



## **GUIDANCE NOTES – FOR NEW LICENSED DRIVERS**

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### **INTRODUCTION**

This guide has been developed to assist you in passing the Knowledge test, which is the first step to begin the process in order to obtain your required licence. You will find out information from where the test will take place to what will be included in the test including 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 to ensure that you understand all that 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 / 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 ENSURE YOU ARE READY TO TAKE THE TEST** – Every time a candidate takes the knowledge test they are required to pay the full test fee. Ensure you prepare properly and you can avoid taking retakes and extra fees.

**REMEMBER THAT PASSING THE KNOWLEDGE TEST IS THE FIRST STEP TO  
BECOME A PROFESSIONAL LICENSED DRIVER**

**PRIOR TO THE TEST**

**Notification**

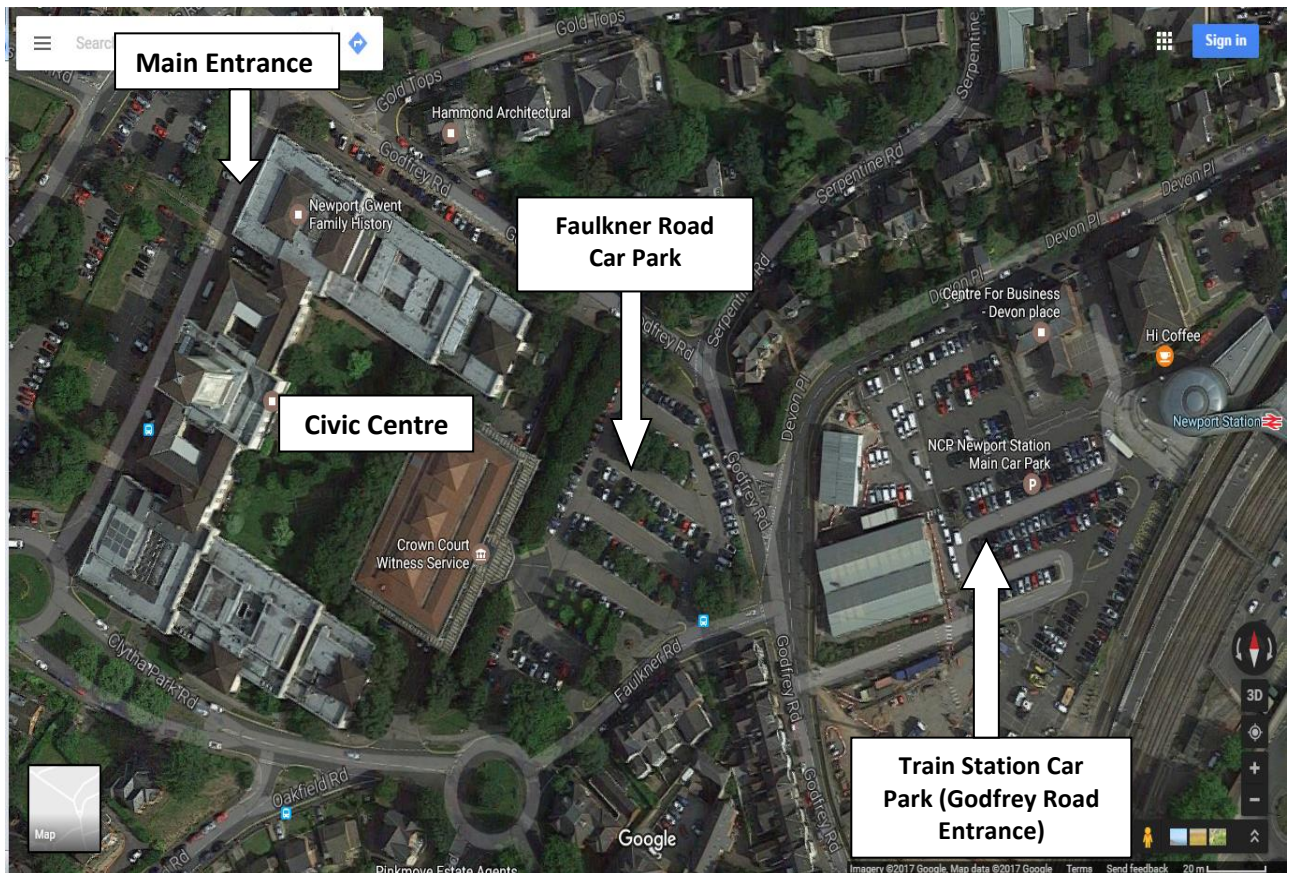
Once you have applied [online](#) you will receive notification by email of the details of when and where your test will be and what documents you are required to bring. You should receive this notification within 3 working days of you submitting the application form. As the notification will be sent by email it is vitally important that you provide a valid email address. If you have not received the email ensure you check your spam/junk setting before you contact the Licensing Department.

