



2023

The Knowledge of Trafford



Trafford Council An introduction to learning the Knowledge of Trafford and the examination process.

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Part One

Learning the Knowledge of Trafford

1. Introduction

This information guide is intended for those who have registered their interest in becoming a licensed Hackney Carriage or Private Hire Driver with Trafford Council. The Knowledge Test is the pre step in the application process. Supporting documents such as DBS Certificate, Medical Report Form and DVLA check are all taken later on in the application process. It is intended that this information guide is to be read in conjunction with the following:

- The Highway Code
- Hackney Carriage Driver Conditions
- Private Hire Driver Conditions
- Private Hire Vehicle Conditions
- Hackney Carriage Vehicle Conditions
- The Local Government (Miscellaneous Provisions) Act 1976
- The Health Act 2006 regarding smoking in work premises or vehicles
- The Road Safety Act 2006

2. Resit Policy

Applicants who fail their Knowledge Test must wait for a minimum of a six month period before re-sitting the test. Failure of the second test, applicants must wait a further twelve month period before re-sitting the test for a third time.

3. Booking your test

You can book a knowledge test by completing the online [booking form](#). You will then be contacted once we reach your form/payment with a selection of available dates for your test and induction course.

If you cannot attend the date you have booked on to you must notify us within 48 hours otherwise you will be charged for the test.

4. Number of Tests

The applicant will be provided with an opportunity to undertake the Driver Knowledge Test on three separate dates:

Test One

The Authority will contact the applicant to confirm the Driver Knowledge Test results achieved by the applicant:

If the applicant fails the Driver Knowledge Test, the applicant will be asked to confirm whether they wish to re-sit the test again, whether they would like to withdraw their application or whether they would like the Authority to progress their application for determination using the results obtained in Test One:

- The Authority shall, unless contacted by the applicant within 6 months of the notification of results to confirm how they wish to proceed, progress the application for determination.
- Applicants that confirm that they wish to re-sit the test shall not be permitted to take a second Driver Knowledge Test for a period of 6 months from the date of Test One.

If an applicant passes the Driver Knowledge Test, the applicant will be invited to Stage 2 of the process which is a Document Verification Appointment.

Test Two

The Authority will contact the applicant to confirm the Driver Knowledge Test results achieved by the applicant:

If the applicant fails the Driver Knowledge Test, the applicant will be asked to confirm whether they wish to re-sit the test again, whether they wish to withdraw their application or whether they would like the Authority to progress their application for determination using the results obtained in Test Two:

- The Authority shall, unless contacted by the applicant within 12 months of the notification of results to confirm how they wish to proceed, progress the application for determination.
- Applicants that confirm that they wish to re-sit the test shall not be permitted to take a third Driver Knowledge Test for a period of 12 months from the date of Test Two.

If an applicant passes the Driver Knowledge Test, the applicant will be invited to Stage 2 of the process which is a Document Verification Appointment.

Test Three

The Authority will contact the applicant to confirm the Driver Knowledge Test results achieved by the applicant. Unless the application is withdrawn by the applicant, the Authority will progress the application for determination whether or not the applicant has passed or failed the third Driver Knowledge Test.

5. Cancelling your test

Should you wish to cancel or re-arrange your test, you must give notice in writing to the Licensing Officer a minimum of 48 hours' notice in advance otherwise the full fee will be retained. Where the applicant requests a further test date, the Authority will schedule a test date in accordance with the test process steps as set out above.

6. Test Content

The Knowledge Test is a 45 Minute multiple choice exam which consists of a total of 38 questions and a selection of answers. You will be required to place a tick in the box you choose as your answer. To pass the test you must correctly answer at least 24 questions, the pass mark is 60%.

7. Locations, Premises and Places of Interest

This section consists of a name of a place and you will be expected to know the name of the road or street that place is on. The places may include (but are not limited to) pubs, clubs, restaurants, sports/leisure facilities, schools, colleges, parks, medical centres, hospitals, shopping centres, supermarkets, police stations, railway stations, metrolink stations, cinemas and any other well-known places of interest.

8. Basic Arithmetic and Licence Conditions

This section consists of questions based on mental arithmetic, a calculator is not permitted. Questions on current licence conditions expected from you as a licensed Private Hire or Hackney Carriage Driver.

9. The Highway Code and Safeguarding

This section consists of questions relating to the Highway Code, information that every driver is expected to know. Furthermore, this section contains questions on safeguarding children and vulnerable adults.

10. What do you need to help you learn the Knowledge of Trafford?

Part Two of this information guide provides detail on resources available to you to enable you to be successful in passing the test.

11. Conflict of Interest Policy

In the interests of openness, fairness and impartiality – if any candidate has a close friend or family member who is a Knowledge of Trafford Examiner/Invigilator, they must notify the Regulatory Services Manager of Licensing and Trading Standards once they have made payment to take the test.

12. Why do I need to have local knowledge of Trafford?

As a Private Hire or Hackney Carriage Driver you are required to collect passengers on time. You may be delayed if you have to keep stopping in between jobs to look at a map. Passengers can also change their minds about routes or add extra drop-off points. Passengers are also not always in a position to describe to you the route that you should take.

Satellite navigation systems should not be relied upon. If you live outside of the area you may not be aware that the road name identified on your system is not within Trafford of the surrounding boroughs. Furthermore, the software for such systems can become out of date very quickly as the borough develops.

It is therefore more efficient for both you and your operator, if you obtain some local knowledge of the area before you start work.

13. Why do I need to answer questions on the Highway Code when I have already done this to obtain my DVLA Driving Licence?

Over time, it is easy to forget some of the rules of the road. . As a Licensing Authority, the overriding concerns is safety of the public, therefore questions regarding the Highway Code are a refresher for candidates. Please ensure that you re-familiarise yourself with [the Highway Code](#) before sitting the knowledge test.

14. Study Tips

You will need to obtain a general knowledge of the local area before taking the Knowledge Test.

In order to help you study and prepare for your test, you should consider the following:

- Spending time in the local area, walk, cycle and drive around the Trafford Borough
- Ask a current driver for help and advice
- Studying a map
- Re-familiarising yourself with the Highway Code

- Reading the Licence Conditions booklets for Hackney Carriage and Private Hire Drivers and Vehicles.
- Overview of what safeguarding is and why it is important
- Researching the names of the roads on which local landmarks or bars, restaurants, schools etc. are situated. This data is included in Part Two of this information guide.

15. Instructions for taking the test

You must bring your photo-card DVLA Driving Licence with up to date address or Passport.

You will require a reasonable level ability to read English in order to complete the test.

You must pay a fee in advance in order to book your place on the test.

The test will be conducted in silence. You may only speak to the Invigilator and not to any other candidates who may be taking the test at the same time.

During the test, you will not be permitted to use any of the following:

- Mobile phones
- Smart Watches
- Study notes
- Hand held computers or tablets
- Satellite navigation devices; or
- Any other devices or notes as deemed unacceptable by the invigilator.

All of the above shall be stored away from the desk when entering the exam room.

Evidence of the use of any of the above will result in your test being cancelled. Fees will not be refunded.

Ordinarily, you will not be permitted to leave the room during the test. You should ensure that you have taken any comfort breaks before the test begins.

The pass rate for the test is 60%. The Council's decision as to whether you have passed is final and cannot be changed

You will be notified by email as to the result of your test, usually within 14 days. Please do not contact the Licensing Office before the 14 days have passed. If you fail, you may sit the test again and you must rebook and pay in advance. A minimum of 6 months must lapse between tests to give you time to study the relevant information again and to allow for logistics of the Licensing Office to factor in reservations for a group of candidates who wish to re-sit.

Candidates are expected to thoroughly prepare and be capable of passing the test in the first sitting; the Public Protection Sub-Committee has considered the knowledge test administration policy to favour those that pass first time with a deserved priority process over candidates who need to re-sit. Furthermore, should a candidate fail this resit – a further 12 month period must lapse before they can take the test on a third occasion and you must book the test within 12 months of receiving your result.

