

## **Guidance Notes for Dual Knowledge Test**

### **Test Information**

In order to become a licensed Dual Hackney Carriage and Private Hire driver with South Gloucestershire Council, you are required to sit a Dual Knowledge Test.

This will be a written test on your knowledge of the following subjects:

- Policy, byelaws and licence conditions
- Equalities
- Basic mathematics
- Conference & Meeting Centres
- Places of interest
- Pubs, clubs and licensed premises
- Hospitals & Treatment Centres
- Schools and educational establishments
- Local Area

Questions within the above subjects may be varied for each test. Some questions are multiple choice, others are not. You will find a list of sample questions attached to this document.

The test will be completed under standard exam conditions and the test will last for 90 Minutes.

The test is conducted in the English language as it also helps to determine if an applicant has a satisfactory understanding and command of the English language to carry out the role. Licensed drivers must be able to communicate effectively with customers, Police Officers and/or Licensing Authority and other road users, as well as fully understanding road signage.

If for some reason you require a one to one test or any other reasonable adjustment due to medical circumstances, you must put this request in writing to this Licensing Authority, with written evidence from your GP.

In order to book a test you will need to email [knowledgetest@southglos.gov.uk](mailto:knowledgetest@southglos.gov.uk) with your name, address and contact number and an Officer will call you back to arrange a test and make payment.

Please note this amount is payable at the time of making the booking. This fee is only refundable if the applicant gives 2 clear working days' notice of cancellation to this Licensing Authority. **Please note that the clear working days does not include the day you send the email/letter nor the day of the test.**

The current cost of taking a test can be found on the current fees and charges which is available on the South Gloucestershire Council website, <http://www.southglos.gov.uk/business/licences-and-street-trading/taxis-and-minicabs/taxis-additional-information/>

### **Pre-reading for the test**

In order to improve your chances of success it is recommended that you prepare in advance for the test.

Information to help you, in particular the current taxi policy can be found on the South Gloucestershire Council website. <http://www.southglos.gov.uk/business/licences-and-street-trading/taxis-and-minicabs/hackney-carriage-and-private-hire-driver/> .

As a large part of the test is in relation to knowledge of the area it is advised before you book to ensure your knowledge of South Gloucestershire, its local businesses, schools, hospitals etc. is at a very good level.

Should you feel that you require additional help in relation to additional educational courses then you are advised to look into these by either contacting South Gloucestershire Community Learning Department or local schools and colleges.

### **On the day of the test**

On the day of your test, you will be required to bring 1 form of photographic identification with you, either a Passport or EU photographic Driving Licence.

Failure to supply this documentation will result in you **not being able to sit the test on that day and any fees paid will not be refunded.**

### **After the Test**

On completion of the test, it will be marked and you will initially be notified of the result by e-mail within 5 working days of the test

The pass mark required to pass the Dual Knowledge Test is 80%

Please note should you receive between 70% - 79% you will have obtained a mark high enough to have passed to a standard to apply for a Private Hire Drivers Licence only.

If you are unsuccessful the email will detail the marks that you received in each section; this will enable you to revisit areas for improvement if you wish to retake.

Should you score within 2% of the pass mark you may request a remark of the test. This request must be made in writing to the Licensing Team Leader and clearly state the reasons for making the request. Please note that you will only be allowed one remark of your test.

### **Out of Area Applicants**

The Licensing Authority will only licence dual drivers that will work entirely or predominantly in the South Gloucestershire district.

Persons residing outside of the South Gloucestershire district are considered more likely to work outside of the district they are licensed with.

Therefore this Licensing Authority retains the right to interview an applicant / licence holder who resides outside of the South Gloucestershire district. The applicant / licence holder may be required to bring evidence (letter from employer etc) to the interview.

Should this Licensing Authority have concerns or evidence that an applicant / licence holder is planning to / or is working predominantly outside of the South Gloucestershire District then the applicant / licence holder will be referred to a Licensing Sub-Committee for determination.

### **Process for gaining your Dual Drivers Licence**

For most people the Dual Knowledge test is the first step of obtaining a Dual Drivers Licence.

In the interest of Public Safety a number of other steps are required prior to obtaining a licence. Please note that this process can take a number of months to complete.

