

Wolverhampton taxi knowledge test: questions and answers

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

Free from taxiknowledgetest.co.uk. Not an official council document: check your council's current guidance.

Questions

Plying for hire in Wolverhampton

Pre-booked or hailed

1. You are driving a Wolverhampton private hire vehicle (PHV). A man waves at you in the street and asks for a ride to the station. He has not booked. What should you do?
 - ☐ A. Take him if he pays the whole fare before you set off
 - ☐ B. Refuse and tell him to book through an operator
 - ☐ C. Take him if the station is only a short drive away
 - ☐ D. Take him, then ask your operator to log it as a booking
2. What do the stickers at the bottom of the rear passenger windows of a Wolverhampton PHV tell passengers?
 - ☐ A. The fare per mile and the operator's booking phone number
 - ☐ B. The vehicle can carry a passenger in a wheelchair
 - ☐ C. Cameras in the vehicle record sound at all times
 - ☐ D. It must be pre-booked and no smoking is allowed
3. Before a private hire journey starts, what must the driver check about the passenger?
 - ☐ A. They have pre-booked and know the estimated fare
 - ☐ B. They have paid the full estimated fare in cash first
 - ☐ C. They have given the driver a mobile number
 - ☐ D. They are sitting in the front passenger seat
4. Your operator wants to put its name on the back of your Wolverhampton PHV. Which word is NOT allowed on that signage?
 - ☐ A. The operator's trading name
 - ☐ B. The operator's booking phone number
 - ☐ C. "Cab"
 - ☐ D. "Pre-booked only"

5. **Can a Wolverhampton-licensed PHV have a sign on its roof?**
- ☐ A. Yes, if the sign is only lit when the car is free
 - ☐ B. Yes, if the sign shows the operator's name only
 - ☐ C. No, roof signs are not allowed on any PHV at all
 - ☐ D. Yes, but only when working outside Wolverhampton
6. **A friend asks you to collect him tomorrow and sends the details by text straight to you. You are a Wolverhampton private hire driver. What should you do?**
- ☐ A. Ask him to book through your Wolverhampton operator
 - ☐ B. Accept, as long as he pays you in cash on the day
 - ☐ C. Accept, because you already know him as a passenger
 - ☐ D. Accept, and tell your operator after the journey ends
7. **Which drivers can wait on a hackney carriage rank (taxi rank) in Wolverhampton to pick up passengers?**
- ☐ A. Any licensed driver who is wearing a council badge
 - ☐ B. Private hire drivers, when no hackney carriages are waiting
 - ☐ C. Private hire drivers, but only between midnight and 6am
 - ☐ D. Hackney carriage drivers licensed by Wolverhampton
8. **A private hire driver parks on a taxi rank to wait for work. How does the Wolverhampton policy treat this?**
- ☐ A. Allowed, as long as the driver stays in the car
 - ☐ B. A driving standards issue; it can lead to suspension
 - ☐ C. A parking matter only, with no effect on the licence
 - ☐ D. Allowed, as long as the operator says it is fine
9. **You drive a Wolverhampton hackney carriage. When should you start the meter?**
- ☐ A. When the passenger is seated in the vehicle
 - ☐ B. When you first see the passenger waving
 - ☐ C. When you join the rank and wait for work
 - ☐ D. When you arrive at the passenger's destination
10. **A hackney carriage passenger asks to go to a town outside the Wolverhampton licensed area. No fare was agreed before the journey. What fare should you charge?**
- ☐ A. Any fare you think is fair for the distance
 - ☐ B. Double the meter fare for the part outside the area
 - ☐ C. The fare shown on the meter
 - ☐ D. The fare a private hire operator would charge

Working outside Wolverhampton

11. You hold a Wolverhampton hackney carriage driver licence. Where can you ply for hire (be hailed) or use a rank?

- ☐ A. Anywhere in England, in any hackney carriage
- ☐ B. Within Wolverhampton, in a Wolverhampton-licensed hackney carriage
- ☐ C. Anywhere in the West Midlands, in any vehicle licensed by a council there
- ☐ D. In any city that has a public taxi rank

12. Can a Wolverhampton hackney carriage driver do pre-booked journeys outside Wolverhampton?

- ☐ A. No, a hackney carriage can only work inside Wolverhampton
- ☐ B. Only to places in the West Midlands
- ☐ C. Only if the passenger lives in Wolverhampton
- ☐ D. Yes, pre-booked journeys can be anywhere in the country

13. You hold a Wolverhampton private hire driver licence. Which journey does it allow?

- ☐ A. Pre-booked, anywhere in England, in any PHV, through any licensed operator
- ☐ B. Pre-booked, anywhere, in a Wolverhampton PHV, via a Wolverhampton operator
- ☐ C. Any journey inside Wolverhampton, whether it is booked or not
- ☐ D. A journey from a taxi rank, when no hackney carriages are waiting

14. You live in Leicester and drive a Wolverhampton PHV. People near a Leicester club wave at you for a lift home. What should you do?

- ☐ A. Accept, because you are near your home address
- ☐ B. Accept, because Leicester is outside Wolverhampton
- ☐ C. Accept, if you turn off your operator's app first
- ☐ D. Refuse, as you can only take pre-booked journeys

15. You are working in Birmingham. A compliance officer from Birmingham City Council asks to inspect your Wolverhampton PHV. What should you do?

