

APPENDIX A

Taxi - Essential Skills Assessment

The following assessment is based on the essential skills a taxi driver needs to provide a high quality service to customers.

The assessment is split into 4 sections

1. Money and finance
2. Receipts and paperwork
3. Directions
4. Using an A-Z

Take your time to read the question carefully and, where appropriate, select the correct answer from the choices below each question.

You have 30 minutes to complete the assessment.

Section 1 – Money and Finance

Q1

A passenger gives you a £20 note for a journey costing £11.65p.
How much change should you give?

- A £8.35p
- B £8.45p
- C £9.35p
- D £8.55p





Q2





A journey costs £18.70p. The passenger gives you two £10 ten pound notes,
How much change should you give?





- A £2.30p
- B £3.20p
- C £1.30p
- D £4.30p





Q3

A journey costs £9.05 and the passenger gives you a £10 note. Which of the following is the correct change?

A  +  +  + 




B  +  +  + 





C  +  +  + 




D  +  +  + 




Q4

A journey costs £18.45p and you are given £20 by the passenger. How much change should they receive?

A  +  + 

B  +  +  + 

C  +  + 

D  +  + 

Section 2 – Receipts and Paperwork

Q5

You charge £2.00 per mile and your passenger Mr SMITH asks you for a receipt for his 10 mile journey. Please complete the receipt details below.

Received from
Amount
Signed

Q6

If you are working as a private hire driver and you are involved in an accident with another car, what details should you exchange with the other driver?

- A - Your contact details and your insurance details
- B - Your contact details
- C - Your company name
- D - Your car registration and company name

Q7

9.a **Signing your photograph**

To obtain a driving licence, you must supply a photograph and proof of identity. The photograph must be signed unless you are providing a UK passport for identification purposes.

Warning: The person who signs your photograph must have known you personally for at least two years, and must not be a relative or a member of the Post Office staff processing the application.

From what you have read, do you need to have your photograph signed if you are providing a UK passport for identification purposes?

- Yes No Can't tell

Q8

Your company asks you to add up how much they have to pay you for the week. Use the table below to calculate the total payment they have to give you.

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
£50	£42.50	£63	£102.50	£135.50	£110	0

- A - £503.50p
- B - £400.50p
- C - £282.00p
- D - £305.50p

Q9

You see the following notice in the licensing office.

