

DRIVER TRAINING PROGRAMME AND KNOWLEDGE TEST

TRAINING FOR HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS

Following discussions with Merseylearn the St Helens Council Licensing and Environmental Protection Committee have on 28 September 2011 approved the following revised training requirements for hackney/private hire drivers.

ENTRY REQUIREMENT FOR ALL NEW APPLICANTS FOR A HACKNEY CARRIAGE AND PRIVATE HIRE DRIVER'S LICENCE

With immediate effect the entry requirement for any new applicants (including any previously licensed drivers who have allowed their licence to expire) is: -

Level 2 Certificate in Introduction to the role of the professional taxi and private hire driver (known as the VRQ)

(This is an entry level qualification designed to give new drivers the essential skills and understanding of legislation, equalities issues, disability awareness, health and safety etc – Candidates must achieve 15 credits).

OR

The five tutorials from the NVQ Level 2 Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire)

(If you choose the 'five tutorials' training route you should consult your training provider BEFORE you start the course as you will subsequently need to complete the NVQ during the currency of your first licence to gain accreditation)

Note: Applicants must produce evidence of successful completion of this training before any licence is issued

All new applicants for a hackney carriage/private hire drivers licence must also successfully complete this Council's 'Knowledge Test' before any licence is issued.

DRIVERS WHO HELD A CURRENT HACKNEY CARRIAGE/PRIVATE HIRE DRIVERS LICENCE AT 23 SEPTEMBER 2009 AND CONTINUOUSLY SINCE THAT DATE

By 25 August 2014 have successfully completed either of the following training courses: - Level 2 Certificate in Introduction to the role of the professional taxi and private hire driver (known as the VRQ)

OR

The NVQ Level 2 Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire)

It is essential that any existing licence holder who has completed the relevant training course should bring his/her certificate to the Licensing Unit so a copy may be made. Licence holders who complete training in future should do the same.

To obtain up-to-date advice and information about local courses you are asked to contact Merseylearn 0151 330 1269.

For any other information please contact St Helens Council Licensing and Land Charges Unit – Telephone 01744 676770. email licensing@sthelens.gov.uk

KNOWLEDGE TEST

Hackney carriage and private hire drivers in St. Helens are expected to provide members of the public with a high quality service.

To help achieve this, all applicants for a hackney carriage/private hire driver's licence in St. Helens must undertake and pass a knowledge test. This involves a series of questions in relation to the St. Helens area and some of the popular destinations in the surrounding districts. The knowledge test also includes questions on licensing regulations; driver and vehicle responsibilities; fare calculations; and a basic written literacy assessment to ensure they have the necessary communication skills to be a hackney carriage/private hire driver in St. Helens. Further details are attached.

Knowledge tests will take place on a regular basis at St. Helens College. A fee of £40 will be charged for sitting the test. If a re-test is required there will be a charge of £20. Please note that applicants can sit a maximum of three tests. Applicants who fail a third test will be unable to re-take the knowledge test for a minimum period of six months. The full knowledge test comprises of six sections to be completed in 90 minutes with a pass mark of 80%. Prior to booking a knowledge test you will be provided with the required information for the first four of the six sections. You will need to study and revise these sections before sitting the knowledge test. You will also need a copy of the Liverpool A to Z

atlas ISBN 978-1-84348-715-9. The required A to Z atlas can be purchased at local supermarkets and book shops. Please note that no other atlas or map will be suitable for use in the knowledge test or your preparation for it. To arrange to sit the knowledge test, please contact:-

Business Development Unit, St. Helens College, Water Street, St. Helens, Merseyside WA10 1PP. Telephone 01744 623343.

THE KNOWLEDGE COMPRISES OF SIX SECTIONS

- | | | |
|------------|---|---|
| Section 1: | Licensing regulations | 15 Questions. |
| Section 2: | Vehicle and driver responsibilities | 20 Questions. |
| Section 3: | Identifying locations | 15 Questions
from the 25 provided in the study notes |
| Section 4: | Route planning | 10 Routes from the 30 provided in the
study notes including a minimum of 2
out of town. |
| Section 5: | | Grid references and fares 7 Questions
on grid references and 8 questions on
fare calculations and cash handling. |
| Section 6: | Personal Statement (language proficiency) | A 50 word personal statement on
why you wish to become a licensed driver. A voice recorded question and answer session
may be required. |

St. Helens Hackney Carriage/Private Hire Driver Knowledge Test

The knowledge test will comprise of six sections. Please find below examples of questions from sections one to four. These are provided for you to study and revise.