A Knowledge Test Pass email will be issued to all successful applicants, this email will contain an appointment date, time and location for you to submit your application and supporting

documents. The Knowledge Test Pass mark is only valid for a period of 12 months from the date of test.

16. Arriving for your test

You must arrive promptly at the given location 15 minutes before the test is due to start. This is to allow for a signing in process, validation of identity, and logistics of entering the prepared exam room and the last minute comfort breaks for some of the applicants.

You must bring an up to date photo-card DVLA Driving Licence or Passport. The Licensing Officer will confirm your identity and take you to the room where the test will take place. If you are late, you will not be permitted to enter the test and you will forfeit your test fee.

If you have any queries regarding the Knowledge test Test, please email licensing@trafford.gov.uk or leave a telephone message on 0161 912 4242. If you have a disability which you think would exclude you from taking the test or condition which we may need to be aware of prior to your test, you must contact a Licensing Officer to discuss.

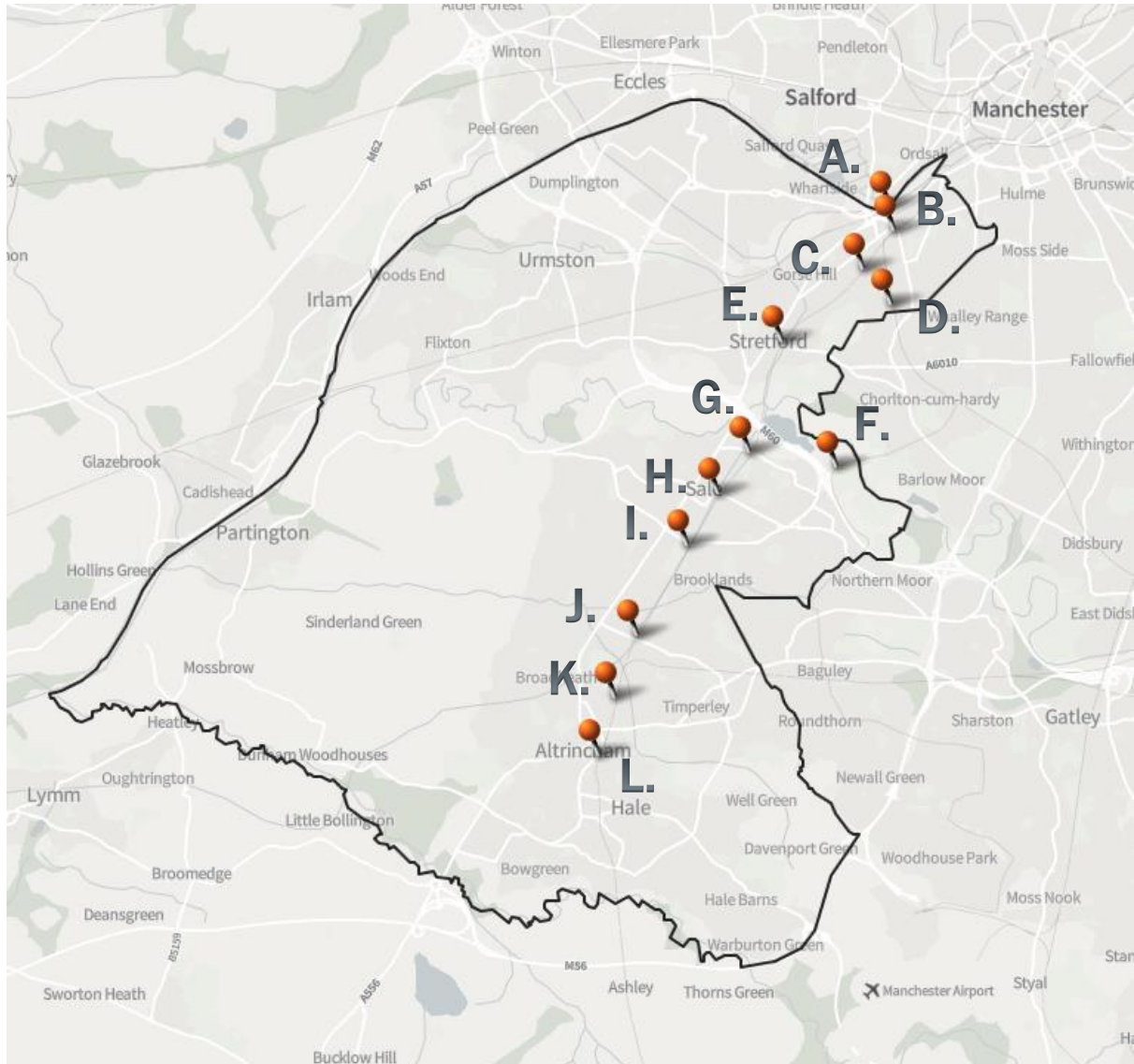
Part Two

Preparation and Revision Pack

1. Locations, Premises and Places of Interest

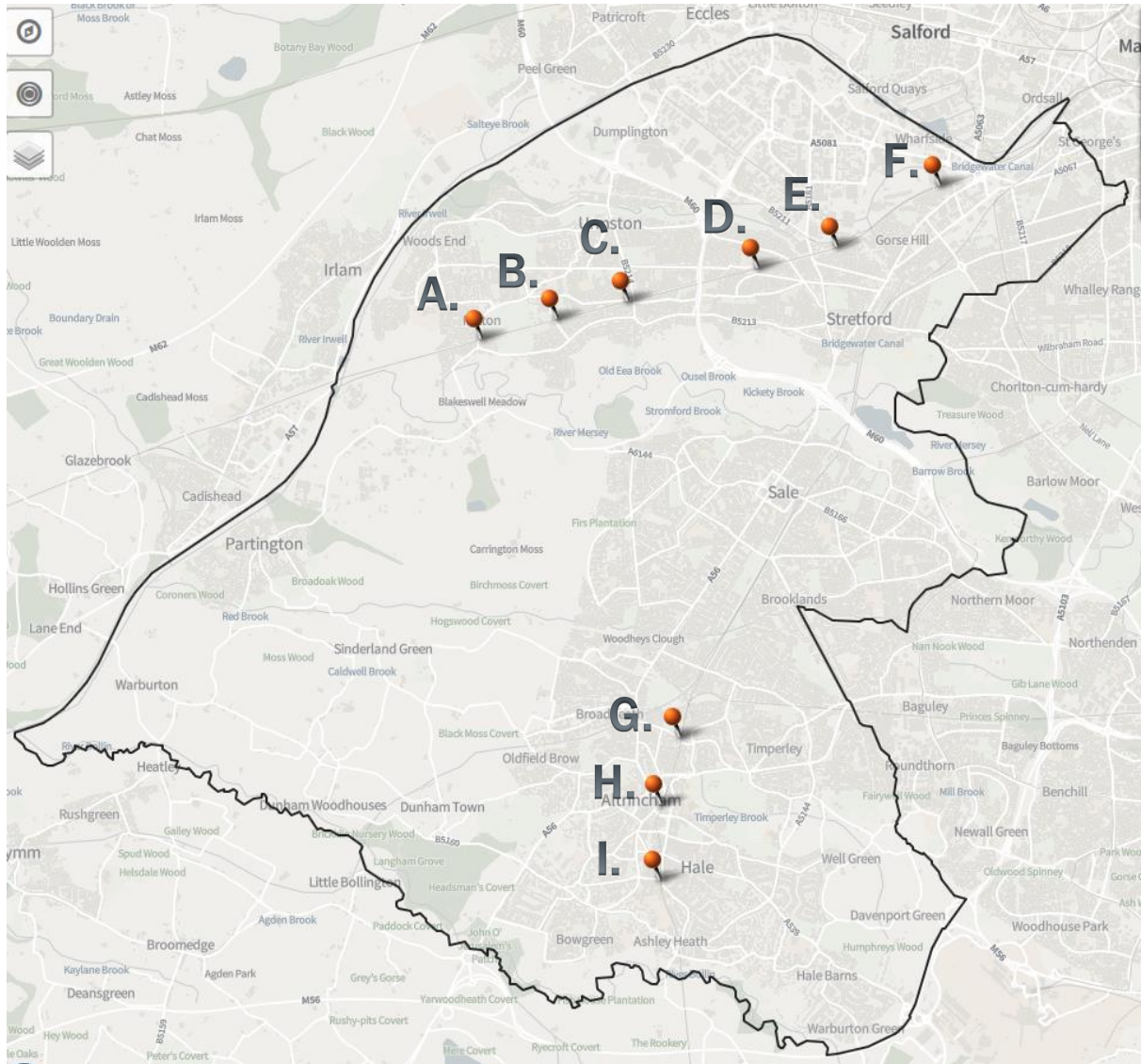
You will be tested on locations. The format of the test will provide you with the name of a place and you must then select the correct road or street name. The information provided above on the Trafford Data Lab website should be invaluable to you in your preparations. The Trafford Lab contains data on numerous examples of locations and places of interest within the Trafford Borough. The data that they hold is public information and it is this data which the Licensing Authority will use for formatting the test questions. Please find included in this part of the guidance, the detail on place and street names. The following pages below contain the important preparation detail on locations, premises and places of interest.

