

Instructions for English Ability Assessments for new applicants for Hackney Carriage and Private Hire Drivers' Licences

This English Ability Assessment is a test for all new applicants for Hackney Carriage and Private Hire Drivers' Licences. Applicants will be required to demonstrate a basic level of proficiency in oral and written English and the ability to accurately give change in sterling. This has been implemented to ensure that drivers are capable of :

- a) Conversing with their passengers to the extent of understanding required destinations or other normal requests.
- b) Providing a customer with the correct change from a note of higher value than the given fare.
- c) Providing a legibly written receipt upon request.

The assessment will be conducted verbally by an officer of the Council and should take no longer than 15 minutes.

Before the assessment commences, the officer concerned will photograph the applicant and confirm the identity of the applicant.

The assessment should be conducted in a manner that is relatively informal in order to put the applicant at ease. The result of the assessment should be a strict pass or fail. This will be communicated to the applicant after the test and then confirmed in writing. The assessment is to assess the ability of the applicant to complete the tasks set. Minor spelling mistakes and mispronunciations are acceptable. Applicants should be expected to answer all questions correctly but the achievement of a PASS mark is possible in cases other than this where, in the judgement of the interviewing officer, the applicant has the basic standard of English being assessed. Plain paper should also be made available to the applicant to use for rough calculations etc.

The decision of the person undertaking the assessment is final. Those who have not attained a PASS mark in the English Ability Assessment will not normally be granted a Private Hire or Hackney Carriage Driver's Licence. Unsuccessful applicants then have a right of appeal to the Magistrates' Court if there is a refusal to grant a Licence.

If the applicant received a FAIL mark they should be given details of courses which are available locally to improve their English.

The assessment includes questions about the applicant, charging fares and change to be given, identifying individual street names and understanding of licence conditions.