**Location**

The test will take place at the civic centre. **If for any reason this changes, you will be advised accordingly by email.**

**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 within the rear of the train station. If an applicant requires a parking space, it is recommended that they arrive early, especially if they need to park in a side street (legally) or another public car park.



**If the applicant is late due to failure to find a parking space, this will not be a relevant excuse and they will be refused to sit the test.**

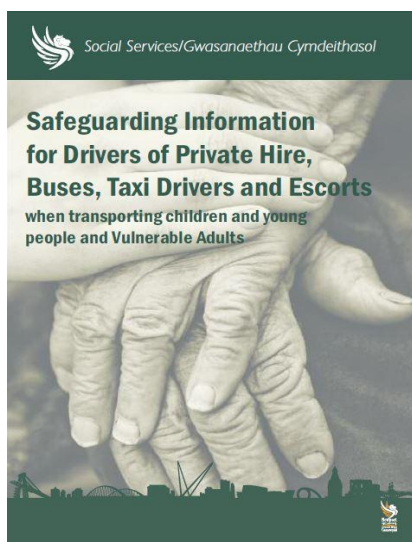
## **WHAT TO EXPECT ON THE DAY**

It should be noted that the test is normally undertaken on a Friday (usually the last of the month) and the applicant should make the necessary arrangements to attend promptly and prepare themselves to take at **least 3 hours out of their day (this does not include travelling time to the venue)**.

### **THE KNOWLEDGE TEST WILL BE BROKEN INTO THREE PARTS**

#### **1. A PRESENTATION ON SAFEGUARDING AGAINST CHILD SEXUAL EXPLOITATIONS (CSE) (APPROX 50 MINUTES)**

Within the notification each applicant will have received a copy of the following leaflet (within their email) giving a brief outline of Safeguarding & CSE.



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

It is strongly advised that you read this leaflet prior to the test. On the day the officer will give a more in-depth presentation into the importance of safeguarding when transporting children, young people and vulnerable adults and the appropriate manner a licensed driver is expected to behave.

Further information can be found [here](#).

## **2. LICENSING LEGISLATION / EQUALITY ACT (15-20 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.**

## **THE EQUALITY ACT 2010 IMPOSES A DUTY ON ALL LICENSED DRIVERS TO ENSURE THAT DISABLED PEOPLE ARE NOT DISCRIMINATED AGAINST OR TREATED LESS FAVOURABLY**

The duties being placed on the drivers of designated wheelchair accessible taxis and PHVs are:

- to carry the passenger while in a wheelchair
- not to make any additional charge for doing so
- if the passenger chooses to sit in a passenger seat, to carry the wheelchair
- to take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and

- to give the passenger such mobility assistance as is reasonably required.

### **What does mobility assistance mean?**

Mobility assistance essentially means helping passengers who use wheelchairs by providing physical assistance.

If the passenger wishes to remain in the wheelchair, the driver must help the passenger to get into and out of the vehicle.

If the passenger wants to transfer to a seat, the driver must help him or her to get out of the wheelchair and into a seat and back into the wheelchair; the driver must also load the wheelchair into the vehicle.

The driver must also offer to load the passenger's luggage into and out of the vehicle.

