



## **ABOUT THE HERSTMERE PRIVATE HIRE AND HACKNEY CARRIAGE DRIVER ASSESSMENT**

**Please read all of the following information carefully.**

The Assessment is a multiple choice questionnaire followed by an interview with a member of the Licensing team.

The assessment is not designed to prevent you from obtaining a licence but to ensure that you understand the legislation, conditions and policies applicable to you as a licensed driver.

If you do not understand these requirements you would not only put the safety of the public at risk but could face the revocation of your licence or prosecution for any breaches.

The information you will be assessed on can be found by reading the Council's Policy and licensing conditions, as well as having paid attention to any courses you have undertaken as part of our application process. Your communication ability (in English) will be assessed as part of the process.

Our policy and conditions are on our website: [Information for new applicants and licence holders - Hertsmere Borough Council](#)

### **ABOUT THE ASSESSMENT**

#### **The Questionnaire:**

The Questionnaire has 16 multiple choice questions. The questions are split into categories. These will be:

- 1) The objectives of the licensing regime (1 question)
- 2) Disability awareness and legal requirements ( 2 questions)
- 3) Driver Licence Conditions ( 6 questions)
- 4) Vehicle Licence conditions (4 questions)
- 5) Highway Code (2 questions)
- 6) Maths (1 question)

You will also be required to read a short scenario in order to complete a receipt.

The questionnaire does not include any topographical information.

#### **Interview Assessment**

The interview with an officer will involve a brief review of your questionnaire, and an opportunity for you to let an officer know if there were any questions you did not understand in order to provide an opportunity to discuss your answers.

You will also be asked some questions in relation to your understanding of safeguarding, disability awareness and our requirements of licensed drivers. These questions will require you to give some thought to what you are asked and give a detailed answer. This will allow the officer to assess your communication skills to ensure that if you were faced with an urgent problem as a licensed driver, you would be able to identify the issue and call the relevant authorities.

## **How the Assessment is scored**

You will not be given the result on the day. Your questionnaire and the report of the interviewing officer will be provided to a separate independent senior officer. The questionnaire and the interview will be reviewed collectively. For instance if you get all the questions on the multiple choice exercise correct, but are unable to converse adequately with the officer during the interview you will fail. **IF** you get some questions on your questionnaire wrong but the officer discusses them with you and is satisfied that you know the answers, you may still pass. If you get all questions correct but state something unlawful or immoral that would be a public safety or safeguarding concern, you will fail.

### **The scoring criteria will be:**

- 1: A candidate who gets 4 or more questions wrong will fail **UNLESS** the officer is satisfied following the interview that the candidate did actually know the answers.
- 2: A candidate who cannot understand the questions asked by the interviewing officer or is unable to provide an understandable answer will fail.
- 3: A candidate that answers the interviewing officers questions which shows little or no understanding of the issues raised will fail.
4. The interviewing officer may make a recommendation that a candidate's knowledge is suitable or not suitable to be licensed.

### **Outcomes**

After the assessment the candidate will be informed within 5 working days if they were successful or not (we aim to do this the next day).

The results will be either:

- 1) **Pass**
- 2) **Fail**

### **If you pass**

We will process your application and subject to their being no "adverse" matters (such as convictions etc. that we need to investigate) your application will be processed and your licence and badge will be posted out to you.

### **If you fail the assessment**

A fail will fall into one of 3 criteria:

- 1) Candidate will be invited back to re-take part of the test at a later date (for instance if they lacked knowledge in one area).
- 2) Candidate will be invited back to re-take the whole test at a later date.
- 3) Candidate will be advised to undertake a separate period of learning and to contact the Council when they feel ready to pass the test. It is expected that this would be a minimum period of 2 months, but possibly longer.

Any applicant aggrieved at a failure that does not wish to retake the test may request to withdraw their application or for it to be formally refused in order for them to appeal to the magistrates court.

There is not presently a charge for a re-assessment if you fail your first test.

## **PLEASE NOTE THE FOLLOWING IMPORTANT INFORMATION**

**Parking:** You will need to pay for parking and should park in the pay and display car park.

**Please bring:** - Your DVLA driving licence, passport (or other right to work/ identity documents and your DBS) so we can confirm that we have seen originals. If you do not bring these you may not be allowed to take the assessment OR you will have to come back at a later date and pay for an appointment with an officer.

**If you arrive late** - You will not be able to take the assessment. You will need to be rebooked (this will take a minimum of 6 weeks) and required to pay for the assessment.

**If you do not attend** – you must give us at least 24 hours' notice. If you do not attend and give less than 24 hours' notice, or no notice at all you will need to reschedule and pay for an additional test.

**You should attend alone** - If any one comes with you they may be allowed to wait in the Councils reception area or outside the civic offices if there is not enough room. No one can help you with the assessment.

**You are expected to act with integrity** – Any disruptive behaviour, talking to other applicants during the assessment, looking at your phone or any other document will result in automatic disqualification and possibly the refusal of your application.

**Special circumstances** – If you have a disability or learning difficulty that may make completion of the assessment (or part of it) difficult for you, you should let us know. You may however be asked to provide medical proof of any special reason raised.