

## Useful Contacts

Booking practical taxi assessments

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Driving Standards Agency

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Newcastle upon Tyne

NE99 1FP

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Driving Standards Agency

PO Box 280

Newcastle upon Tyne

NE99 1FP

The Driving Standards Agency recognises and values its customers. We will treat all our customers with respect, and deliver our services in an objective, polite and fair way.

[www.transportoffice.go.uk](http://www.transportoffice.go.uk)



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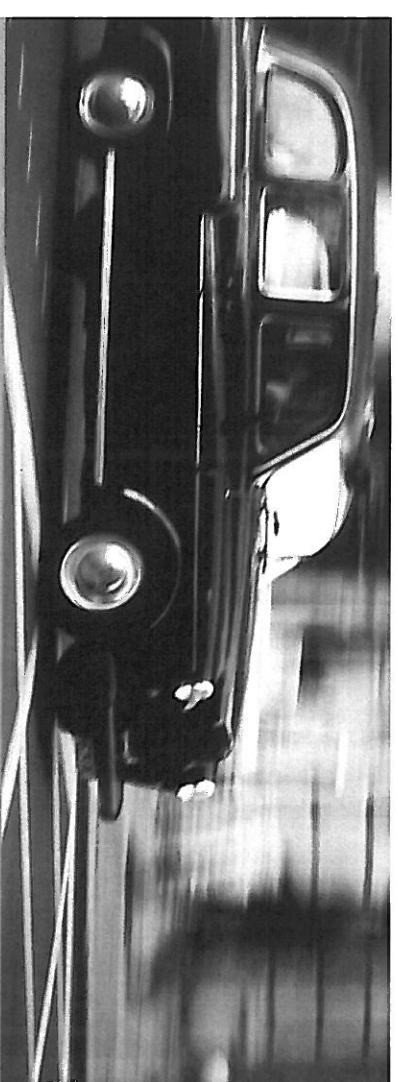
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# Private Hire - Hackney Carriage Assessment

All you need to know about  
DSA's quality assured taxi  
assessment services





## Let us Reward your Good Driving Skills with up to 25% Discount off your Insurance Premium

Pass your DSA hackney carriage/private hire test and immediately access top quality insurance underwritten by Norwich Union at exclusive rates

*TFP Schemes is the market leading Private and Public Hire insurance specialist providing one of the most competitive policies in the market.*

*The TFP Taxi policy is provided by TFP Schemes to give you the "on the road" cover you need, with key extras as standard. Our quick quotation turnaround allows us to provide you with the cover you need as and when you require.*

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**For more details  
and an immediate  
quote call:**

**TFP TAXI  
029 20 30 10 30**

*(Please quote ref DSA Scheme)  
[www.tfpschemes.co.uk](http://www.tfpschemes.co.uk)*

**Make sure your 'Taxi Test' brings you immediate benefits**

TFP Taxi – backed by Norwich Union and in partnership with the Driving Standards Agency.

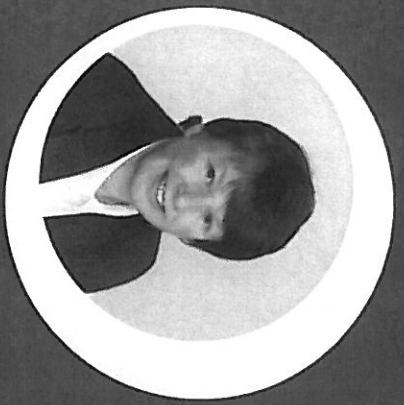


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The Driving Standards Agency is committed to improving driving standards through its testing and assessment activities. All drivers must take responsibility for developing the correct attitude and approach towards safe and considerate driving. This combined with a sound knowledge of defensive driving will make our roads safer for all road users.

As a professional driver you have a special responsibility to ensure that your passengers have a safe, comfortable and enjoyable journey. You may have years of driving experience and will be able to demonstrate a good standard of driving on the taxi assessment.

The principles of good driving practice are set out in our official publication *The official DSA guide to Driving - the essential skills*. Study these principles and by putting them into practice you can demonstrate to your passengers and other road users that you are a professional driver.

Transport is an essential part of modern life, but there are environmental consequences. I would encourage you to read the chapter 'Eco-safe driving and the environment' in the guide. If you follow the principles set out you will

become a more environmentally-friendly driver – your journeys will be more comfortable and eco-safe driving could considerably reduce your fuel bills and the emissions that cause damage to the atmosphere.

There are millions of journeys made every year by Hackney Carriage and Private Hire Vehicles. You should consider taking professional instruction prior to taking the test in order to develop your skills. This will result in journeys being completed in safety and comfort for your passengers, and will ensure a service delivered by professional taxi drivers who take pride in their driving and the service they give to their customers.

**Rosemary Thew**  
Driving Standards Agency - Chief Executive

## The Role of the Driving Standards Agency (DSA)

DSA is charged with setting driving standards and delivering consistently high quality driving tests to help ensure safe driving. DSA has a wealth of experience in assessing all types of drivers. It is responsible for conducting 2 million driving tests in Great Britain each year for cars, motorcycles, LGV's (Large Goods Vehicles), PCV's (Passenger Carrying Vehicles) and other special vehicles. DSA also train, test and monitor the performance of all examiners, sets the standards and syllabus against which all Approved Driving Instructors teach and authorises motorcycle training bodies to provide Compulsory Basic Training.

