TAXI LICENSING
EXAMPLE KNOWLEDGE TEST

Name_____ Date of Birth_____
(**BLOCK CAPITALS**)

1. Which law is concerned with safeguarding?

   A. Safeguarding Act 2014
   B. Care Regulations 2014
   C. Care Act 2014
   D. Safeguarding Regulations 2014

2. Which of the following statements is false?

   A. A person can be abused physically or psychologically
   B. Self-neglect cannot be abuse
   C. A person can be abused financially
   D. Modern slavery is a form of abuse

3. What is the maximum penalty for a taxi driver who transports a person knowing or believing they will be sexually exploited before or after a journey?

   A. 5 years imprisonment
   B. 14 years imprisonment
   C. 20 years imprisonment
   D. 25 years imprisonment

4. Who may need Safeguarding?

   A. Children
   B. Adults with care needs
   C. Adults with support needs
   D. All of the above

5. Which of the following statements is the most accurate?

   A. You have a duty of care towards all of your passengers
   B. You have a moral/social responsibility to report concerns about a vulnerable person
   C. Taxi drivers can play a key role in reporting suspicious behaviour
   D. All of the above are accurate

6. Which of the following are protected characteristics?

   A. Age, Disability, Gender reassignment, Marriage & Civil partnership, Pregnancy & maternity, Race, Religion & belief, Gender, Social Status
   B. Age, Disability, Gender reassignment, Marriage & Civil partnership, Pregnancy & maternity, Race, Religion & belief, Gender, Sexual Orientation
   C. Age, Disability, Gender reassignment, Marriage & Civil partnership, Race, Religion & belief, Gender, Sexual Orientation, Social Status
   D. Age, Disability, Hair colour, Marriage & Civil partnership, Pregnancy & maternity, Race, Religion & belief, Gender, Sexual Orientation

7. In which of the following situations are you protected from discrimination?

   A. At work
   B. As a consumer
   C. When using public services, including taxis
   D. All of the above

8. Which of the following statements is correct?

   A. Direct discrimination is okay, providing there are no complaints
   B. Harassment is not a means of discrimination
   C. Indirect discrimination is putting arrangements in place that apply to everyone but which puts someone with a protected characteristic at an unfair disadvantage
   D. Treating someone unfairly because they've complained about discrimination or harassment is a defence in law

9. Which of the following websites is provided by Government to give an overview of all the protected characteristics under the Equalities Act 2010 and links to other relevant content?

   A. www.gov.uk/discrimination-your-rights
   B. www.citizensadvice.org.uk/law-and-courts/discrimination
   C. www.york.gov.uk/taxilicensing
   D. www.lawsociety.org.uk

10. What types of animal must be carried in a licensed vehicle on request of the customer and can any additional charge be made.

    A. Guide Dogs, Hearing Dogs, Assistance Dogs, No additional charge can be made.
    B. Guide dogs, only, No additional charge can be made.
    C. Any animal if its in a basket, charges can be made.
    D. Hearing dogs only, No additional charge can be made.

11. Why is 'listening' such an important aspect of good customer service?

    A. To find out what your customer wants
    B. To help check they have understood the information you have given them
    C. To help judge whether they are happy with your conversation
    D. All of the above

12. Which of the following is not a reason for ensuring you are on time?

    A. You will lose your licence if you are late three times
    B. The customer may miss an appointment, train or similar
    C. Its professional – it creates a good impression of you, your firm and the taxi trade in general
    D. Its shows you are reliable and may generate more custom in future

13. Your favourite song is on the radio and a customer asks you to turn it off so they can concentrate on something they are reading. What should you do?

    A. Turn it off
    B. Ignore them, it's your favourite song
    C. Ask them to get out
    D. Ask if they'd mind if you just turned it down a notch

14. It's raining hard and you are picking up a customer with heavy baggage. Which of the following is the best approach?

    A. Pull the lever to open the boot for them, but stay in the car where it's dry. There's no point in you both getting wet
    B. Get out and help them load their baggage
    C. Get out and open the boot for them, but point out that you are going over and above what is required
    D. Make an excuse to refuse the job

15. Which of the following is an example of behaving in a civil and orderly manner as is required of all taxi drivers?

    A. Driving above the speed limit, cutting up cyclists and disregarding traffic lights to get where you are going as quickly as possible
    B. Generally making it unpleasant for drivers licensed in other towns and cities
    C. Speaking to all your passengers, other drivers and anyone else you encounter with courtesy and respect at all times
    D. Being rude and abrupt with council officers to try to get your way

16. Ensuring to use the shortest route in distance between York Railway Station, Station Road and Askham Bryan College, Askham Fields Lane, which of the following is correct?