### **What if the driver has a back (or any other) condition which makes it impossible for them to help a passenger in a wheelchair.**

Section 166 of the Equality Act 2010 makes provision for licensing authorities to issue exemptions to drivers where they are satisfied it is appropriate to do so:

- On medical grounds; or
- On the ground that the person's physical conditions makes it impossible or unreasonably difficult for the person to comply with those duties.

In order to obtain an exemption the driver must produce medical evidence from their doctor to the Licensing Authority. They will then decide whether to grant you the exemption or not.

It is the responsibility of driver who requires an exemption to produce medical evidence from their doctor to the licensing authority.

*A driver will only be exempt if an exemption certificate has been issued by the council and is exhibited within the vehicle in the prescribed manner.*

### **Is there an appeal if a driver is refused exemption?**

The legislation allows a driver to appeal to the magistrates' court within 28 days if the licensing authority decides not to issue an exemption certificate.

### **How will passengers know that a driver is exempt from the duties to assist passengers?**

The driver must keep a copy of the exemption within the vehicle at all times in order that passengers know that the driver is exempt from duties.

## Assistance Dogs



*The other duty placed on licensed drivers (and Private Hire Vehicle Operators) is to carry guide dogs and other assistance dogs accompanying disabled people and to do so without any additional charge.*

**ANY DRIVER WHO FAILS TO COMPLY WITH THIS DUTY COULD BE PROSECUTED AND BE LIABLE TO A FINE OF UP TO £1000 AND COULD ALSO BE DEEMED AS NOT TO BE FIT AND PROPER TO HOLD A LICENCE**

### What if the driver is allergic to dogs?

Drivers who have a **medical condition that is aggravated by dogs** may apply for an exemption from this duty on medical grounds and they must keep a copy of the exemption within the vehicle at all times so that members of the public are aware.

### Further information

Read the [Equality Act 2010](#) in full.

Read [Part 12](#) of the Equality Act 2010 (Disabled Persons: Transport)

List of wheelchair accessible vehicles can be viewed [here](#)

### 3. THE PRIVATE HIRE KNOWLEDGE TEST (APPROX 90 MINUTES)

After the presentation, the test will commence immediately afterwards. It consists of 6 sections all of which you must pass to continue the process.

1. Basic English (Listening and Understanding)
2. Basic English (Best Answers)
3. CSE / Safeguarding
4. Private Hire Licensing Law
5. Highway Code
6. Numeracy

Here you will find the following –

- A description of each section
- How many questions are required to be correct per 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 **5 questions** (**The pass mark for this section is 4 out of 5**)

The officer will read out **FIVE** individual sentences (**which 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 of sentence

The officer will verbally read out the following twice

**“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**

## SECTION 2 - BEST ANSWERS (BASIC ENGLISH SECTION) (MULTIPLE CHOICE)

This is the second of our **Basic English Sections**. Similar to section 1, you will again find 4 multiple choice answers per each question. This time round there will be **10 questions**. **(Pass mark for this section is 8 out of 10)**

The officer will read out **TEN** individual sentences (**which will not be on the test paper**) and you will be required to **choose the best reply to each sentence** by putting a **CIRCLE (or equivalent)** around what you think would be the correct answer. **EACH SENTENCE WILL BE READ OUT TWICE.**

### Example of sentence

The officer will read out the following twice

**“YOUR PASSENGER ASKS YOU TO TAKE THEM TO THE RIVERFRONT THEATRE, WHAT WOULD YOU SAY?”**

You will then mark what you think is the correct answer.

- A) You should know                      **B) Yes, I will take you**  
C) It's not far. You can walk            D) I don't care

**AFTER SECTION 2, NO FURTHER QUESTIONS WILL BE READ OUT AND YOU WILL BE GIVEN A LENGTH OF TIME TO COMPLETE THE REMAINING 4 SECTIONS OF THE PAPER.**

## SECTION 3 - CHILDREN, YOUNG PEOPLE & VULNERABLE ADULTS (MULTIPLE CHOICE)

Following on from the presentation to ensure your understanding of the topic and will include 10 multiple choice questions. You must choose the correct answer(s) to each question by putting a ring around what you believe is the correct answer **(pass mark for this section is 9 out of 10)**

