

Guidelines for Knowledge Test (Reviewed December 2014)*

All applicants for a Hackney Carriage and Private Hire Drivers Licence are required to pass a special test before they can be Licensed to drive Hackney Carriages and Private Hire Vehicles Licensed by this authority. In London this test is known as 'The Knowledge' and a similar, though less rigorous test is administered by Tendring District Council. These notes advise you on what you will need to know to pass the knowledge test and how the test is conducted.

Applicants will be expected to have a reasonable understanding of the streets and main buildings within the entire District of Tendring. Therefore, the test will incorporate all of the main areas of Tendring such as Clacton, Harwich, Manningtree, Frinton, Walton, Brightlingsea, Great Bentley and the surrounding areas as shown on the map below.



An applicant will be expected to have knowledge of the law in relation to Hackney Carriage / Private Hire Driver and Vehicles as well as the Licensing Conditions adopted by Tendring District Council. Applicants should also be familiar with and have studied the Highway Code.

The test is computer based and the questions are automatically generated by the computer. The test is time limited and candidates will have a maximum of **60 minutes** to complete it.

The test will consist of:-

- **Road Signage**
- **Highway Code**
- **Routes of roads within the Tendring area**
- **Places of Interest and local knowledge**
- **Conditions, Law and Equality**

Test Information

The test is modular and a candidate must achieve a pass mark in each of the sections (shown below) to satisfactorily pass the test. The number of questions and the pass mark in each category is:

- Signage - Answer 5 out of 5 questions correctly
- Highway Code - Answer 5 out of 5 questions correctly
- Routes – Surrounding areas - Answer 1 of 2 questions correctly in each group
(Clacton / Holland / St Osyth / Jaywick)
(Harwich / Dovercourt / Parkeston)
(Walton / Frinton / Thorpe / Weeley)
(Manningtree / Wix / Mistry)
(Brightlingsea / Thorrington / Great Bentley)
- Places of Interest / Local Knowledge – Surrounding area - Answer 3 of 5 questions correctly in each group
(Clacton / Holland / St Osyth / Jaywick)
(Harwich / Dovercourt / Parkeston / Manningtree / Wix)
(Walton / Frinton / Thorpe / Weeley)
(Brightlingsea / Thorrington / Great Bentley)
- Conditions, Law and Equality - Answer 4 of 5 questions correctly.

Should you fail any of the modular sub sections listed above, you will have failed the test, but can choose to return and resit the test at a later date and will only be required to undergo the sections that you have failed on. You will only ordinarily be permitted to undertake the knowledge test 3 times. **Should you not have completed the test after 3 attempts your application will be terminated. The following timescales apply if you fail the test:**

- **Fail first attempt - Wait a minimum 30 days before retest of the failed sections.**
- **Fail second attempt - Wait a minimum 30 days before retest of the failed sections.**
- **Fail third attempt - Your application will be terminated.**

There is an appeal procedure in place for a fourth attempt if you fail your third attempt which must be made in writing to the Licensing manager.

If your application is withdrawn, you cannot resubmit an application for 3 months. Any fees paid towards the grant of a hackney carriage/private hire drivers licence will be refunded if the licence is not granted to you.

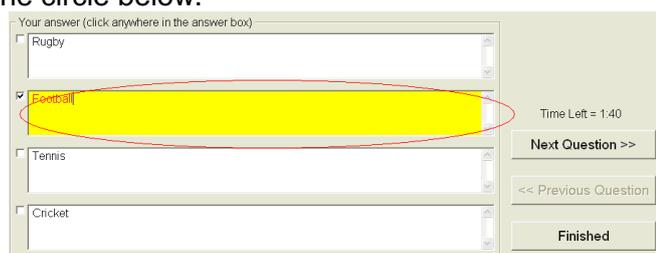
It is strongly recommended that anybody wishing to be licensed as a new driver should take the time therefore, to familiarise themselves with the highway code, and the law relating to the driving of Hackney Carriage and Private Hire Vehicles, Tendring District Council Vehicle Licensing Conditions, Tendring District Council Hackney Carriage / Private Hire Driving Licence Conditions.

