

Knowledge Test Rules - Private Hire

Before the Test

- All mobile phones (Turned off or placed on silent and not vibrate mode) should have been handed to officers at sign in. These will be placed in sealed envelopes with your name and will be returned at the end of the test. Please note that should a phone vibrate or ring it will be removed from the test room and placed in a secure area for collection after the test.
- All other hand held devices, Smart watches, blue tooth ear devices and digital watches must not be worn or visible, if you have any of these please put away in a safe place or hand to a member of staff before commencement of the test.
- You are reminded that there is a Driver's Code of Conduct Policy and as part of that, any cheating, talking, negative and/or disruptive behaviour or removal of the test papers from the test room, will not be accepted. If any such behaviour is displayed it will result in you being asked to leave the room, by the Officers present and will be disqualified from the test. Should you be disqualified your fee for this test is non-refundable.
- Please note, anyone who is disqualified from the test due the above, may not be able to sit another Knowledge Test for six months. This may have an impact on any of your applications should you pass in the future.
- Once the test is started, you will be allowed one hour to complete it.
- Once you have left the exam room, except in very exceptional circumstances, no candidate will be permitted to re-enter the test.
- If you finish the test prior to the time given, please raise your hand, stay seated and officer will assist further.

During the Test

- Officers will make it clear when they are about to hand out the test, at this point the only thing permitted on the desk in front of you is a pen, any papers the Licensing Authority has given you and your ID. Please note that all notes, calculators etc. must be removed from the desk – failure to adhere to this may result in disqualification.
- Once the papers have been handed out please leave the test paper face down on the desk in front of you and within into plastic wallet until you are told to commence the test. Any candidate who opens the test or turns over the test to read questions prior to the official start will be disqualified.
- There will be no talking from the point that the first paper has been handed out and throughout the test, making contact through verbal or non-verbal means is also not permitted. Should you wish to ask a question, you must raise your hand to attract attention and wait for an Officer to come to you.

- Please note that an officer cannot help explain questions to you.
- Any notes or working out must be made on the paper itself and your answer clearly highlighted. No writing on hands is permitted.
- All sections of the test must be completed.
- Prior to the end of the test a sufficient time warning will be given.

At the End of the Test

- When an officer announces the end of the test and asks for all pens to be put down this must be done immediately. Failure to adhere to this request and if an applicant continues to write on the test paper may result in disqualification.
- At the end of the test, you must leave all the papers and pens on the table in front of you and await our further instructions.
- Until the papers have all been collected exam conditions are still in place and no talking is to take place.
- Once exam papers have been collected you must collect all your personal belongings and sign out.
- You will receive your results by email with the aim to provide a response within 5 working days of sitting the test. Failure to provide an email will result in a letter being sent which may take longer.
- No half marks will be given and answers will be marked against the answer sheet only
- Only one request for a remark will be allowed per test, if it's received within three months of receiving your results and only if you score within 2% of the total required pass mark.

If you pass the test, you will be invited to mandatory training on Child Sexual Exploitation awareness. Please note that the places fill up fast, so you will need to book as soon as possible.

By booking and attending, you agree to and abide by the rules of this test as stated above.