



August 2018

# Taxi Driving Assessment

**Important Information (please read carefully)**  
**This forms part of the Terms and Conditions for your Assessment**

**For the test to take place you must;**

- Bring your photocard driver's licence with you; this must be presented before the Assessment.
- Your licence should be at your current address and in date.
- If you have the older style paper licence, then you will need to bring an acceptable form of photo identification such as a passport.
- Eyesight must conform to current legislation (20m / 68ft) so if you require glasses /contact lenses then bring these with you.
- **You must provide a vehicle for the Assessment.**
- The vehicle must be in a roadworthy condition and comply with current road legislation i.e. taxed, MOT (if required), insured for the purpose of the assessment, meet current DVLA rules for number plates and fit for purpose i.e. for carrying passengers.
- The vehicle must be right hand drive, have less than 9 seats, weigh no more than 3.5t, have 4 wheels, have head restraints in all seats and have an unobstructed rear window. A van or a convertible car is not classed as a suitable vehicle for a Taxi Assessment.
- Interior of the car should be clean and free of all types of litter and clutter. The examiner will not be expected to conduct a test sat in a dirty seat and will be at liberty to terminate the test should the car interior be in a dirty or cluttered state
- Be punctual, if you are later than 5 minutes the Assessment may be cancelled at the discretion of the Assessor and you will still be charged the full fee.
- Appropriate footwear should be worn, for example, no flip flops, sandals or high heels.
- Candidates are **NOT PERMITTED** to take the driving assessment in a Private Hire or Hackney plated vehicle except under the following 2 circumstances:
  1. The vehicle is registered/plated to you, the candidate, and you have been referred to take the assessment by your Local Authority.
  2. The vehicle is registered/plated to you and you want to change/be licensed to another Authority.

## **The Assessment**

Please allow 1 hour for the assessment. You will be asked 2 maintenance related questions (show me / tell me) and be expected to drive for approximately 45 minutes on a variety of road types and be asked to perform 2 reversing manoeuvres with the possibility of an emergency stop. You will be asked to drive independently of directions for a 10 minute period following road signs and directions to a particular destination. There will be a 10 to 15 minute debrief at which point you will be advised of the result.

A maximum of 9 minor driving faults are allowed. If you exceed 9 minor driving faults or commit any serious or dangerous faults, this will result in a failure.

Please note that if you take your Assessment in an automatic, you may not be licenced by your authority to drive a manual vehicle.

From time to time, a Senior Assessor may sit in during an Assessment for quality control purposes.

**You may cancel or change the appointment date up to 5 working days prior to the test without incurring costs other than forfeiture of the credit card surcharge (if any) if you cancel. If you**



**do not give the required notice, you will not receive any refund whatsoever and re-booking will attract the full fee.**

We wish you luck with the assessment, if you require any further clarification or advice then please contact the office on 0333 700 0157.



January 2017

# **Code of Conduct**

## **On Taxi Driving Assessments**

### **The Trust and its Assessors**

**At the Blue Lamp Trust endeavours to conduct all driving Assessments professionally and with integrity.**

**Our Assessors are qualified to high industry and professional standards.**

**The Trust strives to be fair, objective and highly professional. The Trust will not allow any influence on its decisions, actions or recommendations arising from matters of gender, race/ethnicity, creed/religion, age, disability or through financial inducement.**

### **Candidates**

**The Trust will not tolerate any discriminatory or abusive behaviour, threats, intimidation or violent reaction towards its Assessors or Staff. Any such action(s) will result in immediate termination of the Assessment and the incident will be reported to the Police. Furthermore, the Trust will not accept any bookings, at the time or in the future, from a driver committing said misconduct.**

**The Assessor's decision on the outcome of a driving Assessment is final.**

### **Complaints**

**Any complaint relating to the driving Assessment must be received in writing within 10 working days and addressed to;**

**General Manager  
The Blue Lamp Trust  
C/O Police and Fire & Rescue HQ  
Leigh Road  
Eastleigh  
SO50 9SJ**

# Taxi Driver Assessments FAQ Guide

## **1. How do you book an Assessment?**

You can only book on-line at <http://www.bluelamptrust.org.uk>.

## **2. Can I book an Assessment over the phone?**

No, all bookings should be made online. For enquiries call the office on 0333 700 0157, Monday to Friday 09:30 - 15:00

## **3. Is there a cost for an Assessment?**

The cost of a Taxi Driver Assessment is £87.00.

## **4. When do I need to pay for the Assessment?**

Payment is required at the time of booking.

## **5. What methods of payment are accepted?**

Payment can only be made using a Credit or Debit card.

## **6. Is there a difference between an Assessment for a Hackney Licence and a Private Hire Licence?**

No, the Assessment is the same whether you are applying for a Hackney or Private Hire Licence.

## **7. After I have booked on-line who will contact me?**

You will be contacted by one of our Approved Assessors working in your local area to arrange a mutually convenient date, time and location for your assessment.