You will need a copy of the Liverpool A to Z atlas ISBN 978-1-84348-715-9.

SECTION 1

LICENSING REGULATIONS

1. Give three examples of when a licence can be suspended or revoked.
A. Dishonesty, violence, threats, sexual/indecency offences. Misuse of drugs, motoring offences, public order offences, possession of a weapon, un-roadworthy vehicle, no insurance.

2. What length of time does a licence holder have to report convictions, incidents and penalty charge notices?

A. Seven days in writing to the Licensing Office

3. What type of insurance is required for?

a. Private hire vehicle A. Private Hire and reward

b. Hackney carriage A. Hire and reward/public hire and reward

4. What are the smoking regulations?

A. Smoking is illegal. No smoking signs must be displayed.

5. What type of vehicle safety check is required to licence a vehicle?

A. Compliance test.

6. When can another person including your partner drive a licensed vehicle?

A. Only if they hold a current St. Helens licence.

7. When can the licence plates be removed by the owner of the vehicle?

A. Never while the car is a plated vehicle unless being surrendered to the licensing office

8. What is the maximum seating capacity of a licensed vehicle?

A. Nine, eight passengers and driver.

9. Who is authorised to check your vehicle at any time?

A. Police, licensing officer, VOSA official.

10. What should be clearly displayed inside the vehicle?

A. Driver's badge (licence), vehicle identity, tariff card.

11. When can a private hire driver pick up a fare?

A. Only when pre-booked with the office.

12. Can a private hire driver pick up a customer then inform the office of a booking?

A. No, this illegal, the customer must be pre-booked with the office.

13. After dropping a passenger off a hackney driver whilst working must do what?

A. Make their way back to an official rank.

14. When can a licensed driver refuse to pick up a lone wheelchair passenger or assistance dog?

A. Only when they are in receipt of a valid medical exemption certificate

15. What assistance must you give to all passengers?

A. All necessary assistance to enable them to complete their journey.

SECTION 2

VEHICLE AND DRIVER RESPONSIBILITIES

1. Before starting work, what should you carry out?

A. Daily vehicle safety checks and cleanliness

2. List what should be included in the above check.

A. Tyres, fluid levels, electrics and bulbs, seat belts, bodywork and the interior of the vehicle

3. What action should you take if you find a problem with any of the above?

A. Carry out the necessary repairs before going to work.

4. What is the legal tyre tread depth?

A. 1.6 mm over $\frac{3}{4}$ of the tyre.

5. What do you check your tyres for?

A. Tread, even wear, damage, bulges, punctures and pressure.

6. What do you check the windscreen wipers for?

A. Splits in the blade, that there is no smearing when they clean glass.

7. When can you not sound your horn?

A. To alert customers of your arrival, when stationary and between the hours of 23:30 – 07:00.

8. Why are vehicle checks important?

A. For the safety of the travelling public.

9. When can a licensed driver not wear a seat belt?

a. Private hire when carrying passengers.

b. Hackney carriage when plying for hire or carrying passengers.

10. Up to what age is the licensed driver responsible for the wearing of seat belts?

A. 14.

11. Can a child under three travel in a licensed vehicle without a fit for purpose child restraint

A. Yes, but in the rear only when accompanied.

12. In what condition should a licensed vehicle be at all times?

A. Roadworthy and clean with no damage inside or out.

13. How should accidents be reported and how long does a licensed driver have to report accidents and incidents?

A. This should be done in writing within 24 hours to the Licensing Office.

14. What emergency equipment must be carried in a licensed vehicle?

A. A First-Aid kit and fire extinguisher.

15. In the event of a breakdown with passengers on board what should the licensed driver do?

a. Private hire. Ensure that the passengers are safe, contact the office to get replacement transport.

b. Hackney Carriage. Contact the office (if on a radio circuit) for another driver or hail another hackney.

16. Can you charge the passenger in the event of a breakdown?

A. No.

17. What insurance should you have for passengers and their property?

A. Public liability.

18. Can you charge for carrying assistance dogs?

A. No.

19. In what manner should a licensed driver treat his/her passengers?

A. A civil manner. Orderly, respectful and be professional at all times.

20. What should a licensed driver do with lost property?

A. Hand it to the police and get a receipt, hand to the office or return to the owner.

SECTION 3

IDENTIFYING LOCATIONS

On which road are the following...