The knowledge test will be administered in English. Assistance may be given, should an applicant have any difficulty in undertaking this test. Additional information is enclosed with this guidance to assist you.

Using the Knowledge Test Software

Step 1.

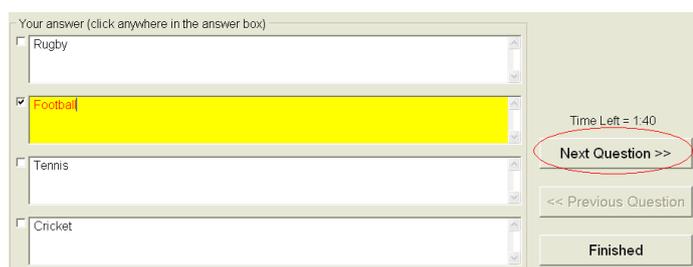
Read the question through **carefully**, and then select your answer from the four options given as demonstrated by the circle below.



The screenshot shows a web-based interface for a knowledge test. On the left, there is a list of four options: Rugby, Football, Tennis, and Cricket. Each option is preceded by a small square checkbox. The 'Football' option is selected, indicated by a checkmark in the checkbox and a yellow highlight behind the text. A red circle is drawn around the 'Football' option. On the right side of the interface, there is a 'Time Left = 1:40' indicator, a 'Next Question >>' button, a '<< Previous Question' button, and a 'Finished' button.

Step 2

Once your answer has been selected (it will show a tick in the box next to the answer you have selected, and will be highlighted), press the 'Next Question' button as shown below. Please note that you can change your answer at any time by simply selecting an alternative answer.



This screenshot is similar to the one in Step 1, but now the 'Football' option is selected and highlighted. The 'Next Question >>' button on the right is circled in red, indicating it should be clicked to proceed to the next question. The 'Time Left = 1:40' indicator and other buttons remain visible.

Step 3

When you have finished the test it will not be possible to select the 'Next Question' button, and you should click on the button marked 'Finished'. The computer will then ask you if you are sure you have finished and will highlight any questions that you have not selected an answer for. You then have the opportunity to go back and enter an answer for these questions if you wish, or the opportunity to double check your answers. Once you are satisfied with your answers, you should end the test and inform the invigilator.

Guidance to the Knowledge Test (points to study)

There are no lists of roads, routes or places of interest to assist you in learning the area of Tendring. Experience has shown that an applicant could sit down and learn the list without knowing the area in which they will be working. In this day and age of GPS navigation it could be said that there is no requirement for a driver to learn the area as the device will take him or her to the destination. This is not the case. There can be no substitute for having a working knowledge of the area that you intend to drive. It conveys a wrong impression to the customer and is unprofessional when a driver has to fumble with his GPS before setting off on the journey. In undertaking the knowledge test there is no substitute for studying the area and where necessary driving around to familiarise yourself with the location.

In this test you will be required to identify public buildings such as Police Stations, Courts, Job Centres, Social Services buildings, Hospitals, Hospice, Schools and Colleges, Cemeteries and Crematoriums. You should be able to identify all Pubs, Restaurants, Shops and Supermarkets, Hotels, Nightclubs and Places of Entertainment within the District together with Local Football and Rugby Clubs, Parks and Open Spaces, Golf Courses, Sports and Leisure Centres. You should be able to identify large businesses within the District and the industrial estates that they are located on. The list of places of interest is not exhaustive and applicants should actively research the area using such means as Google, Google Maps or Street View on the Internet for example, or hard copy such as Road Atlases or the Yellow Pages or Thompsons Local Directories. Where any doubt exists a visit to the area may be of benefit.

The licence conditions and bye laws have been attached to these notes; however you should obtain the latest copy of the Official Highway Code and familiarise yourself with the Local Government (Miscellaneous Provisions) Act 1976 and the Town Police Clauses Act 1847.

