

## Example Guildford Private Hire Knowledge Test Questions

### Vehicle Conditions

1. What 7 pieces of equipment must the vehicle carry?  
*Fire extinguisher (1kg dry powder), First Aid Kit, Spare Wheel, Jack and Tools for changing the wheel, Spare auto lamp kit, Warning Triangle, Torch*
2. When can you remove your vehicle license plate?
  - *At all times while the vehicle is being used as a hackney or private hire vehicle there shall be securely fixed to the rear of the vehicle by screw, bolt or bracket, the appropriate vehicle licence plate supplied by the Council.*
  - *When you are Surrendering your license of your vehicle*
3. How must your plate be secured?
  - *securely fixed to the rear of the vehicle by screw, bolt or bracket,*
4. If the child is under the age of 1, do you count them as a passenger?
  - *Yes children of any age counted as one person*
5. What details are listed on your vehicle license plate?
  - *registration number, number of passengers, Expiry date, Licensing Authority, Vehicle Number*
6. Where must the internal license plate be displayed?
  - *top left-hand corner of the windscreen clearly visible*
7. Where can you display vehicle the door signs and what 2 words must be on the sign?
  - *Must indicate pre-booked only and fixed to the front drivers and passengers door*
8. What information is permitted on the signs?
  - *Name of operator, contact details, e-mail, website, Guildford Borough Logo, must have pre-booked only.*
9. Can you use the word taxi or kab in your sign?
  - *No*
10. Can a private hire carry any roof sign that might suggest hackney carriage?
  - *No*
11. What is not permitted on the private hire sign?
  - *not include the words "taxi", "cab", "hackney carriage" or "hire".*
12. What is the procedure before advertising other businesses or products?
  - *Must get council approval and confirm to British code of advertising.*
13. What is the permitted size of adverts on single and double doors?

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- *Single Door - 76 cm x 46 cm , Double Door - 185 cm x 46 cm*

14. What training must the proprietor ensure before they allow the use of a wheelchair accessible vehicle to a driver?

- *Must ensure that the driver is wheelchair accessible trained.*
- *Can sit the DSA wheelchair test*
- *trained to use relevant belts and lock mechanisms*

15. Do private hire vehicles need to have a meter?

- *No*

16. If a meter is fitted what tariffs can be used?

- *Guildford borough council tariff or the tariff set by their operator*

17. Do you need a fare chart if a meter is fitted?

- *Yes , Any Fare chart carried must clearly show the name of the operator*

18. Can trailer be used when working as a private hire driver?

- *Yes, need approval from the council. Need insurance and must comply with road traffic legislation.*

19. When should a license vehicle be insured? What type of cover is required?

- *At all times the vehicle is licensed, be a current policy of insurance*
- *public and/or private hire and reward*

20. When can the vehicle be inspected by an Licensing Enforcement officer?

- *Should be made available at all times*
- *2 times?*

21. When must you notify the council if you involved in an accident?

- *Must be reported to the council within 72 hours of accident*

22. If a licensed vehicle has been heavily damaged can you use a replacement vehicle?

- *Yes only for 42 days same process as change of vehicle*
- *Provided the accident has been reported*

23. How many vehicle license plates must be displayed?

- *2*

24. Where must the license plates be displayed?

- *Internal plate inside windscreen top left corner, and on the external rear of the vehicle secured by bolts*

25. What must you do if you lose or damage your plate?

- *Notify the council as soon as you are aware*

26. If a proprietor ceases to use the vehicle for Private hire is he allowed to keep the plate?

- *Shall surrender the vehicle license plate and license to the council within 7 days*

27. When can the vehicle be used for Private Hire?

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- *Current vehicle test certificate*
- *policy of insurance*

28. What must a driver submit to an operator before he can commence work?

- *Copy of vehicle test certificate*
- *Copy of insurance policy certificate*

## Vehicle Specification

1. What is the maximum number of passengers that can be licensed as a Private hire vehicle?

- 8

2. What are the requirements when a vehicle is first presented for licensing?

- *Vehicle must be less than 5 years old*
- *minimum of 4 doors unless MPV*
- *minimum of 1.4cc*
- *European whole type approval or UK low volume approval*
- *Must not be written off with category A,B,C*