### Our Aims for the Private Hire/Hackney Carriage Assessment are to:

- Improve road safety.
- Ensure high and consistent standards are used in assessing drivers and driving instructors throughout Great Britain.
- Provide fair tests which keep to a nationwide standard within an acceptable timescale.

- Provide value for money.
- Treat all customers in a polite and helpful way at all times.

- Provide a national network of test centres.
- Run an efficient user-friendly service to book tests.

- Promptly tell candidates their results.
- Provide constructive feedback at the end of each practical test.

- Handle enquiries and complaints promptly and efficiently, to meet expectations.

- Work closely with business and trade associations to improve services to the public.

### Your Private Hire/Hackney Carriage Assessment

Before you are issued with a Hackney Carriage or Private Hire Licence you must pass a DSA assessment. It is recommended that you familiarise yourself with the contents of the assessment, which are set out on the following pages. We strongly recommend that you take professional instruction prior to taking the assessment.





# Environmental Issues

Guidance on the environmental issues surrounding buying, driving, maintaining and servicing your taxi

Reducing dangerous exhaust emissions is the responsibility of all drivers. Here is some advice which will help you to minimise your taxi's damaging emissions.

## Buying a taxi

Environmentally-friendly options include hybrid vehicles (electric and diesel powered) and dualfuel vehicles (LPG or Liquid Petroleum Gas and petrol). Running a diesel engine on 'City Diesel' cuts down sulphur pollution. Automatic transmission and air conditioning increase fuel consumption.

## Driving your taxi

You can save fuel by adopting a smooth driving technique. Looking well ahead and being aware of possible hazards can allow you time to consider options without harsh braking and acceleration. This will reduce the wear and tear on your vehicle and should reduce your stress levels too. Other issues you should be considering include:

- reading the road and direction signs to allow you time to prepare for hazards or any change of direction you need to take at junctions

- maintaining moderate speeds can considerably reduce your fuel bill. You can use up to 30% less fuel if you drive at 50mph instead of 70 mph

- using a map or satellite navigation system to plan your journey will help you avoid getting lost and travelling further than necessary

- sitting in queues of traffic with the engine running produces a high level of pollution: switch off your engine if you are in stationary traffic for a long time
- luggage on a roof rack increases fuel consumption. A streamlined roof box is more efficient and secure.

## Maintaining your taxi

Badly maintained vehicles use more fuel and emit more exhaust fumes. Your vehicle should be regularly serviced and well maintained, especially if it is an older model.

Check your tyres. Under-inflated tyres will not only increase the fuel consumption, but could adversely affect the handling of your vehicle. Badly aligned wheels can also have this effect. Check your tyres regularly.

## Servicing your taxi

Do not discard dirty engine oil down a drain, this will pollute the fresh water system. Take the oil to a service station or local authority site for recycling.

Do not pour anti-freeze into the water system, it is poisonous to fish, wildlife and people. Dispose of old batteries, anti-freeze and used tyres at a local authority site.



## Contact points

The Environmental Transport Association publishes a 'Car buyer's guide' which ranks new cars according to their environmental credentials.

For more information please use the following details.

**Phone** 0845 389 1010

**Website** [www.eta.co.uk](http://www.eta.co.uk)

For more information on the Air Pollution Bulletin please use the following details.

**Website** [www.airquality.co.uk](http://www.airquality.co.uk)

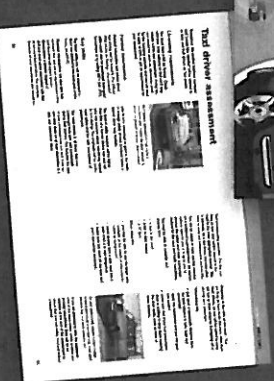
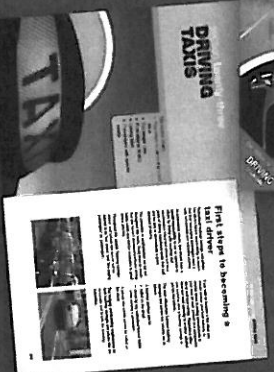
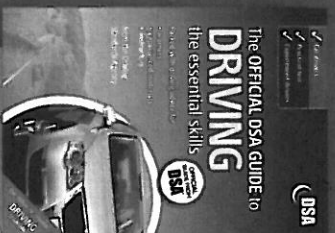
**Teletext** Page 156

**Phone** 0800 55 66 77

# Preparing for Your Assessment

As a professional driver you have a special responsibility to set an example to other road users by driving with courtesy and consideration.

The official range of books from DSA provide expert advice on best driving practices to ensure that you and your passengers have a safe, comfortable and enjoyable journey.



## The Official DSA Guide to Driving – the essential skills

ISBN 97801155528170 Price £12.99

This indispensable driving manual is packed with advice to help you become a safer driver.

A chapter devoted to taxi drivers covers:

- first steps to becoming a taxi driver – regulations and medical checks
- passenger care – passenger comfort, seat belts and dealing with lost property
- professional driving – skills, environmental consideration, awareness, communication, tiredness and distractions
- driving taxis – stopping at the roadside, manoeuvring
- passengers with special needs and requirements.