Hackney Carriage and Private Hire Licence Conditions and Guidance

- The driver shall ensure that the Vehicle Licence Plate is clear and legible at all times.
- The driver shall keep the dial of the taximeter lit during all hiring's within the period of lighting-up time and any other time when required to do so.
- The driver of a Hackney Carriage shall when plying for hire in any street and not actually hired:-
 - i. proceed with reasonable speed to one of the stands fixed for the purpose;
 - ii. if a stand is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
 - iii. on arriving at a stand not full, position the carriage behind the rearmost carriage, facing the same direction, and move forward when the carriage in front is moved forward or has driven off.
- The driver when standing or plying for hire shall not, by calling out or otherwise, importune any person to hire such carriage and shall not make use of the services of any other person for the purpose.
- The driver shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
- Where a vehicle has been hired to be in attendance at an appointed time or place, the driver thereof shall, unless delayed or prevented by some sufficient cause, punctually attend with the vehicle at such appointed time or place.
- The driver when hired to drive to any particular destination shall, subject to any directions given by the hirer, proceed to that destination by the shortest available route.
- The driver shall not convey in the vehicle a greater number of passengers than the number of persons specified on the plate affixed to the outside of the vehicle, provided that for the purposes of ascertaining the number of persons travelling in the vehicle, children under the age of three years shall not be counted and such children must at all times be under the supervision of a responsible adult other than the driver of the vehicle.
- If a badge has been provided by the Council and delivered to the driver of a Hackney Carriage / Private Hire he shall, when standing or plying for hire, and when hired, wear that badge in such a position and manner as to be plainly visible. If you lose your badge, you need to notify the Police and Licensing Office.
- The driver of a Hackney Carriage / Private Hire constructed or adapted so as to carry luggage shall, when requested by any persons hiring the carriage:-
 - i. convey a reasonable quantity of luggage;
 - ii. afford reasonable assistance in loading and unloading;
 - iii. afford reasonable assistance in removing it to or from the entrance of any building or place at which he may take up or set down such person.
- Every driver who shall knowingly convey in the carriage the dead body of any person shall immediately thereafter notify the fact to the Chief Environmental Health Officer of the Council and shall not further use the vehicle for public hire without the consent of that Officer.
- The driver shall ensure that the fare table is unobscured and legible at all times.
- The driver shall behave in a civil and orderly manner.
- The driver shall immediately after the termination of any hiring or as soon as practicable thereafter carefully search the vehicle for any property which may have been accidentally left therein.
- The driver shall if any property accidentally left in the vehicle by any persons who may have been conveyed in the vehicle be found or handed to him:-
 - i. as soon as possible and in any event within 72 hours, return it to its owner or if not known to the nearest Council Office and obtain a receipt for the property;

