

Taxi Computerised Knowledge Test - Frequently Asked Questions

What does the Knowledge Test involve?

The knowledge test is computer based and comprised **63** Questions in **7** Categories, with multiple choice answers. Candidates must achieve the following pass mark in each category to pass the test:

Maidstone Places **80%**

Maidstone Routes **80%**

Maidstone Streets **80%**

Maidstone Policy and Law **80%**

Numeracy **80%**

Highway Code (including road signs) **80%**

Compulsory & Safeguarding Awareness **100%** (Mandatory)

Where do I get information on the elements of the test?

Candidates are expected to undertake their own research on places, routes and streets in the Borough of Maidstone, the complete list of places, routes and streets that may be asked can be found in the Information Booklet.

Information Booklet – This contains the complete bank of questions that will form the test, the questions for each candidate are selected randomly, in order to be certain to pass it is recommended that you research the answer to all the questions in the booklet

Highway Code – Familiarise yourself with this as it gives key information on road markings, traffic signs and the Law.

Safeguarding Awareness – candidates are required to view a video as part of the test which is shown at the start. Presentation slides are available on the Council's website at

https://www.maidstone.gov.uk/_data/assets/pdf_file/0008/216188/Safeguarding-Awareness.pdf and also information relating to Operation Willow, see Kent Police website [https://www.kent.police.uk/advice/child-sexual-exploitation-\(cse\)/tackling-cse/](https://www.kent.police.uk/advice/child-sexual-exploitation-(cse)/tackling-cse/) if you wish to inform yourself before the test.

Why do I have to take a knowledge test?

This is to maintain the high standards that the Council expects of its licensed drivers operating within the Borough.

What is the cost?

The fees can be found on the taxi and private hire web page

How long does the test take?

Candidates are allowed up to 90 minutes.

When will I find out my results?

Normally within 5 working days

How many attempts of the test can I take?

Applicants can have 3 attempts at the test, if you fail to pass then you will have to wait 6 months before sitting another test, this is considered a necessary interval in order for applicants to do their research.

I will only be operating a Private Hire vehicle and all bookings are made in advance. I can therefore use a Sat Nav or research the route prior to the “pick up”. Why do I need to take a knowledge test?

The Council acknowledges that the same level of instant geographical knowledge of the Borough is not as necessary for those drivers wishing to operate private hire vehicles as those drivers intending to operate hackney carriage vehicles, because all private hire is pre-booked and so the driver has the opportunity to research the destination prior to departure. However this Council expects all drivers as good practice to have a good working knowledge of the area in which they are licensed. In addition a Sat Nav would not necessarily provide you with the shortest route by distance.

How do I book a knowledge test?

You will need to make payment to the administration hub on 01732 227004, once you have a receipt number please e-mail that information to licensing@maidstone.gov.uk –you will be sent an email with a date to attend the test at our earliest opportunity. You must confirm that you are able to attend, otherwise the date will be offered to another applicant.

What happens if I’m unable to attend?

Once you have confirmed your appointment, if for any reason you are unable to attend you must notify the Council a minimum of 2 working days before the date of the test. Applicants who fail to do so will be required to pay the current fee for the missed test and will not be offered another appointment to take the test until they have done so.

Can I appeal my result of the test?

No, the result is final.

What is the procedure if I pass?

If you pass the knowledge test, the Licensing Officer will provide you with a unique candidate reference number which you will need to complete an online application form. You will then be required to make an appointment with an Officer to submit the following documents:

- Completed DVLA mandate form
- Completed Medical form
- Driving Standards Assessment test certificate
- Completed DBS Form and ID documents or
DBS Update Service reference number