In addition to the Dual Knowledge Test you will be required to take a Practical Driving Assessment and also complete mandatory safeguarding training.

The practical driving test can be undertaken with any of the following:

- Blue Lamp Trust – [www.bluelamptrust.org.uk](http://www.bluelamptrust.org.uk)
- Green Penny – [www.greenpenny.co.uk](http://www.greenpenny.co.uk)
- DIAmond Advanced Motorists – [www.advancedmotoring.co.uk](http://www.advancedmotoring.co.uk)

On successfully passing the Dual Knowledge Test you will be invited to attend a safeguarding training session.

Once you have passed your Dual Knowledge Test, Practical Driving Assessment and completed the safeguarding training session you should contact the Licensing office to make an appointment to further your application.

When contacting The Licensing Service to make an appointment the service will offer you the first date available. Please note that there may be a wait on appointment times depending on the demand for service at any particular time.

You will need to bring with you your Practical Driving Assessment pass certificate and at the appointment you will complete the following forms:

- Application form \*
- Disclosure & Barring Service Form (formally Criminal Records Bureau)
- DVLA Mandate
- You will be given a Medical Examination report that you must get completed by a GP to DVLA Group 2 standard.

**\* When completing your application form you will be asked questions about previous convictions, pending Court appearances and driving history, it is advised that you be honest as possible at the first opportunity and if you are unsure on what the question is asking that you speak to the person that is conducting the appointment to ask them to explain it clearly to you.**

You will be required to bring the following documents with you when you attend the appointment.

- Passport or Birth Certificate
- Valid driving licence (Further information can be found in next section)
- Proof of address, dated within the last 3 months (e.g. Utility Bill, Bank Statement, Benefit Statement, Credit Card Statement) \*\*
- Proof of National Insurance Number
- Proof of right to work in the UK (please ask at time of booking if unsure what evidence you need to provide)
- 1 passport size photo
- Appropriate application and DBS fee (please note the current fee table is available on the South Gloucestershire Council website)  
<http://www.southglos.gov.uk/business/licences-and-street-trading/taxis-and-minicabs/taxis-additional-information/>

Please note that failure to submit all the required information at the appointment may result in the application being deemed improperly made,

should this be the case you will then be required to book a further appointment at the Licensing office subject to appointment waiting times.

Once your application is complete Officers will review your file and should there be no concerns raised from the checks conducted you will need a further appointment to receive your licence and badges, at this point you will be required to pay a badge deposit (please note the current fee table is available on the South Gloucestershire Council website)

<http://www.southglos.gov.uk/business/licences-and-street-trading/taxis-and-minicabs/taxis-additional-information/>

Should Officers have concerns about an application your file will be passed to a Licensing Officer for consideration and potentially a meeting held to discuss your concerns. Please note that if Officers are unable to issue a licence on an officer delegated basis due the concerns raised then your application will be referred to a Licensing Sub-Committee for determination.

### **Driving Licence Information**

Applicants must have held a European Union (EU) full driving licence for at least 12 months.

In addition to the above this Licensing Authority also requires all applicants who hold an EC/EEA driving licence to have a GB counterpart document. This can be obtained from the Driving and Vehicle Licensing Agency (DVLA) on submission of form D9 which can be downloaded from the DVLA website.

In order to obtain a GB counterpart, the applicant must be resident in the UK.

### **EU Driving Licences**

If your driving licence is issued by an EU country it is recognised throughout the EU. In most circumstances you will not have to exchange your licence.

However if you have an EU driving licence that was issued in exchange for a non-EU licence, and you wish to **move to another EU country with your converted licence**, you should be aware that your new licence **may not be recognised** there. This is determined by each EU country.

### **Sample story**

Angeles is a Chilean who moved to Spain a few years ago. As Spain recognises Chilean driving licences, Angeles was able to exchange hers for a Spanish one after meeting a few administrative formalities.

With this new licence, Angeles can drive around the EU. However, if she ever moves from Spain to another EU country, she will have to check that the authorities there recognise her Spanish licence.

If the new country recognises the original Chilean licence automatically, she will be able to continue driving with her converted Spanish licence. If not, she may have to have her Chilean licence formally recognised or exchanged in the new country.