**TOP TIP – REVISE THE SAFE GUARDING DOCUMENT AND THE DRIVER CODE OF CONDUCT**

### Example on test paper

***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 4 - PRIVATE HIRE LICENSING LAW (MULTIPLE CHOICE)**

Applicants will be tested on their knowledge and the understanding of the law and council's conditions and policies. Also included will be disability issues they may encounter (in view of the special considerations to be made when dealing with passengers of differing physical abilities) **(Pass mark for this section is 18 out of 20).**

**TIP - IN ORDER 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) [COMPLETE HACKNEY CARRIAGE & PRIVATE HIRE LICENSING POLICY](#)

#### **Example 1 on test paper**

***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 mark down (by circling) what you think is the correct answer.**

- |                          |                                    |
|--------------------------|------------------------------------|
| <b>A) You the driver</b> | B) The vehicle's registered keeper |
| C) The vehicle's owner   | D) MOT Centre                      |

#### **Example 2 on test paper**

**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 mark down (by circling) what you think is the correct answer.**

### **SECTION 5 – 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 **(pass mark is 18 out of 20).**

**TIP – REMIND YOURSELF  
ON THE [HIGHWAY CODE](#)  
AND PURCHASE AN UP-  
TO-DATE [VERSION](#)**

#### **Example 1 on test paper**



- a) Pedestrians Only
- b) Relay Race Ahead
- c) School Ahead
- d) Taxis Only

**You will then mark down (by circling) what you think is the correct answer.**

#### **Example 2 on test paper**

**5. When is it forbidden to use the horn on a vehicle whilst in a built up area.**

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

**You will then mark down (by circling) what you think is the correct answer.**

**SECTION 6 - NUMERACY (ARITHMETICAL SKILLS) (REQUIREMENT TO WRITE ANSWER DOWN)**

You will be asked a number of basic questions of an arithmetical nature (particular to the fact that they you be dealing with money on a daily basis). A calculator will not be permitted. **(Pass mark is 5 out of 6).**

**Example 1 on test paper**

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

**Answer** \_\_\_\_\_ **£5.50** \_\_\_\_\_

## **AFTER THE TEST**

You will receive notification in writing (by email) of the result of the test within 14-21 working days. You should only contact the Licensing Department after this time period, as you will not receive a response beforehand.

### **There will be two simple outcomes**

If you **PASS** you will receive an email with instructions on the application process. Please see **FAQ** for the breakdown of the procedure.

If you **FAIL**, you will be notified of what section(s) you failed. The Licensing Department will not discuss what questions were answered incorrectly (or correctly) nor will you 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 THE APPLICANT WISHES TO CONTINUE THE PROCESS, YOU WILL BE REQUIRED TO REAPPLY (INCLUDING PAYING THE TEST FEE) AND SIT THE PRESENTATION AND TEST ONCE AGAIN**

## UPGRADE TO A HACKNEY CARRIAGE DRIVER



If you are looking to become a **Hackney Carriage Driver**, you will be required to first sit the and successfully pass the **Private Hire test**. You will then have the opportunity to apply to upgrade to a Dual Licence (a combined Hackney Carriage & Private Hire Drivers Licence) once you have been granted the Private Hire Driver Licence.

**If you apply for the upgrade within 6 months of you obtaining the Private Hire Driver Licence, there will be no requirement to pay an additional fee. If this is the case, please email [environment.licensing@newport.gov.uk](mailto:environment.licensing@newport.gov.uk), as you will not be required to complete an application form.**

**If a Private Hire Driver has held their licence for 6 months or more and they are looking to upgrade, they will be required to pay test fee. You will be required to complete the application form which can be found [here](#).**

The applicant will be required to have a vast knowledge of Newport and the surrounding areas. A part of the test will involve you giving 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 & places of interests).

The applicant should also familiarise themselves on the relevant legislation and conditions.

