Solihull taxi knowledge test: questions and answers

Practice questions for the Solihull Metropolitan Borough Council test: Solihull's own topics first, then the general topics its test covers. Answers and explanations are at the end.

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

Questions

Solihull private hire driver conditions

Telling the Council

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

2. **How must you tell the Council about a change of address?**
   - ☐ A. By phone
   - ☐ B. By letter
   - ☐ C. By email
   - ☐ D. Through your operator

3. **The police ask you to come to a voluntary interview. You are not charged. What must you do?**
   - ☐ A. Tell the Council within 48 hours
   - ☐ B. Wait and see if you are charged with anything
   - ☐ C. Tell the Council when you renew
   - ☐ D. Tell only your operator

4. **You get a Notice of Intended Prosecution for speeding. When must you tell the Council?**
   - ☐ A. Only if you are convicted
   - ☐ B. At your next renewal
   - ☐ C. When points are on your licence
   - ☐ D. Within 48 hours

5. **Your operator has already told the Council about your caution. Do you still have to tell the Council?**
   - ☐ A. No, once is enough
   - ☐ B. Yes, you must tell them yourself
   - ☐ C. Only if the Council asks you
   - ☐ D. No, unless it is a conviction

6. **Another council suspends your licence with them, with immediate effect. When must you tell Solihull?**
   - ☐ A. Immediately
   - ☐ B. Within 48 hours
   - ☐ C. Within 7 days
   - ☐ D. At your next renewal

7. **You develop a medical condition and no longer meet the DVLA Group 2 standard. What must you do?**
   - ☐ A. Finish your shift, then see a doctor
   - ☐ B. Tell your operator at the end of the week
   - ☐ C. Stop driving at once and tell the Council within 48 hours
   - ☐ D. Keep driving until your next medical

8. **You lose your driver badge. How long do you have to report it?**
   - ☐ A. 48 hours
   - ☐ B. 72 hours
   - ☐ C. 7 days
   - ☐ D. 14 days

9. **You have reported your lost badge. Can you keep working while you wait for a new one?**
   - ☐ A. Yes, if you carry your paper licence
   - ☐ B. Yes, for up to 7 days
   - ☐ C. No, not until you have the new badge
   - ☐ D. Yes, if your operator agrees

Your badge, DBS and testing

10. **How must you wear your driver badge?**
    - ☐ A. In your shirt pocket
    - ☐ B. On a lanyard or a clip, with name and photo showing
    - ☐ C. On the dashboard, facing the passengers in the back seat
    - ☐ D. In the window of the vehicle

11. **You grow a full beard, and you no longer look like your badge photo. What must you do?**
    - ☐ A. Nothing until you renew
    - ☐ B. Show passengers your passport
    - ☐ C. Tell your operator only
    - ☐ D. Buy a new badge with a current photo

12. **Who owns your driver badge?**
    - ☐ A. You do
    - ☐ B. Your operator
    - ☐ C. The Licensing Authority
    - ☐ D. The DVLA

13. **You cannot subscribe to the DBS Update Service. How often must you give the Council a new enhanced DBS certificate?**
    - ☐ A. Every three months
    - ☐ B. Every six months
    - ☐ C. Every year
    - ☐ D. Every three years

14. **The status of your DBS certificate changes on the Update Service. What must you show the Council within 48 hours?**
    - ☐ A. That you have applied for a new DBS certificate
    - ☐ B. A letter from your operator
    - ☐ C. A new medical certificate
    - ☐ D. A copy of your driving licence

15. **The Council does not have permission to check your DBS status. Can you take passengers?**
    - ☐ A. Yes, if your certificate is recent
    - ☐ B. Yes, for up to 30 days
    - ☐ C. Yes, if your operator agrees
    - ☐ D. No, you must not do any journeys

16. **When can you be asked to take a drug or alcohol test?**
    - ☐ A. Only after a collision
    - ☐ B. Only at renewal
    - ☐ C. At any time
    - ☐ D. Only if the police are present

Conduct and appearance

17. **A regular passenger offers you her mobile number so you can chat. What must you do?**
    - ☐ A. Keep it for bookings only
    - ☐ B. Do not take or keep it
    - ☐ C. Take it if she is an adult
    - ☐ D. Ask your operator first

18. **It is a hot day. Which clothing breaks the conditions?**
    - ☐ A. A plain short-sleeved shirt
    - ☐ B. A clean polo shirt
    - ☐ C. A sleeveless vest
    - ☐ D. A plain T-shirt with sleeves

19. **Which shoes are allowed while you work?**
    - ☐ A. Open sandals
    - ☐ B. Flip-flops
    - ☐ C. Slippers with a closed toe and an open heel at the back
    - ☐ D. Shoes that cover the whole foot to the ankle

20. **The vehicle is empty and you want to use your vape inside it. Is this allowed?**
    - ☐ A. No, not by anyone at any time
    - ☐ B. Yes, if there are no passengers
    - ☐ C. Yes, if the windows are open
    - ☐ D. Yes, between bookings only

21. **A passenger smoked in your private hire vehicle. Who must you report this to?**
    - ☐ A. The police, within 24 hours
    - ☐ B. The operator, right after the journey
    - ☐ C. The Council, at your next renewal
    - ☐ D. Nobody, if you asked them to stop

22. **You feel very tired, but a booking is waiting. What do the conditions say?**
    - ☐ A. Drive slowly with the windows open to stay awake
    - ☐ B. Take the booking, then rest
    - ☐ C. Have a coffee and carry on
    - ☐ D. You must not drive if you are tired

23. **Which equipment must you not use?**
    - ☐ A. A speed trap detector
    - ☐ B. A sat nav in a fixed holder
    - ☐ C. A card reader
    - ☐ D. A dashboard phone holder

24. **You are waiting in a residential street for your next booking. Which of these could break the conditions?**
    - ☐ A. Waiting in a marked parking bay
    - ☐ B. Keeping the engine running for a long time
    - ☐ C. Checking your phone with the engine off
    - ☐ D. Reading a newspaper with the engine and the radio off

25. **You have no booking. Can you wait outside a busy restaurant or a railway station?**
    - ☐ A. Yes, if you stay in the vehicle
    - ☐ B. Yes, for up to 10 minutes
    - ☐ C. Yes, if your licence plate is clearly on show
    - ☐ D. No, as you may look available for hire

26. **You are working in another town. A licensing officer from that council makes a reasonable request. What must you do?**
    - ☐ A. Refuse, as they are not from Solihull
    - ☐ B. Co-operate with the officer
    - ☐ C. Call your operator and drive away
    - ☐ D. Ask them to write to Solihull

Before the journey

27. **A passenger asks for your name and badge number. What must you do?**
    - ☐ A. Give them
    - ☐ B. Ask your operator first
    - ☐ C. Give only your first name
    - ☐ D. Refuse, for your own safety

28. **You arrive at the pick-up point. A passenger who is blind cannot find your vehicle. What should you do?**
    - ☐ A. Sound the horn and wait
    - ☐ B. Help them, at no extra charge
    - ☐ C. Help them, and add a small charge
    - ☐ D. Ring the operator and stay inside

29. **A passenger wants to sit in the front seat of your private hire vehicle. It is a licensed seat. What applies?**
    - ☐ A. Passengers must sit in the back
    - ☐ B. It is your choice
    - ☐ C. Only if nobody else is in the vehicle
    - ☐ D. They can choose any licensed seat

30. **A passenger has a dog that is still being trained as an assistance dog. How must you treat it?**
    - ☐ A. As a pet, so you may refuse it
    - ☐ B. As an assistance dog
    - ☐ C. You may ask for an extra fee
    - ☐ D. It must travel in a crate

31. **You hold an Equality Act exemption certificate. Where must it be shown?**
    - ☐ A. In the glove box
    - ☐ B. On the rear window
    - ☐ C. On the front windscreen, facing out
    - ☐ D. On the back of the front seat

32. **When must you tell passengers about the cashless ways they can pay?**
    - ☐ A. When they get out
    - ☐ B. After you have set off
    - ☐ C. Only if they ask you
    - ☐ D. Before the journey starts

33. **Your friend wants to come along for the ride on a booked journey. What applies?**

