



Licensing requirements for new London Private Hire Driver Applicants from 1 April 2023

This Notice supplements [TPH Notice 14/22](#) (Update on English Language Requirement and Safety, Equality and Regulatory Understanding Requirement for London Private Hire Vehicle Drivers) and reminds new applicants for a private hire vehicle (PHV) driver's licence of the licensing requirements from **1 April 2023**.

Background

It is essential for public safety that all licensed PHV drivers are able to communicate in English at an appropriate level.

In 2020, the Department for Transport (DfT) published its [Statutory Taxi and Private Hire Vehicle Standards](#) which recommended that all licensing authorities should consider whether an applicant for a licence is able to communicate in English orally and in writing with customers.

All London PHV drivers must demonstrate an appropriate level of English language proficiency (known as the ELR). The appropriate level is equivalent to B1 on the Common European Framework of Reference (CEFR) for reading, writing, speaking and listening.

On 1 October 2021, we changed how we assess London PHV drivers' English language skills and introduced a requirement for drivers to show an understanding of safety, equality and regulatory matters (the SERU assessment). Drivers must satisfy the ELR by taking and passing a new speaking and listening test and the SERU assessment is used to assess their reading and writing skills.

We previously published [TPH Notice 14/22](#), which outlined the new transitional arrangements for the ELR. In that Notice (and in [TPH Notice 14/21](#)) we set out that from 1 April 2023, the licensing requirements for **new applicants** for a PHV driver licence will change and that anyone who applies **on or after 1 April 2023** will be required to take and pass both the English language speaking and listening test and [SERU assessment](#), in addition to the [Topographical assessment](#), **before they can be licensed.**

Existing licensees and applicants (before 1 April 2023)

Existing licensees and new applicants, that submitted an application prior to 1 April 2023, are subject to the transitional arrangements set out in [TPH Notice 14/22](#), as follows:

1. PHV drivers who did not provide ELR evidence by 30 September 2021

Any PHV driver who did not provide any evidence that they met the ELR by 30 September 2021 has until 30 September 2023 to take and pass the English language speaking and listening test and the SERU assessment.

2. PHV drivers who provided ELR evidence by 30 September 2021

TfL has now reviewed the evidence submitted by PHVs drivers, by 30 September 2021, that they met the ELR.

- If the evidence was satisfactory, drivers will be required to undertake the SERU assessment by 31 March 2025 but they will not be required to take and pass the English language speaking and listening test.
- If the evidence is unsatisfactory, drivers have until 30 September 2024 to take and pass the English language speaking and listening test and the SERU assessment.

3. Applicants for a PHV driver's licence who applied on or after 1 October 2021

Anyone who applied for a new PHV driver's licence on or after 1 October 2021 and who was licensed without having taken and passed the English language speaking and listening test and SERU assessment has until 30 September 2024 to take and pass both assessments.

Please note: this deadline applies to drivers who submitted an application for a new PHV driver's licence between 1 October 2021 and 31 March 2023 inclusively (see above for requirements on or after 1 April 2023).

Next steps

We will write to applicants and existing licensees to provide a date and time for their scheduled assessments.

Once you hear from us with a booking, please make every effort to attend. If you are unable to attend on the date and time specified, please get in touch with us to reschedule your appointment, by contacting tphdriverassessments@tfl.gov.uk.

Preparing for assessments

The SERU assessment is based on information found in the [PHV Driver Handbook](#). Drivers and applicants should read and familiarise themselves with this document and the [online assessment guide](#) before attending the assessment.

The online assessment guide covers every part of the Handbook in detail, with a Knowledge Check at the end of each section. The assessment guide includes knowledge check questions and a whole section on "what to expect" which explains the assessment process with screenshots taken from the assessment centre – so candidates know what to expect on the day.

In addition to this, our online [Safeguarding Awareness course](#) is an important tool to help all licensees and applicants understand the role that they have to play in the safeguarding of children and vulnerable adults. We strongly recommend that this course is completed by all existing licensees and new applicants.

More information can be found by visiting tfl.gov.uk/ph-language and tfl.gov.uk/tph-seru.

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For previous Notices and additional licensing information, please visit tfl.gov.uk/tph