Map to show Metrolink Stations in the borough of Trafford.



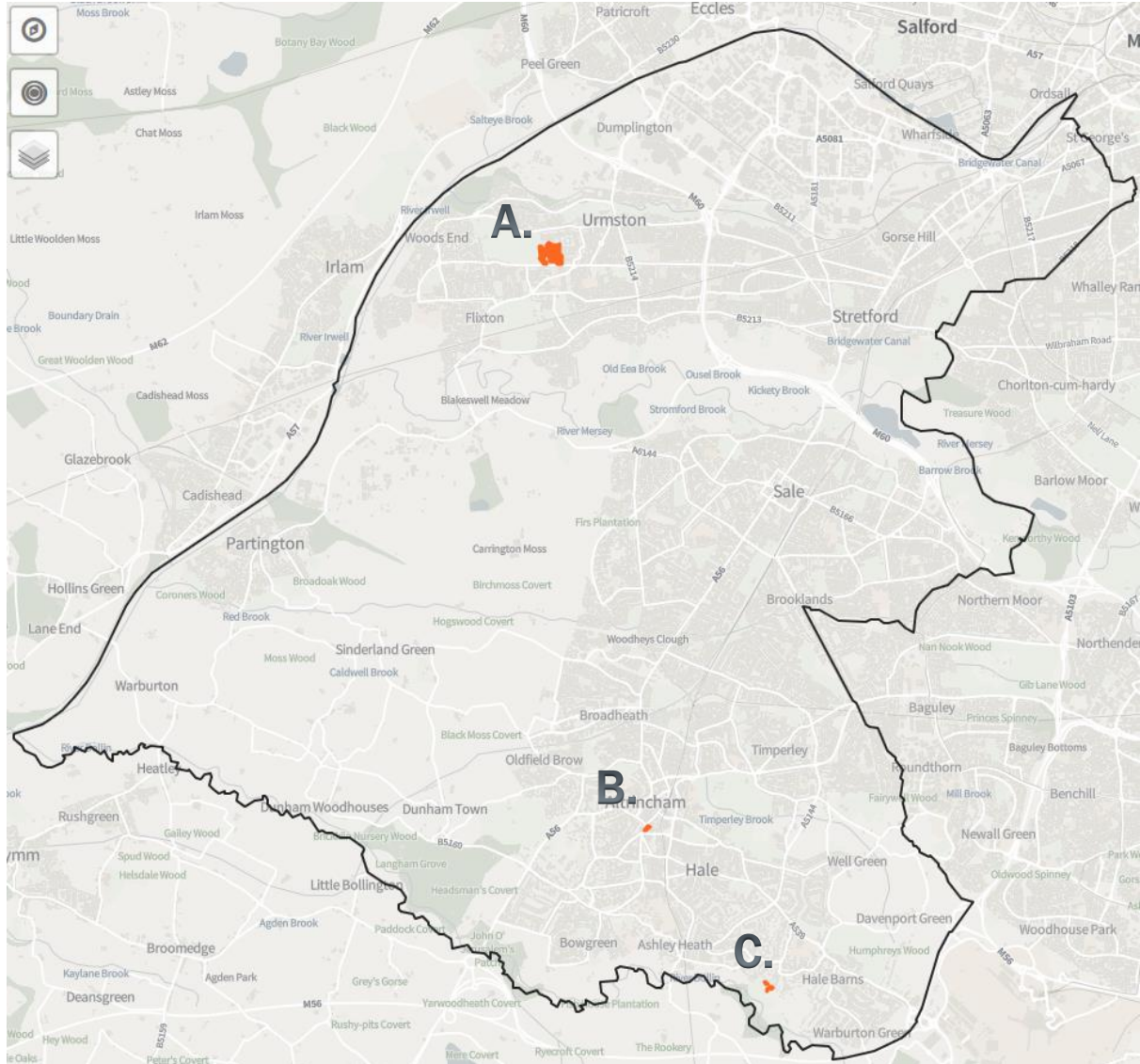
A.	Pomona, Pomona Strand	E.	Stretford, Edge Lane	I.	Brooklands, Marsland/Brooklands Road
B.	Trafford Bar, Seymour Grove/Talbot Road	F.	Sale Water Park, Rifle Road	J.	Timperley, Park Road
C.	Old Trafford, Sir Brian Statham Way	G.	Dane Road, Dane Road	K.	Navigation Road, Navigation Road
D.	Firswood, Firs Avenue	H.	Sale, Northenden Road	L.	Altrincham, Stamford New Road