- ☐ A. Allowed if there is a free seat
- ☐ B. Not allowed unless the hirer agrees
- ☐ C. Allowed if your friend pays
- ☐ D. Allowed in daylight only

During and after the journey

34. **Unless the passenger asks for something else, which route must you take?**

- ☐ A. The route you know best
- ☐ B. The quickest route
- ☐ C. The cheapest route for the passenger
- ☐ D. The route your sat nav happens to pick first on the day

35. **When may you play the radio with a passenger on board?**

- ☐ A. If the volume is low
- ☐ B. If the passenger agrees
- ☐ C. On journeys over 10 minutes
- ☐ D. At any time

36. **When may you make a phone call with a passenger on board?**

- ☐ A. In an emergency, hands-free and lawfully
- ☐ B. For short work calls, hands-free
- ☐ C. When the passenger in the vehicle has agreed to it
- ☐ D. When you have stopped at traffic lights

37. **You are worried that a child passenger is under the control of someone who puts them at risk. There is no immediate danger. How soon must you report it?**

- ☐ A. Within 7 days
- ☐ B. Within 72 hours
- ☐ C. Within 48 hours
- ☐ D. As soon as possible, and within 24 hours at most

38. **What are you allowed to eat or drink during a journey?**

- ☐ A. A snack, if you are careful
- ☐ B. Only water, if it is safe
- ☐ C. Hot drinks from a lidded cup
- ☐ D. Nothing at all

39. **A passenger wants to eat a sandwich in your vehicle. Who decides if this is allowed?**

- ☐ A. The operator
- ☐ B. The Council
- ☐ C. The driver
- ☐ D. The passenger

40. **A passenger asks for a receipt. Which of these must it show?**

- ☐ A. The passenger's name
- ☐ B. The route you took
- ☐ C. Your home address
- ☐ D. The operator that took the booking

41. **You find a bag on the back seat at the end of a booked journey. What must you do with it?**

- ☐ A. Hand it to the police the next day
- ☐ B. Keep it for 28 days
- ☐ C. Tell the operator at once and take it to them within 48 hours
- ☐ D. Take it to the Council within 72 hours

Solihull vehicle maintenance and standards

Daily checks and upkeep

42. **When must a driver do the walkaround check?**

- ☐ A. Once a week
- ☐ B. Each day before taking charge of the vehicle
- ☐ C. At the end of each shift
- ☐ D. Only in the week before the vehicle test is due

43. **How long must walkaround check records be kept?**

- ☐ A. 6 months
- ☐ B. 12 months
- ☐ C. 15 months
- ☐ D. 3 years

44. **What condition must a licensed vehicle be kept in?**

- ☐ A. Fit for an MOT only
- ☐ B. As good as a new vehicle from the manufacturer
- ☐ C. As it was when last approved on inspection
- ☐ D. As the owner thinks is safe

45. **What tread depth must each tyre have at the vehicle test?**

- ☐ A. More than 1mm
- ☐ B. More than 1.6mm
- ☐ C. More than 2mm
- ☐ D. More than 3mm

46. **Your vehicle has no spare wheel. What must you make sure of?**

- ☐ A. That a garage is always near
- ☐ B. That your operator can send someone to help you at any time
- ☐ C. That passengers know the risk
- ☐ D. That it can be driven safely and legally after a puncture

47. **One seat in your vehicle has a small tear. Does this meet the interior standard?**

- ☐ A. Yes, if it is on a back seat
- ☐ B. No, seats must be free of splits and tears
- ☐ C. Yes, if it is covered up
- ☐ D. Yes, until the next test

48. **Which of these breaks the rules for the outside of a licensed vehicle?**

- ☐ A. Visible rust on a door
- ☐ B. Road dirt after a storm
- ☐ C. A manufacturer's paint colour
- ☐ D. A clean, uniform finish

The vehicle test and licence

49. **You buy a brand-new vehicle to license. Does it need a vehicle test?**

- ☐ A. No, for its first three years
- ☐ B. No, if it has a dealer certificate
- ☐ C. No, it only needs an MOT later
- ☐ D. Yes, all vehicles need one

50. **What is the supplementary test?**

- ☐ A. A detailed mechanical inspection as well as the MOT
- ☐ B. A second driving test for the driver of the vehicle you license
- ☐ C. A check of your insurance only
- ☐ D. A test of the taximeter only

51. **How long are the vehicle test papers valid for?**

- ☐ A. 5 working days
- ☐ B. 10 working days
- ☐ C. 28 days
- ☐ D. 3 months

52. **Your MOT certificate has some advisory comments. What must happen before the vehicle is licensed?**

- ☐ A. They must be put right
- ☐ B. You must sign to accept them
- ☐ C. Your operator must agree
- ☐ D. Nothing, as it is only advice

53. **Will Solihull license a vehicle that was once declared a write-off?**

- ☐ A. Yes, if it is a low category
- ☐ B. Yes, once it has been repaired
- ☐ C. No, whatever the category
- ☐ D. Yes, if it passes an MOT

54. **How recent must the HPI vehicle history report be?**

- ☐ A. Dated within one week
- ☐ B. Dated within one month
- ☐ C. Dated within six months
- ☐ D. Dated within one year

55. **How long is a Solihull vehicle licence normally granted for?**

- ☐ A. Six months
- ☐ B. One year
- ☐ C. Three years
- ☐ D. Five years

56. **What is the lowest Euro NCAP safety rating a licensed vehicle may have?**

- ☐ A. 2 stars
- ☐ B. 3 stars
- ☐ C. 4 stars
- ☐ D. 5 stars

57. **You sell your licensed vehicle and want to license a different one. What must be true of the new one?**

- ☐ A. It must be electric
- ☐ B. It must be under three years old
- ☐ C. It must have a lower mileage
- ☐ D. It must be registered at least 6 months later than the last one

58. **What is the smallest range an electric vehicle may have to be licensed?**

- ☐ A. 50 miles
- ☐ B. 86 miles
- ☐ C. 100 miles
- ☐ D. 150 miles

Plates, signs and fittings

59. **Where does the exterior licence plate go?**

- ☐ A. On the rear windscreen, where following drivers can see it
- ☐ B. On the front bumper
- ☐ C. Fixed to the rear of the vehicle, not the rear windscreen
- ☐ D. On the passenger door

60. **Where does the interior plate go in a private hire vehicle?**

- ☐ A. On the driver's side of the dashboard
- ☐ B. On the near side of the windscreen
- ☐ C. On the back of the driver's seat
- ☐ D. In the glove box

61. **Where does the interior plate go in a hackney carriage?**

- ☐ A. On the partition behind the driver
- ☐ B. On the near side of the windscreen
- ☐ C. On the rear window
- ☐ D. On the roof sign

62. **You finish work for the day. May you take the licence plates off?**

- ☐ A. Yes, at any time you are not working
- ☐ B. Yes, at weekends
- ☐ C. Yes, if you tell your operator you have finished work
- ☐ D. No, unless the Council gives written permission

63. **A driver wants to hang an air freshener from the rear-view mirror. What applies?**

- ☐ A. Nothing may hang from the mirror
- ☐ B. Allowed if it is small
- ☐ C. Allowed if it does not swing
- ☐ D. Allowed in the daytime

64. **An owner wants to add a sticker advertising a local shop. What applies?**

- ☐ A. Allowed on the back window
- ☐ B. Allowed if the shop pays the Council
- ☐ C. Not unless the Council has authorised it or the law requires it
- ☐ D. Allowed if it is under A4 size

65. **Where must a phone used for work be fitted in the vehicle?**

- ☐ A. On the driver's knee or lap
- ☐ B. Loose on the passenger seat
- ☐ C. At the top of the windscreen, in the driver's direct line of view
- ☐ D. Securely fixed, without blocking the driver's view or control

66. **A vehicle licence expires and is not being renewed. How long does the owner have to return the plates?**

- ☐ A. Immediately
- ☐ B. 48 hours
- ☐ C. 7 days
- ☐ D. 28 days

Collisions, repairs and inspections

67. **Your vehicle is in a minor road traffic collision. How soon must the Council be told?**

- ☐ A. As soon as you can, within 72 hours at most
- ☐ B. Within 7 days
- ☐ C. Within 14 days
- ☐ D. Only if someone is hurt or the vehicle cannot be driven

