.
67. **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.
68. **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.
69. **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.
70. **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.
71. **B. 101.** Call the police on 101 for concerns that are not an emergency. Use 999 only if someone is in immediate danger.
72. **C. 0800 555 111.** Crimestoppers is an independent charity. You can give information on 0800 555 111 without giving your name.
73. **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.
74. **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.
75. **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.
76. **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.
77. **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.
78. **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.
79. **A. Crimestoppers.** Crimestoppers lets you give information without giving your name, on 0800 555 111.
80. **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.
81. **D. A phone line used to take drug orders.** The "county line" is the dedicated mobile phone line used to take drug orders.
82. **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.

83. **C. 15 to 17.** The DfT standards say children aged 15 to 17 are the majority, but they may also be much younger.
84. **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.
85. **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.
86. **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.
87. **C. 08000 121 700.** Call the Modern Slavery & Exploitation Helpline on 08000 121 700, or report online. Call 999 in an emergency.
88. **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.
89. **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.
90. **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.
91. **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.
92. **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.
93. **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.
94. **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.
95. **D. Financial abuse.** Making a vulnerable person hand over money can be financial abuse. Note the details and report your concern.
96. **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.
97. **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.
98. **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.
99. **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.
100. **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.

101. **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.

102. **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.

103. **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.

104. **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.

105. **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.

106. **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.

107. **C. Action Counters Terrorism.** ACT, Action Counters Terrorism, is the police campaign asking the public to report suspicious activity.

108. **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.

109. **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.

110. **A. 0800 789 321.** You can call the police in confidence on 0800 789 321, or report online at gov.uk/ACT.

111. **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.

112. **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.

113. **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.

114. **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.

115. **B. 116 123.** Samaritans can be called free from any phone on 116 123, day or night.

116. **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.

Equality and disability duties

117. **B. A listed wheelchair-accessible vehicle.** A taxi or PHV is designated if it is on the list of wheelchair-accessible vehicles that the council keeps under s.167.

118. **D. To carry them in their wheelchair.** Section 165 says the driver of a designated vehicle must carry the passenger while in the wheelchair.

119. **A. No, no extra charge is allowed.** The driver must not make, or propose to make, any additional charge for any of the s.165 duties.

120. **C. Help getting in and out, and loading luggage.** Mobility assistance means help to get in and out of the vehicle, and to load luggage, mobility aids or the wheelchair.

121. **A. Carry the wheelchair in the vehicle.** If the passenger chooses to sit in a passenger seat, the driver must carry the wheelchair.

122. **D. Up to £1,000.** The offence carries a fine of up to level 3 on the standard scale, which is £1,000. The council may also act against your licence.

123. **B. That the ramp is locked securely in place.** The driver must take the steps needed to carry the passenger in safety. A ramp that is not secure can slip and cause injury.

124. **C. With the restraints, brakes on and passenger belted.** Use the vehicle's wheelchair restraint system as the maker says, put the wheelchair brakes on and fit the passenger's seat belt.

125. **B. If that wheelchair cannot be carried safely.** It is a defence if the vehicle met its accessibility requirements but it was not possible to carry that wheelchair safely.

126. **A. True.** True. Since the 2022 Act, a licensing authority must maintain and publish its list of designated vehicles.

127. **D. Carry them and the dog, with no extra charge.** Taxi and PHV drivers must carry an assistance dog with its owner and must not charge extra for it.

128. **A. No, only a medical exemption allows this.** Not liking dogs is not a reason. Only a driver with a medical exemption certificate, with the notice displayed, is exempt.

129. **C. Medical grounds.** The council must issue an exemption certificate only if it is satisfied that it is right to do so on medical grounds.

130. **D. Display the exemption notice in the vehicle.** The exemption only applies if the certificate is in force and the prescribed notice is displayed in the vehicle.

131. **A. Ask the owner; usually the footwell.** Guide Dogs advises asking the owner. Most will want the dog in the footwell beside them. Guide dogs are trained not to climb on seats.

132. **B. Yes, it is a criminal offence.** An operator commits an offence by refusing a booking because the disabled person will have an assistance dog with them.

133. **C. A dog trained to help a deaf person.** The Act covers dogs trained to guide a blind person, assist a deaf person, and some other trained dogs for disabled people.

134. **A. No, it must stay with its owner.** The driver must carry the disabled person's dog and allow it to remain with that person.

135. **D. Show your exemption and help them find another car.** Guide Dogs says a driver with a genuine exemption, or their company, should help the passenger find another taxi or minicab.