- ☐ A. Let the officer inspect the vehicle and co-operate fully
- ☐ B. Refuse, because only Wolverhampton officers can inspect it
- ☐ C. Ask the officer to make an appointment with your operator
- ☐ D. Drive back to Wolverhampton and have it inspected there

16. Do Wolverhampton's conduct standards still apply when you work outside the city?

- ☐ A. No, only the local council's rules apply there
- ☐ B. Only if the passenger lives in Wolverhampton
- ☐ C. Yes, the same conduct is expected outside the city
- ☐ D. Only if you are stopped by a Wolverhampton officer

17. A police officer in Manchester stops your Wolverhampton PHV. What must you be able to show straight away?

- ☐ A. Your receipts for the last seven days
- ☐ B. Your medical certificate
- ☐ C. Proof of hire and reward insurance
- ☐ D. A copy of your DBS certificate

18. **A hackney carriage passenger wants to go a long way outside the Wolverhampton licensed area. What is the best thing to do before you set off?**
- ☐ A. Agree a fare with the passenger in advance
 - ☐ B. Ask the passenger to pay double in advance
 - ☐ C. Turn the meter off for the whole journey
 - ☐ D. Tell the passenger you cannot leave the area
19. **Can a vehicle licensed as a PHV by Wolverhampton also hold a PHV licence from another council?**
- ☐ A. Yes, if both councils are in the West Midlands
 - ☐ B. Yes, if the driver also holds both licences
 - ☐ C. Yes, for up to six months while changing over
 - ☐ D. No, another council must not license it too
20. **Your Wolverhampton operator gives you a booking to collect a passenger in Coventry. Is this allowed?**
- ☐ A. No, private hire journeys must start in Wolverhampton
 - ☐ B. Yes, a pre-booked journey can be anywhere at all
 - ☐ C. No, you need a Coventry licence for any pick-up there
 - ☐ D. Only if the passenger is going to Wolverhampton

Plying for hire offences and penalties

21. **When a driver plies for hire illegally, what does the Wolverhampton policy say usually happens to the passenger?**
- ☐ A. They are usually not insured during the journey
 - ☐ B. The passenger must pay a fine to the council
 - ☐ C. The passenger is insured by the operator instead
 - ☐ D. The passenger is insured, but only for the fare
22. **A driver is convicted of plying for hire for the first time. What does the Wolverhampton policy normally do?**
- ☐ A. Give a written warning and let the driver keep the licence
 - ☐ B. Suspend the licence for two weeks and order training
 - ☐ C. Revoke or refuse to renew the licence; no new licence for 7 years
 - ☐ D. Add three penalty points to the driver's DVLA licence
23. **A driver is convicted of plying for hire for a second time. For how long will Wolverhampton normally refuse a new licence?**
- ☐ A. 2 years only
 - ☐ B. 12 years
 - ☐ C. 5 years
 - ☐ D. 7 years

24. Why does the council treat plying for hire offences so seriously?

- ☐ A. They mean the council loses its fee for those journeys
- ☐ B. They make journeys slower for other drivers on the road
- ☐ C. They break the rules on fares shown on the meter
- ☐ D. They show the driver cannot keep within the licence

25. A driver stands outside a railway station asking people, "Do you need a car?" to find fares for his PHV. What is this called?

- ☐ A. Ranking
- ☐ B. Touting
- ☐ C. Pre-booking
- ☐ D. Subcontracting

26. A driver is convicted of touting for the first time. What does the Wolverhampton policy normally do?

- ☐ A. Suspend the licence for up to 2 months, then review it
- ☐ B. Give the driver a written warning and keep the licence
- ☐ C. Ask the driver to retake the knowledge test
- ☐ D. Revoke or refuse to renew; no new licence for 7 years

27. A driver has more than one conviction for touting. How long will Wolverhampton normally refuse a new licence?

- ☐ A. 10 years
- ☐ B. 6 months
- ☐ C. 3 years
- ☐ D. 5 years

28. A licensed driver uses his own unlicensed car to take a pre-booked passenger for money. How does the council see this?

- ☐ A. As allowed, because the driver already holds a badge
- ☐ B. As allowed, because the journey was pre-booked first
- ☐ C. As private hire in an unlicensed vehicle: an offence
- ☐ D. As a minor matter that only the operator deals with

29. True or false: if a passenger who has not booked agrees to pay cash, your hire and reward insurance will usually cover that journey in a PHV.

- ☐ A. True
- ☐ B. False

30. How many of the 8 key questions in the Wolverhampton knowledge test are about plying for hire?

- ☐ A. 1
- ☐ B. 2
- ☐ C. 3
- ☐ D. 4

Wolverhampton licence conditions and policy

Reporting to the council

31. You move to a new address. How long do you have to tell the council?

- ☐ A. 7 working days
- ☐ B. 48 hours
- ☐ C. 14 days
- ☐ D. 28 days

32. You are arrested, but the police do not charge you. What must you do?

- ☐ A. Nothing, because you were not charged
- ☐ B. Tell the council only if you are later convicted
- ☐ C. Tell the council when you next renew your licence
- ☐ D. Tell the council within 48 hours

33. Your operator has already told the council about a caution you received. Do you still need to report it yourself?

- ☐ A. Yes, you must report it yourself
- ☐ B. No, the operator's report is enough
- ☐ C. No, the police will tell the council
- ☐ D. Only if the council writes to ask you

34. You receive a notice of intended prosecution for speeding. When must you tell the council?

- ☐ A. Only if you are found guilty in court
- ☐ B. Within 14 days of the court date
- ☐ C. Within 48 hours
- ☐ D. Only if you get 6 points or more

35. You lose your driver badge. What must you do?

- ☐ A. Keep working and report it at your next renewal
- ☐ B. Report it within 14 days; replacements are free
- ☐ C. Report it within 48 hours and buy a new one
- ☐ D. Make your own badge until a new one arrives

36. Your doctor tells you that you have a condition that must be reported to the DVLA. What must you do?

- ☐ A. Stop driving at once and tell the council
- ☐ B. Keep driving until your next medical
- ☐ C. Tell your operator, but carry on working
- ☐ D. Work only daytime shifts until it is better