68. **After a collision the vehicle cannot be driven. What must you send the Council?**

- ☐ A. Only the MOT certificate
- ☐ B. Photos of the damage, plus a report if required
- ☐ C. A new application form
- ☐ D. A letter from your operator explaining what happened

69. **The Council suspends your vehicle licence after a collision. What must you do with the plates?**

- ☐ A. Keep them safe at home
- ☐ B. Leave them on the vehicle
- ☐ C. Give them to the repairer
- ☐ D. Bring both plates back to the Council

70. **What happens if the repairs are not finished within two calendar months?**

- ☐ A. You pay a fine
- ☐ B. The licence is revoked automatically
- ☐ C. You get a further two months
- ☐ D. You must retake your training course and pay the fee

71. **You are asked to bring your vehicle for a spot check. What could happen if you do not?**

- ☐ A. Nothing, as checks are optional
- ☐ B. A small charge on your next renewal
- ☐ C. You must then pay for a full new MOT and supplementary test
- ☐ D. You could be investigated for obstruction

72. **An authorised officer asks for a copy of your insurance certificate. How long does the proprietor have to send it?**

- ☐ A. 24 hours
- ☐ B. 48 hours
- ☐ C. 7 days
- ☐ D. 14 days

73. **You hire your licensed vehicle to another driver. How long must you keep records of who used it, and when?**

- ☐ A. 3 months
- ☐ B. 6 months
- ☐ C. 12 months
- ☐ D. 15 months

Hackney carriage meters and access

74. **What must a vehicle be like when it is first licensed as a Solihull hackney carriage?**

- ☐ A. Under three years old
- ☐ B. Under five years old
- ☐ C. Under 30,000 miles
- ☐ D. Brand new, with delivery mileage only

75. **What kind of wheelchair access must a Solihull hackney carriage have?**

- ☐ A. Rear-loading
- ☐ B. Side-loading
- ☐ C. A wheelchair stored in the boot
- ☐ D. A swivel seat only

76. **How often must a hackney carriage taximeter be calibrated?**

- ☐ A. Every month
- ☐ B. Every six months
- ☐ C. Every year
- ☐ D. Every three years

77. **The Council brings in a new fare tariff. How long do you have to set the meter to it?**

- ☐ A. 14 days
- ☐ B. 21 days
- ☐ C. 28 days
- ☐ D. 3 months

78. **Where must the fare table be displayed?**

- ☐ A. In the passenger compartment, easy to read
- ☐ B. On the outside of the rear door
- ☐ C. At the operator's office
- ☐ D. In the glove box, on request

79. **You are waiting for a fare and the taxi is not hired. What must the meter be?**

- ☐ A. Running on tariff one
- ☐ B. Switched off
- ☐ C. Set to the minimum fare
- ☐ D. Showing the last fare

80. **When must the illuminated roof sign be switched off?**

- ☐ A. At the end of the shift
- ☐ B. After dark
- ☐ C. As soon as the vehicle is hired
- ☐ D. When you pass a rank with other taxis already waiting

81. **Once hired, which route must you take?**

- ☐ A. The quickest one, even if it costs the passenger a bit more
- ☐ B. The shortest available, unless the hirer says otherwise
- ☐ C. The one with less traffic
- ☐ D. The one the meter suggests

82. **You find a passenger's wallet in your hackney carriage and cannot return it. What must you do?**

- ☐ A. Keep it for 28 days
- ☐ B. Give it to another driver
- ☐ C. Leave it at the nearest rank
- ☐ D. Hand it to the Licensing Authority within 72 hours and get a receipt

Solihull licensing policy and suitability

Applying and renewing

83. **How many questions must you get right to pass the Solihull training course test?**

- ☐ A. 24 out of 48
- ☐ B. 30 out of 48
- ☐ C. 36 out of 48
- ☐ D. 42 out of 48

84. **You fail the course test. What can you do?**

- ☐ A. Wait for one year
- ☐ B. Retake the whole course or just the test, for a fee
- ☐ C. Apply for a licence anyway
- ☐ D. Only retake the questions you got wrong

85. **Who carries out the practical driving assessment you need before applying?**

- ☐ A. The DVLA
- ☐ B. Your operator
- ☐ C. A Council officer
- ☐ D. The Blue Lamp Trust

86. **How soon after your enhanced DBS certificate is issued must you join the DBS Update Service?**

- ☐ A. Within 30 days
- ☐ B. Within 60 days
- ☐ C. Within six months
- ☐ D. Within one year

87. **How recent must your medical certificate be when you apply?**

- ☐ A. Dated within 1 week
- ☐ B. Dated within 1 month
- ☐ C. Dated within 6 months
- ☐ D. Dated within 12 months

88. **You are 44 and licensed. When is your next medical certificate due, if you have no health conditions?**

- ☐ A. At 45, sent before that birthday
- ☐ B. At 50, sent after that birthday
- ☐ C. At 65, sent after that birthday
- ☐ D. Only when you next renew

89. **How long is the DVLA check code valid for?**

- ☐ A. 7 days
- ☐ B. 14 days
- ☐ C. 21 days
- ☐ D. 120 days

90. **You want an appointment with the Licensing team. What must you do?**
    - ☐ A. Walk in during office hours
    - ☐ B. Email to book one
    - ☐ C. Ask your operator to call
    - ☐ D. Write a letter to the Council

91. **You renew your licence. How many questions must you get right in the refresher training test?**
    - ☐ A. 12 out of 24
    - ☐ B. 18 out of 24
    - ☐ C. 20 out of 24
    - ☐ D. 24 out of 24

92. **How long before your licence expires should you book your renewal appointment?**
    - ☐ A. At least one week
    - ☐ B. At least 4 to 6 weeks
    - ☐ C. At least 6 months
    - ☐ D. On the day it expires

93. **How many times may a hackney carriage applicant take the knowledge test?**
    - ☐ A. Once
    - ☐ B. Up to three times
    - ☐ C. Up to five times
    - ☐ D. As many times as needed

94. **What score does a hackney carriage applicant need on each part of the knowledge test?**
    - ☐ A. 75%
    - ☐ B. 80%
    - ☐ C. 90%
    - ☐ D. 100%

What the Council looks at

95. **How does the Council usually treat a caution?**
    - ☐ A. It ignores it after a year
    - ☐ B. The same as a conviction
    - ☐ C. As a minor matter
    - ☐ D. As a warning only

96. **You tell a licensing panel that you need your licence to support your family. How much weight can this have?**
    - ☐ A. It cannot be considered
    - ☐ B. It decides most cases
    - ☐ C. It counts for new applicants
    - ☐ D. It counts if you have children

97. **A driver got a speeding conviction in their own car, on a day off. What does the Council say?**
    - ☐ A. It does not count
    - ☐ B. It counts only at renewal
    - ☐ C. It is still relevant
    - ☐ D. It counts only if it was in Solihull

98. **Can the Council take spent convictions into account?**
    - ☐ A. No, they must be ignored
    - ☐ B. Only for sexual offences
    - ☐ C. Only for the last five years
    - ☐ D. Yes, spent or not

99. **An applicant does not declare a conviction on the form. What will normally happen?**
    - ☐ A. A small extra fee
    - ☐ B. The licence is refused, or revoked if already granted
    - ☐ C. A note on the file only
    - ☐ D. A second form to fill in

100. **The Council asks you to take a drug test at short notice. Who pays?**
    - ☐ A. You do
    - ☐ B. The Council
    - ☐ C. Your operator
    - ☐ D. The NHS

101. **A new applicant has been charged with an offence and is waiting for trial. What will normally happen to the application?**
    - ☐ A. It will be refused straight away
    - ☐ B. It will be granted for one year
    - ☐ C. The decision will be put off until the case ends
    - ☐ D. It will be passed to another council

102. **You no longer want your driver licence. What should you do?**
    - ☐ A. Post your badge and licence to the DVLA with a short letter
    - ☐ B. Give your badge to your operator
    - ☐ C. Just stop working
    - ☐ D. Book an appointment to return your badge and paper licence