A Map to show Railway stations in the borough of Trafford



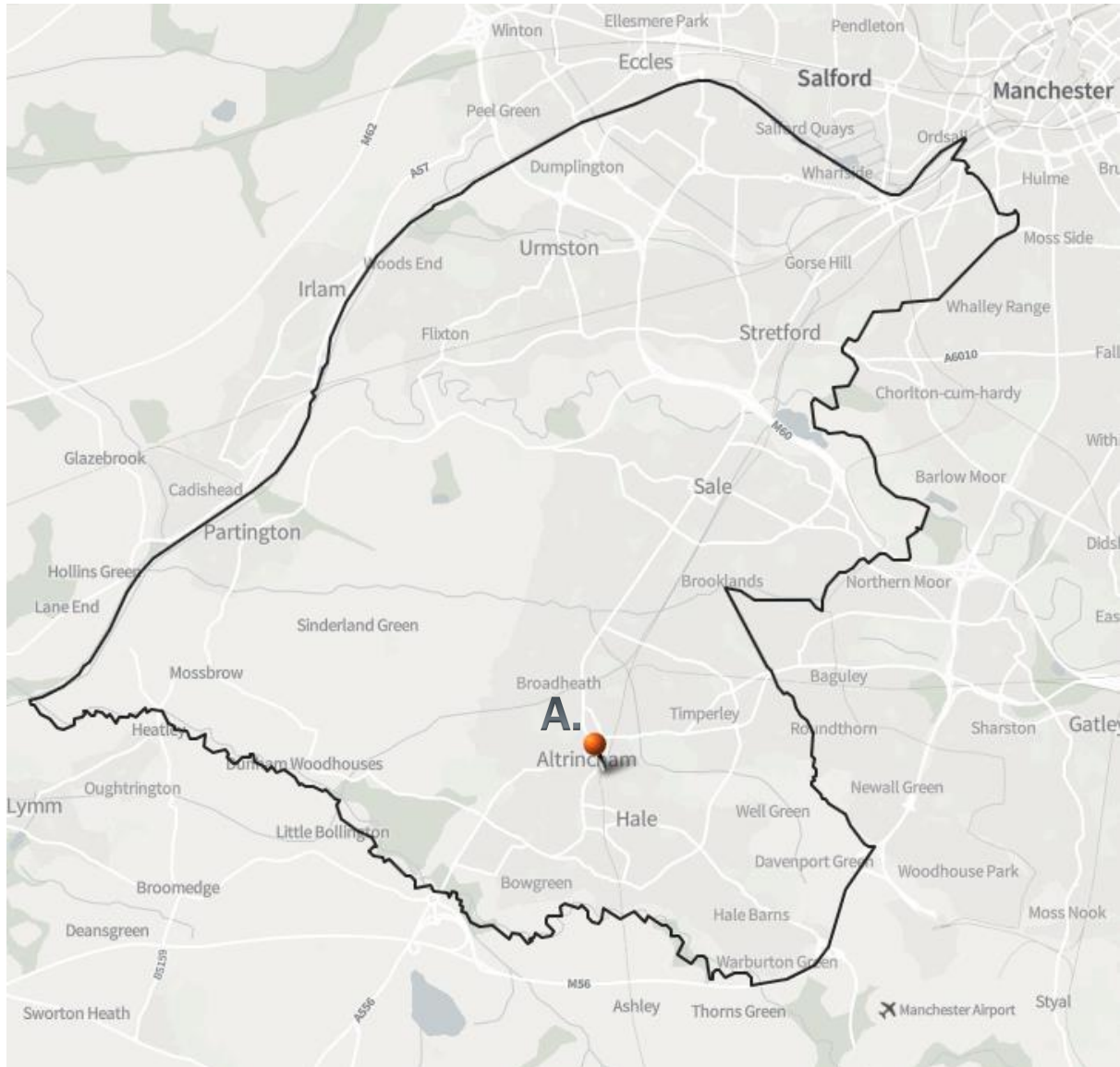
A.	Flixton, Flixton Road	D.	Humphrey Park, Humphrey Lane	G.	Navigation Road, Navigation Road
B.	Chassen Road, Chassen Road	E.	Trafford Park, Moss Road	H.	Altrincham Interchange, Stamford New Road
C.	Urmston, Flixton Road	F.	Manchester United Football Ground, Sir Matt Busby Way	I.	Hale, Ashley Road

A Map to show Hospitals in the borough of Trafford



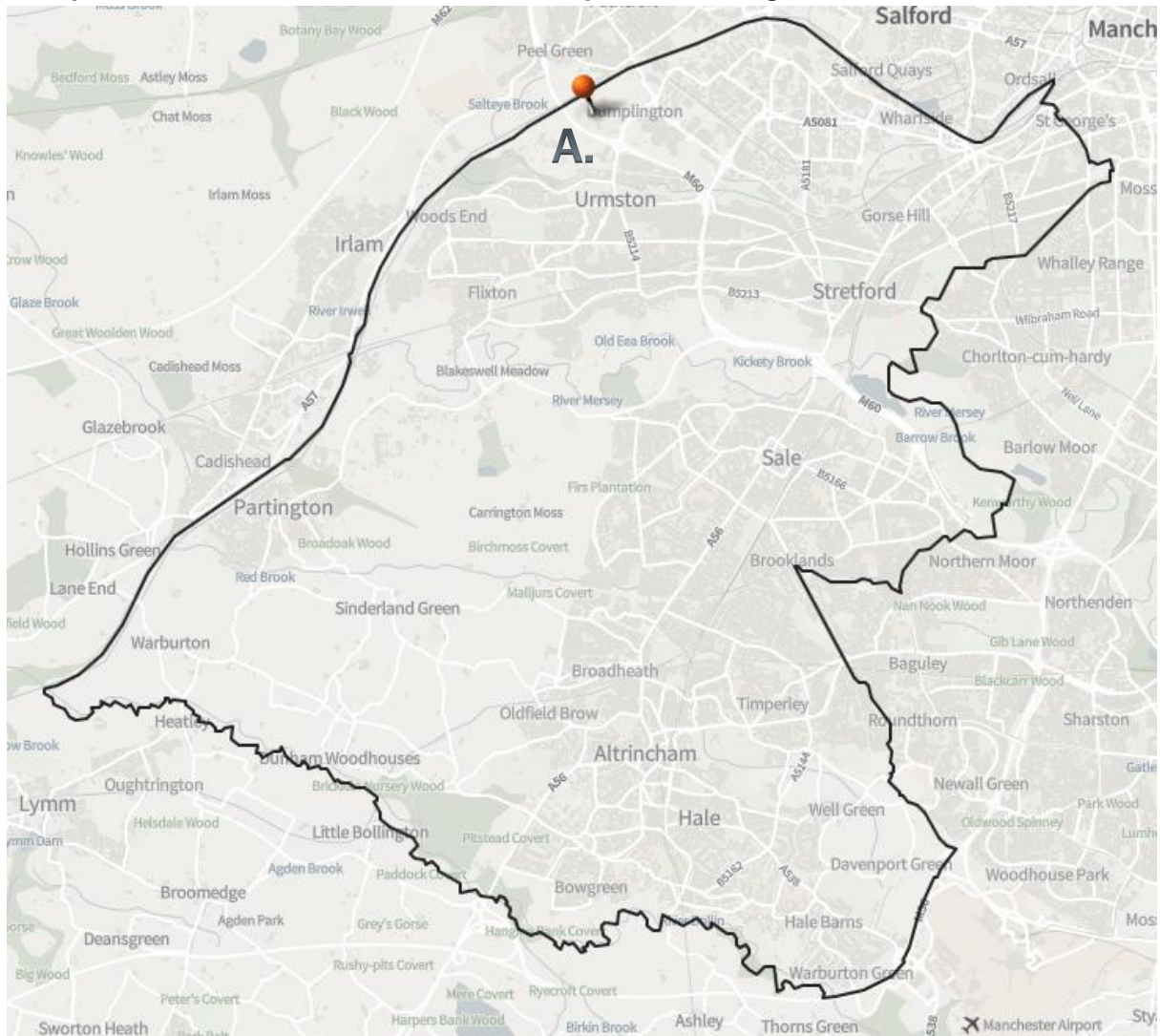
A.	Trafford General Hospital, Moorside Road	B.	Altrincham Hospital, Railway Street	C.	The Priory Hospital Altrincham, Rappax Road
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A map to show the location of the Ice Rink in the borough of Trafford.



