

## **Knowledge Tests**

Due to COVID-19, Knowledge Tests for new Taxi applicants have been suspended. This has meant we have been unable to process any application for new Taxi Drivers as this is an essential part of the application process. We have been considering digital methods of undertaking these tests and have found a solution.

Until further notice, knowledge tests will be carried out by **MICROSOFT TEAMS** video call. The applicant will need to access a computer and a tablet device in order to sit the test. The applicant will be emailed the test papers when the video call commences. The applicant will then be asked to undertake the tests on the computer and place the tablet device in a position so that the examiner can see the screen to ensure the exam is carried out under exam conditions. At the end, the applicant must save their work and then return it by email to the examiner. The procedure for this is outlined below. Take an application being submitted on 1<sup>st</sup> March 2020 as an example.

### **Week 1**

- 1) Taxi application received by Licensing Department 1<sup>st</sup> March 2020
- 2) This triggers a 28-day consultation period in which time objections or representations in respect of your application may be received
- 3) The Licensing Standards Officer will contact you during week one to arrange a time and date for you to undertake your knowledge test. An email address is mandatory to enable the next steps. That email address must be the email you use for Microsoft teams.
- 4) Later in that week, the Licensing Standards Officer will undertake the necessary steps to set up a digital knowledge test. You will be sent an invite to your email address which you will need to accept.

### **Week 2**

- 1) You sit your knowledge test at the date and time agreed. Once a connection is secured and the Licensing Standards Officer can see your computer screen, he will send you an email containing your test papers. You will then sit the exam. Once complete, you must save the papers and email them back to the Licensing Standards Officer.
- 2) The Licensing Standards Officer will mark your papers by no later than noon the following day of your test. He will let you know the result. If you have passed, you proceed to week four. If you have failed, a new time and date will be arranged for you to re-sit the test in week three.

### **Week 3**

- 1) You sit your knowledge test at the date and time agreed. Once a connection is secured and the Licensing Standards Officer can see your computer screen, he will send you an email containing your test papers. You will then sit the exam. Once complete, you must save the papers and email them back to the Licensing Standards Officer.
- 2) The Licensing Standards Officer will mark your papers by no later than noon the following day of your test. He will let you know the result. If you have passed, you proceed to week four. If you have failed, a new time and date will be arranged for you to re-sit the test in week four. Please note that for a second resit a £50 fee is charged.

## **Week 4**

If you have passed your tests:

- 1) If you have successfully passed your test, you will need to wait until the end of the 28-day consultation period before your licence may be granted. In this instance, that is the end of the 29<sup>th</sup> March 2020, so you would not get your licence until the 30<sup>th</sup> March 2020 at the earliest. However, if there is an objection received in respect of your application, it will require to go to the next available Civic Licensing Committee to be determined. You would be kept informed of this should it be required.

NB: Please note, just because you have passed your test and no objections have been received in the 28-day period does NOT mean you will get your licence the very next day. Our Business Support team will endeavour to get it to you as quickly as possible and it may take some time before it is with you.

If you have failed your tests for a second time:

- 3) If you fail your resit, you may have a second re-sit. You sit your knowledge test at the date and time agreed. Once a connection is secured and the Licensing Standards Officer can see your computer screen, he will send you an email containing your test papers. You will then sit the exam. Once complete, you must save the papers and email them back to the Licensing Standards Officer.
- 4) The Licensing Standards Officer will mark your papers by no later than noon the following day of your test. He will let you know the result. If you have passed, your application will fall under the “if you have passed your tests” category. If you have failed, there is no third re-sit and we will recommend that the committee refuse your application. If this happens, you will not be reimbursed.

## **The Knowledge Test itself**

The Knowledge Test itself will depend on which zone you have applied for. There are four Angus Council taxi zones:

- 1) Forfar/Kirriemuir
- 2) Montrose/Brechin
- 3) Monifeith/Sidlaw
- 4) Carnoustie/Arbroath

You will be given two test papers, one for each burgh. Each paper is made up of two parts. Paper A is naming the street of a location (for example, where is Angus House? Answer: Silvie Way) and is marked out of 10. You require 6/10 to pass. Part B is made up of 5 questions and involves describing the shortest route from A to B, and you must score 3/5 to pass.

If you apply for Montrose/Brechin, for example, and you pass both parts A & B for Montrose, Part A for Brechin and fail part B for Brechin, you will only be required to sit part B for Brechin again.

You will have 30 minutes for each test. Please, therefore, allow for one hour and 15 minutes for the full test, to account for any potential IT issues. If you require to resit only one part of

an exam as described above, the period will be shortened to 15 minutes as it is only half the paper.