## The Official DSA Guide to Learning to Drive

ISBN 9780115528583 Price £7.99

The only official guide which explains the standards required to pass today's practical driving test and assessment for taxi drivers. This new edition includes references to *The Official Highway Code 2007*. The book includes information about the 24 key skills examined and the level of ability you need to demonstrate, as a professional driver.

A section on the assessment for taxi drivers covers:

- licensing requirements
- key skills: including taxi manoeuvring exercise and stopping at the side of the road
- what to expect at your assessment and the wheelchair exercise.

## The Official Highway Code 2007 Edition

ISBN: 9780115528149 Price: £2.50

Essential reading for all road-users in England, Scotland and Wales. This updated edition of the only *Official Highway Code* contains the very latest rules of the road. Many of these rules are legal requirements and must be adhered to in order to avoid penalty (fines, penalty points, disqualification or even prison). *The Official Highway Code* reflects the most up-to-date legislation that road-users must adhere to, advice on road safety and best practice.

## Rheola'r Ffordd Fawr Swyddogol (Welsh Language version)

ISBN: 9780115528606 Price: £2.50

## Northern Ireland Highway Code

ISBN: 9780337088865 Price: £2.50

## The Official Highway Code Interactive CD-ROM

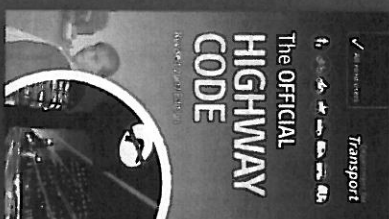
ISBN: 9780115528460 Price: £9.99

The CD-ROM version of *The Official Highway Code* provides an innovative and interactive alternative for users. It is an engaging, fun, and educational product aimed at accelerating the learning process and providing a thorough understanding of road safety and best practice.

## Know Your Traffic Signs

ISBN: 9780115528552 Price: £4.99

Your taxi assessment will include five questions on traffic signs, so pick up a new edition of this comprehensive guide which explains the vast majority of traffic signs that any driver is likely to encounter. A valuable reference for professional drivers, even those with years of experience.



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# Booking Your Assessment

## Booking your assessment

Remember, it is important to book your assessment early. The more flexible you can be in selecting a driving test centre where you wish to take your assessment, the earlier we may be able to book you an appointment. Secure an appointment even before your police check or your medical.

Practical assessments are available at some test centres on Saturdays, Sundays and on weekday evenings (in the summer).

## Booking online or by telephone

You can book your assessment by either of these methods and you'll be given the date and time of your assessment immediately.

You can book online at [www.transportoffice.gov.uk](http://www.transportoffice.gov.uk)

To book by telephone, call 0300 200 1122. If you are a Welsh speaker call 0300 200 1133. If you are hard of hearing ring our minicom number 0300 200 1144 to book your assessment.

When booking you'll need to explain that you want to take a taxi assessment and provide:

- your driver number (from your licence)
- Credit or debit card details. Please note that the card holder must be present.

## Booking by post

Fill in the application form for the type of assessment you wish to take and send it, together with the correct fee, to the address shown on the back of the form. You can get application forms from driving test centres, your instructor, or ring 0300 200 1122.

You may pay by cheque, postal order or with credit/debit card. Postal orders or cheques should be made payable to the Driving Standards Agency. Please do not send cash. You'll receive an appointment letter within 10 days.

## Appointment letter

Whether you book your assessment online, by telephone or by post, you will receive an appointment letter or e-mail to take with you when you go for your assessment. It will include:

- the time and place of your assessment
- the address of the test centre

## Taxi assessment fees

You can change or cancel your assessment online at [www.transportoffice.gov.uk](http://www.transportoffice.gov.uk). Alternatively, you can change or cancel an assessment appointment by calling 0300 200 1122.

You need to give at least three clear working days notice for change or cancellation of an assessment, not counting the day the DSA receive your request and the day of the assessment (Saturday is counted as a working day). If you don't give enough notice you'll lose your fee.

The assessment is intended to fulfil one of the requirements under local council taxi licensing procedures. The assessment will be carried out in accordance with the criteria drawn up by DSA to meet the Local Authorities Service Standards. A certificate will be issued when you pass the assessment and there is no further fee for this.

## Taxi Assessment fees

	Normal Hours	Saturdays and Evenings
<i>Wed 4th January 2011</i>		
Z Hackney Saloon / Private Hire Saloon	<del>£89.00</del> £79-66	<del>£88.00</del> £96-00
Z1 Hackney Wheelchair enhanced Wheelchair Accessible Vehicles Highway Code / Traffic Signs / Cabology Questions.	<del>£89.50</del> £92-94	<del>£97.00</del> £112-34
Z2 Wheelchair Exercise	<del>£29.00</del> £26-56	<del>£28.00</del> £32-68

Note: Assessment fees are correct at time of press, but please check at time of booking.  
Taxi fees include VAT.

# Identity

We will check your identity at your assessment

- It is an offence to impersonate a candidate at test, or to arrange for someone to take a test for you
- DSAs dedicated Fraud & Integrity Team investigate every suspected impersonation
- Working with the Police, Crown Prosecution Service and the Courts, DSA will prosecute those found to be involved in impersonations.