## **8. Where are your Test Centres located?**

The Blue Lamp Trust does not have Test Centres. We have Approved Assessors located nationally who conduct Assessments from locations convenient to them and the candidate.

## **9. How long does it take for someone to contact me after I have booked on-line?**

You will be contacted by an Approved Assessor within 5 working days.

## **10. How long does it take to schedule the Assessment after I have booked and paid?**

We aim to complete Assessments within 15 working days of your booking.

## **11. I am not based in Southampton, so can I do an assessment local to me?**

The Trust has Approved Assessors nationwide.

## **12. Will I have to travel to my Assessment location?**

We aim to allocate an Assessor as near to you as possible, however you may be required to travel a short distance to meet the Assessor.

**13. Can I only do an Assessments on certain days of the week?**

Assessments are mainly conducted during working hours Monday to Friday however some Assessors may have evening and weekend availability.

**14. Can I use my friend's vehicle if mine is off the road?**

You can use any vehicle as long as you are insured to do so for the purpose of the Assessment, the vehicle is roadworthy and suitable for the purpose of the Assessment.

**15. Can I arrange a time and date to suit me?**

This will be agreed between yourself and the Assessor when they contact you.

**16. Will I be notified on the day if I have been successful?**

Yes, and you will receive a copy of your Assessment sheet and a certificate.

**17. What happens if I do not pass the Assessment, can I re-take?**

Yes, you can re-take the Assessment by making a re-booking. The re-booking should be made online.

**18. How much is the cost of a re-booking?**

All Assessments cost £87.00. There is no discount for a re-booking.

**19. Is there a limit to the number of times I can re-take my Assessment?**

Some Local Authorities restrict the number of attempts a driver can take at the Assessment. You should ask the Local Authority that you are applying to for clarification on this.

**20. How long is the Assessment valid for?**

There is no expiry on the certificate. It is at the discretion of the Local Authority that you are applying to.

**21. If I move area will my Assessment still be valid?**

This is at the Local Authorities discretion.

**22. What do I do if I am not happy with my Assessment?**

The Blue Lamp Trust has a complaints procedure which you must follow. All complaints should be made in writing to [info@bluelamptrust.org.uk](mailto:info@bluelamptrust.org.uk) or to Blue Lamp Trust, c/o Police and Fire HQ, Leigh Road, Eastleigh, SO50 9SJ within 10 days of your Assessment.

**23. Can I take my Assessment in an automatic vehicle?**

You can take your Assessment in an automatic vehicle however you will only be licenced to drive an automatic vehicle not a manual. If you take your Assessment in a manual you will be licenced for both vehicle types.

**24. If I need to cancel my assessment will I still be charged?**

The terms and conditions of booking state that you must give 5 clear working days' notice to cancel or change a booking. If less notice is given than this a refund will not be given.

**25. Do I need a UK driving licence?**

No, your licence must be valid but does not need to be a UK issued licence.

**26. What happens if there is a fault with my vehicle on the day?**

The car needs to be roadworthy if not the assessment will not take place and you will need to re-book for another date. Re-booking will incur the full fee.

**27. What do I need to bring with me for my Assessment?**

Driving Licence, photo ID if your licence does not include a photo, glasses or contact lenses if required and a suitable vehicle.

**28. What is a suitable vehicle?**

Your vehicle must be; right-hand drive, less than 9 passenger seats, weigh no more than 3.5t, have 4 wheels and have head restraints in all seats and have an unobstructed rear window.

**29. Can I take my Assessment in a van?**

No, you must be able to see out of the rear windows.

**30. Can I take my Assessment at the weekend or in the evening?**

This is at your Assessors discretion. Some Assessors are happy to work evenings and weekends.

**31. What if my assessment is cancelled due to no fault of my own?**

If there is inclement weather or the Assessor is unable to undertake your Assessment, it will be re-booked at the next available date. If this is not suitable a refund will be issued.

**32. Can I have an interpreter with me for the Assessment?**

Yes, if required. They may assist you during the briefing at the start of the Assessment and again at the end. During the Assessment they must remain quite in the rear of the vehicle.

**33. Who are the Blue Lamp Trust?**

We are a charitable organisation based in Hampshire. We offer driver training to generate an income for our Bobby Scheme which visits vulnerable and elderly people to help secure their homes free of charge.

**34. What happens if I am late for my assessment?**

If you are more than 5 minutes late for your assessment it is likely that you assessment will not take place. This will be at the assessors discretion



## **Taxi Driver Assessments**

### **Terms and Conditions**

#### **1 General and Contractual**

- a) These arrangements are made between the Blue Lamp Trust ('The Trust') and the Taxi Driver ('The Driver') seeking an Assessment ('The Assessment'), pursuant to policies in place within the Licensing Authority ('LA') where the Driver practices, or seeks to practice, as a Taxi Driver or in any other relevant role driving for Hire or Reward.
- b) The Trust is a preferred or approved provider of Assessments for certain LAs and will, on request from the Driver, undertake an Assessment on the Driver for fitness to drive a Taxi and will inform the LA of the outcome of any such Assessment. In the case of an unsuccessful test the Trust will provide written feedback to the Driver.
- c) These Terms incorporate the '**Important Information**' and '**Code of Conduct**' fact sheets also available on the Trust's website.