Empire Theatre, Liverpool

Lime Street

Broadgreen Hospital

Thomas Drive

Alder Hey Hospital

Eaton Road

Fazakerley Hospital

Lower Lane

Royal Liverpool Hospital

Prescot Street

Whiston Hospital

Warrington Road, Dragon Lane

St. Helens College

Water St. Ormskirk St. Westfield St.

Waterloo St.

Asda, Huyton

Huyton Lane

St Helens Crematorium

Rainford Road

St Helens Town Hall

Corporation Street

Red Cat public house

Red Cat Lane, Crank

St. Helens Rugby Club

Langtree Park, McManus Drive

Willow Brook Hospice

Portico Lane

Asda, St. Helens

Kirkland Street

Mecca Bingo, St Helens

Kirkland Street

Morrisons, St. Helens

Baxters Lane/Boundary Road

Premier Inn, Haydock

Warrington Road

Cables Retail Park

Steley Way

Kozi Restaurant, Rainhill

Station Road

Park Inn, St. Helens

Linkway West

Thistle Hotel, Haydock

Penny Lane

Premier Inn, Rainhill

Warrington Road

Cineworld, St. Helens

Chalon Way

Arriva Bus Depot, St. Helens

Jackson Street

Conservative Club, St. Helens

Broad oak Road

Conservative Club Newton Le Willows

High Street

Conservative Club Earlestown

Earle Street

SECTION 4

ROUTE KNOWLEDGE:

1. Morrisons, Boundary Road to St.Helens College Technical Campus	Boundary Street, Prescot Road, Westfield Street, King Street, College Street, Standish Street, Waterside.
2. Ashton in Makerfield Golf Club to St Helens Crematorium	Liverpool Road, East Lancashire Road, Rainford Road.
3. Willowbrook Hospice to Asda, St Helens	Portico Lane, St Helens Road, Prescot Road, Westfield Street, Kirkland Street.
4. Penkford School to Parr swimming and fitness centre.	Wharf Road, Common Road, Pennington Lane, Newton Road, Broadoak Road, Boardmans Lane, Park road, Ashcroft Street.
5. Chain Lane to St Helens Hospital	Chain Lane, Blackbrook Road, Park Road, Parr Street, Peasley Cross Road, Marshalls Cross Road.
6. Penkford School to Broadoak Primary School	Wharf Road, Common Road, Pennington Lane, Newton Road, Provident Street, Brunswick Street.
7. St Cuthberts School to St. Helens College Technical Campus	Berrys Lane, Concourse Way, Fleet Lane, Parr Stocks Road, Ashcroft Street, Park Road, Pocket Nook Street, Waterside.
8. Rainford High Technology College to Ruskin Leisure Centre	Higher Lane, Old Lane, Ormskirk Road, Church Road, Mossborough Road, Rainford By Pass, Rainford Road, Greenfields Road, Dentons Green Lane, Ruskin Drive.

<p>9. The Parks Business Park to Chadwick Road</p>	<p>Warrington Road, East Lancashire Road, Green Leach Lane, Derwent Road, Willink Road, Litherland Crescent, Chadwick Road.</p>
<p>10. Langtree Park Rugby Ground to Rainhill Station</p>	<p>McManus Drive, Peasley Cross Lane, Sherdley Road, Linkway, Elton Head Road, Rainhill Road, Warrington Road, Station Road.</p>
<p>11. Rainhill Library to Elephant Lane</p>	<p>View Road, Warrington Road, Rainhill Road, Nutgrove Road, Elephant Lane.</p>
<p>12. Grange Valley Primary School to St. Augustine of Canterbury High School</p>	<p>Heyes Avenue, Grange Valley, Clipsley Lane, Vicarage Lane, Stanley Bank Way, Blackbrook Road, Boardmans Lane</p>
<p>13. Deacon Trading Estate to St. Helens Hospital.</p>	<p>Canal Street, Earle Street, Wharf Road, Common Road, Pennington Lane, Newton Road, Broadoak Road, Chancery Lane, Gaskell Street, Sutton Road, Marshalls Cross Road.</p>