For further information please see the below two links:

[https://europa.eu/youreurope/citizens/vehicles/driving-licence/driving-licence-recognition-validity/index\\_en.htm](https://europa.eu/youreurope/citizens/vehicles/driving-licence/driving-licence-recognition-validity/index_en.htm)

<https://www.gov.uk/driving-nongb-licence>

### **Advice for new Dual Drivers**

When you collect your licence and badges for the first time it is advised that you fully read the current Taxi Policy and licence conditions to ensure that you are aware of your responsibilities as a licensed driver.

Please remember that should the Licensing Authority have concerns or evidence that a licence holder is planning to / or is working predominantly outside of South Gloucestershire district then the applicant/licence holder will be referred to a Licensing Sub-Committee to consider revocation of the licence.

Should you wish to discuss any of the information above further please feel free to contact a member of the Licensing Service on 01454 868001 or email [licensing@southglos.gov.uk](mailto:licensing@southglos.gov.uk)

## Area of South Gloucestershire Council



**Sample questions for Dual Knowledge Test**

**Basic Maths Section**

<b>DUAL DRIVER APPLICANTS</b> <b>Section - Basic maths</b> <b>Please write your answer below the question</b>	
Q1	At the end of a pre-booked journey the taximeter shows £11.65 The customer hands you one £10 & one £5 note. What change is the passenger due?
A	

**Knowledge of Hospital and Treatment Centres**

<b>DUAL DRIVER APPLICANTS</b> <b>Section – Hospital and Treatment Centres</b> <b>(State the road and the place, e.g. High Street, Thornbury)</b>	
Q1	Southmead Hospital (Minor Injuries)
A	

**Knowledge of Local Area**

<b>DUAL DRIVER APPLICANTS</b> <b>Section – Local Area</b> <b>(State the road and the place, e.g. High Street, Thornbury)</b>	
Q1	Hewlett Packard
A	



### Knowledge of Licensed Premises Sections

<b>DUAL DRIVER APPLICANTS</b> <b>Section – Licensed Premises</b> <b>(State the road and the place, e.g. High Street, Thornbury)</b>	
Q1	The Blue Bowl
A	

<b>DUAL DRIVER APPLICANTS</b> <b>Section – Licensed Premises</b> <b>(Please tick (✓) one box only)</b>	
Q1	The Bridge Inn
<input type="checkbox"/>	(a) Main Road, Mangotsfield
<input type="checkbox"/>	(b) Cattybrook Road, Mangotsfield
<input type="checkbox"/>	(c) Shortwood Hill, Mangotsfield
<input type="checkbox"/>	(d) Bridge Road, Mangotsfield

### Knowledge of Conference Centres and Meeting Venues section

<b>DUAL DRIVER APPLICANTS</b> <b>Section – Conference Centres and Meeting Venues</b> <b>(Please tick (✓) one box only)</b>	
Q1	The Hilton Hotel Conference Centre
<input type="checkbox"/>	(a) Ashridge Road Bradley Stoke
<input type="checkbox"/>	(b) The Quadrant, Aztec West
<input type="checkbox"/>	(c) Over lane, Almondsbury
<input type="checkbox"/>	(d) Savageswood Road, Bradley Stoke

### Knowledge of Places of Interest Section

<b>DUAL DRIVER APPLICANTS</b> <b>Section – Places of Interest</b> <b>(State the road and the place, e.g. High Street, Thornbury)</b>	
Q1	Old Down Country Park
A	

**Knowledge of Schools and Educational Establishments Section**

<b>DUAL DRIVER APPLICANTS</b> <b>Section – Schools and Educational Establishments</b> <b>(State the road and the place, e.g. High Street, Thornbury)</b>	
Q1	Abbeywood Community School
A	

**Dual Drivers Policy, Law and Conditions Section**

<b>DUAL DRIVER APPLICANTS</b> <b>Section – Hackney Carriage Policy, Law and Conditions</b> <b>(Please tick (✓) one box only)</b>	
Q1	When must you produce your hackney carriage vehicle licence to the Council or Police?
<input type="checkbox"/>	(a) When requested by a Council or Police officer within 14 days of request
<input type="checkbox"/>	(b) When requested by a Council or Police officer within 5 days
<input type="checkbox"/>	(c) When requested by a Council or Police officer within 10 days
<input type="checkbox"/>	(d) You may refuse to produce your licence