If you suspect anyone of committing an offence of this nature please contact the Fraud & Integrity team by telephone: 02920 581 155 (office hours) or 02920 581 290 (answer machine 24hrs) or email: [Integrity.Team@dsa.gsi.gov.uk](mailto:Integrity.Team@dsa.gsi.gov.uk)



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# At the Driving Test Centre

You must bring the following items to your assessment. If you do not, your assessment may not be conducted and you may lose your fee.

- An appropriately insured and taxed / licensed vehicle suitable for the assessment
- Your appointment letter or email confirmation
- A UK photo card licence. Both parts of the licence (photo card and paper counterpart) must be presented.

OR

- An old style valid, signed, Great Britain or Northern Ireland paper driving licence and a valid passport.

**REMEMBER**  
**NO LICENCE - NO PHOTO**  
**NO**  
**ASSESSMENT**  
**YOU WILL LOSE YOUR FEE!**

Note: You will need to bring an additional interior mirror for the examiner's use during the assessment.

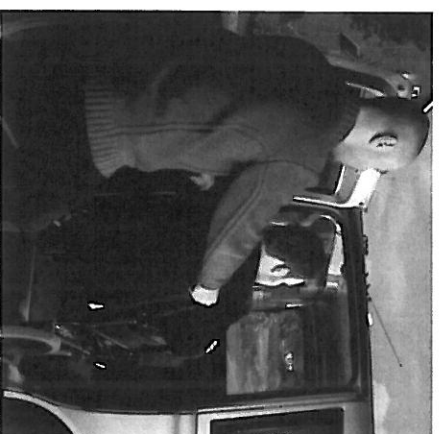
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# Important Information About Your Assessment

## During your assessment - what the examiner looks for:

- To pass you are permitted to accumulate up to 9 driving faults, if you accumulate 10 or more driving faults you will fail. Any serious or dangerous fault will be immediately recorded as a failure but the assessment will still continue finally returning to the driving test centre. The taxi assessment is reflective of modern driving practices and the standard is set at a level suitable for full driving licence holders, so it is important that you do not adjust your driving to what you may feel the examiner would expect to see, do not drive in an unnatural manner.
- You may be asked to complete an emergency stop, i.e Demonstrate that you can stop the vehicle as in an emergency, promptly and under control (avoid skidding).
- You will be asked to carry out two manoeuvres one of which will be your own choice e.g reverse around a corner. In both cases you will be expected to demonstrate your ability to manoeuvre your vehicle under control and with good all round effective observations, giving consideration to other road users and pedestrians.
- You will be asked on a number of occasions to pull up on the left at a safe and convenient place, as if a fare is either going to get in or out of your vehicle. Avoid parking next to lampposts and trees - this could be potentially hazardous for your passenger.
- Whenever you have been stationary at the side of the road, remember your important safety check - check your blind spot (look over your right shoulder) before pulling away.
- You need to use all your mirrors effectively (interior and exterior) at the appropriate times and you should demonstrate that you are aware of what is happening around your vehicle at all times.
- You need to signal correctly and in good time to let other road users know your intention - other road users need to see and understand what you plan to do.
- You will be expected to understand and comply with traffic signs and road markings as they are there to help you anticipate and plan your journey. You will also need to see and react to signals given by the police, traffic wardens etc. and signals given by other road users.
- You must be able to demonstrate your ability to make progress when the speed signs and the road and traffic conditions dictate it is safe to do so. Equally it is important to demonstrate that you recognise and comply when in a lower speed limit area.



It is important that you read The Highway Code and be familiar with your vehicle. It is strongly advisable to consider taking professional instruction prior to taking the assessment.

## Wheelchair Accessible Vehicles

- You should demonstrate your ability to securely erect the wheelchair ramps (whatever style of ramp is fitted to your vehicle).
- Safely install the wheelchair in your vehicle, backing the chair to the fold down seats, then securing both wheelchair brakes.
- Secure seat belts/safety harness and also secure wheel belts/clamps if fitted to your vehicle.
- Having satisfied yourself that the wheelchair is secure as if to start a journey, then reverse the entire procedure.

It is important that you can demonstrate all the principles of safety and security - if seat belts, wheel belts or wheel clamps etc. are fitted then they should be in good working order and used, whatever style of wheelchair accessible vehicle you bring on assessment.

- Watch your separation distance from the vehicle in front and also your distance from parked vehicles.
- Use sound judgement and planning when overtaking, meeting oncoming vehicles and when turning right in front of on coming traffic. At no time be in a situation where you cause another vehicle to brake or swerve to avoid you.
- Demonstrate that you are aware of other road users at all times, plan ahead, predict how the actions of others will affect your driving and react in good time. Be aware of vulnerable road users such as pedestrians, cyclists, motorcyclists etc. and act in good time, rather than at the last moment.
- You will be asked a few questions on The Highway Code, some general cabology questions and asked to identify a few traffic signs. This may include such questions as the length, width or height, tyre pressures, what to do if you found an item of lost property in your cab etc.

# Assessment Explained

## 1a Eyesight test

At the start of the assessment the examiner will ask you to read a vehicle registration number. If you require glasses or contact lenses, you must wear them whenever you drive. If you had problems with the eyesight test, perhaps you should consider consulting an optician.