#### **2 Booking and Payment**

- a) All bookings will be subject to these Terms and Conditions and the Driver confirms, by making a booking, that this is agreed to.
- b) All booking fees for Assessments will be pre-paid either over the telephone or via the Trusts' website using a credit or debit card. The trust will cancel any booking where payment is subsequently refused or rejected by the card provider.
- c) The Trust reserves the right to decline any proposed booking.
- d) Where a booking is accepted by the Trust, the Drivers name, mobile telephone number and relevant LA will be passed to an Assessor who will contact the Driver to arrange the Assessment including the date, time and meeting location.

#### **3 The Assessment**

- a) The Driver must attend for the Assessment at the date, time and location as notified and agreed with the Assessor. Failure to comply with this clause will lead to the cancellation of the Assessment without refund of fee or re-arrangement of Assessment
- b) The Driver must produce evidence to the reasonable satisfaction of the Assessor before the commencement of the Assessment as follows:
  - Entitlement to Drive on UK Roads (Full Licence including photo ID)
  - Current UK law complaint insurance policy for the vehicle to be used for the Assessment
  - Evidence of roadworthiness of the vehicle used for the Assessment (valid current MOT if applicable)



- The Assessor may refuse to conduct, or may abandon, the Assessment should he/she have any reasonable doubts about the legal compliance of the vehicle, the vehicle's continued suitability for the test, the insurance or the driver's entitlement/fitness to drive on UK roads.
- c) The Assessment will take place in a motor vehicle provided by the Driver.
  - d) The Driver may undertake the assessment in a manual or automatic vehicle, however if seeking an Assessment pass to drive a manual vehicle, then the test **must** be performed in a manual vehicle
  - e) The Assessment will be carried out by a DVSA Approved Assessor / Instructor with Fleet Accreditation.
  - f) The Assessment will last between 45 – 60 minutes and will be carried out on a route allocated by the Assessor.
  - g) Notwithstanding clause f), the Assessor may terminate the Assessment early in the event of a major infringement of Roads Traffic Legislation or for another substantial reason.
  - h) At the end of the Assessment the Driver will receive the outcome of the Assessment, which will also be communicated to the relevant LA.

#### **4 The Driver**

In accepting these Terms and Conditions the Driver warrants to the Trust that he/she:

- Holds a valid current full licence permitting driving on UK roads
- Has in force a valid insurance policy covering the use of the vehicle on UK roads for the purposes of the Assessment
- That the vehicle provided for the Assessment is roadworthy and complies with all relevant UK legislation
- Is not aware of any medical reason why he/she should not be driving on UK roads

and the Driver will hold the Trust indemnified on all the above matters in this paragraph.

#### **5 The Trust**

- a) The Trust will provide the Assessment in accordance with these Terms.
- b) Whilst the Trust will make every effort to carry out any Assessment as arranged, the Trust will not accept any liability for any consequential loss whatsoever arising out of these Terms and Conditions or out of any Assessment and outcome thereof.

#### **6 Cancellation / Refunds**

- a) Cancellation by the Trust  
Whilst the Trust will make every effort to undertake Assessments as arranged, it reserves the right to cancel giving as much notice to the Driver as is practicable. Where the Trust cancels an Assessment, an alternative booking will be offered without any charge. If an alternative booking is declined, a full refund will be made to the Driver.





b) Cancellation / Changes by the Driver

Where the Driver wishes to cancel or change a booked Assessment, a minimum of five (5) clear working days' notice must be given. Should the required notice not be given, no refund of Assessment fees will be given. Where proper notice is given, a full refund will be offered by the Trust. Where an Assessment is rebooked, this will not attract any administration fee provided that the required notice is given.

**7 Complaints**

- a) Where a Driver has a complaint about the conduct of any Assessment this should be raised, at the time, with the Assessor conducting the Assessment. If the matter is not resolved, the issue must be raised, in writing, with the General Manager of the Trust within ten (10) working days of the Assessment. An answer will be given to the Driver within ten (10) working days of receipt by the Trust of the complaint and any remedy decided will be at the sole discretion of The Trust. Complaints received out of time or not in writing will not be dealt with.

Note: Scope of Assessment

It is Trust policy to offer Taxi Driver Assessments only within the programme and Agreement. The Trust does not offer pre-Assessment training, or remedial training after a failed Assessment. Should any Assessor appear to the Diver to be breaching this policy, a complaint under 7 above may be made.

The Trust offers re-testes in the event of a failure, but these should be rebooked as in 2 above and not directly through the Assessor. A retest will be charged at full rate.