Penalty points and driving offences

103. **You have 2 points on your DVLA licence for a minor traffic offence. What does the policy say will happen?**
    - ☐ A. A written warning kept on file
    - ☐ B. No action
    - ☐ C. A three-month suspension
    - ☐ D. Revocation

104. **You have 6 points for minor traffic offences. What does the policy say?**

- ☐ A. No action
- ☐ B. A written warning and/or a course at your own cost
- ☐ C. A two-year ban
- ☐ D. Revocation

105. **You have 10 points for minor traffic offences. What does the policy say?**

- ☐ A. A written warning only
- ☐ B. A course at your own cost
- ☐ C. A fit and proper decision, with possible suspension
- ☐ D. Nothing until you reach 12

106. **You reach 12 points for minor traffic offences. What does the policy say?**

- ☐ A. Another written warning
- ☐ B. A course at your own cost
- ☐ C. A one-month suspension
- ☐ D. Revocation or refusal to renew

107. **A driver is convicted of using a hand-held phone while driving, for the first time. What will normally happen?**

- ☐ A. A written warning
- ☐ B. A one-month suspension, then a course at the driver's cost
- ☐ C. A course at the driver's cost
- ☐ D. Revocation or refusal, with no new licence for 7 years

108. **A driver is convicted of drink driving, for the first time. How long will it normally be before a new licence is granted?**

- ☐ A. 1 year
- ☐ B. 3 years
- ☐ C. 7 years
- ☐ D. 12 years

109. **A driver is convicted of careless driving a second time. How long will it normally be before a new licence is granted?**

- ☐ A. 3 years
- ☐ B. 5 years
- ☐ C. 7 years
- ☐ D. 12 years

110. **A driver's standard of driving falls below what is expected, for the first time. What will normally happen?**

- ☐ A. Suspension until the outcome of a driving assessment
- ☐ B. A verbal warning only
- ☐ C. Revocation, with a 7-year wait
- ☐ D. No action if nobody was hurt

Other offences and breaches

111. **A private hire driver is convicted of plying for hire, for the first time. How long will it normally be before a new licence is granted?**

- ☐ A. 6 months
- ☐ B. 1 year
- ☐ C. 3 years
- ☐ D. 10 years

112. **A driver breaks a licence condition for the first time. What will normally happen?**

- ☐ A. A written warning or a suspension of up to 2 months
- ☐ B. No action
- ☐ C. Revocation, and no new licence for at least 7 years
- ☐ D. A fine from the Council

113. **A driver has broken licence conditions three times. How long will it normally be before a new licence is granted?**

- ☐ A. 2 months
- ☐ B. 6 months
- ☐ C. 3 years
- ☐ D. 7 years

114. **A driver forgets to declare a fixed penalty, for the first time. What will normally happen?**

- ☐ A. Revocation, and no new licence for at least 3 years
- ☐ B. A written warning or a suspension of up to 1 month
- ☐ C. No action if it was minor
- ☐ D. A 12-month suspension

115. **A driver has a first conviction for theft. How long will it normally be before a new licence is granted?**

- ☐ A. 1 year
- ☐ B. 3 years
- ☐ C. 7 years
- ☐ D. 12 years

116. **A driver has a first conviction for actual bodily harm. How long will it normally be before a new licence is granted?**

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

117. **A driver has a first conviction for supplying drugs. How long will it normally be before a new licence is granted?**

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

118. **A driver is convicted of refusing to carry an assistance dog. What will normally happen?**

- ☐ A. A written warning
- ☐ B. A one-month suspension
- ☐ C. A training course only
- ☐ D. Revocation, with no new licence for 7 years

119. **A driver is convicted for smoking in a licensed vehicle, for the first time. What will normally happen?**

- ☐ A. Nothing, it is a minor matter
- ☐ B. Suspension of up to 6 months
- ☐ C. Revocation for 7 years
- ☐ D. A ban on night work

120. **A driver's behaviour falls below the expected standard while working outside Solihull. Does the conduct guideline still apply?**

- ☐ A. Yes, it applies there too
- ☐ B. No, only inside the borough
- ☐ C. Only if a passenger complains
- ☐ D. Only if the police are involved

Safeguarding and CSE awareness

Signs of child sexual exploitation

121. **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

122. **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

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

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

124. **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

125. **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

126. **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

127. **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

128. **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

129. **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

130. **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

131. **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

132. **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

133. **What is the phone number for Crimestoppers?**
    - ☐ A. 0800 789 321
    - ☐ B. 08000 121 700
    - ☐ C. 0800 555 111
    - ☐ D. 116 123

134. **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

135. **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

136. **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

137. **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

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

139. **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

140. **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

141. **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

142. **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

143. **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

144. **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

145. **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

146. **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

147. **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

148. **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

149. **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

150. **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

151. **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

152. **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

153. **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

154. **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

155. **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

156. **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

157. **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

158. **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

159. **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

160. **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

161. **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

162. **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

163. **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

164. **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

165. **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

166. **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

167. **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

168. **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

169. **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

170. **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

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

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

172. **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

173. **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

174. **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

175. **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

176. **What is the phone number for the Samaritans?**
- ☐ A. 111
- ☐ B. 116 123
- ☐ C. 101
- ☐ D. 0800 555 111

177. **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

178. **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

179. **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

180. **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

181. **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

182. **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

183. **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

184. **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

185. **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

186. **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

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

- ☐ A. True
- ☐ B. False

Assistance dogs

188. **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

189. **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

190. **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

191. **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

192. **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

193. **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

194. **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

195. **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

196. **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

197. **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

198. **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

199. **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

200. **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

201. **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

202. **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

203. **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

204. **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

205. **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

206. **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

207. **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

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

- ☐ A. 9
- ☐ B. 5
- ☐ C. 7
- ☐ D. 12

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

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

210. **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

211. **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

212. **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

213. **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

214. **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

215. **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

216. **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

217. **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

218. **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

219. **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

220. **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

221. **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

222. **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

223. **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

224. **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"

225. **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

226. **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

227. **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

228. **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

Customer care, conflict and personal safety

Professional conduct and customer care

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Conflict and difficult passengers

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Personal safety

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Fare disputes and lost property

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

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

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

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

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

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

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

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

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

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

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

- ☐ A. True
- ☐ B. False

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

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

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

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

Data protection, CCTV and child seats

266. **A man phones and asks where you dropped off a woman last night. He says he is her partner. What should you do?**
- ☐ A. Tell him, as he says he is her partner and is worried
- ☐ B. Do not give out any passenger information
- ☐ C. Give him the street but not the number
- ☐ D. Ask him to pay first, then tell him

267. **Is it OK to share a passenger's details or photo on social media?**
- ☐ A. Yes, if they are famous
- ☐ B. Yes, if you blur the number plate
- ☐ C. No, keep passenger information private
- ☐ D. Yes, if you do not say their name in the post

268. **CCTV is fitted in your vehicle. What must passengers be told?**
- ☐ A. Nothing, as it is your vehicle
- ☐ B. Only if they ask you directly
- ☐ C. Only if it records sound
- ☐ D. That CCTV is in use

269. **When should a taxi CCTV system record sound?**
- ☐ A. Only when someone switches it on
- ☐ B. All the time, on every journey
- ☐ C. Only when the driver is out of the car
- ☐ D. Only on journeys after dark

270. **Who can normally view recordings from a council-approved taxi CCTV system?**
- ☐ A. Any other driver who shares the vehicle with you
- ☐ B. The police or the council, for a proper reason
- ☐ C. Anyone who asks the operator
- ☐ D. The driver's friends and family

271. **A parent with a 2-year-old hires your taxi. There is no child seat. Where must the child sit?**
- ☐ A. In the front seat, with an adult belt
- ☐ B. On the parent's lap in the front
- ☐ C. In the front seat, without a seat belt
- ☐ D. In a rear seat, without a seat belt

272. **A 6-year-old is travelling in your PHV and there is no child seat. Where must they sit?**
- ☐ A. A rear seat, with an adult seat belt
- ☐ B. Any seat, without a seat belt
- ☐ C. The front seat, with an adult seat belt
- ☐ D. They cannot travel in the vehicle at all

273. **True or false: in a taxi with no child seat, a child under 3 may sit in the front seat.**
- ☐ A. True
- ☐ B. False

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

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

Highway Code for taxi and private hire drivers

Signs, bus lanes and road markings

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- ☐ A. True
- ☐ B. False

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

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

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

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

Speed limits and stopping distances

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The hierarchy of road users

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

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

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

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

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

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

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

- ☐ A. True
- ☐ B. False

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

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

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

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

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

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

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

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

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

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

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

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

Phones, seat belts and fitness to drive

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Picking up, setting down and parking

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Licensing law basics

Hackney carriage or private hire

329. **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

330. **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

331. **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

332. **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

333. **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

334. **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

335. **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

336. **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

337. **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

338. **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

339. **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

340. **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

341. **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

342. **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

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

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

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

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

345. **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?