## 6 Turn in the road

You will need to display the low speed control and observation skills necessary to carry out this exercise safely with due regard for other road users and pedestrians.

## 7 Vehicle checks

Not applicable

## 1b Highway Code Safety

You will be asked questions on The Highway Code, traffic signs and 'Cabology' questions (General questions relating to taxis and taxi driving)

## 8 Taxi manoeuvre

You must be able to display the ability to turn your taxi around by whatever means available, making sure you make effective, all round observation showing consideration to other road users and pedestrians.

## 2 Controlled stop

You will need to be able to display a high level of skill in bringing your vehicle to a stop, safely, promptly and under full control avoiding locking the wheels. Remember that in wet weather it can take twice as long to stop safely.

You should control your vehicle smoothly making proper use of the clutch, accelerator, brakes and steering. You should not use a driveway or allow your vehicle to mount the pavement as this could damage your vehicle.

## 3, 4 and 5 Reverse exercises

You will need to display the ability to control the vehicle safely whilst reversing to the left, to the right, and when parking on the road or in a parking bay.

## 9 Taxi wheelchair

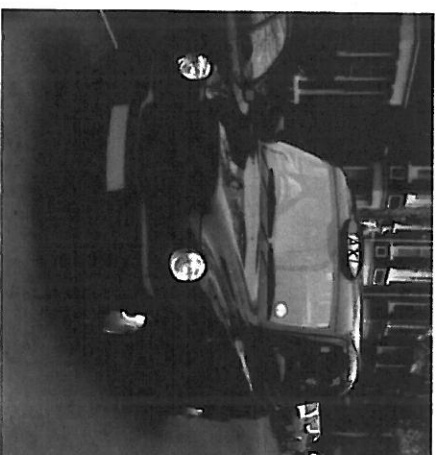
You should be able to securely erect wheelchair ramps, safely install the wheelchair and an imaginary wheelchair occupant into your vehicle, ensuring the wheelchair and its occupant are secured in readiness for the journey then reverse the entire process.

You must make good effective all round observation throughout the manoeuvre and show consideration to other road users.

## 10 Vehicle & trailer combinations

(uncoupling / re-coupling)

Not applicable



## 11 Precautions

Before you start the engine make sure that you are comfortably seated and all controls can be safely operated.

## 12 Control

This section covers, where appropriate, the safe and controlled use of accelerator, clutch, gears, footbrake, parking brake and steering.

Always try and use the vehicle controls as smoothly as possible. This means less wear and tear on your vehicle and a smoother ride for your passengers.

Make proper use of your accelerator and clutch to make a smooth start. Always depress the clutch just before you stop. Select the correct gear to match the road and traffic conditions. Change gear in good time but not too soon before a hazard. Do not allow the vehicle to coast by running on in neutral or with the clutch depressed.

There should be no need to look down at the gear lever when changing gear. Use the footbrake smoothly and progressively. Brake in plenty of time for any hazard. Make full use of the parking brake whenever it would help you to prevent the vehicle

rolling backwards or forwards and if you are parking. Steer the vehicle as smoothly as possible.

Avoid harsh steering or steering too early or too late, as it may cause you to hit the kerb or swing out towards another road user.

## 13 Move off

You will need to demonstrate your ability to move off smoothly and safely on the level, on a gradient and at an angle taking the correct precautionary observations.

## 14 Use of mirrors - Rear observations

Use all the mirrors fitted to your vehicle safely and effectively. You must always check carefully before signalling, changing direction or changing speed. Use the Mirrors-Signal-Manoeuvre (MSM) routine effectively.

## 15 Signals

You must signal clearly to let others know what you intend to do. You should only use the signals shown in The Highway Code if it would help other road users (including pedestrians).

Always signal in good time and ensure that the signal has been cancelled after the manoeuvre has been completed. Do not beckon to pedestrians to cross the road.

## 16 Clearance to obstructions

Allow plenty of room to pass stationary vehicles, obstructions and be prepared to slow down or stop. A door may open, a child may run out or a vehicle may pull out without warning.

## 17 Response to signs/signals

You should understand and be able to react to all traffic signs and road markings. You must act correctly (refer to Highway Code) at traffic lights and check that the road is clear, before proceeding when the green light shows. Obey signals given by police officers, traffic wardens and school crossing patrols. Look out for signals given by other road users, including people in charge of animals, and be ready to act accordingly (refer to Highway Code).

## 18 Use of speed

You should make safe, reasonable progress along the road bearing in mind the road, traffic and weather conditions and the road signs and speed limits. Make sure that you can stop safely and well within the distance you can see to be clear. Do not speed.

## 19 Following distance

Always keep a safe distance between yourself and other vehicles. Remember, on wet or slippery roads it takes much longer to stop. When you stop in traffic queues, leave sufficient space to pull out if the vehicle in front has problems.

## 20 Maintain progress

In order to pass your assessment you must show that you can drive at a realistic speed appropriate to the road and traffic conditions. You should approach all hazards at a safe, controlled speed without being over cautious or interfering with the progress of other traffic. Always be ready to move away from junctions as soon as it is safe and correct to do so. Driving excessively slowly can create dangers for yourself and other drivers.

