Licensing Department

Private Hire & Hackney Carriage Driver Knowledge Test Booking

Application Guidance Document

Version 1

April 2018

Note: Version 1 of the guidance notes - screen shots are taken from a testing platform and as such content may vary slightly when the site is live.

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Introduction

Thank you for applying to become either a Private Hire or Hackney Carriage Driver. As part of your application you must sit and pass a Knowledge Test. This guide is intended to be used after you have made your licence application to the Council, as you will need to enter a reference number you will only have once we have received your application.

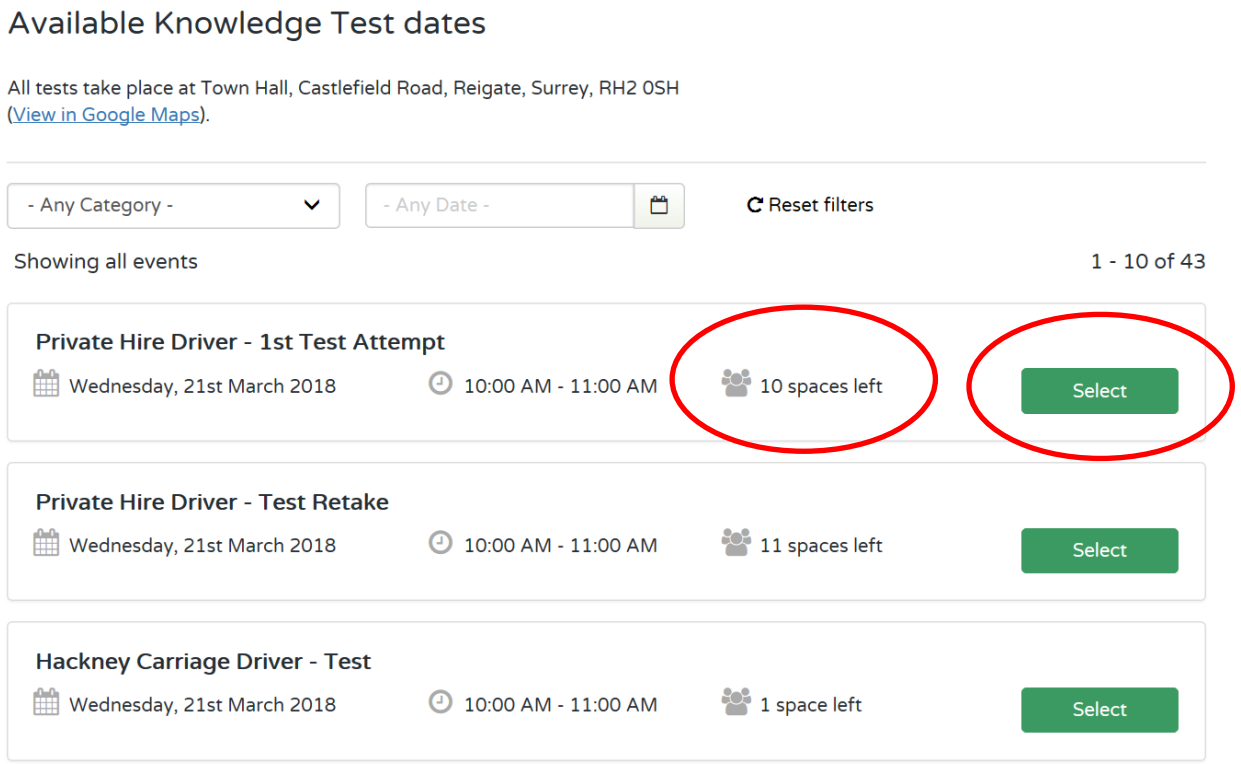
In this document we present a step by step guide with screen shots of the whole online application process.

In some of the steps we have entered our own example text as a guide on how best to enter the information, but please enter your own details into the form. Input fields marked with a red asterisk (*) cannot be left blank.

To start to make your booking either click on the link you will have received in your application confirmation email or visit our Knowledge Test webpage for further information and advice. Select the knowledge test webpage that is relevant to your application.

