



## GUIDANCE NOTES FOR NEW LICENSED DRIVERS

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### INTRODUCTION

This guide has been developed to help you in passing the Knowledge test, which is the first step to begin the process of obtaining your required licence. You will find information including where the test will take place, what will be in the test with examples of questions, and advisory tips.

The test will be based on the information in this guide and it is important that you take the time to read it so that you understand what is required to successfully pass the test. It is important to note that you are responsible for your own learning.

To be a Newport City Council Private Hire or Hackney Carriage driver you need to know Newport better than most people.

You have to have an understanding of all licensing conditions and legislation to ensure you provide a high quality service and to ensure that you and your passengers are safe.

**Please make sure you are ready to take the test.** Every time a candidate takes the knowledge test they are required to pay the full test fee. Ensuring you prepare properly can avoid retakes and extra fees.

**Remember that passing the Knowledge test is the first step towards becoming a professional licensed driver**

## BEFORE THE TEST

### Notification

Once you have applied [online](#) we will email you with details of when and where your test will be and what documents you are required to bring. You should receive this email within 3 working days of submitting the application form.

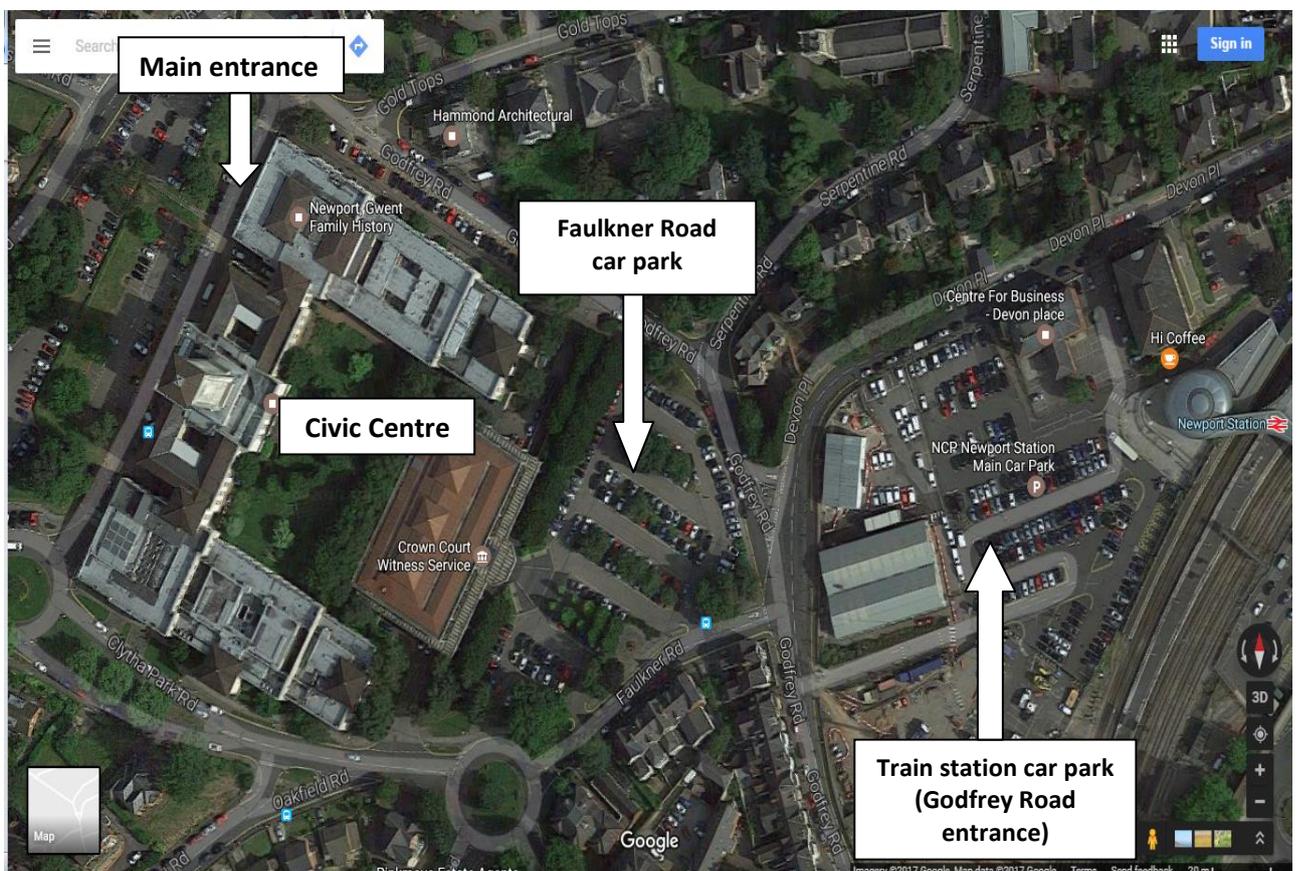
It is important that you provide a valid email address. If you have not received the email please check your spam/junk folders before contacting us.