## FREQUENTLY ASKED QUESTIONS (FAQ)

### Q – WILL THE QUESTION BE REPEATED?

A - WHERE THE OFFICER READS OUT A QUESTION, IT SHALL BE READ OUT TWICE & TWICE ONLY. DO NOT ASK AGAIN OR YOU SHALL BE DISQUALIFIED. YOU MUST LISTEN CAREFULLY

### Q – CAN I ASK THE OFFICER IF I HAVE THE CORRECT ANSWER OR GIVE ME THE CORRECT ANSWER?

A – DO NOT ASK THIS QUESTION. YOU ARE SITTING STRICT TEST CONDITIONS. IF YOU ASK EITHER QUESTION YOU WILL BE DISQUALIFIED.

### Q - CAN I REQUEST EXTRA TIME?

A – NO, IF YOU CONTINUE WRITING AFTER THE OFFICER HAS ADVISED THE TEST IS OVER, YOU WILL BE AUTOMATICALLY 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 ITS BEEN MARKED?

NO, THIS WILL NOT BE POSSIBLE. WE WILL HOWEVER ADVISE OF WHAT SECTION(S) HAS BEEN FAILED SO THAT YOU CAN CONCENTRATE ON THOSE PARTICULAR SECTIONS.

### Q – I UNDERSTAND THAT I REQUIRE A MEDICAL, WHEN CAN I GET THIS?

ONCE YOU HAVE BEEN ADVISED THAT YOU HAVE **PASSED** THE TEST YOU CAN APPLY FOR THE MEDICAL BY DOWNLOADING THE DOCUMENT FROM [WWW.NEWPORT.GOV.UK/TAXI](http://WWW.NEWPORT.GOV.UK/TAXI) . IT MUST BE COMPLETED BY YOUR OWN GP OR A DOCTOR WHO HAS VIEWED YOUR ENTIRE MEDICAL HISTORY. ONCE COMPLETED YOU MUST

RETURN IT TO THE LICENSING DEPARTMENT WITHIN 2 MONTH OF IT BEING COMPLETED.

**Q – HOW MUCH WILL THE MEDICAL COST?**

THE COST OF THE MEDICAL IS BETWEEN YOU AND YOUR GP AND NOT SET BY THE COUNCIL.

FOR A FULL LIST OF OTHER FEES PLEASE VISIT THE LICENSING WEBSITE.

**Q – I HAVE CRIMINAL/MOTORING CONVICTIONS; CAN I STILL APPLY FOR THE MEDICAL?**

IF YOU HAVE ANY CRIMINAL OR MOTORING CONVICTIONS, IT IS ADVISED THAT YOU SPEAK WITH THE OFFICER FIRST. IN CERTAIN CIRCUMSTANCES, AN APPLICATION MAY BE REFUSED / REJECTED IF THE APPLICANT HAS CONVICTIONS.

IT SHOULD BE NOTED THAT IF YOU APPLY FOR A MEDICAL AND THEN YOUR APPLICATION IS THEN SUBSEQUENTLY REFUSED/REJECTED, THE COUNCIL WILL NOT REFUND ANY MEDICAL FEE.

**Q- WHAT IS REQUIRED ONCE I PASS?**

THE APPLICANT WILL BE REQUIRED TO PRODUCE THE FOLLOWING –

- COMPLETED APPLICATION
- DVLA DRIVING LICENCE SHOWING FULL NAME AND CURRENT ADDRESS.
- CURRENT VALID PASSPORT
- BIOMETRIC RESIDENCE PERMIT OR WORK VISA (IF NECESSARY)
- 1 ADDITIONAL FORM OF IDENTIFICATION TAKEN FROM THE DISCLOSURE AND BARRING SERVICE LIST (OR 2 ADDITIONAL IF 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 IN ORDER THAT THE APPLICANT CAN SHARE THEIR DRIVING LICENCE HISTORY WITH THE LICENSING DEPARTMENT. THIS CAN BE DONE ONLINE AT

[WWW.GOV.UK/VIEW-DRIVING-LICENCE](http://WWW.GOV.UK/VIEW-DRIVING-LICENCE) OR BY TELEPHONING 03000 830013. IT SHOULD BE NOTED THAT THIS CODE EXPIRES AFTER 21 DAYS.