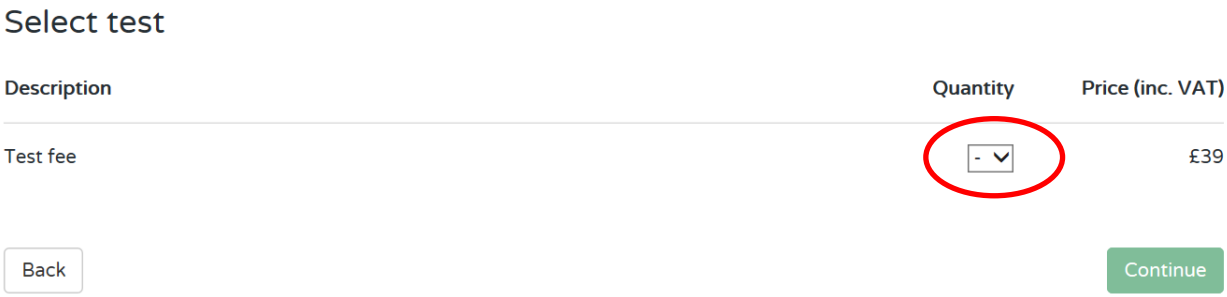
Step 1: Select a date for your test

You must only select the test that is relevant to your licence application/situation: There are usually 11 test places for private hire driver knowledge tests where it is an applicant's first attempt at the knowledge test, i.e. not sat the test before. There are usually 11 places for applicants that are retaking the test, i.e. already sat the test before and not passed. There are usually two spaces for hackney carriage drivers. Look for a test date that has spaces left by clicking on the select button as shown below.



Step 2: Select the test required

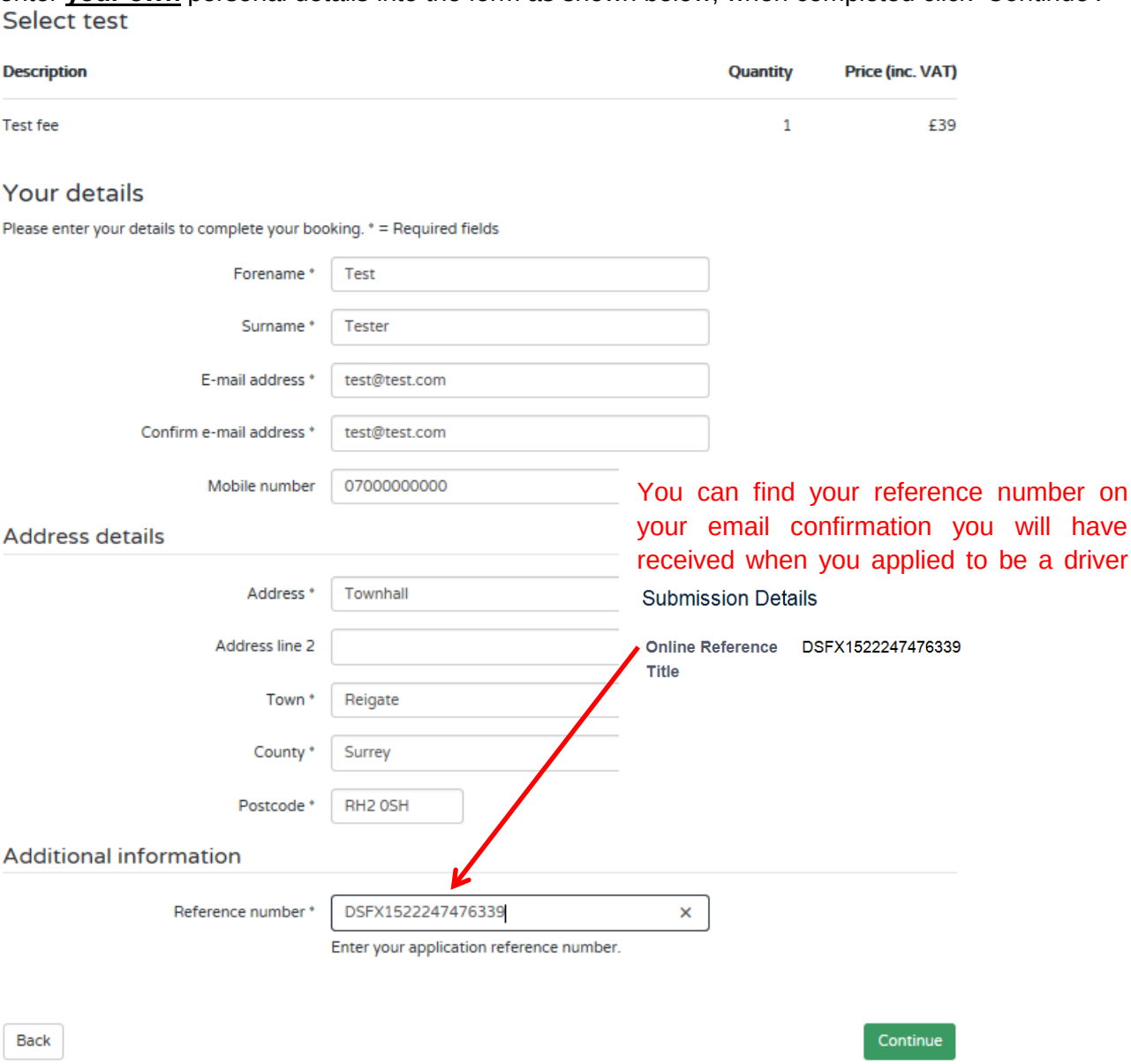
Using the quantity tab, select the relevant test for the type of Licence you have applied for. In this example we have selected a knowledge test for a private hire driver.