### Location

The test will take place at the Civic Centre. **If for any reason this changes we will email to let you know.**

### Parking

The nearest public (pay and display) car park to the Civic Centre is off Faulkner Road. This is very busy throughout the day and there are only limited spaces. There is also a large pay and display car park at the back of the train station. If you need a parking space you should arrive early to give yourself time to find a space.



**Late arrival because of failure to find a parking space will not be accepted as a valid reason and the candidate will be unable to sit the test.**

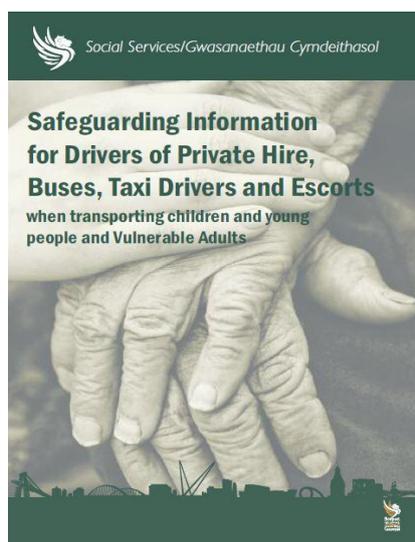
## **WHAT TO EXPECT ON THE DAY**

The test normally takes place on a Friday only (usually the last of the month). Applicants should attend promptly and be prepared to take at least **3 hours out of the day** in addition to travelling time.

There are three parts to the Knowledge test:

### **1. A PRESENTATION ON SAFEGUARDING AGAINST CHILD SEXUAL EXPLOITATIONS (CSE) (approximately 60 minutes)**

Each applicant will have received a copy of the safeguarding leaflet within their email giving a brief outline of safeguarding and CSE.



**Licensed drivers are being trained on this subject because they are the eyes and ears of Newport and the surrounding area. This serious matter cannot be dealt with solely by policing. Working in partnership with the police and other agencies you will be able to make a difference**

You are strongly advised to read this leaflet before the test. On the day you will be shown a DVD and will watch a more in-depth presentation on the importance of safeguarding when transporting children, young people and vulnerable adults and the appropriate manner in which a licensed driver is expected to behave.

[Read more about taxi safeguarding.](#)

### **2. LICENSING LEGISLATION (10-15 minutes)**

A short presentation on the differences and similarities between a Private Hire Driver and a Hackney Carriage and the importance of the Equality Act 2010 which places certain duties on all licensed drivers.

**The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society**

### **3. THE PRIVATE HIRE KNOWLEDGE TEST (approximately 90 minutes)**

The test will start immediately after the presentation. There are seven sections which must all be passed, these are:

1. Basic English (listening and understanding)
2. Basic English (best answers)
3. Knowledge of Newport (map section)
4. CSE / Safeguarding
5. Private hire licensing law
6. Highway code
7. Numeracy

**Below you will find:**

- **A description of each section**
- **How many questions must be correct in each section**
- **Example questions**
- **Information you need to learn and where to find it**

#### **SECTION 1 - LISTENING AND UNDERSTANDING (BASIC ENGLISH SECTION) (multiple choice)**

This is the first of our **Basic English sections**. On the test paper you will find four possible multiple choice answers per each of the five questions. The pass mark for this section is four out of five.

**FIVE** individual sentences will be read out (these will not be on the test paper) and you will be required to **match what you hear** by putting a circle (or equivalent) around what you think would be the correct answer. Each sentence will be read out twice.