3. If a licensed vehicle reached its age limit can it be re-licensed?

- *Yes, if it deemed an exceptional vehicle*
- *Pass at first inspection*
- *Good condition and full service history*

4. How long can the vehicle be re-licensed?

- *10years*

5. What is the minimum engine capacity of vehicle that can be licensed?

- *1.4cc*

6. Can a vehicle be fitted with Bull Bars?

- *No*

7. Describe the height and the knee space dimensions for minimum requirements?

- *Height; sufficient space between seat cushion and the lowest part of the roof to safely accommodate the passenger in comfort*
- *sufficient space between front and back seats safely accommodate the passenger in comfort*

8. What is the minimum requirement for passenger seating? Please include dimensions?

- *At least 16inches wide per passenger with no intrusion from arm rest, wheel arch*
- *Minimum of 34inch head room from rear of seat to roof lining*
- *Minimum of 7 ¼ inch leg room from front edge of seat to the rear of seat.*

9. Can the vehicle have tinted windows?

- *Yes only manufacturer fitted tints*

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- *Cannot be treated with tint film etc.*
10. What is the minimum tyre thread permitted on the vehicle?
    - *Must be greater than 1.6mm*
  11. What is the vehicle requirement with regards to luggage? What is required in an estate vehicle?
    - *Suitable compartment ideally separated from passengers*
    - *Should be secured*
    - *Estate vehicles must have a guard fitted between the compartments*
  12. How must the fare chart be displayed?
    - *In a clear visible manner*
  13. What information is on the plates?
    - *Registration*
    - *Vehicle Number*
    - *No of Passengers*
    - *Private Hire*
    - *Expiry date*
    - *Licensing Authority*
  14. What is the Fire Extinguisher requirements? Where must it be located?
    - *1kg dry powder*
    - *Located where easily accessible, can be mounted in the boot*
  15. If a meter is fitted how must it be located?
    - *In a clear visible location*

### **Private Hire License Conditions**

1. How must the driver be dressed?
  - *Respectably dressed clean and tidy in appearance*
2. Where must the badge be displayed?
  - *Wear in such a position and manner so that it can be plainly and distinctly visible at all times*
3. Can you lend your badge to another driver?
  - *No*
4. Can anybody else use your license?
  - *No*
5. If your badge expires what must you do with your license?
  - *Return it to the council*
6. How must a driver conduct/ behave themselves when they are on duty?

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- *Civil , polite and orderly manner*
  - *ensure reasonable precaution to ensure safety of passengers entering and alighting from the vehicle*
7. What route must a driver take on the booking?
    - *The shortest route, subject to any directions given by the hirer*
  8. Can you carry more passengers than what your vehicle license states?
    - *No*
  9. How must you assist with luggage?
    - *Shall convey a reasonable amount of luggage*
    - *assist in loading and unloading*
  10. When can you use the horn in your vehicle?
    - *7am to 11pm*
    - *you cannot use the horn to signal you have arrived*
  11. Can you ply for hire or wait standing in a public place?
    - *No you cannot ply for hire*
    - *Not allowed to wait in a public place*
  12. Can you use your phone while driving?
    - *Yes must have a hands free kit*
  13. Can you call out at the public and ask if they want a taxi?
    - *No you cannot ask*
  14. What is the law with regards to seatbelts for children under the age of 3 and over the the age 3?
    - *Under 3 no restraint is required*
    - *Under 3 in the front seat must have a child seat.*
    - *Over 3-14 an adult belt must be worn if no child seat/restraint is available*
    - *Under 3 in the front seat a child seat and restraint must be used*
  15. Who's responsibility is to ensure that passengers wear their seatbelts?
    - *Drivers responsibility for children under the age of 14*
    - *Passengers for over 14*
  16. Can you drive if you have a medical condition that may affect your driving ability?
    - *No*
  17. When do you notify the council if you have a medical condition?
    - *Notify immediately*
  18. Write a template receipt?
    - *Date, From, To, Fare, Vehicle No, Driver No*

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19. What must you notify the council within 14 days?

- *Any changed affecting the license*

20. If any changes effect your license how long do you have before you must notify the Licensing Enforcement Officer (LEO)?