346. **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

347. **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

348. **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

349. **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

350. **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

351. **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

352. **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

353. **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

354. **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

355. **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

356. **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

357. **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

358. **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

359. **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

360. **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

361. **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

362. **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

363. **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

364. **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

365. **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

366. **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

367. **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

368. **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

369. **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

370. **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

371. **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

372. **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

373. **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

374. **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

375. **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

376. **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

377. **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

378. **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

379. **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

380. **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

381. **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

382. **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

383. **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

Solihull private hire driver conditions

1. **B. 48 hours.** Changes to your name, address, phone number or email must be told to the Council within 48 hours.
2. **C. By email.** The conditions say to email licensing@solihull.gov.uk.
3. **A. Tell the Council within 48 hours.** A voluntary interview is on the list of things to report within 48 hours. You do not have to be charged first.
4. **D. Within 48 hours.** A Notice of Intended Prosecution must be reported within 48 hours, the same as a driving conviction or endorsement.
5. **B. Yes, you must tell them yourself.** You must make the report yourself, even if someone else has already told the Council.
6. **A. Immediately.** An invitation to a licence review elsewhere has a 48-hour limit, but a suspension or revocation with immediate effect must be reported immediately.
7. **C. Stop driving at once and tell the Council within 48 hours.** You must stop driving immediately and report it by email within 48 hours.
8. **A. 48 hours.** The loss of a badge or paper licence must be reported by email within 48 hours.
9. **C. No, not until you have the new badge.** You must not do any journeys until you have the replacement. There is a fee for it.
10. **B. On a lanyard or a clip, with name and photo showing.** The badge goes on a lanyard around your neck or is clipped to your clothes, and your name and photo must be visible.
11. **D. Buy a new badge with a current photo.** Customers and officers must be able to recognise you from the photo. If your appearance changes a lot, you must buy a new badge.
12. **C. The Licensing Authority.** The badge stays the property of the Licensing Authority, and it must go back when the licence ends.
13. **B. Every six months.** A driver who cannot join the Update Service must provide a new enhanced certificate every six months.
14. **A. That you have applied for a new DBS certificate.** You must give the Council evidence within 48 hours that you have applied for a new certificate.
15. **D. No, you must not do any journeys.** You must not do any journeys while the Council cannot check the status of your certificate.
16. **C. At any time.** The conditions say a driver may be required to take a drug or alcohol test at any time.
17. **B. Do not take or keep it.** You must not ask for or keep personal contact details, or try to build a personal relationship with a passenger.
18. **C. A sleeveless vest.** The upper part of your arms and your shoulders must be covered.

19. **D. Shoes that cover the whole foot to the ankle.** Your shoes must cover the foot completely, up to the ankle.
20. **A. No, not by anyone at any time.** The ban covers cigarettes, e-cigarettes and vapes. It applies to everyone in the vehicle, all the time.
21. **B. The operator, right after the journey.** You must report it to the operator who took the booking, immediately after the journey.
22. **D. You must not drive if you are tired.** Before every journey you must be fit and awake. If you are tired, do not drive.
23. **A. A speed trap detector.** The conditions ban radio scanner equipment and speed trap detectors.
24. **B. Keeping the engine running for a long time.** Long or needless engine idling, a loud radio and loud talking can all be a nuisance to residents.
25. **D. No, as you may look available for hire.** Without a booking from your operator, you must not park or wait in a prominent place where you look available for hire.
26. **B. Co-operate with the officer.** Officers from other councils can make reasonable requests of you, and you must help them.
27. **A. Give them.** You must give your name and badge number to any passenger who asks.
28. **B. Help them, at no extra charge.** You must make yourself known on arrival and help any passenger who asks to identify the vehicle, at no extra charge.
29. **D. They can choose any licensed seat.** Passengers must be allowed to sit in the licensed seat they choose.
30. **B. As an assistance dog.** The conditions say trainee assistance dogs must be treated as though they were assistance dogs.
31. **C. On the front windscreen, facing out.** It must face outwards from the front windscreen, and be handed to any passenger who asks for it.
32. **D. Before the journey starts.** Passengers must know about cashless payment before the journey begins.
33. **B. Not allowed unless the hirer agrees.** No one else may be in the vehicle without the consent of the person who hired it.
34. **C. The cheapest route for the passenger.** You must drive by the cheapest route for the passenger unless they ask otherwise, and tell them of any change to the expected route.
35. **B. If the passenger agrees.** Radio or music may not be played unless the passenger agrees. Equipment for sending or receiving messages about your work is the exception.
36. **A. In an emergency, hands-free and lawfully.** Calls are not allowed while you have passengers, except in an emergency, and then they must be hands-free and lawful.
37. **D. As soon as possible, and within 24 hours at most.** Tell a safeguarding body or other relevant authority quickly: 24 hours is the longest you may wait. If the danger is immediate, call 999.
38. **B. Only water, if it is safe.** You must not eat during a journey. You may drink water if it is safe to do so.

39. **C. The driver.** It is for the driver to decide whether passengers may eat or drink in the vehicle.
40. **D. The operator that took the booking.** A receipt must show your name or licence number, the vehicle registration or licence number, the date and time, the fare paid and the operator.
41. **C. Tell the operator at once and take it to them within 48 hours.** Tell the operator who gave you the booking straight away, and get the item to them within 48 hours.

Solihull vehicle maintenance and standards

42. **B. Each day before taking charge of the vehicle.** The conditions require a walkaround check each day, before the driver takes charge of the vehicle.
43. **C. 15 months.** The records must be kept for at least 15 months and shown to an authorised officer on request.
44. **C. As it was when last approved on inspection.** The vehicle must be kept in the condition it was in when the licensing authority last approved it on inspection.
45. **C. More than 2mm.** Solihull asks for more than 2mm of tread on each of the four tyres.
46. **D. That it can be driven safely and legally after a puncture.** Provision must be made so the vehicle can be driven safely and legally following a puncture.
47. **B. No, seats must be free of splits and tears.** The interior must be free of splits and tears to the seats, and free of stains to the upholstery.
48. **A. Visible rust on a door.** The exterior must be free of visible rust and large or sharp-edged dents. Officers may use discretion on cleanliness in bad weather.
49. **D. Yes, all vehicles need one.** All vehicles need the test whatever their age, including brand-new ones.
50. **A. A detailed mechanical inspection as well as the MOT.** As well as an MOT, the test centre does a detailed mechanical inspection, called the supplementary test.
51. **B. 10 working days.** The test papers are valid for only 10 working days.
52. **A. They must be put right.** Any advisory matters on the MOT certificate should be put right before the vehicle is licensed.
53. **C. No, whatever the category.** The Council will not license a declared write-off, regardless of the category.
54. **B. Dated within one month.** The report is accepted only if it is dated within one month, and it is needed every time, for new licences and renewals.
55. **B. One year.** A vehicle licence lasts one year and runs with the MOT date.
56. **C. 4 stars.** The vehicle specification asks for a Euro NCAP rating of at least 4 stars.
57. **D. It must be registered at least 6 months later than the last one.** The registration date must be at least six months newer than the vehicle you licensed before, so the fleet keeps getting younger.
58. **B. 86 miles.** An electric vehicle must be able to travel at least 86 miles on a full charge.

