

The Council's Driver Assessment Suitability process is designed to ensure that applicants have a good understanding of Taxi/Private Hire law, Safeguarding, Council Policy and the English language prior to receiving a licence. As all potential applicants will receive a Combined Licence (Hackney Carriage & Private Hire) the questions will cover all taxi and private hire law/policy and is divided into 5 sections. The assessment will involve meeting with an officer who will verbally ask 59 questions over a 60 minute period, with 1 question requiring a written answer. Whilst the pass mark is 80% the tester does have discretion to fail an applicant regardless of this score based on public safety grounds. The questions will be in the following five categories:

1 GENERAL QUESTIONS

24 questions will cover issues such as public safety, vehicle checks, driver receipts, CCTV, customer service, safeguarding and disability awareness. Examples of questions that may be asked are:

- *What item must be displayed on the external rear of a licensed vehicle at all times?*
- *Where must you wear your driver's identification badge?*
- *What information must be recorded on a receipt?*
- *The 3 types of abuse recognisable in a child or vulnerable adult*
- *The four things beginning with "R" that a driver should do if they have any concerns about a Safeguarding incident?*

2 HACKNEY CARRIAGE (TAXI) QUESTIONS

11 questions will cover issues such as standing on ranks, refusing journeys, taxi-meters & routes. Examples of questions that may be asked are:

- *Can a hackney carriage driver refuse a journey?*
- *Can a Hackney Carriage vehicle use a bus lane?*
- *What must a Hackney Carriage charge for a journey?*
- *What route should a hackney carriage driver take?*

3 PRIVATE HIRE QUESTIONS

10 questions will cover issues such as pre-booked fares, insurance, customer care, charging and seatbelts. Examples of questions that may be asked are:

- *When is a Private Hire driver permitted to pick up a fare?*
- *When is a fare not insured?*
- *What must a private hire charge for a journey?*
- *When should a private hire vehicle 'move on'?*

4 ROUTE KNOWLEDGE QUESTIONS

Applicants will be randomly asked 5 of the questions below and must provide detail of the shortest route from pick-up to destination.

- 1 *MK Train Station to Xscape*
- 2 *Central Shopping Centre (McDonalds) to MK Stadium*
- 3 *MK Train Station to MK Stadium (Bletchley)*
- 4 *Xscape to Pink Punters (Fenny Stratford)*
- 5 *MK Train Station to Central Shopping Centre (M&S)*
- 6 *Central Shopping Centre (McDonalds) to central Stony Stratford*
- 7 *MK Train Station to The Bowl (Furzton)*
- 8 *Central Shopping Centre (McDonalds) to central Newport Pagnell*
- 9 *MK Train Station to Bletchley Park*
- 10 *Ikea (Bletchley) to Woburn Sands*
- 11 *MK Train Station to MK Museum*
- 12 *Jurys Inn (MK) to The Bowl (Furzton)*
- 13 *MK Train Station to central Wolverton*
- 14 *Jurys Inn (MK) to Pink Punters (Fenny Stratford)*
- 15 *The Hub (Central Milton Keynes) to Taxi Licensing, Bleak Hall*
- 16 *Pink Punters (Fenny Stratford) to central Wolverton*
- 17 *Pink Punters (Fenny Stratford) to central Stony Stratford*
- 18 *Pink Punters (Fenny Stratford) to central Newport Pagnell*
- 19 *Coachway to Central Milton Keynes (McDonalds rank)*
- 20 *Coachway to MK Train Station*

5 NUMERACY QUESTIONS

3 questions will be asked in regard to basic numeracy such as:

A fare of £10 is shared equally between 4 passengers. How much should each passenger contribute?