

Taxi Computerised Knowledge Test - Frequently Asked Questions

What does the Knowledge Test involve?

The knowledge test is computer based and comprised **61** Questions in **11** Categories, with multiple choice answers. Candidates must achieve the following pass mark in each category to pass the test:

Tunbridge Wells Places **80%**

Tunbridge Wells Routes – Rural **80%**

Tunbridge Wells Routes – Urban **80%**

Tunbridge Wells Streets **80%**

Tunbridge Wells Policy and Law **80%**

Highway Code **80%**

Safeguarding Awareness **100%** (Mandatory)

What is the overall percentage required to achieve a pass?

80%

Where do I get information on the elements of the test?

Candidates are expected to undertake their own research on places, routes and streets in the Borough of Tunbridge Wells, however there are some examples of the types of questions in the sample bank of routes

http://www.tunbridgewells.gov.uk/_data/assets/pdf_file/0009/97992/04.08.17-Bank-of-routes-for-knowledge-Tunbridge-Wells.pdf although this is not an exhaustive list and questions asked may not relate to these.

Information Booklet – Tunbridge Wells Policy & Law. Familiarise yourself with this document that contains further information relating to the Council's Hackney Carriage/Private Hire Licensing Policy & Law, Routes, Streets, Places and the Highway Code.

Safeguarding Awareness – candidates will be required to view a video <https://vimeo.com/281493426> which they will then be tested on using multiple choice questions. Presentation slides are available on the Council's website http://www.tunbridgewells.gov.uk/_data/assets/pdf_file/0017/151433/Safeguarding-Awareness.pdf and also information relating to Operation Willow, see Kent Police website [https://www.kent.police.uk/advice/child-sexual-exploitation-\(cse\)/tackling-cse/](https://www.kent.police.uk/advice/child-sexual-exploitation-(cse)/tackling-cse/)

Why do I have to take a knowledge test?

This is to maintain high standards that the Council expects of its licensed drivers operating within the Borough.

What is the cost?

See link for the current charges –

<http://www.tunbridgewells.gov.uk/business/licences-and-permits/taxis-and-private-hire/taxi-licence-fees>

How long does the test take?

Candidates are allowed up to 90 minutes.

When will I find out my results?

Normally within five working days

How many attempts of the test can I take?

Applicants are restricted (within a given period) to three attempts to pass.

What happens if I don't pass by the third attempt?

A fresh application can be made but a period of six months is required to elapse before another attempt can be made to enable the applicant to develop the necessary knowledge and skills.

I only want to drive within the Town area, why do I have to take a rural test?

It is expected that drivers would have knowledge of the whole of the Borough.

I will only be operating a Private Hire vehicle and all bookings are made in advance. I can therefore use a Sat Nav or research the route prior to the “pick up”. Why do I need to take a knowledge test?

The Council acknowledges that the same level of instant geographical knowledge of the Borough is not as necessary for those drivers wishing to operate private hire vehicles as those drivers intending to operate hackney carriage vehicles, because all private hire is pre-booked and so the driver has the opportunity to research the destination prior to departure. However this Council issues dual drivers licences and thereby drivers should, as good practice, have a good working knowledge of the

area in which they are licensed. In addition a Sat Nav would not necessarily provide you with the shortest route by distance.

How do I book a knowledge test?

Email licensing@tunridgewells.gov.uk – within five working days you will be sent an email with a date to attend the test. You must confirm within two days that you are able to attend, otherwise the date will be offered to another applicant.

What happens if I'm unable to attend?

Once you have confirmed your appointment, if for any reason you are unable to attend you must notify the Council a minimum of two working days before the date of the test. Applicants who fail to do so will be required to pay the current fee for the missed test and will not be offered another appointment to take the test until they have done so.

Can I appeal my result of the test?

No, the result is final.

What is the procedure if I pass?

If you pass the knowledge test, the Licensing Officer will provide you with a unique candidate reference number. You will need to complete an online application form and provide the following when you attend:

- [Tunbridge Wells Borough Council DVLA mandate form](#)
- [Medical form](#)
- [Driving Standards Assessment test](#) - this to include a Wheelchair Accessible Vehicle enhanced taxi test wheelchair exercise.
- [ID checklist](#)
- DBS application form, this will be provided at your appointment

PLEASE NOTE:

Prior to the test – evidence must be provide demonstrating your right to work in the taxi and private hire sector as set out in the acceptable documents list. IF YOU FAIL TO DO SO YOU WILL NOT BE PERMITTED TO SIT THE TEST.