## 21 Junctions (including roundabouts)

You should be able to judge the correct speed of approach so that you can enter a junction safely and stop if necessary. Position your vehicle correctly. Use the correct lane - if you are turning right, keep as near to the centre of the road as is safe. Avoid cutting the corner when turning right. If turning left, keep over to the left and do not swing out. Watch out for cyclists and motorcyclists coming up on your left and pedestrians who are crossing. You must make effective observation before moving into a junction and make sure it is safe before proceeding.

## 22 Judgements

Only overtake when it is safe to do so. Allow enough room when you are overtaking another vehicle. Cyclists and motorcyclists need as much space as other vehicles; they can wobble or swerve suddenly. Do not cut in too quickly after overtaking. Take care when the width of the road is restricted or when the road narrows. If there is an obstruction on your side or not enough room for two vehicles to pass safely, be prepared to wait and let the approaching vehicles through.

When you turn right across the path of an approaching vehicle, make sure you can do so safely; other vehicles should not have to stop, slow down or swerve to allow you to complete your turn.

## 23 Positioning

You should position your vehicle sensibly, normally well to the left. Keep clear of parked vehicles and position correctly for the direction that you intend to take. Where lanes are marked, keep to the middle of the lane and avoid straddling lane markings. Do not change lanes unless necessary.

## 24 Pedestrian Crossings

You should be able to recognise the different types of pedestrian crossing and show courtesy and consideration towards pedestrians. At all crossings you should slow down and stop if there is anyone on the crossing. At zebra crossings you should slow down and be prepared to stop if there is anyone waiting to cross. Give way to any pedestrians on a pelican crossing when the amber lights are flashing. You should give way to cyclists as well as pedestrians on a toucan crossing and act correctly at puffin crossings (refer to Highway Code).

## 25 Position / Normal Stops

Choose a safe, legal and convenient place to stop, close to the edge of the road where you will not obstruct the road and create a hazard. You should know how and where to stop without causing danger to other road users.

## 26 Planning

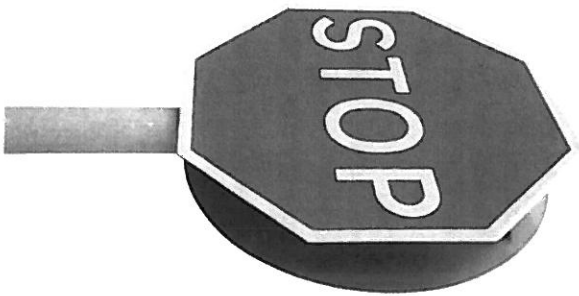
You must be aware of other road users at all times. You should always think and plan ahead so you can judge what other road users are going to do, predict how their actions will affect you and react in good time. Take particular care to consider the actions of the more vulnerable groups of road users such as pedestrians, cyclists, motorcyclists and horse riders. Anticipate road and traffic conditions and act in good time, rather than reacting to them at the last moment.

## 27 Ancillary Controls

You should understand the function of all the controls and switches, especially those that have a bearing on road safety. These include indicators, lights, windscreen wipers, demisters and heaters. You should be able to find these controls and operate them correctly, when necessary, without looking down.

## 28 Eco Safe Driving

Driving skills should demonstrate recognition of the principles of Eco Safe Driving, including appropriate use of the vehicle controls.





# Customer Service

## Service standards

We judge our performance against the following standards (printed in our Business Plan) which we review each year.

- We will keep 98% of practical test appointments that are in place three days prior to the test.
- National average waiting times will be no longer than six weeks for practical car tests.
- Implement a first contact resolution system for all telephone calls resulting in 80% of all enquiries being resolved at the first attempt which may necessitate the call being transferred to a different department.
- We will answer 97% of all letters and e-mails within 10 working days.
- Our on-line booking service will be available 99% of the time over 24 hours, 7 days a week.

Taxi assessments are generally available at designated test centres between 8.20am and 3.30pm Monday to Friday. Assessments at some centres are provided when there is enough demand and they can be justified economically. We also provide Saturday and weekday-evening assessments at some centres, but you will have to pay extra.

## Keeping you informed

We will give you information by:

- publishing a range of books
- issuing news releases to the media
- putting up posters in test centres
- publishing our Business Plan which sets out our aims and targets (and our Annual Report and Accounts, which shows our performance against them)
- updating our website ([www.dsa.gov.uk](http://www.dsa.gov.uk)) and [www.transportoffice.gov.uk](http://www.transportoffice.gov.uk).

## Listening to you

To make sure we listen to you, we will:

- make it easy for you to get in touch so you can give us your comments and complaints,
  - carry out all areas of our work in a fair, independent, polite and helpful way.
- Your comments will help us develop our services.

## How you can help us

Please come to assessments:

- on time and properly prepared

- with the correct documents (if you do not have your driving licence and you're taking an assessment, please contact customer enquiry unit as you will not be able to take the assessment without it),
- with a roadworthy vehicle that meets the test vehicle requirements.

Please tell us when we do well. If we don't meet your expectations please tell us how we can improve our services. Our test centre staff can help with some enquiries.

We will regularly check that complaints are dealt with promptly. We will also examine any trends and deal efficiently with any issues raised.



## Equal opportunities

We are committed to equal opportunities for everyone and provide a number of facilities for candidates who have special needs or physical disabilities. We recognise and value our customers.