    A. Station Road/Queen Street, Blossom Street, Holgate Road (iron railway bridge), Acomb Road/York Road (Acomb), Acomb Green/ Wetherby Road, A1237 (Outer Ring road), Askham Fields Lane (5.7 miles)
    B. Station Road, Leeman Road/Garfield Terrace/Livingstone Street/Salisbury Road, Water End (RSPCA), Boroughbridge Road, A1237 (Outer Ring Road), Askham Fields Lane (6.9 miles)
    C. Station Road/Queen Street, Blossom Street/The Mount/Mount Vale/Tadcaster Road York/Tadcaster Road Dringhouses/A64 Outer Ring Road West Bound/ Copmanthorpe Junction/, Askham Fields Lane (4.9 Miles)
    D. Station Road/Station Ave, Rougier Street/ George Hudson Street, Right on to Micklegate Blossom Street/Tadcaster Road, St Helens Road/Thanet Road (Acorn Rugby League Club)/ Gale Lane, Askham Lane, A1237 (Outer Ring Road), Askham Fields Lane (Note: There is no right turn from George Hudson Street on to Micklegate)

17. Ensuring to use the shortest route in distance between Mecca Bingo, Fishergate and York Minster Duncombe Place, which of the following is correct?

    A. Fishergate, Tower Street, Skeldergate Bridge, Nunnery Lane, Queen Street/Station Road/Station Road (Lendal Bridge)/Museum Street, Duncombe Place (1.6 miles)
    B. Fishergate, Tower Street (Cliffords Tower)/Nessgate/Bridge Street (Ouse Bridge), George Hudson Street/Rougier Street, Station Rise, Station Road (Lendal Bridge)/Museum Street, Duncombe Place (1.3 miles)
    C. Fishergate, Paragon Street (Barbican)/Barbican Road/Foss Islands Road/ Jewbury/Lord Mayors Walk, Gillygate, St Leonards Place (Theatre Royal), Duncombe Place (1.6 miles)
    D. Fishergate, Tower Street (Magistrates Court)/Nessgate, Coney Street/Lendal right on to Museum Street, Duncombe Place (1.3 miles)

18. Ensuring to use the shortest route in distance between York St John University, Lord Mayors Walk and White Cross Rehabilitation Hospital, White Cross Gardens which of the following is correct?

    A. Lord Mayors Walk, Clarence Street, Lowther Street, Huntington Road, Ramsey Close, Huntington Mews, White Cross Gardens (1.2 miles)

B. Lord Mayors Walk, Monkgate, Huntington Road, Ramsey Close, Huntington Mews, White Cross Gardens (1 mile)
C. Lord Mayors Walk, Clarence Street, Haxby Road (Nestle), Hayleys Terrace, Huntington Road, Ramsey Close, Huntington Mews, White Cross Gardens (1.5 miles)
D. Lord Mayors Walk, Clarence Street, Haxby Road, Whitecross Road, White Cross Gardens (Note: No access through Whitecross Road)

19. Ensuring to use the shortest route in distance between Wetherby Whaler, York Business Park and York Castle Museum, York Castle, (off Tower Street)

A. Ings Lane, White Rose Way, Great North Way, A1237, A59 Boughbridge Road, Poppleton Road, Holgate Road, Blossom Street, Nunnery Lane, Price's Lane, Bishopgate Street, Tower St, York Castle. (4.4 miles)
B. Ings Lane, White Rose Way, Great North Way, A1237, A59 Boughbridge Road, Water End, Clifton, Bootham, St Leonards Place, Museum Street, Lendal Bridge, Station Road, George Hudson Street, Micklegate, Bridge Street, Low Ousegate, Nessgate, Clifford Street, Tower St, York Castle. (4.8 miles)
C. Ings Lane, White Rose Way, Great North Way, A1237, continue A1237, Wetherby Road, The Green, York Road, Acomb Road, Holgate Road, Blossom Street, Nunnery Lane, Price's Lane, Bishopgate Street, Tower St, York Castle. (5.5 miles)
D. Ings Lane, White Rose Way, Great North Way, A1237, A59 Boughbridge Road, Poppleton Road, Holgate Road, Dalton Terrace, The Mount, Scarcroft Road, Bishopthorpe Road, Nunnery Lane, Price's Lane, Bishopgate Street, Tower St, York Castle. (6.5 mile)

20. Ensuring to use the shortest route in distance between James Street Caravan Site and York Racecourse on the junction of Knavesmire Road and Campleshon Road which of the following is correct?