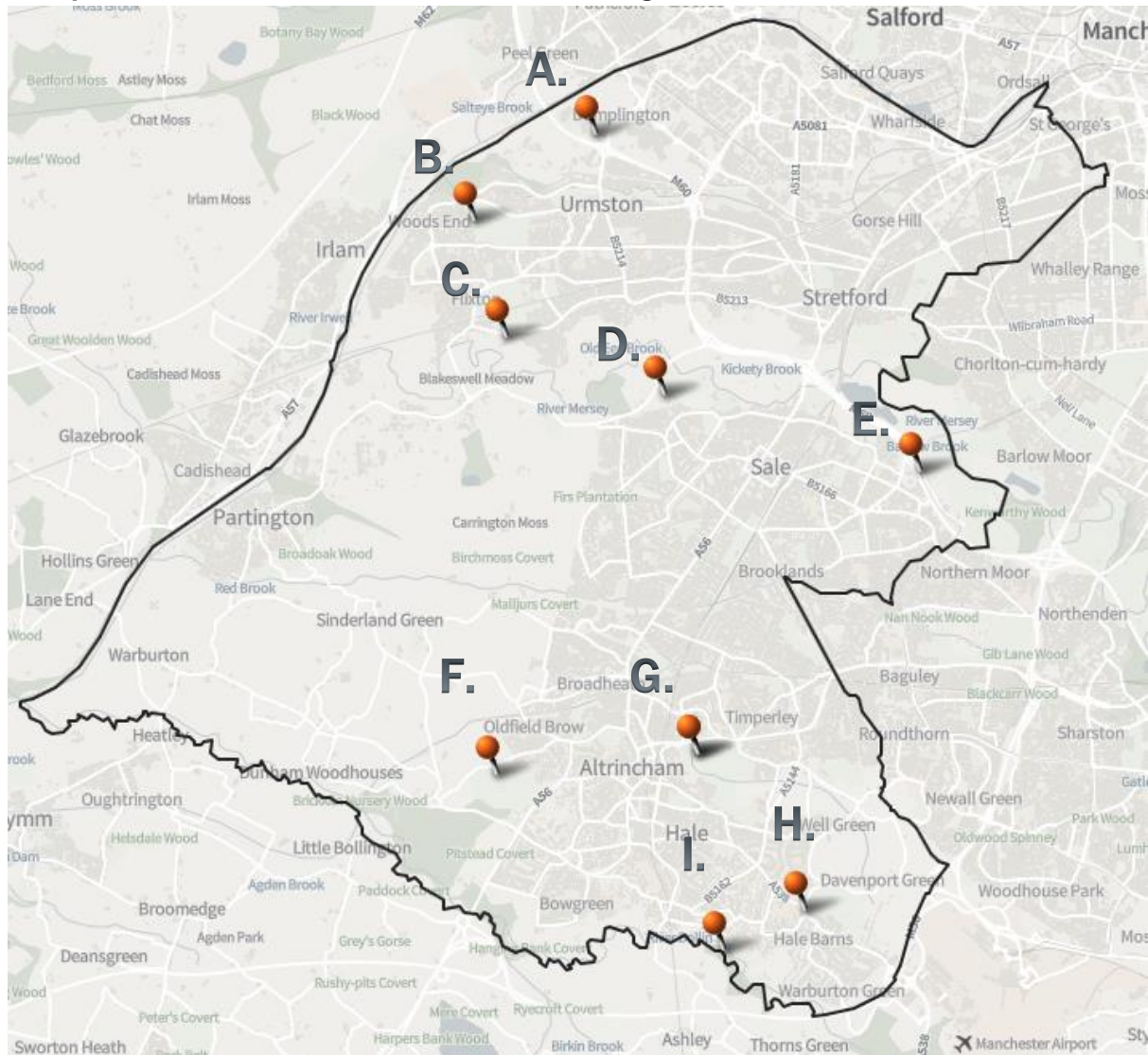
A.	Silver Blades Ice Rink, Moss Lane
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A map to show the location of the Indoor Ski Slope in the borough of Trafford



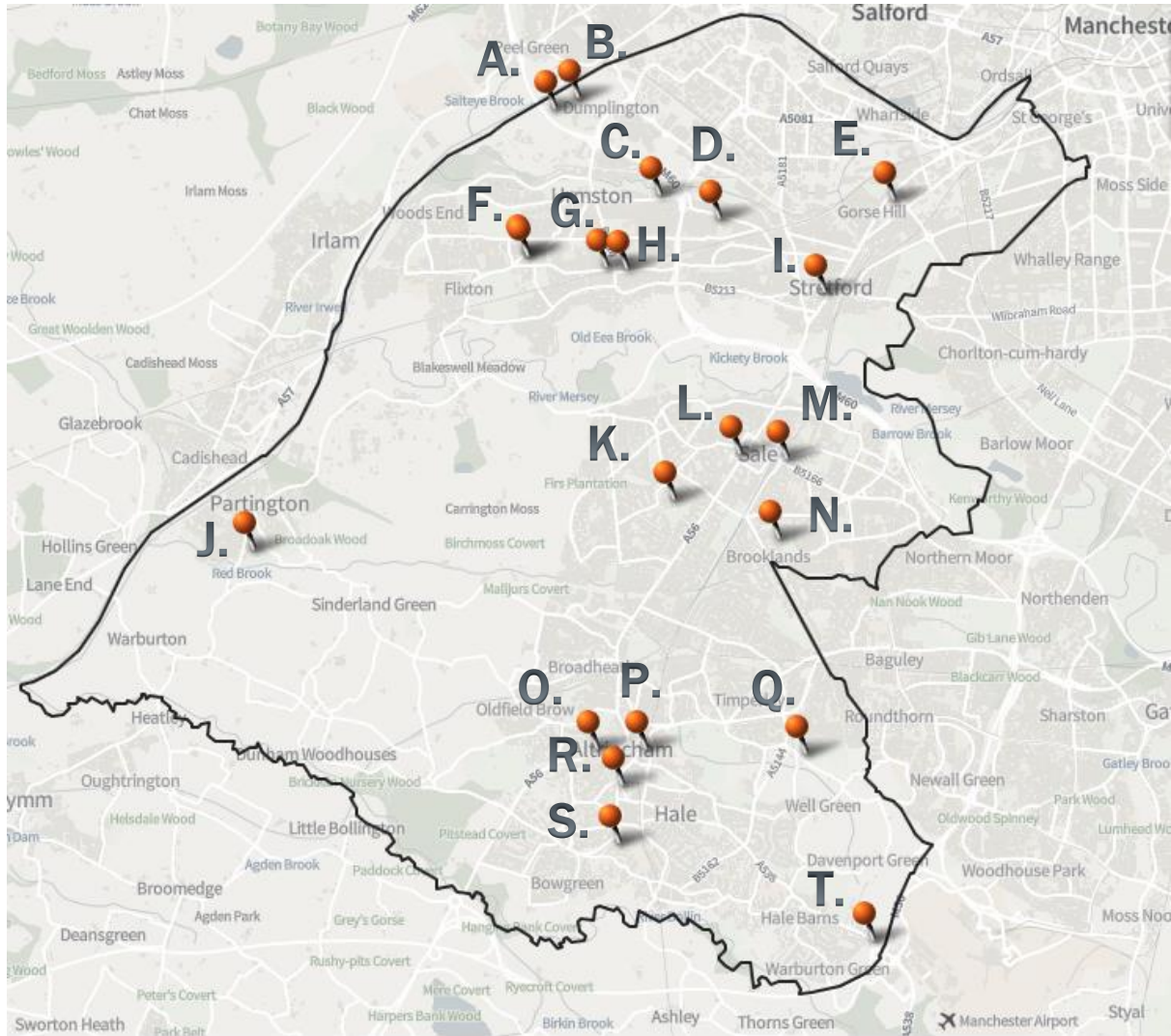
A.	Chill Factor, Trafford Way
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A map to show the location of Golf Clubs in the borough of Trafford.