**Example:**

‘Your pick-up is at 16 Medlock Crescent’

**You will then mark what you think is the correct answer:**

- A) 16 Medlock Close                      B) 16 Medlock Walk  
C) 60 Medlock Crescent                **D) 16 Medlock Crescent**



c) Tredegar House

d) 14 Locks Canal Centre

**Hint** - the majority of places of interests can be located in the index of the A-Z Map and these can be found in either **RED** or **BLUE**

**You will then circle what you think is the correct answer:**

a) Newport Castle

b) Roman Amphitheatre

**c) Tredegar House**

d) 14 Locks Canal Centre

**Example 2:**

'Name the school which you will find on page 19 of the map with grid reference 6H?'

**You will then write down what you think is the correct answer.**

Answer           **Newport High School**          

#### **SECTION 4 - CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS (multiple choice)**

This section checks your understanding of this topic following the earlier presentation. It includes 10 multiple choice questions and you must circle what you believe is the correct answer. The pass mark for this section is 9 out of 10.

**Top tip: revise the safeguarding document and the driver code of conduct**

**Example:**

'To minimise the possibility of a child or young person being at risk, a driver must not...?'

- a) Hug, cuddle or have any unnecessary contact
- b) Make any personal remarks
- c) Use terms of endearments, such as love, darling, sweetheart
- d) Use bad or inappropriate language
- e) All of the above

## SECTION 5 - PRIVATE HIRE LICENSING LAW (multiple choice)

Applicants will be tested on their knowledge and the understanding of the law and Newport City Council's conditions and policies.

The section will also include disability issues which may be encountered in view of the special considerations to be made when dealing with passengers of differing physical abilities. The pass mark for this section is 13 out of 15.

**TIP – to prepare for this section it is important that you learn the following:**

- a) [Driver conditions](#)
- b) **Driver code of conduct**
- c) [Vehicle conditions](#)
- d) [The complete Hackney Carriage and Private Hire licensing policy](#)

### Example 1:

'If a licensing officer inspects your vehicle and finds that you have a faulty tyre, who is responsible?'

- A) You, the driver
- B) The vehicle's registered keeper
- C) The vehicle's owner
- D) MOT centre

**You will then circle what you think is the correct answer.**

- A) You the driver**
- B) The vehicle's registered keeper
- C) The vehicle's owner
- D) MOT Centre

### Example 2:

'You have been issued with a Private Hire vehicle licence. Where should the rear plate be displayed?'

- a) Internally - in the rear window with blue tack
- b) Externally - adjacent to the rear bumper and securely attached
- c) Externally - wedged underneath the rear number plate
- d) Externally - adjacent to the rear bumper and attached with velcro

**You will then circle what you think is the correct answer.**

## SECTION 6 – Highway Code (multiple choice)

You will be asked to answer a number of multiple choice questions regarding driving skills, road information and etiquette as set out in the Highway code. The pass mark for this section is 8 out of 10.

**TIP: remind yourself of the [Highway Code](#) and make sure you have an up-to-date version**

### Example 1:

**‘What is the meaning of this sign?’**



- a) Pedestrians only
- b) Relay race ahead
- c) School ahead
- d) Taxis only

**You will then circle what you think is the correct answer.**

### Example 2:

**‘When is it forbidden to use the horn on a vehicle while in a built up area?’**

- a) From sunrise to sunset
- b) Between 11:30pm and 7:00am
- c) At all times
- d) Between 2am and 5am

**You will then circle what you think is the correct answer.**

## SECTION 7 - NUMERACY (written answers)

You will be asked a number of basic numeracy questions as you will be dealing with money on a daily basis. A calculator is not permitted. The pass mark for this section is 4 out of 5.

### Example 1:

**'A fare is £4.50. You are given a £10 note. How much change would you give?'**

Answer           £5.50          

## 4. AFTER THE TEST

We will write to you with the result of the test within 10-14 working days. You should only contact the licensing team after this time, as you will not receive a response beforehand.

If you **pass** you will receive by post an application pack and an appointment to discuss the application with an officer. Please see **FAQ** for the breakdown of the procedure.

If you **fail** you will be told which section(s) you failed although the licensing team will not discuss what questions were answered incorrectly and you will not be permitted to view the paper.