59. **C. Fixed to the rear of the vehicle, not the rear windscreen.** The exterior plate must be securely fixed to the rear exterior, must not cover the registration plate, and must not be on the rear windscreen.
60. **B. On the near side of the windscreen.** It goes on the near side of the windscreen, where people inside and outside can clearly see it.
61. **A. On the partition behind the driver.** It is fixed to the partition that separates the driver from the passengers.
62. **D. No, unless the Council gives written permission.** The exterior plate must not be removed without written or electronic permission, and the Council says plates must stay on when you are not working.
63. **A. Nothing may hang from the mirror.** Nothing at all may hang from the rear-view mirror or be fixed to it.
64. **C. Not unless the Council has authorised it or the law requires it.** No signs, notices or advertisements may be displayed unless the licensing authority has authorised them or the law requires them.
65. **D. Securely fixed, without blocking the driver's view or control.** Any such device must be securely fixed, in a place that does not impair the driver's view or control while moving.
66. **C. 7 days.** Plates go back within seven days of expiry. If the licence is suspended or revoked, they go back immediately.
67. **A. As soon as you can, within 72 hours at most.** Any road traffic collision involving the vehicle must be emailed in as soon as reasonably practicable, and within 72 hours at most.
68. **B. Photos of the damage, plus a report if required.** Send photos showing the damage. The Council may also ask for a report from an engineer or the recovery company.
69. **D. Bring both plates back to the Council.** You must bring both plates back, and they are filed until the repair is done.
70. **B. The licence is revoked automatically.** If repairs are not completed within two calendar months, the licence is automatically revoked.
71. **D. You could be investigated for obstruction.** Presenting the vehicle is a must. If you do not, you could face an investigation for obstruction.
72. **B. 48 hours.** The certificate must reach the authorised officer within 48 hours of any request.
73. **C. 12 months.** You must keep these records for at least 12 months. Tell the Council before the hire with an 'On Hire' form and proof of insurance.
74. **D. Brand new, with delivery mileage only.** A vehicle licensed as a hackney carriage for the first time must be brand new with delivery mileage only.
75. **B. Side-loading.** All must be side-loading wheelchair accessible vehicles, able to carry a reference wheelchair.
76. **C. Every year.** Once a year the meter must be calibrated. It must also be on the current tariff and sealed so nobody can tamper with it.
77. **C. 28 days.** The meter must show the current approved tariff within 28 days of it starting.

78. **A. In the passenger compartment, easy to read.** The current fare table must be inside the passenger compartment, where passengers can read it clearly.
79. **B. Switched off.** The taximeter must be switched off when the vehicle is not hired.
80. **C. As soon as the vehicle is hired.** The roof sign tells people the taxi is free. Turn it off the moment the taxi is hired.
81. **B. The shortest available, unless the hirer says otherwise.** You must go to the destination by the shortest available route, unless the hirer directs otherwise.
82. **D. Hand it to the Licensing Authority within 72 hours and get a receipt.** If you cannot return it, hand it in within 72 hours with details of when you found it and the journey, and get a receipt.

Solihull licensing policy and suitability

83. **C. 36 out of 48.** There are 48 questions, 8 on each subject. You must get 36 right, which is 75%.
84. **B. Retake the whole course or just the test, for a fee.** You may retake the whole course or just the test. A fee is payable.
85. **D. The Blue Lamp Trust.** The assessment is with the Blue Lamp Trust, and the certificate must be less than 12 months old when you apply.
86. **A. Within 30 days.** You must subscribe within 30 days of the certificate being issued, so the Council can check your record regularly.
87. **B. Dated within 1 month.** The certificate should be dated within one month when you make your application.
88. **A. At 45, sent before that birthday.** Certificates are needed at 45, then every five years to 65, and then every year. You must send it before the milestone age.
89. **C. 21 days.** The code that lets the Council view your driving licence is valid for only 21 days.
90. **B. Email to book one.** The Council does not accept walk-ins. You must email licensing@solihull.gov.uk to book.
91. **B. 18 out of 24.** The refresher test has 24 questions, and you must answer at least 18 correctly.
92. **B. At least 4 to 6 weeks.** The Council strongly advises an appointment at least four to six weeks before the licence expires.
93. **B. Up to three times.** The test may be taken up to three times, and must be passed within 12 months of the application.
94. **C. 90%.** The test has 50 two-point locations and 20 routes, and you need 90% on both parts.
95. **B. The same as a conviction.** You must admit guilt to get a caution, so the Council usually treats it just like a conviction.
96. **A. It cannot be considered.** Money and family troubles play no part. The Council looks only at whether you are safe and suitable.

97. **C. It is still relevant.** Many drivers wrongly think an offence in their own car matters less. It does not: any driving offence is relevant, because it puts the public in danger.
98. **D. Yes, spent or not.** The Council may take into account all convictions recorded against an applicant or driver, whether they are spent or not.
99. **B. The licence is refused, or revoked if already granted.** Dishonesty in the application will normally mean refusal or revocation, and may lead to prosecution.
100. **A. You do.** Medical or drug testing may be required at short notice, at your own expense.
101. **C. The decision will be put off until the case ends.** The decision will normally be deferred until the trial is over or the charges are withdrawn.
102. **D. Book an appointment to return your badge and paper licence.** You cannot surrender a driver licence. Email for an appointment to return them, and the licence stays on file until it runs out.
103. **A. A written warning kept on file.** For 0-3 points, the sanction is a written warning kept on file.
104. **B. A written warning and/or a course at your own cost.** For 4-8 points, you get a written warning and/or an approved educational course at your expense.
105. **C. A fit and proper decision, with possible suspension.** At 9-11 points there is a fit and proper decision, with a possible suspension of 3 to 12 months.
106. **D. Revocation or refusal to renew.** At 12 points, the licence will be revoked or a renewal will be refused.
107. **D. Revocation or refusal, with no new licence for 7 years.** This offence raises the risk of an accident. The guideline is revocation or refusal, and normally no new licence for 7 years.
108. **C. 7 years.** It is normally 7 years after the disqualification ends. For a repeat offence, it is 12 years.
109. **D. 12 years.** Careless driving is a major traffic offence. A repeat offence normally means 12 years after the last disqualification or conviction.
110. **A. Suspension until the outcome of a driving assessment.** The licence is normally suspended until the outcome of an occupational competence or road risk assessment.
111. **C. 3 years.** The licence will normally be revoked or not renewed, with no new licence for 3 years. For a repeat offence, it is 5 years.
112. **A. A written warning or a suspension of up to 2 months.** This is the guideline for a first breach, and refusal to renew is also possible. Training at the driver's own cost can sometimes reduce it.
113. **C. 3 years.** Three or more offences will normally mean revocation or refusal to renew, and no new licence for 3 years.
114. **B. A written warning or a suspension of up to 1 month.** This is the guideline for a first failure to declare, and refusal to renew is also possible. If the offence itself carries a higher penalty, that higher penalty is likely.
115. **C. 7 years.** Theft is a dishonesty offence. A first offence normally means 7 years, and a repeat offence 12 years.

116. **D. 10 years.** Actual bodily harm is listed as serious violence. A first offence normally means 10 years. After a repeat offence, a new licence will not normally be granted.
117. **A. 10 years.** Dealing, making or supplying drugs normally means no new licence for 10 years after a first offence, and none at all after a repeat offence.
118. **D. Revocation, with no new licence for 7 years.** Equality Act offences are serious. They normally mean revocation, and no new licence for 7 years after a first instance.
119. **B. Suspension of up to 6 months.** A first offence under the Health Act 2006 normally means a suspension of up to 6 months. A repeat normally means revocation.
120. **A. Yes, it applies there too.** The standard applies at all times, including when drivers work outside Solihull. A first instance normally means a suspension of 3 to 12 months or refusal to renew.

Safeguarding and CSE awareness

121. **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.
122. **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.
123. **C. Under 18.** CSE can happen to any child or young person under the age of 18.
124. **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.
125. **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.
126. **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.
127. **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.
128. **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.
129. **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.
130. **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.
131. **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.

