



Taxi & Private Hire Training Day

Joining Instructions

Location

The training day will be delivered at the Municipal Offices, Promenade, Cheltenham, GL50 9SA. This is a town centre location with good public transport links, please consider using public transport.

Time

The training will start promptly at 9:30am and you should arrive no later than 9:15am. If you are late you will not be permitted to take the training and may forfeit your fee. We expect to finish the morning session by lunchtime (12:30pm). The written assessment (Cheltenham applicants only) will be undertaken after a short lunch break.

If you are a Cheltenham applicant who is resitting the written assessment, you should arrive no later than 12:45pm. If you are late you will not be permitted to take the test and may forfeit your test fee.

Note: that lunch and hot drinks are not provided, however we are in the town centre so there are plenty of places around to buy food.

During the morning session there will be a scheduled break, we have a coffee machine where you can buy hot drinks and we also have a water machine available.

Identification

You must bring photographic identification with you: either a passport or DVLA driver's licence photo card.

Parking

There are a number of car parks in the vicinity of the Municipal Offices. Attendees should use one of these car parks. Please ensure you pay for enough parking time to cover the whole training day. There is no parking at the rear of the Municipal Offices.

Programme

The training day will consist of 2 parts: training presented by an officer and a written test.

Morning session

- Safeguarding awareness and responsibilities
- Equalities awareness and responsibilities
- Customer care
- Law and conditions of licence and rank etiquette

A certificate of completion will be issued to all attendees.

Afternoon session (Cheltenham licence holders / applicants only)

Written local knowledge test

The duration of the test will vary depending on the type of test you are taking:

- Private Hire test: 1 hour
- Hackney Carriage test: 1 hour 15 minutes

More information about the test can be found in the accompanying "Knowledge Test Information" document.

Included with this information sheet is a copy of the presentation that will be used on the day.

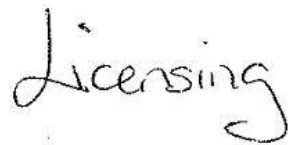
We strongly advise you to read through the slides in advance of the training day. The questions for Parts 1 & 2 of the test will be taken from the information sheet and the presentation, so it is important that you study the documents thoroughly.

Special needs

If you have any special educational needs or requirements, please contact us in advance of attending the training day.

If you have any queries about this, please contact me at your earliest convenience.

Yours sincerely,

A handwritten signature in cursive script that reads "Licensing".