- A RECENT PASSPORT SIZED PHOTOGRAPH (IN COLOUR)
- A CERTIFICATE OF GOOD CONDUCT (IF APPLICANT HAS NOT RESIDED IN THE UK FOR AT LEAST 5 YEARS)
- THE REQUIRED FEES WILL BE ALSO BE REQUIRED TO BE PAID (PLEASE VISIT [WWW.NEWPORT.GOV.UK/TAXI](http://WWW.NEWPORT.GOV.UK/TAXI) FOR THE CURRENT FEES). THIS WILL INCLUDE THE LICENCE FEE AND THE DBS DISCLOSURE FEE.

**You will also be required to complete a driver declaration.**

**Q – I HAVE NOT LIVED IN THE UK FOR 5 CONTINUOUS YEARS, CAN I STILL APPLY FOR A LICENCE**

YES YOU CAN, HOWEVER YOU WILL BE REQUIRED TO APPLY FOR AN UP-TO-DATE **CERTIFICATE OF GOOD CONDUCT** FROM THE EMBASSY OR EMBASSIES WHERE YOU RESIDED AT THE TIME. THIS APPLIES WHETHER YOU WERE LIVING WITHIN THE EEC OR OUT OF IT.

IF FOR ANY REASON YOU ARE UNABLE TO FUFIL THIS REQUEST, YOU WILL NOT BE GRANTED A LICENCE UNTIL YOU CAN SHOW THAT YOU HAVE LIVED IN THE UK FOR AT LEAST 5 CONTINUOUS YEARS.

**Q- IS THERE A TIMESCALE FOR COMPLETING MY APPLICATION**

YES, YOU HAVE 6 MONTHS FROM THE DATE OF THE KNOWLEDGE TEST. (THIS WILL BE SENT TO YOU FOLLOWING YOUR PASS) PROVIDE REQUIRED DOCUMENTS AND COMPLETED MEDICAL AND DBS. ONLY ACCEPTIONAL CIRCUMSTANCES WILL BE GRANTED EXTRA TIME.

**Q – WHEN WILL I BE ISSUED WITH MY PRIVATE HIRE DRIVERS LICENCE**

THERE IS NO SET ANSWER TO THIS AND IT ALL DEPENDS ON EACH APPLICANT.

THE LICENSING DEPARTMENT HAS AN OBLIGATION THAT ALL



APPLICANTS ARE CONSIDERED TO BE FIT AND PROPER TO HOLD THE REQUIRED LICENCE AND ALL CHECKS MUST BE CARRIED OUT TO A SATISFACTORY CONCLUSION (I.E. DBS / DVLA / MEDICAL). IF AN APPLICANT HAS NOTHING OF CONCERN A LICENCE MAY BE GRANTED BETWEEN 1 & 3 MONTHS.

SOME APPLICANTS MAY BE REQUIRED TO GO BEFORE THE LICENSING COMMITTEE (E.G CRIMINAL / MOTORING CONVICTIONS) FOR THE APPLICATION TO BE DETERMINED BY THE PANEL, THIS WILL DELAY THE APPLICATION FURTHER.

ONCE ISSUED THE LICENCE WILL BE VALID FOR 3 YEARS (OR THE LENGTH OF TIME THE APPLICANT HAS THE RIGHT TO WORK IN THE UK, THIS WOULD BE IN ACCORDANCE WITH THE [IMMIGRATION ACT 2016](#))

IN ORDER TO RENEW THE LICENCE, YOU WILL BE REQUIRED TO SUBMIT AN APPLICATION PRIOR TO THE LICENCE EXPIRING (ALL RELEVANT CHECKS WILL BE CARRIED OUT ONCE AGAIN)

IF YOU SUBMIT AN APPLICATION AFTER THE EXPIRY OF THE LICENCE, THE RENEWAL WILL NOT BE GRANTED TO YOU UNTIL ALL REQUIRED 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 YOU WILL BE REQUIRED TO RE-SIT THE TEST TO BEGIN THE PROCESS.