

Knowledge of London One-to-One Appearances Guidelines for Examiners

1. Introduction

1.1 Transport for London (TfL) 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).

1.2 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

1.3 The full process for learning and testing the Knowledge of London is outlined in the TfL publication 'The Knowledge of London Examination System'.

2. Stages 3, 4 and 5 - General

2.1 Only ask points within the 6 mile radius of Charing Cross (All London candidates only). Points that are within a quarter mile radius of a Blue Book point but outside the six mile radius must not be asked.

2.2 All points must be accurately named by the examiner. Misnamed points could render the question invalid.

2.3 Answers should be based on the most direct route available, unless specified otherwise by the examiner. Traffic is irrelevant unless specified.

2.4 Using more than one bridge across the River Thames is acceptable and preferred if it is the most direct route.

2.5 Road works expected to last less than 26 weeks must be ignored.

2.6 Where it is apparent that road works will last longer than 26 weeks (for example 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 start of works.

2.7 U-turns are only acceptable at locations where they are exclusively provided for by taxis - for example, Bishops Bridge Road, Marylebone Road (at Baker Street Station).

2.8 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.

- 2.9 Turnarounds (ie 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, such as keep left islands, should be ignored.
- 2.10 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 use the maximum time and therefore only answer three runs or fewer are to be marked on the completed runs only.
- 2.11 Time allowing, four questions should always be asked regardless of the marks achieved.
- 2.12 If road layouts change, points change or new points appear, allow four weeks from the known date of the change before incorporating in an appearance question.
- 2.13 Blue plaques, brown plaques and minor memorials are not to be asked.
- 2.14 The use of private roads (for example, York Buildings, Waterloo Station, Chelsea Harbour Drive) is allowed.
3. Stage 3 Appearances
 - 3.1 At the first appearance questions are to be based on Blue Book runs.
 - 3.2 Only ask prominent points (for example, major hotels, hospitals, stations, restaurants, sports venues, museums, theatres, police stations, magistrates/crown courts etc.).
 - 3.3 No turnarounds to be asked.
 - 3.4 Candidates may be allowed to go back on a route and correct errors without being penalised.
4. Stage 4 Appearances
 - 4.1 Can ask more complex routes incorporating obstacles (for example road closures), avoiding road humps or multiple drops.
 - 4.2 Candidates should not be allowed to go back and correct a route.
 - 4.3 Theatre shows and temporary events must not be asked.
5. Stage 5 Appearances
 - 5.1 High profile temporary events (for example, London Fashion Show, temporary ice rinks) and high profile and long standing theatre shows can be asked.

5.2 At Stage 5 suburban candidates may be asked questions about major places in the adjoining sector. However, these must be limited to large points (for example, transport hubs, five-star hotels, sports venues, hospitals, shopping centres, etc.) in the immediate borough of an adjacent sector.

6. Stages 3, 4 and 5 - Marking System

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

6.2 Four questions should be asked. There is a maximum of 10 marks available for each question giving a potential maximum of 40 for the examination.

6.3 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.

6.4 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
- how to leave or set down at a point is described incorrectly
- the route involves making banned turns or U-turns, contravening 'no entry' signs or travelling the wrong way down one-way streets
- hesitancy in delivering the answer indicates that the candidate cannot recall the route quickly enough to be able to drive confidently and safely in London traffic

6.5 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.

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

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

6.8 The total number of marks scored over the four questions is converted into an overall grade for the appearance. A candidate must achieve a total of twelve points over the course of seven appearances to move onto the next stage.

6.9 At the end of every appearance, the candidate must be provided with a copy of the feedback sheet that summarises their performance.

7. Stage 6 - All London

7.1 The final examination will take the following form:

- candidates must be asked six questions based on the 22 routes in Annex C of the Blue Book, at least one of which must either start or finish at Heathrow Airport
- the start points of the routes must be one of the places indicated in bold in the diagrams in Annex C and the end point will be any of the other places in the diagram
- when describing the route, candidates must name every road travelled along and state when a change of direction has to be made
- the route described should end at the High Street or main thoroughfare of the suburb or the station named in the diagram

7.2 To pass the examination candidates will need to answer all questions in a satisfactory fashion.

8. Stage 6 - Suburban

8.1 Part One

Candidates must be asked four questions which will allow them to demonstrate they have a detailed knowledge of routes into central London. Starting from a major rank in the applicant's sector, each question will require them to describe the route to a major transport hub.

The ranks relevant to each sector and the major transport hubs that can be asked are set out in the document 'Knowledge of London – Stage 6 Suburban' which is provided to candidates at the end of Stage 5.

To pass this section, candidates must answer all four questions in a satisfactory fashion.

8.2 Part Two

Candidates will be asked to identify 10 of the points of interest in central London listed in the document 'Knowledge of London – Stage 6 Suburban'.

When giving answers to questions candidates will need to know the exact locations of the points (ie the dropping off point as well as how to set down).

To pass this section candidates will need to give satisfactory answers to six out of the 10 points asked.

8.3 In order to be licensed, candidates will need to pass both Part One and Two of the examination.

Suburban extension area examinations

8.4 Part One

Candidates will be asked five questions.

Each question will require the candidate to identify the location of two points of interest within the extension area and describe the route between the two.

Alternatively, one question may require the candidate to name all the roads that form the boundary of the extension area (please note that it may not be feasible to actually drive this route).

There will be a maximum of 10 marks for each question and the marking system will be the same as that used for Stage 3, 4 and 5 Knowledge appearances.

Part two

Candidates will be required to identify 10 points of interest in the extension area. The points asked will be of a similar nature to those that All London Knowledge applicants would be expected to know.

When giving answers to questions candidates will need to know the exact locations of the points (ie the dropping off point, as well as how to set down).

One mark will be awarded for each correct answer.

The pass-mark for the examination is 36 marks (60 per cent).

London Taxi and Private Hire
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