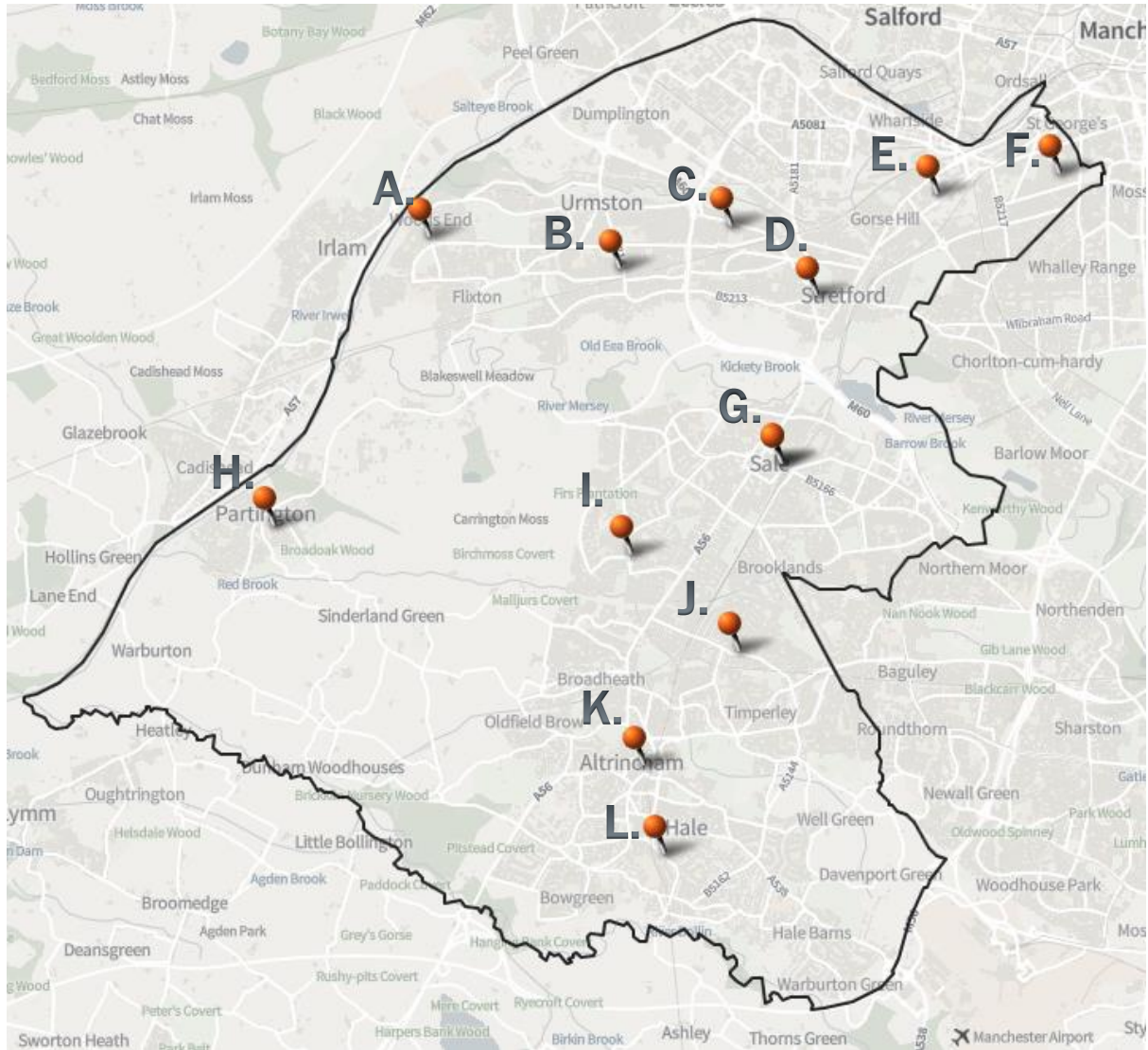
A.	Trafford Park Golf Centre, Old Park Lane	D.	Ashton-on-Mersey Golf Club, Church Lane	G.	Altrincham Golf Course, Stockport Road
B.	Davyhulme Park Golf Club, Gleneagles Road	E.	Sale Golf Club, Golf Road	H.	Ringway Golf Club, Hale Road
C.	Flixton Golf Club, Church Road	F.	Dunham Forest Golf and Country Club, Oldfield Lane	I.	Hale Golf Club, Rappax Road

A map to show location of Fitness Studios in the borough of Trafford.



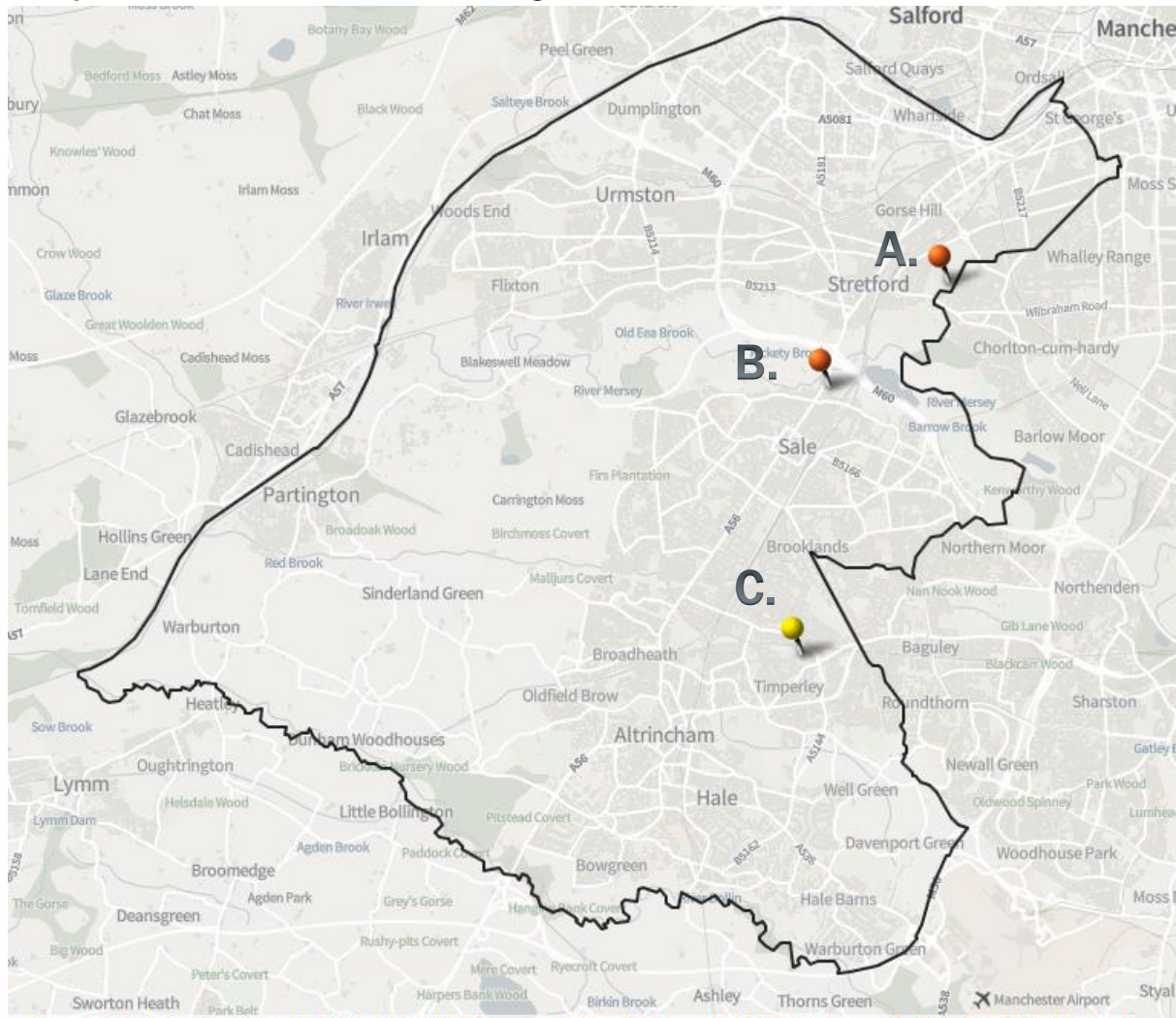
A.	DW Sports Fitness (Trafford), Trafford Way	H.	Paramount Sports and Fitness, Higher Road	O.	North Cestrian School, Dunham Road
B.	David Lloyd Club (Manchester), Barton Embankment	I.	Pure Gym (Manchester Stretford), Arndale Centre	P.	Altrincham Leisure Centre, Oakfield Road
C.	George H Carnall Leisure Centre, Kingsway Park	J.	Partington Sports Village, Chapel Lane	Q.	Hale Country Club & Spa, Clay Lane
D.	Lostock College, Selby Road	K.	Ashton on Mersey Health & Fitness Centre, Cecil Avenue	R.	Total Fitness (Altrincham), Lloyd Street
E.	Stretford Sports Village (Talbot Centre), Great Stone Road	L.	Sports Direct Fitness (Sale), Washway Road	S.	The Grammar, Marlborough Road
F.	Flixton Girls School, Flixton Road	M.	Sale Leisure Centre, Broad Road	T.	Marriott Leisure Club, Hale Road
G.	Anytime Fitness (Urmston), Flixton Road	N.	DW Fitness (Brooklands), Whitehall Road		

A map to show the location of Libraries in the borough of Trafford.