If you wish to dispute the result you can make an appeal to the licensing manager by emailing [environment.licensing@newport.gov.uk](mailto:environment.licensing@newport.gov.uk).

If you wish to continue the application process you must reapply and pay the test fee and will be required to sit the presentation and test again.

## 5. UPGRADE TO A HACKNEY CARRIAGE DRIVER

To become a **Hackney Carriage** driver you will first need to sit and pass the **Private Hire** test. You will then be able to apply to upgrade to a dual licence (a combined Hackney Carriage and Private Hire Drivers Licence).

If you apply for the upgrade within 6 months of passing the Private Hire test, there will be no requirement to pay an additional fee.

A Private Hire driver who has held their licence for 6 months or more will have to pay the test fee when they apply to upgrade.

Applicants are required to have a vast knowledge of Newport and the surrounding areas. Part of the test involves being given detailed information on routes within Newport without the use of a map.

You will be required to name the roads and directions you travel along and also identify any major features on the route, e.g. traffic lights, roundabouts and places of interest.

You should also familiarise yourself with relevant legislation and conditions.

## 6. FREQUENTLY ASKED QUESTIONS (FAQs)

### **Q – Will the question be repeated?**

**A –** Where a question is read out, it will be read out twice only. You will be disqualified if you ask again, so please listen carefully.

### **Q – Can I request extra time?**

**A –** No, if you continue writing after the officer has advised the test is over, you will be disqualified.

However, if you wish to return to any section during the required time to check or change any answer you can do so, although this will not be possible for the basic English sections.

### **Q – I have failed, can I see/have my answer paper after it has been marked?**

**A -** No, this will not be possible although we will tell you which section(s) were failed so that you can concentrate on those topics.

### **Q – I understand that I require a medical, when can I get this?**

**A -** Once you have been told that you have passed the test, you can apply for the medical by downloading the [medical application form](#) (pdf). It must be completed by your own GP or by a doctor who has viewed your entire medical history. Once completed you must return it to the licensing department within 2 months of it being completed.

### **Q – How much does the medical cost?**

**A –** The cost of the medical, you should discuss it with your GP.

### **Q – I have criminal/motoring convictions, am I able to apply for the medical?**

**A –** You should wait for your appointment and discuss this with us. An application may be refused or rejected if an applicant has convictions. If you apply for a medical and your application is subsequently refused or rejected we will not refund any medical fee.

### **Q- What happens at the appointment?**

**A –** Applicants are asked to produce the following at the arranged appointment at the Information Station, Queensway:

- Completed application
- DVLA driving licence showing full name and current address
- Current valid passport
- Biometric residence permit or work visa if necessary
- One additional form of identification taken from the disclosure and barring service list or two additional if the applicant is unable to provide a valid passport

- A valid email address in order to apply online for an enhanced criminal disclosure
- A code from the DVLA so that you can share your driving history with us. Do this online at [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) or telephone 03000 830013 – the code will expire after 21 days
- A recent passport sized colour photograph
- A certificate of good conduct if you have not resided in the UK for at least five years
- The required fees to be paid, including the licence fee and DBS disclosure fee

You will also be required to complete a driver declaration.

**Q- Is there a timescale for completing my application?**

**A** – Yes, you have 6 months from the date of the Knowledge test to attend an appointment which will be sent to you when you pass, providing the required documents and completed medical and DBS. Only in exceptional circumstances will extra time be granted.

**Q – When will I be issued with my private hire driver’s licence?**

**A** – This depends on each applicant. We have an obligation to ensure that all applicants are considered to be fit and proper to hold the licence and so have to conduct necessary checks. If there are no matters of concern a licence may be granted within 1 to 3 months.

Some applicants with criminal or motoring convictions may be required to go before the licensing committee for the application to be decided by the panel. This may delay the application further.

Once issued, the licence will be valid for 3 years, or for the length of time the applicant has the right to work in the UK in accordance with the Immigration Act 2016.

To renew, you should apply before the licence expires. If you submit an application **after** the licence has expired, the renewal won’t be granted until all checks have been made. You will not be entitled to drive a licensed vehicle at this time.

If you have not submitted an application within 2 months of the licence expiring, you will be classed as a new applicant and will be required to re-sit the test to begin the process.

*Newport City Council, July 2018*