37. Your status on the DBS Update Service changes. What must you do within 48 hours?

- ☐ A. Tell your operator and wait for the council to call
- ☐ B. Cancel your Update Service subscription
- ☐ C. Nothing until your licence is due for renewal
- ☐ D. Show you have applied for a new DBS certificate

38. A licensed vehicle is involved in a road traffic collision. By when must the proprietor tell the council?

- ☐ A. Within 7 days, using the council's accident form
- ☐ B. As soon as possible, and within 72 hours
- ☐ C. Within 14 days
- ☐ D. Only if someone is injured

Badges, DBS and medicals

39. How must you wear your badge while doing private hire work in Wolverhampton?

- ☐ A. Round your neck on the council lanyard, photo showing
- ☐ B. Clipped to the sun visor, where the passengers can see it
- ☐ C. In your pocket, ready to show if asked
- ☐ D. Stuck to the windscreen, facing outwards

40. You grow a full beard and look very different from your badge photo. What do the conditions say?

- ☐ A. Nothing, as long as your name is correct
- ☐ B. You must shave before every shift
- ☐ C. Buy a new badge with a current photo
- ☐ D. The council will send a new badge free

41. How much does the council charge for replacement driver badges?

- ☐ A. £20 for one badge, collected in person
- ☐ B. £5 for two badges, delivered
- ☐ C. £37 for one badge, delivered
- ☐ D. £50 for two badges, collected

42. What kind of DBS certificate must a Wolverhampton driver licence applicant provide?

- ☐ A. A basic certificate dated within the last twelve months
- ☐ B. A standard certificate from any past or current employer
- ☐ C. A police letter from the country where you were born
- ☐ D. Enhanced, with barred list checks, on the Update Service

43. What happens if your DBS certificate is not subscribed to the Update Service?

- ☐ A. Your application is refused at once
- ☐ B. You only get a six-month licence
- ☐ C. You get a three-year licence but pay more
- ☐ D. You must retake the knowledge test

44. What medical standard must a Wolverhampton driver meet?

- ☐ A. DVLA Group 1, the same as a car driver
- ☐ B. A letter from any doctor saying you are well
- ☐ C. An eye test from an optician only
- ☐ D. DVLA Group 2, on the council's D4 form

45. How long must you have held a full DVLA driving licence before you can apply?

- ☐ A. At least 12 months
- ☐ B. At least six months
- ☐ C. At least 3 years
- ☐ D. At least 5 years

46. Since the age of 18 you have lived abroad for four months in a row. What extra document will the council need?

- ☐ A. A letter from your employer in that country
- ☐ B. A copy of your passport stamps only
- ☐ C. A certificate of good character or conduct
- ☐ D. Nothing, as long as you are back in the UK

Conduct, smoking and passengers

47. Which clothing rule is in the Wolverhampton private hire driver conditions?

- ☐ A. You must wear a white shirt and a tie
- ☐ B. You must wear a council uniform jacket
- ☐ C. Upper arms and shoulders must be covered
- ☐ D. You may wear any clothes if they are clean

48. Which shoes may you wear while driving a Wolverhampton PHV?

- ☐ A. Shoes covering the whole foot to the ankle
- ☐ B. Sandals, as long as they have a back strap
- ☐ C. Any shoes, as long as they are clean
- ☐ D. Slippers, but only on short local journeys

49. A passenger gives you her phone number and says, "Text me some time." What should you do?

- ☐ A. Save it, as long as you only text after work
- ☐ B. Save it, but do not tell your operator about it
- ☐ C. Keep it in case she leaves something in the car
- ☐ D. Politely refuse; you must not keep her details

50. Can you eat while driving a passenger?

- ☐ A. Yes, if the passenger agrees
- ☐ B. No, but you may drink water if it is safe
- ☐ C. Yes, on journeys over one hour
- ☐ D. No, and you cannot drink anything at all either

51. A passenger is in your PHV. When can you play the radio or music?

- ☐ A. Only when the passenger asks for it
- ☐ B. At any time, at a low volume
- ☐ C. Only on journeys longer than 30 minutes
- ☐ D. Only between 7am and 11pm

52. You feel very sleepy on a motorway with a passenger. What should you do?

- ☐ A. Pull onto the hard shoulder for a short rest
- ☐ B. Open the window and drive faster to finish the trip
- ☐ C. Stop at a safe place, such as services, and rest
- ☐ D. Stop in an emergency area and sleep

53. A passenger lights a vape in your PHV. What do the conditions say?

- ☐ A. Passengers may vape, as long as a back window is open
- ☐ B. Nobody may; report it to the operator after the trip
- ☐ C. Only you are banned; passengers may vape freely
- ☐ D. Vapes are allowed; only cigarettes are banned

54. A driver is caught smoking in their licensed vehicle for the first time. What does the Wolverhampton policy normally do?