When you have made your selection click 'Continue' to proceed to **Step 3**.

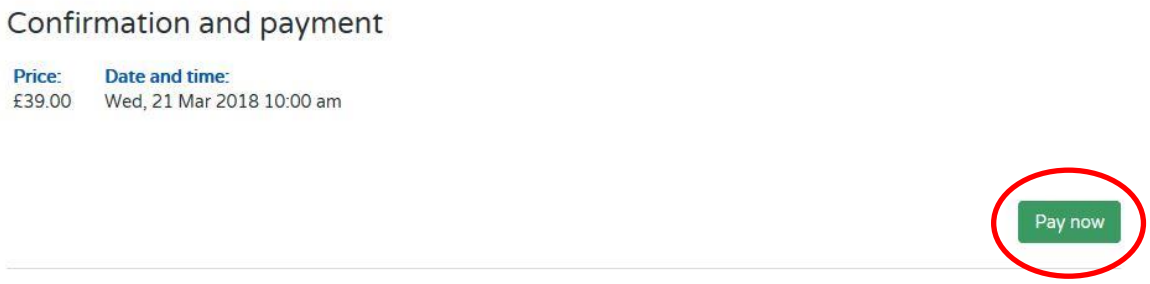
Step 3: Personal details

Please enter **your own** personal details into the form as shown below, when completed click 'Continue'.



