

Guidance Notes for Written Knowledge Tests

The tests are aimed at making sure that all applicants have a satisfactory knowledge of the Council's area. They test applicants' knowledge of the city centre; main roads through and around the city; places of public interest and entertainment; major destinations such as hospitals, supermarkets etc. and the routes to nearby villages.

You will also be tested on your knowledge of the Council's licensing conditions, together with customer care and vehicle maintenance. Hackney carriage / dual licence applicants will be also asked questions on the taxi ranks within the city.

The test will last for **one hour**.

Pass marks for the tests are:

- 65% overall and you must attain 50% on each section.

Your results will be posted to you once the papers have been marked with instructions as how to proceed.

If you fail the test, you can easily book another test.

To help you prepare for the test, sample questions from each of the sections of the tests are attached.

As a further aid to your revision, you can consult the latest version of the A-Z Street Plan of Derby and Yellow Pages directory and information from the Tourist Information Centre. Maps should be used only as aids for your knowledge of the area. The test may include questions on new roads or premises that are not on the map.

Specimen Hackney Carriage Knowledge Test Questions

(Correct answers at the time of printing are shown in **bold**)

Part One

You are given the names of thirteen places which are well known within Derby and you must enter the name of the street where each one is located. Each correct answer is worth two marks, giving a total of 26 marks.

Where are the following located?

- | | | |
|---|-------------------|--|
| 1 | Seymours Bar | St Werburgh's Church
Yard/Cheapside |
| 2 | Bull and Bush | Henley Green |
| 3 | Navigation Inn | London Road |
| 4 | The Council House | Corporation Street |

Part Two

You are given a starting location and finishing location. You must state how you would arrive at the finishing location from the starting location naming what streets you would travel on, what lanes you would need to take and any turns (left or right) or roundabouts which you would need to negotiate. There are six of these questions each worth five marks giving a total of 30 marks.

Describe the route you would take with a fare between the following locations, including road names and direction turns, roundabouts, exits, etc.

- 1 Silk Mill Museum to Cathedral Quarter Hotel

Leaving the Museum turn right into Sowter Road, take first left onto St Michael's Lane. At the junction turn left onto Queen Street and carry straight on through the traffic lights and turn right into St Mary's Gate. Cathedral Quarter Hotel is three quarters the way down on the right.

- 2 McDonalds (Ashbourne Road) to Seymours Bar

Leaving McDonalds, turn right onto Ashbourne Road and proceed to the roundabout. Take the second exit at the roundabout and continue on Ashbourne Road towards the City Centre. Proceed onto Friar Gate, taking the right hand lane onto Bridge Street, take the first right onto Agard Street then right at the traffic lights onto Ford Street. Carry straight onto Stafford Street, at the roundabout take the first exit onto Curzon Street. Carry straight on through the lights and onto Cheapside, Seymours Bar is on the left.

Routes obtained from AA Route Planner and RAC Route Planner Websites.

Part Three

You are given twelve questions in total. These are split between four areas:

- customer service questions.
- vehicle maintenance questions.
- driver licence conditions questions.
- taxi rank questions (hackney carriage / dual driver licence applicants only) the latest taxi rank information can be found on the Council's website.

In conjunction with this information you will also need to read the following:

- Customer Service Guidelines.
- Vehicle Checks Information.
- Latest edition of the relevant driver licence conditions.

Customer Service Guidelines for Applicants

- Your licensed vehicle should be driven in such a manner as to ensure your customers' comfort and safety.
- When dealing with disabled passengers, offer assistance and make sure the individual is safe when you arrive at the drop-off point.
- During a journey, if you encounter an emergency situation, you should make a record of the incident and, where necessary, give reassurance to your passengers.
- Sensitive information, such as personal details or any payment information, should be held in a secure manner to maintain confidentiality.
- If a customer is violent or abusive towards you, this should be reported to the police.
- At the end of each journey, the customer should be advised of the fare being charged and the methods of payment available.
- Smoking in a licensed vehicle is not permitted and can also incur a fine.
- In the event that you receive a customer complaint, you should record details in a separate book detailing the type of complaint, the date and time you received it, together with both the pick-up and drop-off points. This information should be retained in a confidential manner.
- If you are forced to stop your vehicle whilst carrying passengers because of an incident which causes you to be unable to continue your journey, you should park

your vehicle in a safe position and make arrangements for your passengers to ensure they are able to continue their journey. You must adhere to Licensing Conditions when doing so.

- If a customer refuses to pay a fare, this should be dealt with by the police.
- Consider other road users and drive in a responsible manner and comply with road laws.
- You should always take passengers on the most direct route to reach their destination. The only exemption will be if the passengers make a specific request to go a different route or if there is a good reason not to do so, which should be explained to the customer at the time.