- ☐ A. Give the driver a verbal warning only
- ☐ B. Revoke the licence, with no new one for 12 years
- ☐ C. Ask the driver to pay a £20 fee
- ☐ D. Suspend the licence for up to 6 months

55. A customer asks for a receipt. Which of these must it include?

- ☐ A. The passenger's home address and postcode
- ☐ B. The operator that accepted the booking
- ☐ C. Your own home address
- ☐ D. The roads you used on the journey

56. A passenger leaves a phone in your car. What must you do?

- ☐ A. Keep it at home for 7 days in case the owner calls you
- ☐ B. Hand it in at any police station within a month
- ☐ C. Leave it in the car until the next shift
- ☐ D. Tell the operator now; take it to them within 48 hours

Vehicles, cameras and data

57. When must you do the daily walkaround check of your PHV, and how long must you keep the records?

- ☐ A. Before driving each day; keep records 15 months
- ☐ B. Once a week; keep the records for 1 month
- ☐ C. Only before an MOT; keep records for 12 months
- ☐ D. At the end of each shift; no records are needed

58. How old can the tyres on a Wolverhampton licensed vehicle be, including the spare?

- ☐ A. No more than five years since they were fitted
- ☐ B. Any age, if the tread is over 1.6mm
- ☐ C. No more than ten years since they were made
- ☐ D. No more than ten years, except the spare

59. Can you hang an air freshener from the rear-view mirror of your licensed vehicle?

- ☐ A. Yes, as long as it is small and does not swing
- ☐ B. Yes, if it does not show a logo
- ☐ C. No, nothing may hang from the mirror
- ☐ D. Yes, but only outside Wolverhampton

60. What do the conditions say about 3D, 4D, ghost or sticker number plates?

- ☐ A. Banned; the licence is normally revoked
- ☐ B. They are allowed if the letters are legal size
- ☐ C. They are allowed on the front plate only
- ☐ D. They need approval from the operator

61. Your licensed vehicle has CCTV. Who is the 'data controller' for the footage?

- ☐ A. City of Wolverhampton Council
- ☐ B. The camera supplier
- ☐ C. The West Midlands Police
- ☐ D. The vehicle licence holder

62. How long should CCTV footage from a licensed vehicle normally be kept?

- ☐ A. 7 days, unless the passenger complains
- ☐ B. 31 days, unless lawfully shared
- ☐ C. 6 months, in case of complaints
- ☐ D. Until the vehicle licence ends

63. Your dashcam records a passenger behaving very badly. Can you post the clip on social media?

- ☐ A. No, it is unlawful to post it
- ☐ B. Yes, if you blur the passenger's face
- ☐ C. Yes, if the passenger was rude to you
- ☐ D. Yes, on WhatsApp but not on Facebook

64. What are the rules for a dashcam in a Wolverhampton licensed vehicle?

- ☐ A. It may record sound if a sign is shown inside
- ☐ B. It may face inwards if the passenger agrees
- ☐ C. Facing out, no passengers seen, no sound
- ☐ D. It needs no ICO registration

65. What does 'ultra-low emission vehicle' mean in the Wolverhampton policy?

- ☐ A. A vehicle that runs on diesel only
- ☐ B. A vehicle that emits less than 75g of CO₂ per km
- ☐ C. Any vehicle under five years old
- ☐ D. A vehicle that emits less than 150g of CO₂ per km

Fitness, points and enforcement

66. Wolverhampton uses one main question to decide if a driver is 'fit and proper'. What is it?

- ☐ A. Has this person held a full driving licence for over five years?
- ☐ B. Does this person know the city's roads well?
- ☐ C. Has this person paid all their licence fees?
- ☐ D. Would you let someone you care for travel alone with them?

67. How does the council treat a police caution?

- ☐ A. As less serious, because there was no court
- ☐ B. In exactly the same way as a conviction
- ☐ C. It ignores cautions older than one year
- ☐ D. Only as a note on your file

68. Can the council take spent convictions into account?

- ☐ A. No, spent convictions must be ignored
- ☐ B. Only if they are less than five years old
- ☐ C. Only if they were for driving offences
- ☐ D. Yes, spent or not

69. You get 3 penalty points for a single minor traffic offence. What does the council normally do?

- ☐ A. Give you a written warning
- ☐ B. Revoke your licence for 5 years
- ☐ C. Suspend your licence for 6 months
- ☐ D. Make you take the knowledge test again

70. You reach 6 or more current penalty points from repeat minor offences. What does the council normally do?

- ☐ A. Give a second written warning and a training course
- ☐ B. Nothing at all until the driver reaches 12 points
- ☐ C. Revoke or refuse to renew; no new licence for 5 years
- ☐ D. Suspend the licence for two weeks, then restore it

71. A driver is convicted for the first time of using a mobile phone while driving. What does the policy normally do?

- ☐ A. Give the driver a written warning and nothing more
- ☐ B. Suspend the licence for up to 2 months, then review
- ☐ C. Revoke or refuse to renew; no new licence for 7 years
- ☐ D. Ask the driver to pay for a phone holder

72. A driver breaks a licence condition for the first time. What does the policy normally do?

- ☐ A. Suspend the licence for up to 2 months
- ☐ B. Revoke the licence, with no new one for 7 years
- ☐ C. Nothing, the first breach is ignored
- ☐ D. Give a £100 fine

73. An applicant does not declare a conviction on their application form. What normally happens?

- ☐ A. The council adds the conviction to the file and carries on
- ☐ B. The applicant pays a late declaration fee
- ☐ C. Nothing, if the conviction is spent
- ☐ D. Refused, or revoked if granted; they may be prosecuted

74. An existing Wolverhampton driver fails the council's driver training programme. What normally happens?

- ☐ A. Nothing, if they have driven for many years
- ☐ B. Normally revoked or not renewed
- ☐ C. They get a written warning
- ☐ D. They can keep working and never resit

Safeguarding and CSE awareness

Signs of child sexual exploitation

75. 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

76. 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

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

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

78. 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

79. 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

80. 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

81. 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

82. 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

83. 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

84. 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

85. 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

86. **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
87. **What is the phone number for Crimestoppers?**
- ☐ A. 0800 789 321
 - ☐ B. 08000 121 700
 - ☐ C. 0800 555 111
 - ☐ D. 116 123
88. **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
89. **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
90. **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
91. **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
92. **True or false: you must be sure that abuse is happening before you report a concern.**
- ☐ A. True
 - ☐ B. False
93. **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