Step 4: Confirmation and Payment Information

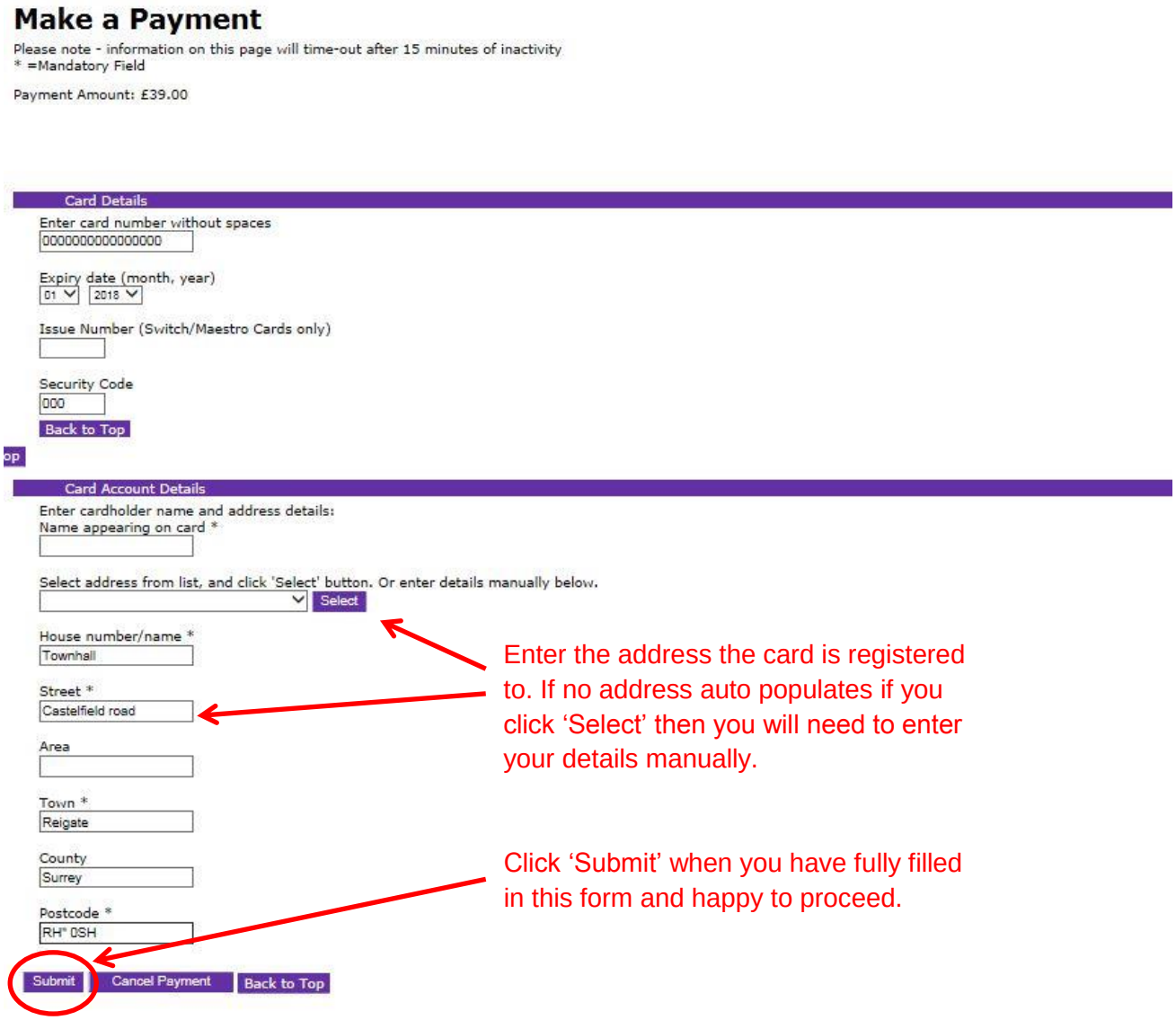
You will then be shown the correct fee for your application with the date and time you want to book your knowledge test for.



