

Three Rivers District Council Private Hire/Hackney Carriage Driver's Licence Knowledge Test

As part of an application for a Private Hire/Hackney Carriage Driver's Licence or a Private Hire Operator Licence candidates are required to pass a written knowledge test. This test will cover knowledge of the local area, the Highway Code, as well as legislation and requirements relating to a hackney carriage and private hire, and the Council's policy.

To be able to book the test you must have already applied to be a Hackney Carriage/private hire driver or applied for a private hire operator licence with Three Rivers District Council. Please submit a valid application before booking the test.

- **Location and Time on the day of the test.**

The test will take place every second **Tuesday**, at Three Rivers District Council Offices, Northway, Rickmansworth, WD3 1RL.

The test begins at 11am and ends at 12pm - you have 1 hour to complete it. Please arrive by 10:45 at the latest.

There is a carpark situated directly outside our offices, as well as on Northway. **Please note that the carparks are pay and display.** It is the applicant's responsibility to ensure that they are parked legally.

- **On the day of the test**

Please arrive at 10:45am and sign in at reception. If you arrive late you will not be allowed to sit the test and will have to rebook a new knowledge test online. No exceptions can be made as there are strict timing limits we need to adhere to.

You should bring some form of photographic I.D. with you, such as a driving licence or passport.

You cannot leave the room during the test so please take any comfort breaks beforehand.

The test is carried out under usual exam conditions. The test is therefore undertaken in silence and mobile phones **MUST** be turned off.

During the test, you are **not allowed** to use any of the following:

- Mobile or smart phones
- Study notes
- Text books
- Maps/map books
- Handheld computers

- Satellite navigation devices
- Any other device or notes as deemed unacceptable

Any person found cheating will be disqualified from the test and not permitted to make another application for a period of one year.

- **Fee**

The cost of the first knowledge test is included in your initial application fee.

If you are retaking a test you will need to pay £15 when booking online. You can take up to 3 knowledge tests before your application is halted.

- **Maximum number of attempts to pass**

An applicant can take up to 3 knowledge tests. If an applicant fails all three attempts then their application will be rejected. A part refund is available on the application fee already paid. Anyone wishing to reapply must wait a period of 6 months following the final test before submitting a new application.

- **The Test**

You are expected to carry out your own research and you should be familiar with our policies and conditions.

We suggest you obtain a good working knowledge of the District before attempting the test and we recommend the following:

- Spending time in the District and studying maps
- Using the internet and/or the telephone directory to research the names of the roads on which local landmarks or bars, restaurants, schools etc. are situated
- Re-familiarising yourself with the Highway Code

The pass mark is 15 correct out of 20 questions. Topics covered in the test are:

1. Places of interest in and around our district

Both this section and the 'Routes' section test candidates' knowledge of the local area.

In this section, candidates will simply be asked where a particular place of interest can be found. An example is shown below.

'Places of interest' can be kinds of landmark that a customer might ask to be picked up from or taken to, and may include (but not be limited to):

- Pubs and clubs
- Restaurants and takeaways
- Churches
- Hotels and hostels
- Nursing homes
- Medical centres and dentist surgeries
- Residential flats or apartments
- Schools and colleges
- Shops and Businesses
- Community centres and halls
- Statues and memorials
- Recreation and sports venues/grounds
- Cemeteries and crematoriums
- Leisure centres

You will be asked to name the roads on which they are found as well as the town they are in. Only giving the town as an answer may result in an incorrect answer.

Example question Q: Where is Three Rivers District Council?
A: Northway, Rickmansworth

2. Routes

In this section, TRDC candidates are given two places and will be asked to write down the route that is complete (all roads are driven along are named) and will be the shortest route, i.e. the route that would cost the customer the least.

There will be an airport route included, for one of the following: Luton, Gatwick, Heathrow or Stansted.

Unfinished routes or routes that are unnecessarily long will result in an incorrect answer.

Example question Q: A passenger needs to be taken from their address in Harefield Road to Moor Park Station.

A: Church Street, Moor Lane, Sandy Lodge Road, North Approach

3. Law and Policy

The questions within this section will test your knowledge of our [Hackney Carriage and Private Hire Licensing Policy](#) and the two main pieces of legislation that govern taxi and private hire licensing in the UK:

1. [The Town Police Clauses Act 1847 \(sections 37 onwards\)](#)
2. [The Local Government \(Miscellaneous Provisions\) Act 1976 \(Part II\)](#)

It is extremely important that all licence holders know the council's expectations and the requirements placed upon them, so that they can carry out their work appropriately and in line with local policy and legal obligations

Example question Q: Should a licenced driver notify the council of a change of address and within what timeframe?

A: Yes, in writing and within 7 days or 5 working days of moving

4. Safe driving and The Official Highway Code

The questions are similar to those you might expect to find in a DVLA driving theory test so we would recommend that you do some practice tests online to sharpen your knowledge

Licensed drivers are responsible for the safety and wellbeing of themselves, their passengers, other road users and pedestrians. It is therefore essential that they have, and can demonstrate, a strong knowledge of the Highway Code.

Example question Q: What is the maximum speed limit on a motorway
A: 70mph

We strongly advise that you do not sit the test unless you know our district and have studied our policy and the legislation.

- **Bookings/Cancellations/Amendments/no show**

All bookings and payments for the test are made online.

If you need to book, cancel or rearrange a booking please go online to [Licensing: Cancellation or Amendment to a knowledge test booking](#)

You will need to create an account in order to book.

Please note that a minimum of 24 hours' notice is required to amend or cancel a booking. Any cancellation or amendment received after this time period will be charged another fee of £15.

Please be advised: No reminders are sent out for test dates. There is also no refund available on test fees once they test has been taken, or if a booking was cancelled/amended late.

- **Results and Feedback**

We will email the results of your test within 5 WORKING days of you sitting the test. Do not contact us for the result unless you have not received it by the end of the 5 working days after your test (check your junk email first).

If you fail the test we will tell you which sections you failed on; we will not tell you which specific question(s) you got wrong.

We do not give out copies of the test paper.

The test result is final and you cannot appeal the decision.

If you have any further questions in advance of your knowledge test you can contact the Licensing Department Monday to Friday between 9.00am and 12.00pm and between 3.00pm to 4.00pm on 01923 776611.