94. **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

95. **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

96. **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

97. **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

98. **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

99. **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

100. **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

101. 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

102. 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

103. 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

104. 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

105. 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

106. 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

107. 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

108. **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
109. **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
110. **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
111. **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
112. **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

113. **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
114. **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

115. 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

116. 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

117. 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

118. 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

119. 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

120. 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

121. 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

122. 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

123. 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

124. 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

125. What is the anti-terrorist hotline number?

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

126. 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

127. 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

128. 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

129. 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

130. What is the phone number for the Samaritans?

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

131. 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

132. 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

133. 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

134. 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

135. 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

136. 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

137. 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

138. 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

139. 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

140. 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

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

- ☐ A. True
- ☐ B. False

Assistance dogs

142. 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

143. 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

144. 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

145. 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

146. 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

147. 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

148. 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

149. 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

150. 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

151. 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

152. 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

153. 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

154. 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

155. 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

156. 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

157. 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

158. 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

159. 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

160. 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

161. 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

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

- ☐ A. 9
- ☐ B. 5
- ☐ C. 7
- ☐ D. 12

163. Which of these is a protected characteristic?

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

164. 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

165. 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

166. 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

167. 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

168. 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

169. 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

170. 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

171. 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

172. 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

173. 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

174. 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

175. 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

176. 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

177. 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

178. 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"

179. 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

180. 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

181. 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

182. 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

183. 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

184. 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

185. 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

186. 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

187. 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

188. 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

189. 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

190. 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

191. 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

192. 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

193. 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

194. 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

195. 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

196. 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

197. 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

198. 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

199. 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

200. 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

201. 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

202. 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

203. 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

204. 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

205. 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

206. 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

207. 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

208. 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

209. 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

210. 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

211. 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

212. 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

213. 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

214. 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

215. Many violent incidents with drivers start from what?

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

216. 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

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

- ☐ A. True
- ☐ B. False

218. 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

219. 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

220. 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

221. 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

222. 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

223. 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

224. 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

225. 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

226. 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

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

- ☐ A. True
- ☐ B. False

228. 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

Licensing law basics

Hackney carriage or private hire

229. 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

230. 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

231. 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

232. 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

233. 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

234. 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

235. 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

236. 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

237. 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

238. 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

239. 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

240. 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

241. 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

242. 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

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

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

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

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

245. 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?

246. 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

247. 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

248. **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
249. **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
250. **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
251. **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

252. **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
253. **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
254. **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

255. 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

256. 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

257. 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

258. 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

259. 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

260. 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

261. 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

262. 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

263. 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

264. 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

265. 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

266. 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

267. 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

268. 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

269. 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

270. 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

271. 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

272. 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

273. 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

274. 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

275. 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

276. 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

277. 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

278. 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

279. 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

280. 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

281. 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

282. 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

283. 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

Plying for hire in Wolverhampton

1. **B. Refuse and tell him to book through an operator.** A private hire vehicle can only carry passengers who have pre-booked through an operator. Picking up someone who hails you is plying for hire, which a PHV is not licensed to do.
2. **D. It must be pre-booked and no smoking is allowed.** The council supplies passenger information stickers for each rear window. They say the vehicle must be pre-booked and that smoking is not permitted inside.
3. **A. They have pre-booked and know the estimated fare.** The council's notice for PHV passengers says the driver will make sure the passenger has pre-booked and is aware of the estimated fare before setting off.
4. **C. "Cab".** Operator signage on a PHV must not use the words "taxi" or "cab", or words that look or sound like them, such as "minicab" or "kab". This applies even if the word is part of the operator's business name.
5. **C. No, roof signs are not allowed on any PHV at all.** The policy says roof signage is prohibited on private hire vehicles. A lit roof sign is a feature of a hackney carriage, which can be hailed.
6. **A. Ask him to book through your Wolverhampton operator.** A Wolverhampton private hire licence covers pre-booked journeys only when a Wolverhampton-licensed operator has taken the booking. A booking made directly with the driver is not through an operator.
7. **D. Hackney carriage drivers licensed by Wolverhampton.** A Wolverhampton hackney carriage driver licence lets you ply for hire or use a rank in a Wolverhampton-licensed hackney carriage within Wolverhampton. Private hire drivers cannot use ranks.
8. **B. A driving standards issue; it can lead to suspension.** The guidelines list unauthorised drivers entering a hackney carriage stand (taxi rank) as falling below the driving standard expected. A first instance can lead to suspension, revocation or refusal to renew.
9. **A. When the passenger is seated in the vehicle.** The council's notice for hackney carriage passengers says the driver will not start the meter until the passenger is seated in the vehicle.
10. **C. The fare shown on the meter.** For a journey beyond the licensed area the fare should be agreed in advance. If no fare was agreed, the driver must use the meter.
11. **B. Within Wolverhampton, in a Wolverhampton-licensed hackney carriage.** The council's FAQs say a Wolverhampton hackney carriage driver licence allows you to ply for hire or use a rank in Wolverhampton-licensed hackney carriages within Wolverhampton.
12. **D. Yes, pre-booked journeys can be anywhere in the country.** The council's FAQs say a Wolverhampton hackney carriage driver licence also allows pre-booked journeys anywhere in the country. Being hailed or using a rank is limited to Wolverhampton.
13. **B. Pre-booked, anywhere, in a Wolverhampton PHV, via a Wolverhampton operator.** The licence covers pre-booked journeys anywhere in the country, but only in a Wolverhampton-licensed PHV and only when a Wolverhampton-licensed operator made the booking.