132. **B. 101.** Call the police on 101 for concerns that are not an emergency. Use 999 only if someone is in immediate danger.
133. **C. 0800 555 111.** Crimestoppers is an independent charity. You can give information on 0800 555 111 without giving your name.
134. **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.
135. **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.
136. **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.
137. **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.
138. **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.
139. **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.
140. **A. Crimestoppers.** Crimestoppers lets you give information without giving your name, on 0800 555 111.
141. **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.
142. **D. A phone line used to take drug orders.** The "county line" is the dedicated mobile phone line used to take drug orders.
143. **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.
144. **C. 15 to 17.** The DfT standards say children aged 15 to 17 are the majority, but they may also be much younger.
145. **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.
146. **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.
147. **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.
148. **C. 08000 121 700.** Call the Modern Slavery & Exploitation Helpline on 08000 121 700, or report online. Call 999 in an emergency.

149. **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.
150. **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.
151. **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.
152. **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.
153. **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.
154. **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.
155. **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.
156. **D. Financial abuse.** Making a vulnerable person hand over money can be financial abuse. Note the details and report your concern.
157. **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.
158. **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.
159. **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.
160. **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.
161. **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.
162. **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.
163. **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.
164. **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.

165. **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.
166. **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.
167. **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.
168. **C. Action Counters Terrorism.** ACT, Action Counters Terrorism, is the police campaign asking the public to report suspicious activity.
169. **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.
170. **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.
171. **A. 0800 789 321.** You can call the police in confidence on 0800 789 321, or report online at gov.uk/ACT.
172. **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.
173. **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.
174. **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.
175. **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.
176. **B. 116 123.** Samaritans can be called free from any phone on 116 123, day or night.
177. **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

178. **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.
179. **D. To carry them in their wheelchair.** Section 165 says the driver of a designated vehicle must carry the passenger while in the wheelchair.
180. **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.
181. **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.
182. **A. Carry the wheelchair in the vehicle.** If the passenger chooses to sit in a passenger seat, the driver must carry the wheelchair.

183. **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.

184. **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.

185. **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.

186. **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.

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

188. **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.

189. **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.

190. **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.

191. **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.

192. **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.

193. **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.

194. **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.

195. **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.

196. **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.

197. **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.

198. **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.

199. **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.

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

201. **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.

202. **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.
203. **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.
204. **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.
205. **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.
206. **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.
207. **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.
208. **A. 9.** The nine are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
209. **B. Religion or belief.** Religion or belief is one of the nine protected characteristics. Income, being a student or a smoker are not.
210. **D. Unlawful discrimination.** Treating someone less favourably because of their religion is direct discrimination, which is against the law.
211. **C. Carry them; refusing is discrimination.** Sexual orientation is a protected characteristic. Refusing or treating them worse because of it is unlawful.
212. **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.
213. **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.
214. **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.
215. **D. No, that would be discrimination.** Pregnancy and maternity is a protected characteristic. Refusing her because she is pregnant is unlawful.
216. **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.
217. **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.
218. **B. Hidden, or non-visible, disabilities.** Many disabilities are not visible. A passenger may still need help, time or understanding.
219. **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.

220. **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.
221. **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.
222. **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.
223. **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.
224. **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.
225. **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.
226. **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.
227. **C. The passenger, directly.** Speak directly to the disabled person. Guide Dogs says never channel conversation through a third person.
228. **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.

Customer care, conflict and personal safety

229. **B. Offer to help load them into the vehicle.** Helping with luggage is good service, and councils' conditions expect it: Nottingham, Sefton and Wolverhampton all tell drivers to give reasonable help with luggage.
230. **D. Greet them politely and confirm the destination.** A polite greeting and confirming the destination prevents mistakes and disputes later.
231. **C. It builds trust and shows you could identify them.** The Wolverhampton safety booklet says eye contact helps build a relationship and tells the passenger you could identify them.
232. **A. Turn it off politely.** The journey is for the passenger. Councils' conditions, such as Nottingham's and Sefton's, say you may not play a radio or music without the passenger's consent.
233. **D. Clean, tidy clothes and your badge as required.** Councils expect drivers to be clean and tidy (Nottingham: "clean and respectable" in dress) and to wear or display their badge as their licence conditions say.
234. **A. Stay calm and tell them how to complain.** Stay calm and do not raise your voice. Passengers can complain to the operator or the council: Wolverhampton publishes a taxi complaints line, and Sefton operators must tell complainants they can take it to the council.
235. **B. Agree it and explain the fare may be higher.** Agree the route and explain the cost before you set off, so there is no dispute at the end.

236. **C. Let the operator or passenger know.** Councils require drivers to attend bookings punctually (Leicester, Wolverhampton). If you are delayed, telling the operator or passenger is the professional step. Never speed to make up time.
237. **A. Check they have all their belongings.** Wolverhampton's conditions say to make sure passengers leave with their belongings and to search for lost property after each journey. Sefton also requires a search after every hiring.
238. **B. Stay calm and keep your voice level.** The safety booklet says stay professional and calm, and do not raise your voice. This can stop things getting worse.
239. **C. Open hands and steady eye contact.** Keeping your hands visible and open and keeping eye contact is non-threatening and can defuse a situation.
240. **D. Getting help from your control room secretly.** Agree a code word with your control room so you can call for help without making a threatening passenger suspicious.
241. **A. Park, use your horn and lights, and call 999.** If in danger, park and use your horn and lights to attract attention, and get help by calling 999.
242. **B. A brightly lit, busy place.** Busy, well-lit places are safer and are often covered by CCTV.
243. **C. No, you must never lock a passenger in.** Locking passengers in your vehicle can lead to arrest and a charge of false imprisonment.
244. **D. Stay inside your cab and call for help.** In a purpose-built taxi with a screen you are likely to be safer staying in the cab. Never risk your safety to protect the vehicle.
245. **B. Only charge what your council's rules allow.** For hackney carriages, the council can fix "all other charges in connection with the hire" in its table of fares. Hertsmere's 2025 table, for example, sets £50 for soiling. Only charge what your council allows.
246. **C. Many passengers have been drinking.** The booklet says night work carries the most risk of violence, as many passengers have been drinking. Make sure you are not tired.
247. **A. Write it down and report it to the police.** Note descriptions such as clothes and accent, and report it even if the police cannot act at once. It helps them plan.
248. **D. Take card payments and drop off cash often.** The booklet says carry as little cash as you can, use contactless payments, and drop off cash during your shift.
249. **C. Say you have only just started your shift.** Never say business is good. This could tell someone you have a lot of cash. You could say you have just started.
250. **D. Hidden in a secure box.** Keep cash hidden from view in a secure box, and try to hide it in several places until you can bank it.
251. **B. Trust your instincts and refuse it.** The booklet says always trust your instincts and refuse a fare if you have doubts about your safety. Never refuse for a discriminatory reason.
252. **A. Just enough to speak to them.** Only open the window enough to speak without people being able to reach inside.
253. **A. Yes, until you are ready to accept the fare.** Keep the doors locked while driving around. Unlock them when you have checked the passenger and are ready to accept the fare.
254. **D. That they are the booked passenger.** Confirm it is the correct booked passenger and the destination. This protects them and you.

255. **B. A wheel brace.** Items like wheel jacks could be used against you, and could be illegal. Keep tools secure in the boot.
256. **C. In case an attacker throws your keys away.** The Wolverhampton booklet says carry a spare key in case an attacker throws your keys away. It also suggests a phone and charger, a torch, a notepad and a personal alarm.
257. **B. It can deter violence and give evidence.** CCTV has been shown to reduce threats against drivers and means it is not just your word against theirs.
258. **A. Agree the fare before you set off.** Agreeing the fare first reduces the risk of a dispute later, when you may be in an isolated place.
259. **D. Tell the passenger and check they agree.** If you need to change route on the way, explain why and confirm the passenger agrees.
260. **C. Let them go and report it to the police.** Do not chase a passenger who owes you a fare. Your safety is more important than the money. Report it on 101.
261. **A. Fare disputes.** The booklet says many violent incidents arise from fare disputes, so be ready to explain how the fare is worked out.
262. **D. Follow your council's lost property rules.** Councils set their own lost property rules. Nottingham and Leicester say take it to the police within 24 hours; Sefton says 48 hours; Wolverhampton says report it to the operator.
263. **B. False.** False. Lost property is not yours. Councils' rules say to hand it in, for example to the police within 24 hours in Nottingham or 48 hours in Sefton.
264. **C. Calmly explain how the fare was worked out.** Be ready to explain the fare structure. Staying calm and clear often ends the dispute.
265. **B. Ask which route they prefer.** If there are several routes, confirm which one the passenger would like. This avoids complaints about the fare.
266. **B. Do not give out any passenger information.** Where a passenger went is personal data. It must only be used for the purpose it was collected for and kept secure. Wolverhampton's CCTV policy, for example, shares data only for a lawful reason such as a formal police request.
267. **C. No, keep passenger information private.** Passenger details and images are personal data and must be kept secure. Wolverhampton's CCTV policy bans uploading CCTV or dashcam footage to social media and calls it a breach of data protection law.
268. **D. That CCTV is in use.** The DfT standards say all passengers must be made fully aware if CCTV is operating in a vehicle.
269. **A. Only when someone switches it on.** The DfT says audio recording must not be continuously active by default and should be started by a switch or button. Check your council's CCTV policy too.
270. **B. The police or the council, for a proper reason.** Recordings should be secure and only seen by those with a legitimate reason, such as the police investigating a crime or the council investigating a complaint.
271. **D. In a rear seat, without a seat belt.** In a taxi or PHV with no correct child seat, a child under 3 can travel without one, but only in a rear seat and without a seat belt.

