

Microsoft TEAMS Taxi Knowledge Test Rules & Regulations

- The knowledge test will take place via Microsoft TEAMS. Candidates are required to have the technology to support this app and have video and audio.
- Every candidate shall provide photographic identification before each test to confirm their identity.
- Every candidate will take the test alone to ensure the test is completed unaided. If officers have concerns that the candidate is being supported either in person or via electronic means, the test will be stopped.
- One Officer from Herefordshire Council's Licensing Department will be present for each test.
- The knowledge test will be video and audio recorded and saved in the driver's file, to clarify any discrepancies that may occur. This will be a private recording and only made available to the candidate, the officer taking the test and the Principal Licensing Officer or Service Manager upon request.
- The knowledge test will take no more than 90 minutes to complete unless there are extenuating circumstances.
- The knowledge test will consist of five (5) places of interest around the county (tell me how to get from A to B), and 10 questions on conditions (5 on driver conditions, 4 on vehicle conditions and 1 on by-laws).
- The pass rate for this section is 16/20 (with no more than 2 questions wrong in places of interest and no more than 2 wrong in conditions).
- The knowledge test will also incorporate Spoken English Language Skills and Numeracy Skills
- In order to pass the Language Skills and Numeracy test, candidates must answer correctly 15 out of 17 questions in Section 1 and 5 out of 5 questions in Section 2.
- Each candidate is permitted to take up to three (3) knowledge tests. The first test is included within the application fee, subsequent test fees will be based on the current fee for that financial period
- A minimum of a two (2) week period and a maximum of a four (4) week period should be given between each test.
- If the applicant fails the test three (3) times then the Licensing Authority will be unable to issue a licence and the process is concluded. An applicant may not re-apply for a period of 12 months. A new application and fee will be required.
- The test will be marked after the test has finished and the applicant will be advised by email of the test result usually within 24 hours. This may take longer if there are any discrepancies with the test.

Cancelled Knowledge Tests

- If a driver cancels within 24 hours of the test or fails to turn up for their scheduled knowledge test, they will be given one (1) chance to re-arrange that test and a further test fee based on the current fee for that financial period will be due
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- If a driver gives more than 24 hrs notice, they will be given two (2) further chances to rearrange the test and a further test fee based on the current fee for that financial period will be due

The only exception will be if there are mitigating circumstances which prevented the candidate from complying with the above. This information will be presented to a senior member of the licensing team for determination. If mitigation falls short of a satisfactory explanation the officer can decide that no further chances will be offered and the application is closed.