



Knowledge of London One to One Examinations

1. Introduction

London Taxi and Private Hire (TPH) is committed to providing a fair, open, transparent and consistent Knowledge of London examination system and to assist in meeting this aim this document provides Knowledge of London Examiners with detailed guidance for conducting one to one examinations (appearances).

The following guidelines address:

- questions that will be asked at the various stages of appearances;
- assessing answers to appearance questions; and
- the appearance marking system.

The full process for learning and testing the Knowledge of London is outlined in the TPH publication '*Applicants for a Taxi Driver's Licence - The Knowledge of London Examination System*'.

2. Stages 3, 4 and 5 - General

- Only ask points within 6 miles radius of Charing Cross (All London candidates only).
- Answers should be based on the shortest route available, unless otherwise specified by the examiner (e.g. use of Oxford Street acceptable if shortest). Traffic is irrelevant unless specified.
- Using more than one bridge across the River Thames is acceptable and preferred if it is the shortest route.
- Road works expected to last less than 26 weeks must be ignored.
- Where it is apparent that road works will last longer than 26 weeks (e.g. Crossrail works at Tottenham Court Road j/w Oxford Street), a candidate would be expected to find an alternative route (and be marked accordingly) after four weeks from the commencement of works.
- U-turns are only acceptable at locations where they are exclusively provided for by taxis e.g. Bishops Bridge Road, Marylebone Road (at Baker Street Station).

- Setting down on the right is acceptable if there are no restrictions or obstructions and it is legal to do so. Traffic is an irrelevant factor.
- Turnarounds (i.e. using additional streets in order to turn the taxi around) should only be considered necessary where the road layout specifically prevents leaving or setting down on the opposite side of the road. Minor obstructions e.g. keep left islands, should be ignored.
- A maximum of four runs should be asked on any appearance allowing for time constraints. If a candidate is utilising a lot of time, use shorter runs to accommodate the four runs wherever possible. Candidates who still utilise the maximum time and therefore only answers three runs or fewer are to be marked on the completed runs only.
- Time allowing, four questions should always be asked regardless of the marks achieved.
- If road layouts change, points change or new points appear, allow 4 weeks from the known date of the change before incorporating in an appearance question.
- Blue plaques, brown plaques and minor memorials are not to be asked.
- The use of private roads (e.g. York Buildings, Waterloo Station, Chelsea Harbour Drive) is allowed.

3. Stage 3 Appearances

3.1 First Appearance

- Questions are to be based on Blue Book runs.
- Only ask **large points** (e.g. major hotels, hospitals, stations, restaurants, sports venues, museums, theatres, police stations, magistrates/crown courts etc.).
- No turnarounds to be asked.

3.2 Remaining appearances

- Ask large points as above.
- Candidates may be allowed to go back on a route and correct errors without being penalised.

4. Stage 4 Appearances

- Can ask more complex routes incorporating obstacles (e.g. road closures), avoiding road humps or multiple drops.
- Candidates should not be allowed to go back and correct a route.
- Theatre shows and temporary events must not be asked.

5. Stage 5 Appearances

- High profile temporary events (e.g. London Fashion Show, Iraq Enquiry, temporary ice rinks) and high profile and long standing theatre shows can be asked.
- At Stage 5 suburban candidates may be asked questions about major places in the adjoining sector. However, these must be limited to large points (e.g. transport hubs, five-star hotels, sports venues, hospitals, shopping centres, etc.) in the immediate borough of an adjacent sector.

6. Marking System

The same marking system is used for Stages 3, 4 and 5.

There will be a maximum of 10 marks available for each question giving a potential maximum of 40 for the examination.

The candidate will be asked to identify the start and finish points of a run. If they fail to identify the location of a point they must be asked an alternative but will be deducted one mark for each point they fail to identify. The Examiner must continue to ask alternative points until both the start and finish points have been located or all 10 marks have been deducted, whichever comes first.

Once the candidate has successfully located both the start and finish points they will be asked to describe the route between the two. The answer will be scored out of the number of marks remaining from the original 10. The candidate will lose marks if, for example:

- incorrect street names are given;
- the route is not the most direct available;
- hesitancy in delivering the answer indicates that he cannot recall the route quickly enough to be able to drive confidently and safely in London traffic.

Therefore, if the candidate correctly identifies the first start and finish points asked and calls the run perfectly, they will be awarded 10 marks for that

question. Conversely, if the candidate fails to identify 10 points the run cannot be attempted and no marks can be awarded.

If a candidate cannot complete a route (e.g. gives up en-route) then no marks can be awarded for that particular run.

If, when describing a route, the candidate makes an illegal manoeuvre (e.g. banned turn or U-turn, contravenes a 'no entry' sign, travels the wrong way down a one-way street) he will receive a score of 0 for that run.

The total number of marks scored over the four questions is translated into an overall grade for the appearance. Five grades can be awarded:

<u>Points</u>	<u>Grade</u>	
40	AA	Exceptional
36-39	A	Very good
32-35	B	Good
24-32	C	Satisfactory
<24	D	Unsatisfactory

London Taxi and Private Hire
Standards and Regulations
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