- ii. be entitled to receive from any person to whom the property shall be redelivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the Council Offices, whichever be the greater) but not more than five pounds.
- The driver shall notify the Council in writing within a period of seven days of any change in his permanent address and produce his licence for the change to be recorded thereon.
 - The driver shall notify the Council in writing within a period of seven days of any caution/conviction (whether criminal or motoring) being imposed upon him or her during the period of this Licence or within a period of seven days of any fixed penalty offence (as defined in Section 51 of the Road Traffic Offenders Act 1988) being endorsed upon his or her driving licence during the period of this licence.
 - Upon reaching the age of 65 and thereafter on an annual basis any driver wishing to continue to hold his/her licence or apply for a new or renewed licence shall provide to the Council a medical certificate in a format prescribed by the Council duly signed by a recognised General Practitioner certifying that the licence holder/applicant is fit to drive a Hackney Carriage / Private Hire Vehicle. That in the case of existing licensed drivers the medical certificate shall be supplied to the Council within fourteen days of their 65th birthday and thereafter annually within the same period of time. In the event of no medical certificate being provided within the prescribed period, or if the General Practitioner certifies that the driver is not fit to drive, the licence shall be revoked forthwith.
 - Unless medically exempt the driver shall carry, free of charge, guide dogs, hearing and certain other assistance dogs as may be prescribed from time to time, accompanying disabled people.
 - A minimum dress code to include collared shirts, tailored trousers/shorts, plain jumpers/jackets, blouses with tailored skirt or trousers for women, no hoodies, no inappropriate slogans or adverts on clothing, and appropriate footwear i.e. no flip-flops or unsafe footwear.
 - You must not smoke in your vehicle at any time and you must display “no smoking” signs on the vehicle.
 - The vehicle shall be suitable in type, size and design, for the purpose of public hire.
 - The Council's Licence Plate shall be affixed to the rear of the vehicle by the use of the plate platform and/or bracket provided in a position so that the details shown on the plate may be seen clearly and are not illegible, defaced or concealed from public view except where provided for by Statute. Such plate shall be affixed by use of the bracket beneath the registration number plate in accordance with the instructions provided or, in cases where this is not practical, by riveting the plate platform to the bodywork of the vehicle on the rear right hand side on, or just above, the bumper. The vehicle may not be used for the purpose authorised by the vehicle licence without such plate being so affixed.
 - No signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever shall be displayed on, in, or from the vehicle, except as may be required by any statutory provision or required or permitted by these conditions, provided however, that this condition shall not apply to any indication on a taxi meter fitted to the vehicle.
 - The proprietor of a Hackney Carriage Vehicle shall cause to be affixed and maintained on the roof of the vehicle a sign which will be lit during the time when it is obligatory to use side or head lamps which reads ‘Taxi’. This condition does not apply when the vehicle is an FX4 (London Cab). This condition only applies to Hackney Carriage Vehicles and not Private Hire.
 - The proprietor may display such signs, etc., as may from time to time be approved by the Council.
 - The vehicle shall:-
 - (a) be equipped with sufficient means by which any person in the vehicle may communicate with the driver;
 - (b) be equipped with any necessary windows and a means of opening and closing not less than one window each side;
 - (c) be kept weatherproof;
 - (d) be equipped with properly upholstered seats;

- (e) be equipped with proper floor covering;
- (f) be kept in a clean condition, well maintained and in every way fit for service;
- (g) be equipped with means for securing luggage, if the vehicle is constructed or adapted to carry luggage;
- (h) be equipped with an efficient fire extinguisher (British Standards Approved) which shall be kept in such a position as to be readily available for use;
- (i) be equipped with at least two doors for the use of persons being conveyed in the vehicle and a separate means of entry and an exit for the driver.
- A Hackney Carriage vehicle will be equipped with a taximeter which is so constructed, attached and maintained as to comply with the following requirements:-
 - (a) The taximeter should be fitted with a key, flag, button or other device the operation of which will bring the taximeter into action and caused the word 'Hired' to appear on the face of the taximeter;
 - (b) Such device should be capable of being locked or operated in such a position or way that the taximeter is not in action and no fare is recorded on the face of the taximeter;
 - (c) When the taximeter is in action there should be recorded on the face of the taximeter in clearly legible figures a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by time as well as for distance in pursuance of the tariff fixed by the Council in that behalf;
 - (d) The word 'Fare' should be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;
 - (e) The taximeter should be so placed that all letters and figures on the face thereof are at all times plainly visible to any persons being conveyed in the carriage, and for that purpose the letters and figures should be capable of being suitably illuminated during any period of hiring;
 - (f) The taximeter and fittings thereof should be so affixed to the carriage that it should not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the fixings.
- If seals are fitted or attached to the meter the Council should be notified forthwith if such a seal is broken through any cause.
- A statement of the fares fixed by the Council shall be exhibited inside the vehicle and shall not be concealed or rendered illegible at any time whilst the vehicle is plying or being used for public hire.
- The vehicle shall not be used for the conveyance of any fare which has been importuned in any way.
- These conditions may be added to or varied by the Council at any time.

* The Council's Hackney Carriage and Private Hire Driver knowledge test was first introduced by the Council in April 2012 and reviewed and agreed by the Licensing Committee at its meeting of the 16 December 2014. The report and minutes of the review undertaken of the 16 December 2014 are available to view on the Council's website www.tendringdc.gov.uk