136. **C. Do not distract it; speak to the owner.** Guide Dogs says do not interfere with the dog and only give instructions to its owner.

137. **B. All taxi and PHV drivers.** Section 164A puts duties on the driver of any taxi or PHV hired by or for a disabled person, not only designated vehicles.

138. **B. The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022.** The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 inserted new sections 164A, 165A and 167A into the Equality Act 2010.

139. **C. 28 June 2022.** The Act came into force on 28 June 2022, two months after it was passed.

140. **D. Help them find the vehicle, with no extra charge.** If told before the journey, a PHV or pre-booked taxi driver must take reasonable steps to help the passenger identify and find the vehicle, with no extra charge.

141. **A. Carry the walking frame with no extra charge.** All drivers must carry a disabled passenger's mobility aids, and must not charge extra for it.

142. **C. Yes, if they could not reasonably have known.** For the duty to carry the passenger in safety and comfort, it is a defence if the driver could not reasonably have known the passenger was disabled.

143. **A. A criminal offence by the operator.** An operator commits an offence by refusing a booking because the passenger has a disability, or to avoid the driver's duties.

144. **B. When no suitable vehicle is available.** It is a defence for the operator to show it was reasonable not to accept the booking due to a lack of suitable vehicles.

145. **D. Only the physical help; you must still carry the passenger.** Since 2022, a s.166 exemption covers only the mobility assistance duties. The duty to carry the passenger still applies.

146. **C. Medical grounds or a physical condition.** The council must issue a certificate if satisfied it is right on medical grounds, or because the driver's physical condition makes the duties impossible or unreasonably difficult.

147. **A. 9.** The nine are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

148. **B. Religion or belief.** Religion or belief is one of the nine protected characteristics. Income, being a student or a smoker are not.

149. **D. Unlawful discrimination.** Treating someone less favourably because of their religion is direct discrimination, which is against the law.

150. **C. Carry them; refusing is discrimination.** Sexual orientation is a protected characteristic. Refusing or treating them worse because of it is unlawful.

151. **D. Attacking someone because they are disabled.** A hate crime is a crime against someone because of their disability, race, religion or belief, sexual orientation or transgender identity. It should be reported to the police.

152. **A. Report it to the police as a hate crime.** Threatening behaviour and damage linked to race can be a hate crime. Call 999 if it is happening now, or 101 if not.

153. **B. It unfairly disadvantages assistance dog users.** A rule that applies to everyone but disadvantages people with a protected characteristic can be indirect discrimination. It also breaks the assistance dog duties.

154. **D. No, that would be discrimination.** Pregnancy and maternity is a protected characteristic. Refusing her because she is pregnant is unlawful.
155. **A. To the police, by 999, 101 or online.** Hate crime can be reported online or by phone. Call 999 if it is in progress or someone is in danger; otherwise call 101.
156. **C. Stay professional and do not join in.** Joining in can be harassment and is unprofessional. Stay calm and polite, and do not take part.
157. **B. Hidden, or non-visible, disabilities.** Many disabilities are not visible. A passenger may still need help, time or understanding.
158. **A. They may have a hidden disability.** The Hidden Disabilities Sunflower is a symbol for non-visible disabilities. It shows the wearer may need extra help, time or understanding.
159. **B. Ask them what help they would like.** Guide Dogs says the most important tip is to ask the person how they would like to be helped.
160. **D. Face them and speak clearly.** RNID says to face the person and speak clearly, without shouting or speaking too fast. Writing things down can help too.
161. **C. Offer your arm and let them hold your elbow.** RNIB advises holding out your arm for the person to take. They hold your elbow and walk about half a pace behind you.
162. **A. Go to them and say who you are.** Guide Dogs says do not flash your lights or beep your horn. Go to the passenger and introduce yourself.
163. **B. "I am on the left, outside 1 Bridge Street".** Use clear language that does not need sight, such as the side of the road and the address.
164. **D. Say where to put the money and explain the change.** Guide Dogs says give clear directions about where to place the money and explain where you have put their change.
165. **C. Once the passenger has got into the vehicle.** Guide Dogs cites the High Court case McNutt v Transport for London (2019): the meter should start only once a disabled passenger has boarded.
166. **C. The passenger, directly.** Speak directly to the disabled person. Guide Dogs says never channel conversation through a third person.
167. **D. Tell them you are leaving and check they are OK.** Never leave a person with sight loss without saying so. They need to know you have gone and what to do next.