14. **D. Refuse, as you can only take pre-booked journeys.** A Wolverhampton private hire licence never allows you to be hailed, wherever you are working. Every journey must be pre-booked through a Wolverhampton-licensed operator.
15. **A. Let the officer inspect the vehicle and co-operate fully.** Your conditions say you must permit the vehicle to be inspected by an authorised officer of any licensing authority, or a police officer, at any time, and co-operate with reasonable requests.
16. **C. Yes, the same conduct is expected outside the city.** The guidelines say the standard of behaviour expected applies at all times, including when drivers are working beyond the council's boundary.
17. **C. Proof of hire and reward insurance.** While driving a PHV you must be able to give immediate proof of hire and reward insurance to a police officer or an authorised officer of any licensing authority.
18. **A. Agree a fare with the passenger in advance.** The council's notice says that if a hackney carriage is travelling outside the licensed area, the fare should be agreed in advance. If it is not, the meter must be used.
19. **D. No, another council must not license it too.** The policy says a vehicle may not be licensed as a hackney carriage or private hire vehicle by any other licensing authority.
20. **B. Yes, a pre-booked journey can be anywhere at all.** A Wolverhampton private hire licence covers pre-booked journeys anywhere in the country, in a Wolverhampton PHV, when a Wolverhampton-licensed operator made the booking.
21. **A. They are usually not insured during the journey.** The guidelines say plying for hire offences generally result in passengers being uninsured during the journey. This is one reason the council treats them so seriously.
22. **C. Revoke or refuse to renew the licence; no new licence for 7 years.** For a first plying or standing for hire offence the council will normally revoke or refuse to renew, and will not normally grant a new licence for 7 years.
23. **B. 12 years.** For repeat plying or standing for hire offences the council will normally revoke, and will not normally grant a new licence for 12 years.
24. **D. They show the driver cannot keep within the licence.** The guidelines say these convictions show a driver is unable to work within the legal restrictions of a private hire or hackney carriage licence, and passengers are often uninsured.
25. **B. Touting.** Asking people in a public place to hire a vehicle is touting. The Wolverhampton guidelines list touting as a regulatory offence.
26. **D. Revoke or refuse to renew; no new licence for 7 years.** Touting is one of the 'other relevant regulatory offences'. A first offence normally leads to revocation or refusal to renew, with no new licence for 7 years.
27. **A. 10 years.** For repeat regulatory offences such as touting, the council will normally not grant a new licence for 10 years from the conviction, caution or offence.
28. **C. As private hire in an unlicensed vehicle: an offence.** Using or operating a private hire vehicle without a licence is listed with touting as a regulatory offence. A first offence normally leads to revocation, with no new licence for 7 years.

29. **B. False.** False. A PHV can only carry pre-booked passengers. The council warns that plying for hire usually leaves passengers uninsured during the journey.
30. **C. 3.** The council says the 28-question test has 8 key questions: 3 on safeguarding, 3 on plying for hire and 2 on disability awareness.

Wolverhampton licence conditions and policy

31. **B. 48 hours.** You must tell the licensing authority within 48 hours of any change to your name, address, phone number or email address.
32. **D. Tell the council within 48 hours.** You must notify the council within 48 hours of any arrest, police investigation, charge, bail, caution, warning or interview under caution, not only convictions.
33. **A. Yes, you must report it yourself.** The conditions say the driver must make the notification themselves, even if a third party has already told the licensing authority.
34. **C. Within 48 hours.** A notice of intended prosecution, driving licence points and endorsements must all be reported to the council within 48 hours.
35. **C. Report it within 48 hours and buy a new one.** The driver must report the loss of their badge to the council within 48 hours and purchase a replacement.
36. **A. Stop driving at once and tell the council.** If a medical condition must be reported to the DVLA, or means you no longer meet the Group 2 standard, you must stop driving immediately and report it to the council.
37. **D. Show you have applied for a new DBS certificate.** If your certificate status on the Update Service changes, or you change your name, you must give the council evidence within 48 hours that you have applied for a new DBS certificate.
38. **B. As soon as possible, and within 72 hours.** The vehicle conditions say the proprietor must notify the council as soon as reasonably practicable, and in any case within 72 hours, of any road traffic collision involving the vehicle.
39. **A. Round your neck on the council lanyard, photo showing.** You must carry the badge on the council-issued lanyard at all times when driving a PHV, and wear it around your neck with your name and photo visible while doing private hire work.
40. **C. Buy a new badge with a current photo.** Passengers and officers must be able to recognise you from your badge photo. If your appearance changes a lot, or an officer tells you to, you must buy a new badge with a current photograph.
41. **B. £5 for two badges, delivered.** The council's fee table and FAQs list replacement driver badges at £5 for two, delivered. (£37 is the fee for replacement vehicle plates.)
42. **D. Enhanced, with barred list checks, on the Update Service.** All driver applicants must provide a full enhanced DBS certificate with barred list checks that is subscribed to the DBS Update Service. Basic DBS certificates are for vehicle and operator licence applicants.
43. **B. You only get a six-month licence.** DBS certificates not on the Update Service mean the licence is issued for six months only. Without the Update Service you must give a new enhanced certificate every six months.