- *14 days*

21. Who owns the License, badge, plates?

- *The council*

22. What must you notify the council within 7 days?

- *Starting and terminating employment, name and address of proprietor with start/end date*
- *Change of address*
- *Any convictions, cautions, or fixed penalty imposed on him while license is in force*

23. What is the procedure for lost property?

- *Immediately after each journey check the car for any property that may have been accidentally left*
- *Must hand in within 48 hours to the council offices to a authorised officer and collect a receipt*

## **Code of Conduct**

1. When can the council revoke, suspend or refuse to renew your licence?

- *Driver has been convicted of an offence i.e violence*
- *medical conditions*
- *issues concerning safety of passengers*

## **Carriage of Disabled Passengers**

When can you refuse to take an assistance dog?

- *You can only refuse if you have a medical exemption certificate. Otherwise you have to take by law.*

Where does the assistance dog sit?

- *Ask passenger where they would prefer the dog to sit.*
- *Dog is trained to sit on the floor not the seat.*
- *In the front passenger foot well with passenger of saloon cars and cabin of purpose built*
- *If the vehicle has air bags notify the passenger, the dog must lie down. If there is not enough space then suggest that they sit in the rear behind front passenger.*
- *In estate car the dog may sit in the back if passenger agrees*

Can you charge extra for an assistance dog?

- *No*

Picking up passengers and communicating with a visually-impaired passenger?

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- *Knock on the door, enter premises to announce your arrival*
- *Speak to the person, not the dog, tell them who you are*
- *Ask them what assistance they need*
- *offer to guide the passenger to the vehicle*
- *Stand by side, allow them to take hold of your arm, don't push or pull*
- *tell them where you are going, if any hazards, kerbs, slopes might be approaching*
- *Stand by right hand side if they have an assistance dog*
- *Guide to the door use your guide arm*
- *Once inside the vehicle offer help with seatbelt*
- *Inform passengers about delays, deviations to routes*
- *Passenger may not be able to read the meter so be prepared to tell customer the reading*
- *Driver should be prepared to guide to the final destination*

When giving change to a visually-impaired person?

- *Important to count coins and notes into passengers hand*
- *Ask if they prefer coins*

What do you have to offer to disabled people at the end of the journey?

- *Offer assistance to passenger to exit the vehicle*
- *Offer Guidance to the final destination*
- *Guide to a safe place*

What must you have in the car in order to help communicate with deaf people?

- *Visual material including maps*
- *pen and paper*

How to communicate with deaf people?

- *Make eye contact, and speak clearly enable passenger to lip read*
- *Speak to the person not the interpreter.*
- *Visual material including maps*
- *pen and paper*

What assistance must you offer Ambulant Disabled Person?

- *Driver should be prepared to get out and help open doors*
- *help with luggage*
- *provide arm to hold if needed*
- *adjust seat*

Can you touch a disabled person in wheelchair?

- *Ask what assistance is required before you touch the passenger or wheelchair*

Carriage of wheelchair in vehicles?

- *Do not allow wheelchair to travel sideways*
- *need to be trained in the use of relevant belts and locking mechanisms*

How to communicate with passengers with learning disabilities?

- *Allow plenty of time for understanding*

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- *Be calm and patient*
- *Do not suggest answer at the end of question*
- *Use clear language*
- *Do not patronise*
- *Count cash slowly into hands*

### **Highly Important Questions Below**

Except asked by a licensing officer when should you show your private hire driving license to the Guildford borough council?

- *At Renewal*

Can any other person drive the private hire vehicle when its not being used for for hire?

- *No*

His operator told him that his private hire driving license has been suspended can he work for other operator?

- *No he cannot*

In which 2 situation can you remove the private hire sticker?

- *When your surrender the licensing*

What 3 private hire licences need to be held in order not to commit an offence?

- *Private Hire Drivers License*
- *Private Hire Vehicle License*
- *Private Hire Operators License*

When can the council refuse to renew you plate if the vehicle passes its test?

- *The vehicle license has not been renewed and is older than 5 years*
- *The vehicle is older than 10 years old.*

What is the maximum length of time the PHD can be held?

- *3 years*

How many days do you have before you must notify the council regarding any changes affecting you license?

- *Must be notified in writing within 14 days*

How many days before you most notify the council of motor offences convictions?

- *In writing within 7 days*

When must you notify the council with regards to changing address?

- *7 days*

How many days to report accident?