Licensing law basics

168. **D. A hackney carriage, in the area where it is licensed.** Only a hackney carriage may ply for hire, which includes being hailed. It may do this only within the area of the council that licensed it.
169. **C. Refuse, and tell them to book through an operator.** A private hire vehicle must not ply for hire. Every journey must be booked through a licensed operator before it starts. A street pick-up is an offence, and your insurance may not cover it.
170. **B. Hackney carriages licensed by that council.** Ranks (stands) are appointed by the council for its hackney carriages. Private hire vehicles must not use them to wait for passengers.

171. **D. Offering a vehicle for hire on the spot, such as at a rank.** Plying for hire means making a vehicle available to be hired there and then, for example by waiting at a rank or driving around looking for fares. Only hackney carriages may do this.

172. **C. So nobody thinks they can hail it in the street.** A private hire vehicle must not be of such design and appearance that people would think it is a hackney carriage, because only hackney carriages can be hailed.

173. **D. Not without a reasonable excuse.** A hackney carriage driver who refuses or neglects, without reasonable excuse, to take a hirer to a place within the prescribed distance commits an offence.

174. **A. The council, in its table of fares or byelaws.** A council may fix hackney carriage fares and other charges by a table of fares. A driver must not charge more than the table allows.

175. **A. The fare shown on the taximeter.** For a journey ending outside the district with no fare agreed in advance, the driver must not charge more than the meter shows.

176. **C. The operator who accepted the booking.** Every contract for the hire of a licensed private hire vehicle is treated as made with the operator who accepted the booking, even if another person provided the vehicle.

177. **A. Before the journey starts.** An operator must record the particulars of every booking, in the form the council requires, before the start of each journey, and show the record to an officer or the police on request.

178. **D. An offence of unnecessarily prolonging the journey.** A licensed driver must not, without reasonable cause, unnecessarily prolong a journey in distance or in time. This applies to hackney carriage and private hire drivers.

179. **A. A fit and proper person.** A council must not grant a driver's licence unless it is satisfied that the applicant is a fit and proper person and is not disqualified by immigration status.

180. **B. At least 12 months.** A council must not grant a driver's licence to anyone who has not been authorised to drive a car for at least twelve months.

181. **C. 3 years, unless the council sets a shorter period for that case.** A driver's licence remains in force for three years, or for a shorter period that the council thinks right in the circumstances of the case.

182. **B. 5 years.** An operator's licence remains in force for five years, or for a shorter period that the council thinks right in the circumstances of the case.

183. **A. 1 year.** A private hire vehicle licence remains in force for the period the council sets, which must not be longer than one year.

184. **C. Would you let someone you care for travel alone with them?** The question is: would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?

185. **A. The balance of probabilities.** Decisions are made on the balance of probabilities. The applicant should not get the benefit of the doubt, and conduct without a conviction can be considered.

186. **D. Enhanced, with checks of the children's and adults' barred lists.** Councils should require an enhanced DBS check with a check of both barred lists for every driver applying for or renewing a licence.

187. **B. Every 6 months.** Drivers should be required to keep up continuous registration with the DBS Update Service so the council can check for new information every 6 months. Drivers who do not subscribe should still be checked every 6 months.

188. **B. Check online at any time if the DBS certificate is still up to date.** Subscribing keeps a certificate up to date online and, with the person's consent, lets named organisations check its status at any time.

189. **D. Worn where it can be plainly seen.** A driver must wear the badge at all times when working under their licence, in a position where it is plainly and distinctly visible.

190. **D. It must end no later than their permission to stay ends.** If a driver has limited leave to remain, the council must set a licence period that ends at or before the end of that leave.

191. **B. Yes, 'any other reasonable cause' is a ground in law.** The grounds include convictions for offences of dishonesty, indecency or violence, breaking taxi law, immigration offences, or any other reasonable cause.

192. **B. 21 days after the driver is given notice.** A suspension or revocation normally takes effect at the end of 21 days beginning with the day the notice is given to the driver.

193. **B. When public safety needs it and the notice says why.** If public safety requires immediate effect, and the notice says so and explains why, it takes effect when the notice is given.

194. **B. 14 days.** The council must give the driver notice of the grounds within fourteen days of the suspension, revocation or refusal to renew.

195. **D. To a magistrates' court.** Any driver aggrieved by a decision under section 61 may appeal to a magistrates' court.

196. **A. 21 days from when the notice was served.** Appeals under Part II of the 1976 Act follow the Public Health Act 1936: the time limit is twenty-one days from the date the notice of the decision was served.