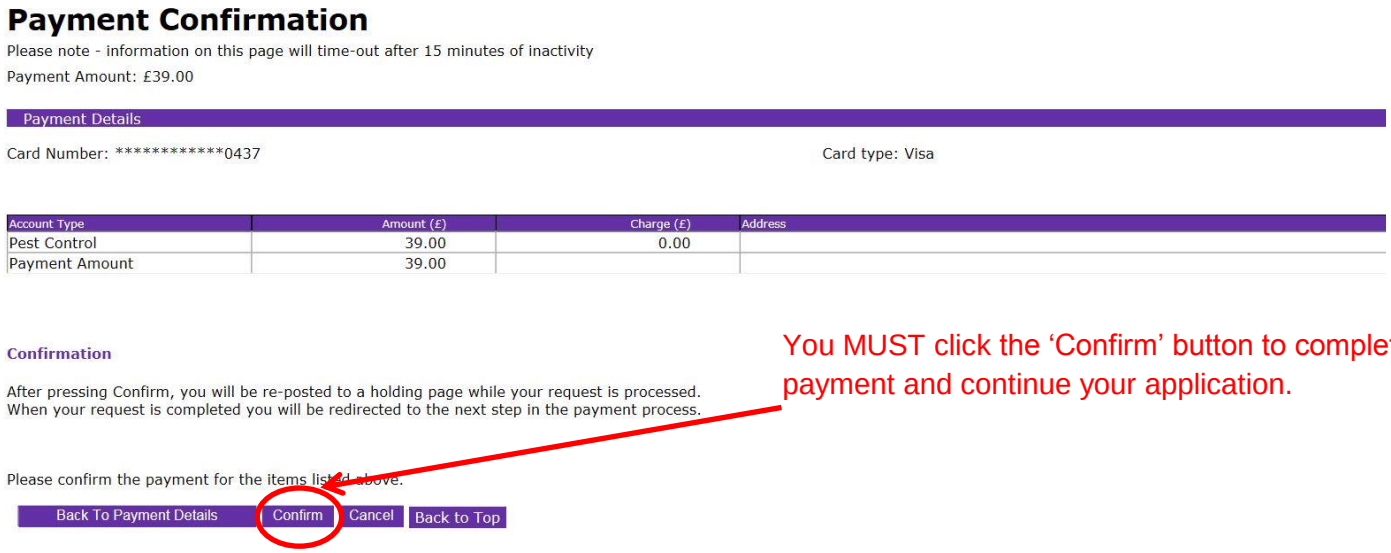
When you are happy you have selected the right type and date for your test, click 'Pay Now'.

Step 5: Payment

You will then be directed to the Council's external payment screen, to enter **All** your card and card account details. Once you are sure the details are correct click the 'Submit' button.



You will now be shown a summary of your payment - check again that it is all correct and once you are happy, click 'Confirm' at the bottom of the page. If you do not click confirm then your application will not be valid and we will not receive your application or payment.



Payment Confirmation

Please note - information on this page will time-out after 15 minutes of inactivity

Payment Amount: £39.00

Payment Details

Card Number: **********0437 Card type: Visa

Account Type	Amount (£)	Charge (£)	Address
Pest Control	39.00	0.00	
Payment Amount	39.00		

Confirmation

After pressing Confirm, you will be re-posted to a holding page while your request is processed.
When your request is completed you will be redirected to the next step in the payment process.