A. James Street, Lawrence Street, Barbican Road/Paragon Street (Barbican), Fawcett Street, Fishergate, Skeldergate Bridge, Bishopthorpe Road, Scarcroft Road, The Mount, Knavesmire Road (2.7 miles)
B. James Street, Lawrence Street, Barbican Road/Paragon Street (Barbican), Fawcett Street, Fishergate, Skeldergate Bridge, Nunnery Lane, Blossom Street/The Mount, Knavesmire Road (2.8 miles)
C. James Street, Lawrence Street, Barbican Road/Paragon Street (Barbican), Fawcett Street, Fulford Road, A64 Outer ring road, Tadcaster Road, Knavesmire Road (7.9 miles)
D. James Street, Lawrence Street, Barbican Road/Paragon Street (Barbican), Fawcett Street, Fishergate, Skeldergate Bridge,

Bishopthorpe Street, Bishopthorpe Road, Campleshon Road (2.3 miles)

21. Ensuring to use the shortest route in distance between Travelodge, Layerthorpe and Elvington Air Museum, Halifax Way, which of the following is correct?

    A. Layerthorpe, Eboracum Way, Malton Road, Heworth Green, Melrosegate, Hull Road, Elvington Lane, Halifax Way (6.9 miles)
    B. Layerthorpe, Hawthorn Grove, East Parade, Melrosegate, Fourth Avenue, Tang Hall Lane, Osbaldwick Lane, Murton Way, Murton Lane, Stamford Bridge Road, Elvington Lane, Halifax Way (7.2 miles)
    C. Layerthorpe, Hallfield, Road, James Street, Lawrence Street/Hull Road, Elvington Lane, Halifax Way (6.2 miles)
    D. Layerthorpe, Eboracum Way, Malton Road, A62 outer ring road, Elvington Lane, Halifax Way (8.7 miles)

22. Ensuring to use the shortest route in distance between York District Hospital, Wigginton Road and The Retreat Hospital, Heslington Road.

    A. Wigginton Road, Clarence Street, Lord Mayors Walk, Monkgate, Hepworth Green, Hepworth Road, Melrosegate, Green Dykes Lane, Thief Lane, Heslington Road. (2.9 miles)
    B. Wigginton Road, Clarence Street, Lord Mayors Walk, Monkgate, Foss Bank, Foss Islands Road, Barbican Road, Heslington Road.(2.4 miles)
    C. Wigginton Road, Clarence Street, Gillygate, St Leonards Place, Museum Street, Lendal Bridge, Station Road, Station Rise, Station Road, Queens Street, Nunnery Lane, Price's Lane, Bishopgate Street, Tower Street, Paragon Street, Fawcett Street, Kent Street, Heslington Road. (6 miles)
    D. Wigginton Road, Clarence Street, Lord Mayors Walk, Jewbury, Foss Islands Road, Barbican Road, Wellington Street, Heslington Road. (2.4 miles)

23. On which street is The Maltings Public House?

    A. Wellington Street
    B. Station Road
    C. Tanners Moat
    D. Rougier Street

24. On which street is the entrance to the Barbican Centre?

    A. Barbican Road
    B. Paragon Street

C. Fishergate
D. Kent Street

25. Which of the following is correct?

A. Market Street is in the Pedestrian Zone
B. Museum Street is in the Pedestrian Zone
C. Micklegate is in the Pedestrian Zone
D. Merchantgate is in the Pedestrian Zone

26. Which of the following is correct?

A. A private hire driver need only wear their badge when passengers are in the car (NB Drivers shall wear the badge provided at all times when operating their vehicle)
B. A private hire driver must not wear jeans
C. A private hire driver shall be clean and tidy in appearance
D. There are no requirements as to a private hire driver's appearance

27. Which of the following is correct?

A. Licensed drivers shall provide the Licensing officers with written details of any conviction they receive (including any conviction against a company they are a Director or Secretary of) within five days
B. A licensed driver must give details of any change of private hire operator or vehicle proprietor for whom he/she is driving and the date of commencement or termination of such employment within seven days
C. A licensed driver shall notify the council of a change of address/telephone number within three days
D. Lost property must be delivered to the Licensing Office within three days

28. Which of the following is not a requirement of a vehicle licence?

A. The floor of your vehicle shall be covered with a proper carpet, mat or other suitable covering
B. Seats shall be properly cushioned and covered
C. A fire extinguisher shall be carried in your vehicle
D. A bottle of drinking water must be kept available

29. Which of the following is the most accurate?

A. Private hire drivers shall not smoke cigarettes whilst in their vehicle
B. Private hire drivers shall not smoke e-cigarettes whilst in their vehicle
C. Both a and b are correct

D. There are no restrictions on smoking

30. Which of the following is correct?

A. It is an offence for a taxi driver to leave their engine running unnecessarily on the public highway
B. Authorised officers cannot require out of town vehicles to switch off their engines
C. You can find out more about the anti-idling in York through the following link: https://www.york.gov.uk/info/20054/pollution/2347/kick_the_habit_anti-idling_campaign
D. Both A and C are correct

Signed _____ Date _____