- *Must notify within 72 hours*

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When must you report the loss of PHD?

- *As soon as you aware of the loss*

If a stop notice has been issued for a vehicle that has been inspected and found dangerous and the defect is not fixed within 2 months. What happens to this vehicle?

- *The license will be revoked*

At what age can a person sit in the front seat wearing an adult seatbelt?

- *14 years and over*

Who is responsible for a boy under the age of 14 wearing his seatbelt sitting on the rear seat?

- *The Driver*

When must you notify the council when transferring the interest of proprietors?

- *Must notify within 14 days*

When must you produce an insurance certificate other than at the time of renewal?

- *When requested by an Licensed/Police officer*
- *As and when your Insurance certificate Expires*

Where must you deposit you PHVehicle licence?

- *With the operator before you start working*

Who owns the PH licenses?

- *The licensing authority*

When can you legally NOT wear a seatbelt?

You must wear a seat belt at all times unless

- *when you are reversing you may legally remove your belt*
- *Medical Exemptions*
- *when you are on hire with passengers you may remove your seatbelt*

When can you legally remove the PHV licence?

- *When you are surrendering your license*

Does a young infant count as a passenger?

- *Yes*

If a taxi meter is fitted when do you have to use it?

- *If the driver is assigned a job by the Operator for which no fare has been agreed with the passenger, engage the meter.*

Where must you deposit you PHDriver license?

- *With the operator before you start working*

How long do you have to repair your vehicle that has been damaged if a notice has been issued?

- *2 months*

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What should you offer when picking up disabled people?

- *Offer Assistance to the passenger*

What type of assistance dogs are there? Blind, Partially sighted name 2 others?

- *Guide dogs, hearing dogs, service dogs, ie – diabetic, seizer alert, working, medical alert, wheelchair assistance dogs etc...*

What information must you give to blind or partially sighted people before they enter the vehicle?

- *Offer Assistance*
- *Knock on the door, enter premises to announce your arrival*
- *Speak to the person, not the dog, tell them who you are*
- *Ask them what assistance they need*
- *offer to guide the passenger to the vehicle*
- *Stand by side, allow them to take hold of your arm, don't push or pull*
- *tell them where you are going, if any hazards, kerbs, slopes might be approaching*
- *Stand by right hand side if they have an assistance dog*
- *Guide to the door use your arm as a guide arm*
- *Once inside the vehicle offer help with seatbelt*

What should you offer blind people when dropping off?

- *Offer assistance to passenger to exit the vehicle*
- *Offer Guidance to the final destination*
- *Guide to a safe place*

What factors must be considered when you are speaking to deaf people?

- *Make eye contact, and speak clearly enable passenger to lip read*
- *Speak to the person not the interpreter.*
- *Use visual material including maps*
- *Use pen and paper*

## **Receipt Type Questions**

You picked up a customer on the 15/10/2014 the pickup address was the Train Station and you dropped off at the Spectrum and the fare was £9.80. Please write a receipt for your customer if your PHD number is 098 and your PHV number is 112?

*Date: 15/10/2014  
From: Train Station  
Destination: Spectrum  
PHV: 112  
PHD: 098  
Fare: £9.80*

*Received with thanks.*

*Please ensure that you use each field. Make sure you state the PHV and PHD Numbers*

## **Maths type questions**

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You have picked up a customer and at the end of the journey the fare is £7.60. The customer gives you £10. How much change do you give the customer?

- £2.40

You have picked up a customer and at the end of the journey the fare is £5.32. The customer gives you £2.50. How much change do you give the customer?

- *You don't give the customer any change. The customer still owes you £2.82*

**Please look out for this question as they look to trick you**

### Sample Venue Questions

Where is the Spectrum?

- Parkway, Guildford

Where is the The Keep?

- Castle Street, Guildford

Where is London Road Station?

- Station Approach, Guildford

Where is Guildford Castle?

- South Hill, Guildford

Where is Mount Alvernia Hospital?

- Harvey Road, Guildford

### HIGHWAY CODE QUESTIONS

**I recommend that you download a free app from Google Play to get some practice for these types of questions.**

**You can download it from this link.**

**Andriod Only**

**<https://play.google.com/store/apps/details?id=uk.fuehrerschein>**

**For IPHONE please search the App store for UK Driving Theory Test.**