44. **D. DVLA Group 2, on the council's D4 form.** All driver applicants must give a completed medical certificate, including the DVLA D4 form, showing they meet the Group 2 standard for vocational drivers.
45. **A. At least 12 months.** The council requires a full DVLA driving licence that you have held for at least 12 months.
46. **C. A certificate of good character or conduct.** If you have been outside the UK for three or more months continuously since age 18, you need a certificate of good character or good conduct, or an equivalent. Documents not in English need a notarised translation at your own cost.
47. **C. Upper arms and shoulders must be covered.** Drivers must wear clean clothes in good condition, with no offensive or political words or graphics, and the upper arms and shoulders must be covered.
48. **A. Shoes covering the whole foot to the ankle.** The conditions say the driver must wear shoes which cover the foot completely to the ankle.
49. **D. Politely refuse; you must not keep her details.** You must not ask for or keep a passenger's personal contact information, or try to start a personal relationship with a passenger.
50. **B. No, but you may drink water if it is safe.** The driver must not eat during the journey but may drink water if it is safe to do so. It is your choice whether passengers may eat or drink.
51. **A. Only when the passenger asks for it.** Radios and music players, other than equipment for messages about the job, must not be played unless the passenger asks.
52. **C. Stop at a safe place, such as services, and rest.** You must not drive when tired, and must stop in a safe place to rest. The conditions say this must not be an emergency area or the hard shoulder of a motorway.
53. **B. Nobody may; report it to the operator after the trip.** Smoking of any kind, including e-cigarettes and vapes, is not allowed by anyone in the vehicle at any time. If a customer smokes, report it to the operator immediately after the journey.
54. **D. Suspend the licence for up to 6 months.** Smoking in a licensed vehicle is an offence under the Health Act. A first offence normally leads to a suspension of up to 6 months; repeat offences normally lead to revocation.
55. **B. The operator that accepted 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 that accepted the booking.
56. **D. Tell the operator now; take it to them within 48 hours.** Search the vehicle after every journey. Any lost property must be reported to the operator for that booking immediately and taken to that operator within 48 hours.
57. **A. Before driving each day; keep records 15 months.** Each day, before taking charge of the vehicle, you must do the walkaround check set by the council, record it and keep the records for at least 15 months.
58. **C. No more than ten years since they were made.** All tyres, including the spare or kit, must meet the manufacturer's specification and the legal tread rules, and must not have been made more than ten years ago.

59. **C. No, nothing may hang from the mirror.** The conditions say no items are to be hung from or attached to the rear-view mirror.
60. **A. Banned; the licence is normally revoked.** 3D, 4D, ghost or sticker registration plates are strictly prohibited on licensed vehicles and will normally result in the vehicle licence being revoked. Drivers must not use a PHV that has one.
61. **D. The vehicle licence holder.** Under the Taxi CCTV Policy, the vehicle licence holder is the data controller and must be registered with the Information Commissioner's Office (ICO). The council is not the data controller.
62. **B. 31 days, unless lawfully shared.** Data should be deleted after 31 days unless it has been legitimately shared, for example with the police. It must be encrypted and protected from unauthorised access.
63. **A. No, it is unlawful to post it.** Uploading CCTV or dashcam footage to social media has no lawful basis and is prohibited, even if it shows bad behaviour. You could face prosecution and an ICO fine.
64. **C. Facing out, no passengers seen, no sound.** Only external-facing dashcams that do not record audio are permitted. Passengers must not be visible, and the system must be registered with the ICO.
65. **B. A vehicle that emits less than 75g of CO2 per km.** The policy defines an ultra-low emission vehicle as one that emits less than 75g CO2/km. There are no age limits on these vehicles.
66. **D. Would you let someone you care for travel alone with them?** Decision officers ask whether, on the information before them, they would allow a person they care for to travel alone in a vehicle driven by this person at any time of day or night.
67. **B. In exactly the same way as a conviction.** A caution can only be given after an admission of guilt, so the council treats it in exactly the same way as a conviction. Fixed penalties and community resolutions are treated the same way too.
68. **D. Yes, spent or not.** Taxi licensing is an exception to the Rehabilitation of Offenders Act, so the council can take into account all convictions, whether spent or not.
69. **A. Give you a written warning.** A single offence with up to 3 current penalty points normally results in a written warning.
70. **C. Revoke or refuse to renew; no new licence for 5 years.** Repeat offences adding up to 6 or more current penalty points normally lead to revocation or refusal to renew, and no new licence for 5 years.
71. **C. Revoke or refuse to renew; no new licence for 7 years.** Breaking the rules on control of the vehicle, such as using a mobile phone, is treated very seriously. A first offence normally leads to revocation, with no new licence for 7 years.
72. **A. Suspend the licence for up to 2 months.** A first breach of licence conditions or byelaws normally leads to suspension for up to 2 months. This may be reduced by doing a targeted training course at your own cost.
73. **D. Refused, or revoked if granted; they may be prosecuted.** Any dishonesty in the application, such as failing to declare convictions, will normally result in refusal or revocation and may lead to prosecution.

74. **B. Normally revoked or not renewed.** All applicants and licence holders must complete the council's driver training programme. An existing driver who fails it will normally have their licence revoked or refused renewal.

Safeguarding and CSE awareness

75. **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.
76. **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.
77. **C. Under 18.** CSE can happen to any child or young person under the age of 18.
78. **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.
79. **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.
80. **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.
81. **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.
82. **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.
83. **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.
84. **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.
85. **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.
86. **B. 101.** Call the police on 101 for concerns that are not an emergency. Use 999 only if someone is in immediate danger.
87. **C. 0800 555 111.** Crimestoppers is an independent charity. You can give information on 0800 555 111 without giving your name.
88. **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.

89. **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.
90. **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.
91. **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.
92. **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.
93. **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.
94. **A. Crimestoppers.** Crimestoppers lets you give information without giving your name, on 0800 555 111.
95. **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.
96. **D. A phone line used to take drug orders.** The "county line" is the dedicated mobile phone line used to take drug orders.
97. **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.
98. **C. 15 to 17.** The DfT standards say children aged 15 to 17 are the majority, but they may also be much younger.
99. **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.
100. **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.
101. **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.
102. **C. 08000 121 700.** Call the Modern Slavery & Exploitation Helpline on 08000 121 700, or report online. Call 999 in an emergency.
103. **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.
104. **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.
105. **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.