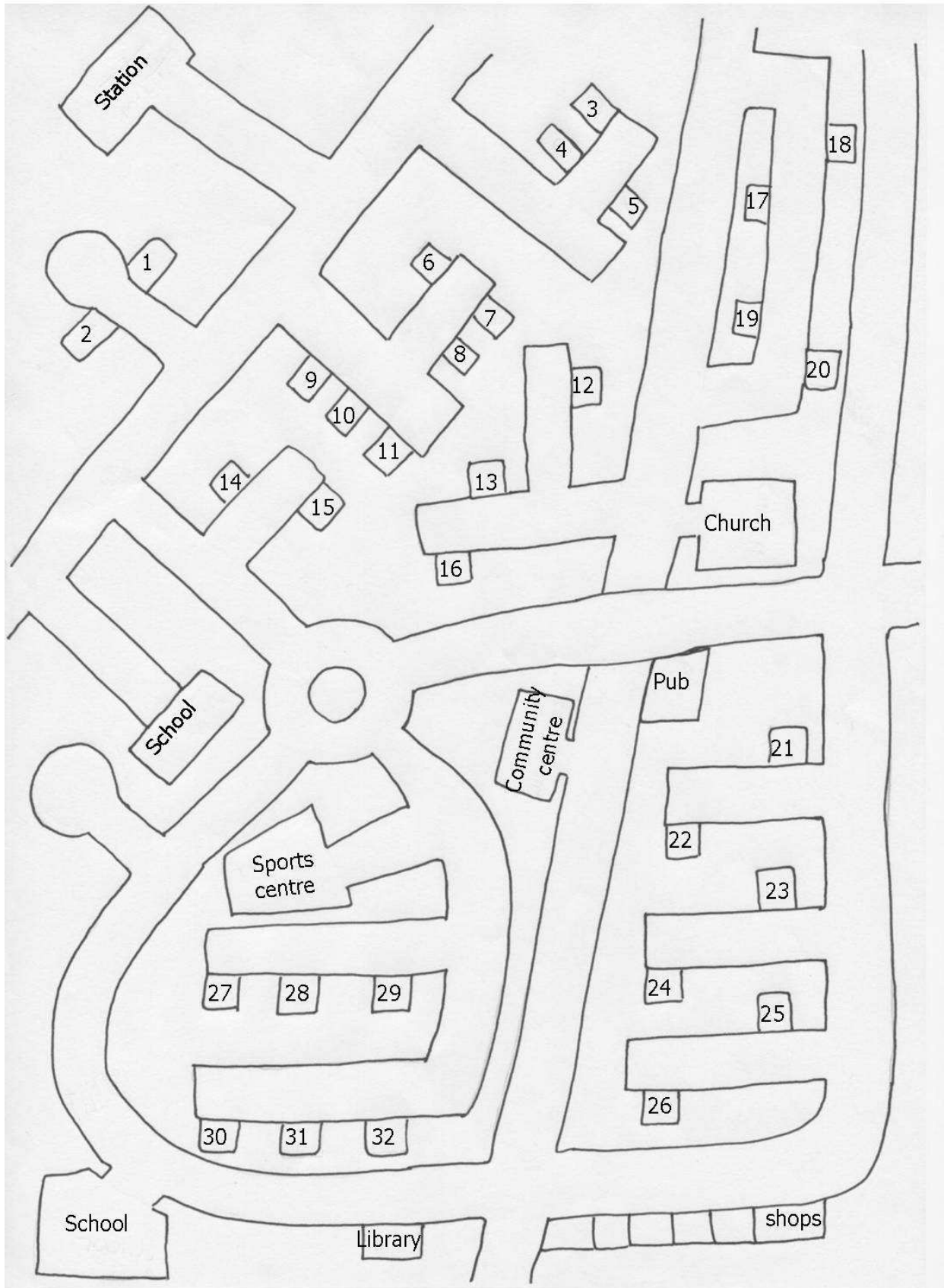
There was an incident in the centre on Friday night between ten and eleven in the evening.
A driver was attacked and police are looking for witnesses.
If you were in town during this time please call the police in case you are able to help with enquiries.

You were in the area between 10pm and 11pm, what should you do?

- A – Contact the police
- B – Contact the licensing office
- C – Nothing – you didn't see anything
- D – Talk to your company office

Section 3 – Directions

Use the map below to answer questions 11-15.



Q10

You are given the following directions, Which house do you arrive at?
"From the station, take a right then second left. Turn down the road on the left and the house is on the left hand side."

- A – 14
- B – 15
- C – 6
- D – 4

Q11

What is the correct route from the school to the sports centre?

- A Left onto the main road, third exit from the roundabout and then first right.
- B Left onto the main road, second exit from the roundabout and then first left.
- C Right onto the main road, left at the junction and under the bridge on the right.
- D Left onto the main road, third exit from the roundabout and then first left.

Q12

You are given the following directions, Which house do you arrive at?
"From the pub go towards the church, take the right after that and I live in the second house on the left."

- A – 20
- B – 19
- C – 18
- D – 17

Q13

You are given the following directions, where do you arrive?
"from the library go right and then straight across the junction, follow the road and take the forth turning on the left, at the roundabout take the first exit and then the first right."

- A – The church
- B – House 16
- C – The sports centre
- D – House 29

Q14

What are the correct directions from the church to the shops

- A Go right and then take the first left .
- B Go left take the first right and then right again.
- C Go left up the road and take the first right hand turn.

D go left up the road and take the second right.

Section 4 – Using an A-Z

Use the A-Z provided to find grid references and page numbers for the following streets

Q15

[Name of Street]

Answer.....

Q16

[Name of Street]

Answer.....

Q17

[Name of Street]

Answer.....

Q18

[Name of Street]

Answer.....

Q19

[Name of Street]

Answer.....