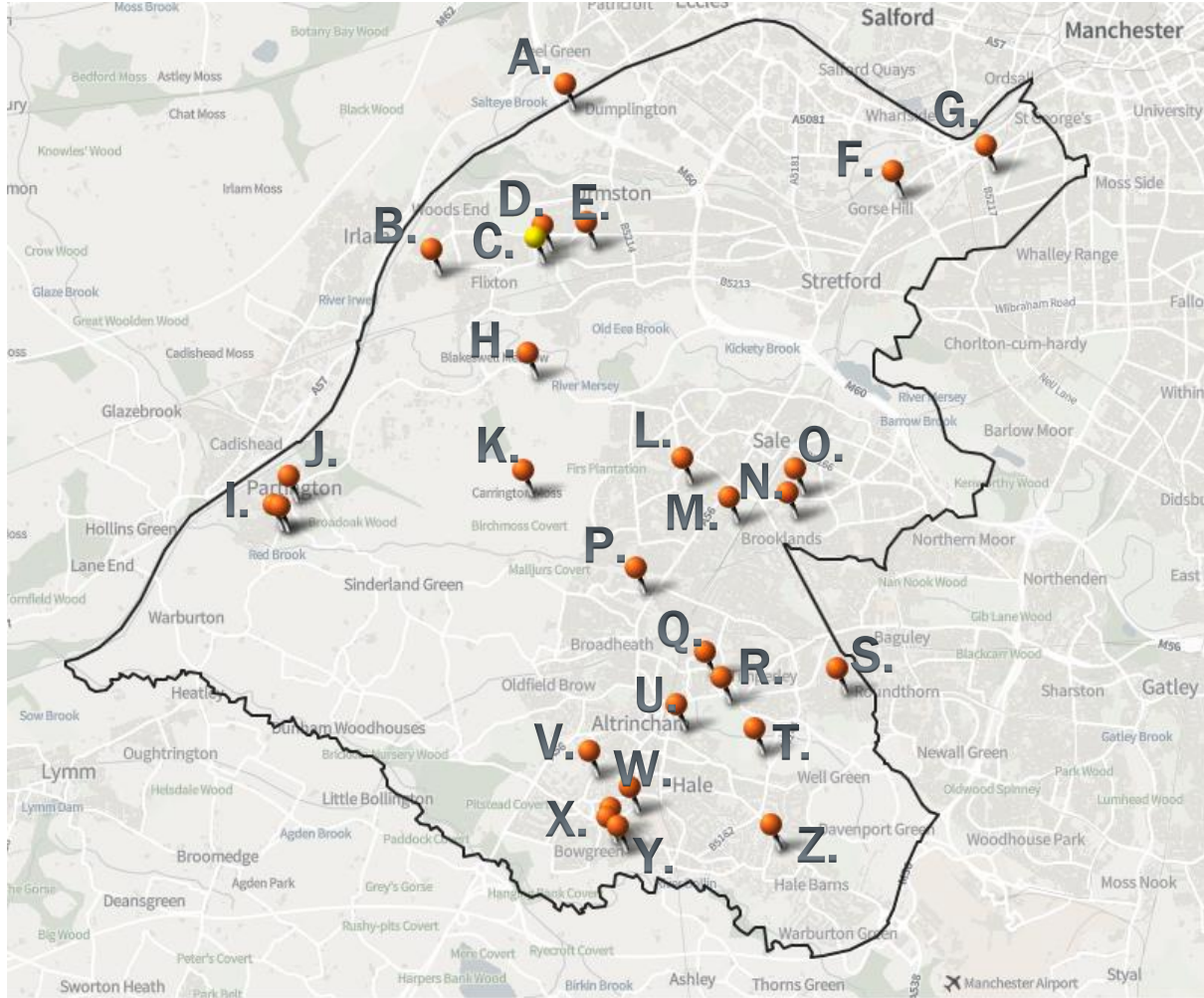
A.	Woodsend Library, Woodsend Road	E.	Trafford Town Hall Library, Talbot Road	I.	Coppice Library, Coppice Avenue
B.	Urmston Library, Golden Way	F.	Old Trafford Library at Limelight, Shrewsbury Street	J.	Timperley Library, Riddings Community Centre, Park Road
C.	Lostock Library, Selby Road	G.	Sale Library, Sale Waterside	K.	Altrincham Library, Stamford New Road
D.	Stretford Library, Kingsway	H.	Partington Library and Wellbeing Centre, Central Road	L.	Hale Library, Cecil Road

A map to show Athletic Tracks in the borough of Trafford



A.	Longford Park Stadium, Ryebank Road	B.	Crossford Bridge, Danefield Road	C.	Timpereley Recreation Ground, Grove Lane
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A map to show locations of artificial pitches in the borough of Trafford.



A.	St Ambrose College, Hale Road	J.	Partington Primary School, Central Road	S.	Broomwood Park, Mainwood Road
B.	Wellacre Academy, Irlam Road	K.	Aon Training Complex, Isherwood Road	T.	Altrincham College, Green Lane
C.	Abbotsford Preparatory School, Flixton Road	L.	Ashton on Mersey Health & Fitness Centre, Cecil Avenue	U.	Blessed Thomas Hoford Catholic College, Urban Road
D.	Flixton Girls School, Flixton Road	M.	Walton Park Sports Centre, Raglan Road	V.	Altrincham Grammar School, Cavendish Road
E.	Urmston Grammar Academy, Newton Road	N.	Brookland Sports Club, Whitehall Road	W.	The Grammar, Marlborough Road
F.	Stretford Sports Village, Grey Stone Road	O.	Sale Grammar School, Marsland Road	X.	Bowdon Cricket Hockey & Squash Club, South Downs Road
G.	Old Trafford Sports Barn, St Hildas Road	P.	Trafford College (Altrincham), Manchester Road	Y.	Bowdon Church School, Grange Road
H.	Bury FC (Carrington Training Centre), Carrington Lane	Q.	Wellington School, Wellington Road		
I.	Partington Sports Village, Chapel Lane	R.	Timperley Cricket Hockey & Lacrosse, Stockport Road		

Licensed Premises in Trafford by Area

Altrincham

Unicorn Ashley Road	Tavern on the Green Stamford New Road	Tatton Arms Tipping Street
Bricklayers Arms George Street	King Pong Goose Green	Tottles The Causeway
Cheshire Tap, Railway Street	The Old Roebuck Victoria Street	Barrington Hotel Barrington Road

Flixton

The Railway Tavern Irlam Road	Church Inn Church Road	Bistro 432 Flixton Road
Garricks Head Moorside Road	BrewChimp Church Road	Roebuck Hotel Church Road
Fox & Hounds Hotel Woodsend Road	Flixton House Flixton Road	Taihing Restaurant Bowfell Road

Urmston

Moss Vale Lostock Road	Station Bar & Grill Station Road	Prairie Schooner Taphouse Flixton Road
Bird I'th Hand Flixton Road	Tapas Bar Victoria Parade	JJ's Caribbean Kitchen Victoria Parade
The Urmston Stretford Road	Lowery's Yard Victoria Parade	Chadwick Flixton Road

Sale

Mano a Bocca Waterside Plaza	Ryans Wine Bar Orchard Place	Bulls Head Cross Street
The Moorfield Marsland Road	Kings Ransom Britannia Road	Vine Inn Washway Road
The Steamhouse Northenden Road	Block & Gasket School Road	Brooklands Tap Hope Road

Stretford

Melville Hotel Barton Road	Luka Wine Bar Davyhulme Road East	Robin Hood Barton Road
Gorse Hill Hotel Chester Road	Longford Tap Arndale Centre	Trafford Social Club Derbyshire Lane
Morgans Talbot Road	Bistro 1116 Chester Road	Bishop Blaze Chester Road

2. Licence Conditions

Using the above link, you will find a copy of the Private Hire and Hackney Carriage Driver and Vehicle Conditions—see related documents. You need to take the time to familiarise yourself with the content of this booklet as questions on the test may relate to these conditions.