272. **A. A rear seat, with an adult seat belt.** If the driver does not provide the right child seat, a child aged 3 or over must travel in a rear seat wearing an adult seat belt.
273. **B. False.** False. Without the correct child seat, children can travel only in a rear seat.
274. **C. The front airbag must be switched off.** GOV.UK says you must deactivate any front airbags before fitting a rear-facing baby seat in a front seat.

Highway Code for taxi and private hire drivers

275. **A. Something that you must not do.** Signs with red circles are mostly prohibitive: they tell you what you must not do. Plates below a sign add details, such as times.
276. **D. It gives an order you must follow, such as 'turn left'.** Signs with blue circles but no red border mostly give a positive instruction, such as 'ahead only' or 'keep left'.
277. **B. Triangular.** Warning signs are mostly triangular. Direction and information signs are mostly rectangular, and signs giving orders are mostly circular.
278. **B. Green.** Primary routes have green signs. Motorway signs are blue, local routes are white with a black border, and brown signs show tourist attractions.
279. **D. Only when the bus lane signs show that taxis are allowed.** Bus lane signs show which vehicles, if any, may use the lane. Unless the signs allow your vehicle, you should not drive in it while it is in operation.
280. **A. You may not use it, unless the sign also allows private hire vehicles.** The Highway Code lists taxis and licensed private hire vehicles as separate types of vehicle. A sign that shows only taxis does not include private hire vehicles.
281. **B. Any vehicle, as long as other signs do not say otherwise.** You should not drive in a bus lane during its period of operation unless the signs allow you. Outside the times shown, the lane can be used by other traffic.
282. **B. False.** Each bus lane or bus gate has signs that say which vehicles are allowed. Some include taxis and some do not, so you must read the sign each time.
283. **A. You must not drive into it.** You must not enter a road, lane or other route reserved for trams. Trams cannot steer round an obstruction.
284. **D. When your exit road or lane is clear.** You must not enter the box until your exit is clear. You may wait in it to turn right if only oncoming traffic, or other vehicles waiting to turn right, stop you.
285. **C. 60 mph.** For cars, the national limit is 60 mph on single carriageways and 70 mph on dual carriageways and motorways.
286. **C. 70 mph.** Cars may do up to 70 mph on dual carriageways and motorways, unless signs show a lower limit.
287. **B. 30 mph.** A 30 mph limit generally applies to roads with street lights (not motorways) in England and Scotland, unless signs show otherwise.
288. **A. 20 mph.** In Wales the default limit on roads with street lights is 20 mph. Some roads have a 30 mph limit set locally.

289. **C. 60 mph.** Buses, coaches and minibuses up to 12 metres long have a limit of 50 mph on single carriageways and 60 mph on dual carriageways.
290. **C. 23 metres.** At 30 mph the typical thinking distance is 9 metres and the braking distance is 14 metres, so the overall stopping distance is 23 metres.
291. **B. 9 metres.** Thinking distance is how far you travel before you start to brake. At 30 mph it is about 9 metres.
292. **C. 36 metres.** At 40 mph it is 12 metres thinking distance plus 24 metres braking distance: 36 metres in total.
293. **D. 96 metres.** At 70 mph it is 21 metres thinking distance plus 75 metres braking distance: 96 metres in total.
294. **B. Make it at least twice as long.** The gap should be at least doubled on wet roads, and up to ten times greater on icy roads.
295. **C. A limit is the most you may do, and it is not always safe.** The speed limit is the absolute maximum. It does not mean it is safe to drive at that speed in all conditions.
296. **B. People driving the vehicles that can do the most harm.** Those in charge of vehicles that can cause the greatest harm in a collision bear the greatest responsibility. This applies to drivers of cars and taxis, as well as larger vehicles.
297. **B. Pedestrians, cyclists, horse riders and motorcyclists.** Pedestrians, cyclists, horse riders and motorcyclists are most at risk. Children, older adults and disabled people are at even greater risk.
298. **C. Give way and let the pedestrian cross first.** At a junction you should give way to pedestrians crossing or waiting to cross a road that you are turning into or out of.
299. **A. True.** Rule H2 says only pedestrians may use the pavement, and that pedestrians include wheelchair and mobility scooter users.
300. **A. At least 1.5 metres.** Leave at least 1.5 metres when overtaking cyclists at speeds of up to 30 mph, and more space at higher speeds. Wait behind if you cannot leave enough space.
301. **D. Below 10 mph, leaving at least 2 metres.** Pass horse riders and horse-drawn vehicles at under 10 mph and allow at least 2 metres of space.
302. **C. Wait and let the cyclist go past before you turn.** You should not cut across cyclists going ahead when you turn. Do not turn if it would make the cyclist stop or swerve.
303. **A. Give them plenty of room and do not cut across them.** Give priority to cyclists on the roundabout. Give them plenty of room and do not try to overtake them within their lane.
304. **B. With your left hand, so you turn and look behind you.** Where you can, open the door with the hand on the opposite side. This makes you look over your shoulder, so you are more likely to see cyclists and motorcyclists.
305. **C. No, as another vehicle may be coming that they cannot see.** Do not wave, flash your lights or use your horn to invite pedestrians across. This could be dangerous if another vehicle is approaching.
306. **A. To call 999 or 112 in an emergency when it is unsafe to stop.** You must not use a hand-held phone for any purpose while driving, even when stationary in traffic. There is an exception to call 999 or 112 in a genuine emergency when it is unsafe or impractical to stop.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

324. **C. Stop just long enough for passengers to get in or out.** You must not stop on an urban clearway in its hours of operation, except to pick up or set down passengers.
325. **D. No, you must not stop on the main carriageway of a clearway.** This sign means no stopping (clearway). You must not stop or park on a clearway. Only an urban clearway allows stopping to pick up or set down.
326. **B. No, you must not stop or park in a taxi bay.** You must not stop or park on taxi bays shown by upright signs and markings. These are for hackney carriages.
327. **A. Switch it off and apply the parking brake.** You must not leave an engine running unnecessarily while stationary on a public road. If you will be stopped for more than a couple of minutes, apply the parking brake and switch off the engine.
328. **C. No, not between 11.30 pm and 7 am in a built-up area.** You must not use your horn while stationary, or in a built-up area between 11.30 pm and 7 am, except when another road user poses a danger.

Licensing law basics

329. **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.
330. **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.
331. **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.
332. **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.
333. **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.
334. **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.
335. **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.
336. **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.
337. **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.

338. **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.

339. **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.

340. **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.

341. **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.

342. **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.

343. **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.

344. **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.

345. **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?

346. **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.

347. **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.

348. **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.

349. **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.

350. **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.

351. **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.

352. **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.

353. **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.

354. **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.

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

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

357. **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.

358. **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.

359. **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.

360. **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.

361. **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.

362. **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.

363. **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'.

364. **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.

365. **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.

366. **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.

367. **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.

368. **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.

369. **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.

370. **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.

371. **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.

372. **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.

373. **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).

374. **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.

375. **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.

376. **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.

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

378. **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.

379. **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.

380. **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.

381. **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.

382. **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.

383. **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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