We will treat all our customers with respect and deliver our services in an objective, polite and fair way.

Please tell us if:

- you are deaf or have severe hearing difficulties
- you are in any way restricted in your movements
- you have any physical disability.

## Putting things right

We always aim to keep an assessment appointments, but occasionally we have to cancel a assessment at short notice (short notice means fewer than three clear working days). If we cancel your assessment, we will try to book your next appointment within three weeks.

## Refunding fees and expenses

We will either refund the assessment fee or arrange another assessment at no further cost to you in the following circumstances:

- If we cancelled your assessment
- If you cancelled and gave us at least three clear working days' notice (a working day includes Saturday)
- If you cancelled your assessment at short notice for medical reasons (we need to see a letter or certificate from your doctor)

- If you keep the assessment appointment, but the assessment does not take place or is not finished for a reason that is not your fault or the fault of the vehicle in which you were taking your assessment.

We will also refund certain expenses that you had to pay on the day of the assessment if we cancelled your assessment at short notice, unless it was because of bad weather or poor light.

We do consider reasonable claims for:

- any standard pay or earnings you lost through taking unpaid holiday leave (usually for half a day) after tax and National Insurance contributions but not including any overtime or commission payments and;
- the cost of hiring a vehicle for the assessment, including travelling to and from the test centre if you were taking a practical assessment. We will refund your mileage if you have used your own vehicle to travel to and from the test centre. We will generally pay up to one and a half hours of vehicle hire.

We do not pay the cost of any training courses that you arranged before a particular assessment appointment or extra training that you decide to take while waiting for a rescheduled assessment.

## Reimbursement of expenses

If you want to claim a refund, please fill in the 'reimbursement of candidate's out-of-pocket expenses' claim form available from test centres and our website. You will also need to send us:

- receipts for travel costs you paid on the day of the assessment
- if employed, a letter from your employer on headed paper showing your lost earnings (not including income tax and National Insurance) normally for half a day only, on the date of your assessment
- receipts for any other expenses that you had to pay on the day.

Claims should be sent to the Customer Enquiry Unit, the address is on the back of this brochure. Please make sure you make any claim within six months of the date of your cancelled assessment otherwise we may not pay it.

## Data Protection Act 1998

We know how important it is to make sure that we handle any information you give us properly and in line with the Data Protection Act 1998. We mainly use the information to help us:

- book and manage theory and practical tests
- manage our registers of trainers and instructors
- carry out research to improve road safety and our performance.

Under certain circumstances, the Act allows us to give information to other organisations such as the police, to help them with their enquiries. We may also give information to:

- other government departments for statistical analysis, scientific, technical, health, social or economic research, collecting tax or similar charges

- non-government organisations if they can prove that they have a legal reason to ask for it.

Finally, at times we may need to contact you to make sure that we have your agreement to:

- ask your employer or your instructor or trainer (or both) about an out-of-pocket expense claim
- answer a question or complaint from someone else for you.

We will try to make sure that this does not cause unreasonable delay in dealing with any claims or questions.

## Complaints procedure

### Step one

Complaints about assessments - You can e-mail, write to or phone customer enquiry unit (see back page for useful contacts) if you have any questions or complaints about:

- assessment cancellations
- out-of-pocket expenses
- lost applications
- delays in providing assessments
- assessment results
- how the assessment was carried out.

Please give the reasons for your complaint and the solution you are looking for. We will send other enquiries and complainants to the appropriate office for them to deal with.

**Data Protection Act** - In line with the Data Protection Act 1998 we cannot investigate or respond to any complaint someone makes to us for you without your permission in writing. If someone else writes to us for you, please make it clear that they have your permission to do this.

**Step two**

If you have followed the procedure in step one and are not satisfied with the response, you may write to our Chief Executive at DSA Head Office, Nottingham. We aim to answer complaints within 10 working days.

**Step three**

If you have followed steps one and two and are still not satisfied, you may also get advice from a Member of Parliament (MP).

You may also ask to have your complaint investigated by:

- the Independent Complaints Assessor, by contacting our DSA Chief Executive
- the Parliamentary Commissioner for Administration (the Ombudsman), through an MP.

You can get more information from DSA Head Office, Nottingham.

**Right to appeal** - If you don't pass your assessment, you will obviously be disappointed. Although your examiner's decision can't be changed, if you think your assessment wasn't carried out in line with the regulations you have the right to appeal.

If you live in England or Wales, you have six months after the assessment in which to appeal.

If you live in Scotland, you have 21 days after the assessment in which to appeal.