3. Basic Arithmetic

Please see examples of questions on basic mental arithmetic. You are not permitted to take a calculator into the exam.

Q01	A fare is £5.70 the passenger gives you a £10 bank note, what change should you return?	
a.	£5	
b.	£4.30	
c.	£4.50	
d.	£5.70	
Q03	A fare is £9.25 the passenger gives you a £10 bank note, what change should you return?	
a.	75p	
b.	£1	
c.	No Change	
d.	£2	
Q05	A fare is £15.70 the passenger gives you a £20 bank note, what change should you return?	
a.	£5	
b.	£5.30	
c.	£4.70	
d.	£4.30	

Q02	A fare is £8.50 the passenger gives you a £10 bank note, what change should you return?	
a.	£2	
b.	No Change	
c.	£1.50	
d.	£1.20	
Q04	A fare is £8.70 the passenger gives you a £20 bank note, what change should you return?	
a.	£12.30	
b.	£11.50	
c.	£10	
d.	£11.30	
Q06	A fare is £17.80 the passenger gives you a £20 bank note, what change should you return?	
a.	£2.20	
b.	£3.20	
c.	£3.70	
d.	£2.80	

4. Highway Code

You will be tested on road traffic signage in Great Britain. The Department for Transport have produced a comprehensive explanation of the signing system in a booklet called Know Your Traffic Signs. The Booklet is free to view online.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/519129/know-your-traffic-signs.pdf

Specifically, you will be tested on signs giving orders and warning signs. See on the pages examples below:

Traffic signs

Signs giving orders

Signs with red circles are mostly prohibitive. Plates below signs qualify their message.

 Entry to 20 mph zone	 End of 20 mph zone	 Maximum speed	 National speed limit applies	 School crossing patrol
 Stop and give way	 Give way to traffic on major road	 Manually operated temporary STOP and GO signs	 GO	 No entry for vehicular traffic
 No vehicles except bicycles being pushed	 No cycling	 No motor vehicles	 No buses (over 8 passenger seats)	 No overtaking
 No towed caravans	 No vehicles carrying explosives	 No vehicle or combination of vehicles over length shown	 No vehicles over height shown	 No vehicles over width shown
 Give priority to vehicles from opposite direction	 No right turn	 No left turn	 No U-turns	 No goods vehicles over maximum gross weight shown (in tonnes) except for loading and unloading

Note: Although *The Highway Code* shows many of the signs commonly in use, a comprehensive explanation of our signing system is given in the Department's booklet *Know Your Traffic Signs*, which is on sale at booksellers. The booklet also illustrates and explains the vast majority of signs the road user is likely to encounter. The signs illustrated in *The Highway Code* are not all drawn to the same scale. In Wales, bilingual versions of some signs are used including Welsh and English versions of place names. Some older designs of signs may still be seen on the roads.



No vehicles over maximum gross weight shown (in tonnes)



Parking restricted to permit holders



No stopping during period indicated except for buses



No stopping during times shown except for as long as necessary to set down or pick up passengers



No waiting



No stopping (Clearway)

Signs with blue circles but no red border mostly give positive instruction.



Ahead only



Turn left ahead (right if symbol reversed)



Turn left (right if symbol reversed)



Keep left (right if symbol reversed)



Vehicles may pass either side to reach same destination



Mini-roundabout (roundabout circulation - give way to vehicles from the immediate right)



Route to be used by pedal cycles only



Segregated pedal cycle and pedestrian route



Minimum speed



End of minimum speed



Buses and cycles only



Trams only



Pedestrian crossing point over tramway



One-way traffic (note: compare circular 'Ahead only' sign)



With-flow bus and cycle lane



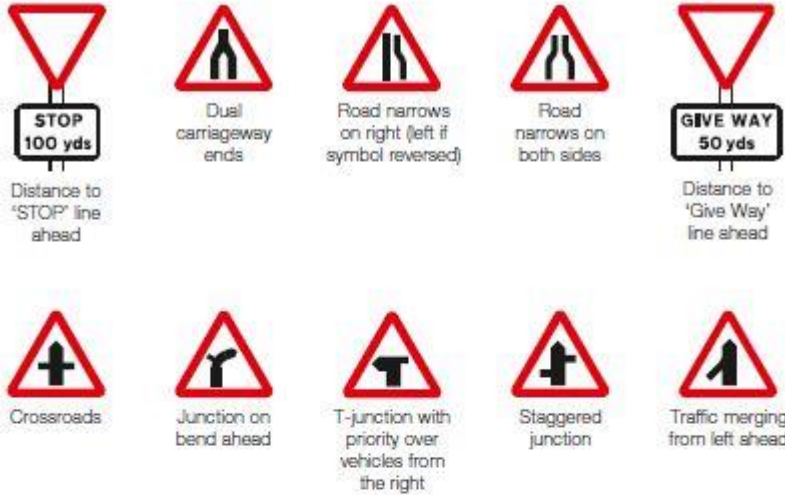
Contra-flow bus lane



With-flow pedal cycle lane

Warning signs

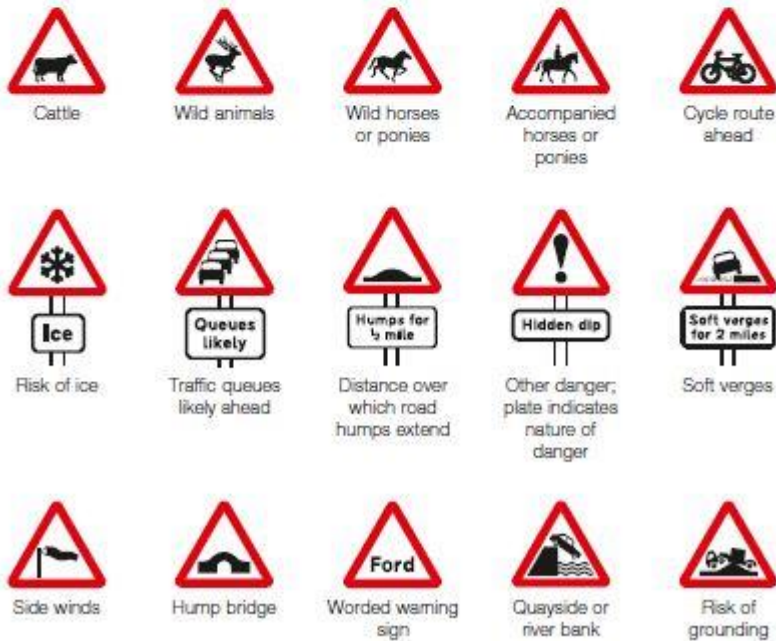
Mostly triangular



The priority through route is indicated by the broader line.



Warning signs - continued



5. Safeguarding

You will be tested on questions around safeguarding. The Council takes its role as a Licensing Authority seriously, as part of your induction day; training will be given around safeguarding by Council Officers. There are examples of taxi drivers playing a positive role in safeguarding. Please familiarise yourself with the Home Office published poster on spotting the signs for children travelling in taxis or private hire vehicles that may be being exploited by gangs involved in drug crime, this is sometimes referred to as 'County Lines'.

You can find the Poster on the next page.



Children travelling in taxis or private hire vehicles may be being exploited by gangs involved in drug crime.

Know the signs to spot.

County lines gangs use children to courier drugs and money across the country. Many of these children travel by taxis or private hire vehicles.

Have you seen:



A child, sometimes as young as 12, travelling alone



Are they travelling during school hours or unusual hours (early in the morning, late at night)?



They might seem unfamiliar with the local area, or not have a local accent



Are they travelling a long distance?



Are they paying for these journeys in cash?

If you see something that doesn't feel right, or looks suspicious, concerning a child or young person you should report it to **Crime Stoppers** on **0800 555 111**.