197. **C. Yes, unless the decision had immediate effect for public safety.** Until the time for appealing ends, or an appeal is decided, the person may carry on the business. This does not apply where the decision has immediate effect for public safety.

198. **C. Their driver's badge.** The driver must return the driver's badge to the council on demand. Failing to do so without reasonable excuse is an offence.

199. **B. Within 5 days.** You must produce your licence either straight away or, for a council officer, at the council's main offices within five days, beginning with the day after the request.

200. **A. An offence of obstructing an authorised officer.** It is an offence to wilfully obstruct an authorised officer or police officer, to fail without reasonable cause to give them information they reasonably need, or to give information you know is false.

201. **C. As soon as reasonably practicable, and within 72 hours.** The proprietor must report any accident causing damage that materially affects the vehicle's safety, performance, appearance or passenger comfort as soon as reasonably practicable and within 72 hours.

202. **B. The driver, the vehicle and the operator.** An operator must not operate a vehicle as a private hire vehicle unless the vehicle and driver are licensed under the 1976 Act. This is read as meaning all three licences come from the same council, often called the 'triple lock'.

203. **B. Yes, if the other operator is licensed and accepts it in its own area.** An operator may sub-contract a booking to an operator licensed in another district, if that operator accepts the booking in its own district. The second operator then uses its own drivers and vehicles.

204. **A. No, only in the area of the council that licensed it.** A hackney carriage licence allows plying for hire only within the area of the council that granted it. Plying for hire elsewhere without a licence for that area is an offence.

205. **A. Hire and reward insurance that covers the licensed use.** Carrying passengers for payment needs hire and reward cover. A council must not license a private hire vehicle without suitable insurance in force.

206. **B. The vehicle licence and the insurance certificate.** The proprietor must produce the vehicle licence and the certificate of insurance when an authorised officer of the council asks.

207. **D. No, the vehicle must be smoke-free at all times.** An enclosed vehicle used by members of the public, whether or not for hire, is smoke-free. Smoking in a smoke-free place is an offence.

208. **A. No, it is used by the public so it is always smoke-free.** The vehicle is smoke-free because it is used by members of the public. This does not stop when the passenger gets out.

209. **D. Make them stop smoking.** The driver has a legal duty to cause anyone smoking in a smoke-free vehicle to stop. Failing to do so is an offence.

210. **C. At least one legible no-smoking sign must be displayed.** The person with management responsibilities for a smoke-free vehicle must make sure at least one legible no-smoking sign is displayed in it.

211. **A. True.** The 1976 Act lets a council attach the conditions it considers reasonably necessary. That is why local conditions differ, and why you must read your own council's.

212. **A. A national register of driver licence refusals, suspensions and revocations.** The 2022 Act requires English councils to record refusals, suspensions and revocations of driver licences on the national database, known as the National Register for Revocations, Refusals and Suspensions (NR3S).

213. **D. Search the national database for entries about the person.** Before deciding on an application for, or renewal of, a driver's licence, the council must search the licensing information database and consider any information it gets.

214. **C. Report the information to the council that licensed them.** If the council would have considered suspending or revoking the licence had it granted it, it must pass the information to the council that issued the licence.

215. **C. 10 working days.** The information must be provided before the end of 10 working days beginning with the day the council became aware of it.

216. **A. 11 years.** Each entry is removed at the end of 11 years beginning with the day it was first made.

217. **C. Have regard to them when using their licensing powers.** The Standards were issued under section 177 of the Policing and Crime Act 2017. Councils must have regard to them, and the DfT says that means more than a quick look.

218. **D. Police telling the council about a risk, for example at arrest or charge.** Common Law Police Disclosure lets police pass on information about a public protection risk at arrest or charge, rather than waiting for a conviction.

219. **B. They should not be issued a licence, except in truly exceptional cases.** In the interests of public safety, councils should not issue a licence to anyone on either barred list. Any exception must have its reasons recorded.

220. **C. Set national standards for granting, renewing, suspending and revoking licences.** Sections 70 to 74 let the Secretary of State make regulations setting national standards. When we checked on 29 October 2026, these sections were not yet in force.

221. **A. Suspend a licence from any English council for up to 48 hours for public safety.** Section 76 will let an enforcement officer suspend a driver, vehicle or operator licence granted by any English council if public safety requires it. Under section 77 the suspension normally lasts 48 hours. These sections were not yet in force on 29 October 2026.

222. **D. No, they will start on a date set by regulations.** Section 108 says Chapter 6 does not come into force when the Act was passed or two months after. It starts on a day the Secretary of State appoints by regulations.

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