14. Swan Road to Fairfield Hospital	Swan Road, Crow Lane, Vista Road, Penny Lane, Kenyon Lane South, East Lancashire Road, Rainford By Pass, Crank Road.
15. St Helens Junction Station to Lyme Primary School	Station Road, Helena Road, Bold Road, Travers Entry, Bold Lane, Penny Lane, Penkford Lane, Common Road, Crow Lane, Lyme Street.
16. Morrisons, Baxters Lane to Kiln Lane	Sutton Road, Sherdley Road, Linkway, Linkway West, Kirkland Street, Lingholme Road, Dentons Green Lane, Kiln Lane.
17. St James Primary School to ASda	Lyme Street, Church Road, Clipsley Lane, Vicarage Lane, Stanley Bank Way, Blackbrook Road, Park Road, Parr Street, Linkway East, Linkway West, Kirkland Street.
18. Frankie and Bennys to The Black Bull Public House	Milverney Road, Linkway West, Westfield Street, Eccleston Street, Knowsley Road.
19 .The Waterside Premier Inn to Joseph O'Neils	Garswood Old Road, Carr Mill Road, East Lancashire Road, Green Leach Lane, Haresfinch Road, College Street, Duke Street.

<p>20. Sankey Visitor Centre to St Helens Junction Station</p>	<p>Blackbrook Road, Boardmans Lane, Chancery Lane, Fleet Lane, Concourse Way, Berrys Lane, Watery Lane, Cecil Street, Junction Lane, Station Road.</p>
<p>21. Water Street to Fazakerley Hospital</p>	<p>Water Street, Chalon Way West, Linkway West, Kirkland Street, Lingholme Road, Dentons Green Lane, Rainford Road, East Lancashire Road, M57 (Junction 6) Valley Road, Longmoor Lane, Lower Lane.</p>
<p>22. Whiston Hospital to Royal Liverpool Hospital</p>	<p>Warrington Road, High Street, Derby Street, Liverpool Road, East Prescot Road, Prescot Road, Kensington, Prescot Street</p>
<p>23. Eurolink Business Park to Broadgreen Hospital</p>	<p>Eurolink, Linkway, M62, (Junction 5) Roby Road, Bowering Park Road, Thomas Lane, Thomas Drive.</p>
<p>24. St. Julie's Primary School to Alder Hey Hospital</p>	<p>Brooklands Road, Howards Lane, Gillars Lane, Burrows Lane. St. Helens Road, Prescot By Pass, Liverpool Road, East Prescot Road, Eaton Road</p>

<p>25. The Waterside Premier Inn to Lime Street Station</p>	<p>Garswood Old Road, East Lancashire Road, Walton Hall Avenue East, Walton Hall Avenue, Walton Lane, Everton Valley, Kirkdale Road, Great Homer Street, St Anne Street, Norton Street, Seymour Street, Copperas Hill, Skelhorn Street.</p>
<p>26. Market Street – John Lennon Airport</p>	<p>Market Street, Chalon Way West, Linkway West, Linkway, M62, (Junction 6) Knowsley Expressway, Speke Boulevard, Spekehall Avenue.</p>
<p>27. St. Helens Retail Park to Ormskirk Indoor Market</p>	<p>Warrington New Road, Peasley Cross Lane, Linkway East, Linkway West, Kirkland Street, Lingholme Road, Dentons Green Lane, Rainford Road, Rainford By Pass, Ormskirk Road, St. Helens Road, Park Road, Moorgate.</p>
<p>28. Willowbrook Hospice to Southport Theatre</p>	<p>Portico Lane, St. Helens Road, Burrows Lane, Gillars Lane, Catchdale Moss Lane, East Lancashire Road, Blindfoot Lane, Rainford By Pass, Ormskirk Road, St. Helens Road, Park Road, Southport Road, Scarisbrick New Road, Eastbank Street, Lord Street, Neville Street, Promenade.</p>
<p>29. Rainhill Medical Centre to Zoe's Place</p>	<p>Warrington Road, High Street, Derby Street, Liverpool Road, East Prescott Road, Blackmoor Drive, Green Lane, Yewtree Road.</p>
<p>30. Clock Face Recreation Club – Pier Head, Liverpool.</p>	<p>Crawford Street, Lindsay Street, Clock Face Road, School Lane, Warrington Road, M62, Bowering Park Road, Edge Lane, Low Hill, Erskine Street, Islington, Churchhill Way, Dale Street, Water Street, The Strand, Water Street.</p>

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