These guidelines have been produced from some references in The Customer Service Guidelines for the NVQ Edexcel Level 2 in Road Passenger Transport.

Vehicle Checks

Vehicle Exterior

- 1 Cleanliness.
- 2 Condition of bodywork – check bodywork for damage and deterioration of paintwork. Damage to be reported to Derby City Council within 72 hours.
- 3 Windscreen – check for cracks and chips.
- 4 Check condition of wiper blades for tears/splits.
- 5 Tyres – check condition of tread, legal minimum depth 1.6mm continuous band around centre three quarters of the tyre.

Check for cuts, tears and abrasions in tread and side walls.

Check tyre pressures in line with manufacturer's specification, can be found in manufacturer's handbook or local tyre retailer.

Check spare tyre condition and pressure. Non rotational/directional tyres to be fitted.

Spare tyre/wheel must be of same size and construction as those fitted to the vehicle. All wheels and tyres to be of same size and matching pattern and construction as the licence conditions.

Wheels – check wheel rims for damage.

- 6 Check operation of all doors, boot lid and bonnet.
- 7 Check operation of:

- a Side lights/rear lights (may have more than one each side on rear).
- b Head lights – dipped and main beam.
- c Indicators – all must be of correct colour and show no white light.
- d Reverse lights.
- e Fog lights rear and front (if front fitted).
- f Number plate lights.
- g Hazard warning lights.
- h Brake lights.

Check for cracked/broken light lenses and insecure lights.

Hackney Carriage / Dual Driver Licence Applicants – all the above and:

check operation and illumination of top/for hire sign. For hire sign should work automatically with meter operation, for example, off when hired, on when for hire.

Interior

- 1 Condition of upholstery – check for damaged/stained and dry seating.
- 2 Seat security.
- 3 Check operation of all interior lights – must work off door switches and courtesy switches.
- 4 Condition of interior trim/paneling – check for exposed sharp edges which could cause injury and/or damage to clothing.
- 5 Fare scale to be displayed in clear view of passenger.
- 6 Meter – in clear view of passenger – securely mounted and sealed.
- 7 Two way radio secure.
- 8 Check for trip hazards – loose wires, carpet and trim work.

Switch Gear

- 1 Check operation of all switches.
- 2 Check operation of windscreen washers and wipers, check windscreen washer jets correctly adjusted.
- 3 Check operation of horn.
- 4 Check operation of all warning indicators on instrument panel.

Required Equipment

- 1 Condition of fire extinguisher – an efficient AFFF foam fire extinguisher with a nominal capacity of no less than one litre minimum, which complies with the British Standards Institution BS EN3 specification for portable fire extinguishers, that must be permanently marked with the vehicle registration.
- 2 First aid kit – check condition/cleanliness – in line with conditions and marked with registration number.
- 3 Check for wheel brace and jack.
- 4 Hackney Carriage vehicles – check presence of, and condition of, assistance equipment and restraining equipment.
- 5 Boot/luggage area – to be kept clean, dry and free of fluid containers such as oil, water and fuel cans.

Engine Bay – Under Bonnet Checks

- 1 Check:
 - a engine oil level
 - b brake fluid level
 - c coolant level
 - d clutch fluid level (if applicable)
 - e power steering fluid level (if applicable)
 - f automatic gear box level (if applicable)
 - g windscreen washer level – use of antifreeze additive in winter.

Visual check of drive belts for damage, fraying and splitting. Check that the battery is correctly mounted and secured. Any signs of oil or water leaks.

Licence Conditions

Convictions?

The driver shall notify the Council, in writing, within 14 days of receiving any convictions.

Each correct answer in Part 3 will receive two marks.

Part Four

You are given the names of four towns and villages on the outskirts of Derby. You are required to state the names of the roads you would travel on from Derby City Centre in order to arrive at these destinations. You should also indicate any turning (left or right) which you need to take. Each correct answer is worth five marks.

Describe how you would proceed to these locations from Corporation Street in the city centre and the roads you would use:

1 Belper

At roundabout take 1st exit onto Morledge (inner ring road), at traffic lights turn left onto the A601 then branch left onto A6, bear right onto West Aveune A6, keep in right hand lane and then at traffic lights continue forward onto the A6, at roundabout take 2nd exit onto A6, at roundabout take 3rd exit onto A6 and into Belper.

2 Aston on Trent

At the roundabout take 2nd exit onto Derwent Street then onto Nottingham Road, keep right and go under bridge onto Nottingham Old Road, take right to merge onto St Alkmunds Way and follow signs for (M1/A52/Nottingham/Loughborough), continue onto Brian Clough Way/A52, take exit towards Loughborough/A5111/A6, merge onto Raynesway, continue onto A6, at roundabout take 1st exit onto B5010, in just over a mile turn right onto Derby Road to Aston on Trent.