106. **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.
107. **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.
108. **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.
109. **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.
110. **D. Financial abuse.** Making a vulnerable person hand over money can be financial abuse. Note the details and report your concern.
111. **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.
112. **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.
113. **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.
114. **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.
115. **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.
116. **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.
117. **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.
118. **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.
119. **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.
120. **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.
121. **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.

122. **C. Action Counters Terrorism.** ACT, Action Counters Terrorism, is the police campaign asking the public to report suspicious activity.
123. **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.
124. **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.
125. **A. 0800 789 321.** You can call the police in confidence on 0800 789 321, or report online at gov.uk/ACT.
126. **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.
127. **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.
128. **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.
129. **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.
130. **B. 116 123.** Samaritans can be called free from any phone on 116 123, day or night.
131. **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

132. **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.
133. **D. To carry them in their wheelchair.** Section 165 says the driver of a designated vehicle must carry the passenger while in the wheelchair.
134. **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.
135. **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.
136. **A. Carry the wheelchair in the vehicle.** If the passenger chooses to sit in a passenger seat, the driver must carry the wheelchair.
137. **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.
138. **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.
139. **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.

140. **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.
141. **A. True.** True. Since the 2022 Act, a licensing authority must maintain and publish its list of designated vehicles.
142. **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.
143. **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.
144. **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.
145. **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.
146. **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.
147. **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.
148. **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.
149. **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.
150. **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.
151. **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.
152. **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.
153. **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.
154. **C. 28 June 2022.** The Act came into force on 28 June 2022, two months after it was passed.
155. **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.
156. **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.
157. **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.
158. **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.

159. **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.
160. **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.
161. **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.
162. **A. 9.** The nine are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
163. **B. Religion or belief.** Religion or belief is one of the nine protected characteristics. Income, being a student or a smoker are not.
164. **D. Unlawful discrimination.** Treating someone less favourably because of their religion is direct discrimination, which is against the law.
165. **C. Carry them; refusing is discrimination.** Sexual orientation is a protected characteristic. Refusing or treating them worse because of it is unlawful.
166. **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.
167. **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.
168. **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.
169. **D. No, that would be discrimination.** Pregnancy and maternity is a protected characteristic. Refusing her because she is pregnant is unlawful.
170. **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.
171. **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.
172. **B. Hidden, or non-visible, disabilities.** Many disabilities are not visible. A passenger may still need help, time or understanding.
173. **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.
174. **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.
175. **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.
176. **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.

177. **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.
178. **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.
179. **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.
180. **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.
181. **C. The passenger, directly.** Speak directly to the disabled person. Guide Dogs says never channel conversation through a third person.
182. **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

183. **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.
184. **D. Greet them politely and confirm the destination.** A polite greeting and confirming the destination prevents mistakes and disputes later.
185. **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.
186. **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.
187. **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.
188. **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.
189. **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.
190. **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.
191. **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.

192. **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.
193. **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.
194. **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.
195. **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.
196. **B. A brightly lit, busy place.** Busy, well-lit places are safer and are often covered by CCTV.
197. **C. No, you must never lock a passenger in.** Locking passengers in your vehicle can lead to arrest and a charge of false imprisonment.
198. **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.
199. **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.
200. **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.
201. **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.
202. **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.
203. **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.
204. **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.
205. **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.
206. **A. Just enough to speak to them.** Only open the window enough to speak without people being able to reach inside.
207. **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.
208. **D. That they are the booked passenger.** Confirm it is the correct booked passenger and the destination. This protects them and you.
209. **B. A wheel brace.** Items like wheel jacks could be used against you, and could be illegal. Keep tools secure in the boot.
210. **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.

211. **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.
212. **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.
213. **D. Tell the passenger and check they agree.** If you need to change route on the way, explain why and confirm the passenger agrees.
214. **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.
215. **A. Fare disputes.** The booklet says many violent incidents arise from fare disputes, so be ready to explain how the fare is worked out.
216. **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.
217. **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.
218. **C. Calmly explain how the fare was worked out.** Be ready to explain the fare structure. Staying calm and clear often ends the dispute.
219. **B. Ask which route they prefer.** If there are several routes, confirm which one the passenger would like. This avoids complaints about the fare.
220. **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.
221. **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.
222. **D. That CCTV is in use.** The DfT standards say all passengers must be made fully aware if CCTV is operating in a vehicle.
223. **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.
224. **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.
225. **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.
226. **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.
227. **B. False.** False. Without the correct child seat, children can travel only in a rear seat.

228. **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.

Licensing law basics

229. **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.
230. **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.
231. **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.
232. **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.
233. **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.
234. **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.
235. **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.
236. **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.
237. **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.
238. **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.
239. **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.
240. **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.
241. **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.

242. **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.
243. **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.
244. **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.
245. **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?
246. **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.
247. **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.
248. **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.
249. **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.
250. **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.
251. **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.
252. **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.
253. **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.
254. **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.
255. **B. 14 days.** The council must give the driver notice of the grounds within fourteen days of the suspension, revocation or refusal to renew.
256. **D. To a magistrates' court.** Any driver aggrieved by a decision under section 61 may appeal to a magistrates' court.
257. **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.

258. **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.
259. **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.
260. **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.
261. **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.
262. **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.
263. **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'.
264. **B. Yes, if the other operator is licensed and accepts it in its own area.** An operator may subcontract 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.
265. **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.
266. **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.
267. **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.
268. **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.
269. **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.
270. **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.
271. **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.
272. **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.

273. **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).
274. **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.
275. **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.
276. **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.
277. **A. 11 years.** Each entry is removed at the end of 11 years beginning with the day it was first made.
278. **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.
279. **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.
280. **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.
281. **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.
282. **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.
283. **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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