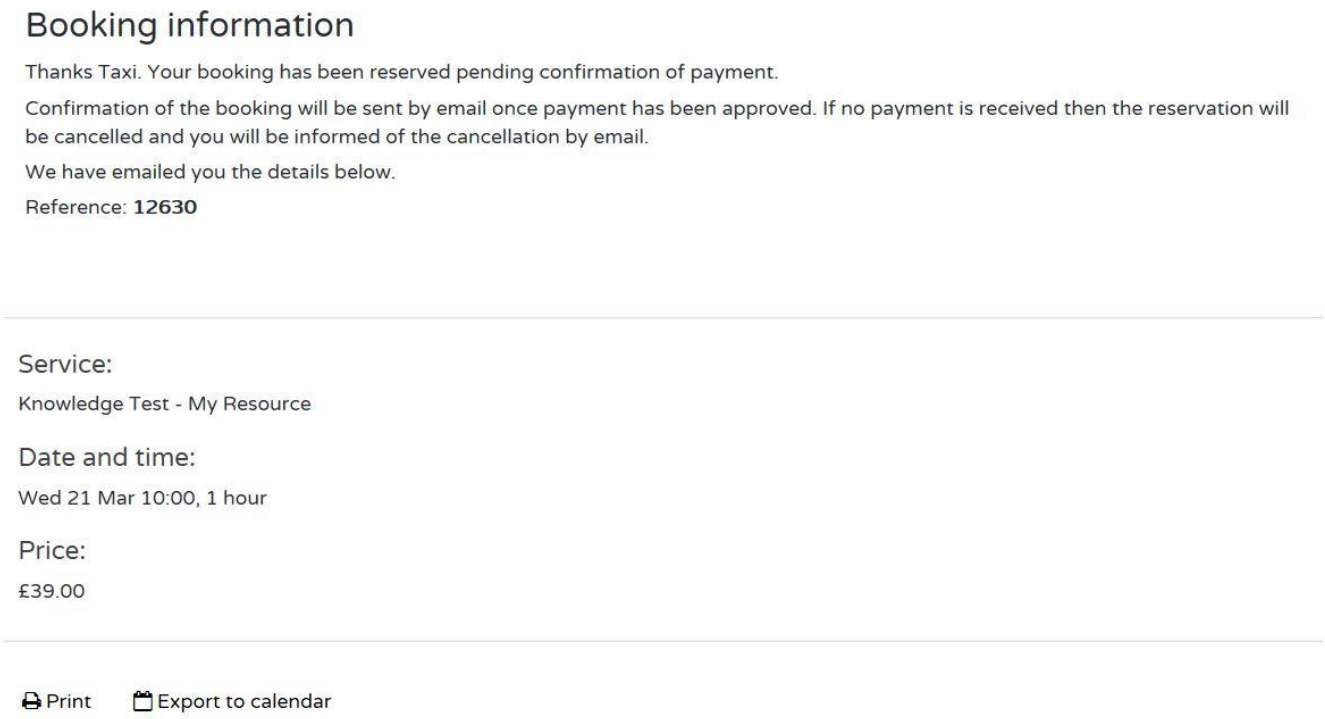
Please confirm the payment for the items listed above.

Back To Payment Details | Confirm | Cancel | Back to Top

You MUST click the 'Confirm' button to complete payment and continue your application.

Step 6: Booking Summary

When you have clicked the 'Confirm' button above and finalised your payment, you will see a screen similar to below. It takes a few minutes for our finance system and booking systems to communicate together hence the wording of the text.



Booking information

Thanks Taxi. Your booking has been reserved pending confirmation of payment.

Confirmation of the booking will be sent by email once payment has been approved. If no payment is received then the reservation will be cancelled and you will be informed of the cancellation by email.

We have emailed you the details below.

Reference: **12630**

Service:

Knowledge Test - My Resource

Date and time:

Wed 21 Mar 10:00, 1 hour

Price:

£39.00

Print Export to calendar

Note: the print and export to calendar functions may not be supported on certain mobile devices.

Step 7: Email confirmation of your booking

Within an hour of making your payment you will receive an email similar to below. This will confirm your booking. Please retain this email and record the date and time of your test as you will not get a further reminder. You may be asked to show your booking confirmation email at the knowledge test please note. Further information on the knowledge test procedure including where to go and what time to arrive is available on our Knowledge Test advice page.

Booking Confirmation

Hi Taxi Driver,

Thank you for your booking; your booking is now confirmed

Booking Details:

Item		Price
Details	Knowledge Test Wed Mar 21 10:00 AM, 1 hour	
Quantity	Knowledge Test : Private Hire driver x1	
Address	Town Hall Castlefield Road Reigate Surrey RH2 0SH United Kingdom (View on map)	**£39**
Booking Reference	45597	
	Total	**£39**
	Paid	**£39**

This option isn't configured for use do not use.

Payment received - Thankyou

Additional Info: To cancel or amend this please Click Here

This email originates from an unmonitored account, please do not reply to this email as we will not receive your response.

Step 8: Option to amend your test

The online option to cancel or amend a booking isn't configured and as such should not be used. There is no provision to cancel a knowledge test only to amend your booking. If you wish to amend your booking e.g swap to a later or earlier test please contact the licencing team over the telephone and we can look into amending your booking.

Thank you for booking your knowledge test.

Please see our website for more details:

http://www.reigate-banstead.gov.uk/info/20119/taxi_and_private_hire_licensing

Document End