# Annex 1

## Driving Test Centres

Driving Test Centres listed below in bold text can offer the Wheelchair Assessment as part of the test

Aldershot (Farborough)	<b>Exeter</b>	<b>Nottingham (Colwick)</b>
<b>Ashford (Kent)</b>	<b>Farborough (Aldershot)</b>	Nuneaton
<b>Aylesbury</b>	Folkestone	<b>Peterborough</b>
Ayr	Gillingham	<b>Pontefract</b>
Barnet	Girvan	<b>Poole LGV</b>
<b>Barnsley</b>	<b>Goodmayes</b>	Portsmouth
Barnstaple	<b>Gosport</b>	Preston
Barry	Grantham	<b>Reading</b>
<b>Basingstoke</b>	Gravesend	Redditch (Worcestershire)
Bedford	<b>Guildford L</b>	Reigate
Birmingham (Shirley)	<b>Halifax</b>	<b>Rotherham</b>
Birmingham (South Yardley)	<b>Hastings</b>	Rugby
Bishop Auckland	Heckmondwike	<b>Sevenoaks</b>
Bishops Stortford	<b>Hendon</b>	<b>Sheffield (Handsworth)</b>
Blackburn	High Wycombe (Bucks)	<b>Skipton</b>
<b>Bletchley</b>	Hinckley	<b>Slough</b>
Blyth	<b>Horforth</b>	Southampton (Forest Hills)
<b>Borehamwood</b>	Hove	Southampton (Maybush)
Bournemouth	Huddersfield	St Albans
Bradford (Eccleshill)	<b>Hull</b>	Stevensage
Bradford (Heaton)	<b>Isleworth</b>	Swansea
<b>Bridgend</b>	Keighley	Taunton
Bridlington	Kilmarnock	<b>Telford</b>
Brighton	Leeds (Harehills)	Thornaby
<b>Bristol (Brislington)</b>	Leicester (Gipsy Lane)	<b>Tolworth</b>
Bristol (Southmead)	Leicester (South Wigston)	Tunbridge Wells
Bristol (St George)	Leicester (Welford Road)	Wakerfield
Broadstairs (Tharvet)	<b>Letchworth</b>	Warrington
<b>Burton-on-Trent</b>	Lincoln	Warwick
Bury St Edmunds	<b>Longbenton</b>	Wattford
<b>Bury (Lancs)</b>	Loughborough	Wednesbury
Cambridge (Chesteron Road)	Lower Gornal	<b>Western-Super-Mare</b>
<b>Cambridge (Cowley Road)</b>	<b>Luton</b>	Weybridge
Cannock	<b>Maldstone</b>	<b>Widnes</b>
<b>Canterbury</b>	Melton Mowbray	<b>Winchester</b>
<b>Cardiff (Fairwater)</b>	<b>Merthyr Tydfil</b>	<b>Wisbech</b>
<b>Carlisle</b>	<b>Middlesbrough</b>	Wolverhampton
<b>Chertsey</b>	Nelson	<b>Workington</b>
<b>Coventry (Bayton Road)</b>	Newbury	<b>Worthing</b>
Crawley	<b>Newport</b>	Yeovil
Croydon	Newton Abbot	
Darlington	North Allerton	
<b>Derby (Sinfitt Lane)</b>	Northampton	
Doncaster	<b>Norwich (Jupiter Road)</b>	
Eastbourne	Nottingham (Chalfont Drive)	

Note: Taxi Assessment Centres were current at time of press but are subject to change, please check at time of booking.



# Annex 2

## Cabology Questions

Only the questions in bold print will be used on Black Cab style taxi tests.

Example questions:

**Q. What is the length, width and/or height of the cab you are now with?**

A. See page 26

**Q. What are the correct tyre pressures for the cab you are now with?**

A. See page 26

**Q. Whilst driving a taxicab, how would you know if the rear automatic door locking system became inoperative?**

A. The warning light on the dashboard will illuminate (green with black key icon)

**Q. If the tyre pressures of the vehicle you are driving are 35psi at the front and 40psi at the rear, what would you consider the correct pressure for the spare to be?**

A. 40psi, because it would be easier to deflate than inflate a tyre at the roadside

**Q. As a Hackney Carriage driver, what is your main responsibility?**

A. The safety and comfort of your passengers.

**Q. How would you show consideration for passengers alighting from your vehicle?**

A. Stop close to the kerb and avoid proximity to obstructions (street furniture, trees etc)

Q. As a licensed taxi driver, what must you carry with you at all times?

A. Cab drivers licence and badge (displayed in a conspicuous place)

Q. If you found an item of property left in your taxicab, what would you do with it?

A. Hand it into a Police Station within 24 hours.

Q. What is the minimum legal requirement of a tyre tread depth?

A. 1.6mm.

Q. If the tyre pressures of the vehicle you are driving are 35psi at the front and 40psi at the rear, what would you consider the correct pressure for the spare to be?

A. 40psi, because it would be easier to deflate than inflate a tyre at the roadside.

Q. As a Private Hire taxi driver, what is your main responsibility?

A. The safety and comfort of your passengers.

Q. How would you show consideration for passengers alighting from your vehicle?

A. Stop close to the kerb and avoid proximity to obstructions (street furniture, trees etc)

### 1. TAXI SPECIFICATIONS

TX1:

Length 4580m/m 180.45in

Width (mirrors out) 2036m/m 80.22in

Height 1834m/m 72.26in

Tyre pressures: front 35psi rear 40psi

LT1. FX4 Fairway:

Length 4580m/m 180.45in

Width 1750m/m 69.00in

Height 1755m/m 69.50in

Tyre pressures: front 35psi rear 36psi

Metrocab series 3 & TTT:

Length 4505m/m 177.38in

Width 1770m/m 69.69in

Height 1755m/m 69.50in

Tyre pressures: front 38psi rear 38psi

TX11:

As for TX1 except for length, which is: 4575mm

180.00in

