

Transport for London

London Taxi and Private Hire

The Knowledge of London

An introduction to learning the Knowledge of London
and the examination process



EVERY JOURNEY MATTERS

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PART ONE

Learning the Knowledge

1. Introduction

This booklet is intended for those who have had their application to become a licensed London taxi driver accepted and are about to start learning the Knowledge. It complements the information given to you during your Introductory Talk.

It is intended that this document should be read in conjunction with the following Transport for London (TfL) publications:

- Guide to learning the Knowledge of London – All London driver's edition
- Guide to learning the Knowledge of London – Suburban driver's edition

The Guide to learning the Knowledge of London is commonly known as the 'Blue Book'.

If you have not yet applied to become a licensed London taxi driver then you should visit the TfL website (tfl.gov.uk/tph) to find out more.

When you attend our premises at 210-212 Baker Street, London, NW1 5RT for any Knowledge of London examination or assessment security personnel will greet you and direct you to the Knowledge reception on the second floor. Please ensure that you arrive at **least 20 minutes** before your appointment. On your arrival, book in at reception and you will be directed to the waiting area.

TfL encourages licensed taxi drivers to dress in a manner that reflects favourably upon their profession. You will therefore be expected to present a clean and smart appearance when attending for Knowledge examinations and assessments.

2. What you need to know about London

There are two types of London taxi driver's licence:-

- All London (Green badge) – Allowed to ply for hire anywhere in the Greater London Authority area, or
- Suburban (Yellow badge) – Can ply for hire in a nominated area in the suburbs of the Greater London Authority area.

Before being licensed as a London taxi driver you will have to demonstrate that you are able to take passengers to their destination by the shortest possible route. To do this you will have to learn the Knowledge of London and pass a series of examinations.

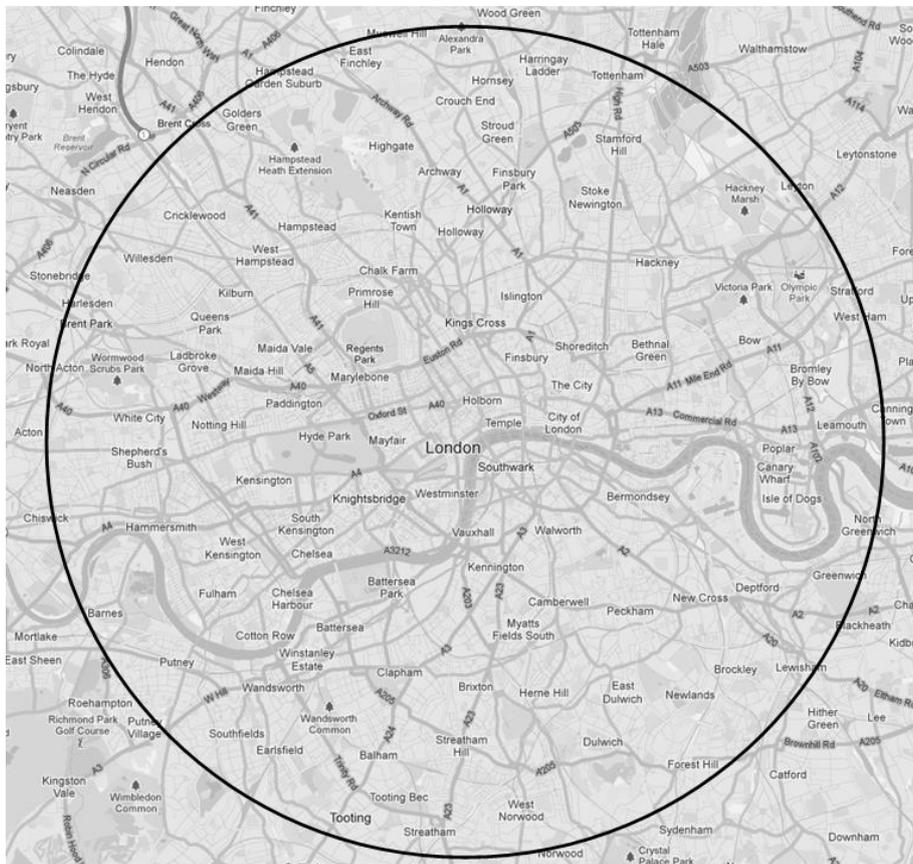
As either a Green or Yellow badge driver you will need to know the following:

Streets	Housing estates	Parks and open spaces	Government offices and Departments
Financial and commercial centres	Diplomatic premises	Town halls	Registry Offices
Places of worship	Hotels	Hospitals	Stations
Sport stadiums and leisure centres	Clubs and restaurants	Theatres	Cinemas
Museums	Art galleries	Schools, colleges and universities	Police stations and headquarters buildings
Civil, criminal and Coroners' courts	Prisons	Places of interest to tourists	Associations and institutions

In fact you will need to know any place, street or road in London where a passenger might ask to be taken.

3. All London candidates (Green badge)

As an All London driver you will be expected to learn everything within a six mile radius from Charing Cross (King Charles I island). This area, depicted below, is approximately 113 square miles and has to be learnt in detail.



The framework for learning this area is provided by the 320 routes in Annex B of the Blue Book. You will have up to two years to learn all 320 routes although some candidates learn them in less than two years. By the time you have finished you will have learnt thousands of streets and points of interest.

As an All London driver you will also need to know the 27 suburban routes from central London to the suburbs, and to and from Heathrow Airport, but you will not need to learn these routes until you have demonstrated a satisfactory knowledge of central London. These routes are listed in Annex C of the Blue Book.

4. Suburban candidates (Yellow badge)

There are nine suburban sectors:

- | | |
|---|--|
| 1. Enfield, Haringey and Waltham Forest | 6. Merton and Sutton |
| 2. Barking and Dagenham, Havering, Newham and Redbridge | 7. Hounslow, Kingston upon Thames and Richmond upon Thames |
| 3. Bexley, Greenwich and Lewisham | 8. Ealing and Hillingdon |
| 4. Bromley | 9. Barnet, Brent and Harrow |
| 5. Croydon | |



The number of Blue Book runs to be learnt for each sector varies according to the size of the sector, but whatever the number you have up to one year to complete all the routes for your particular sector.

Taxi drivers are legally bound to accept a hiring up to 12 miles within the Greater London area so you will also be expected to know significant places in the neighbouring sectors e.g., stations, theatres, courts, police stations, shopping centres, sporting venues, etc. These types of places can be asked on Stage 5 of a suburban candidate's Knowledge.

When you have demonstrated a satisfactory knowledge of your chosen sector you will be required to show that you have a good working knowledge of central London. You will need to show that you can get from your sector to major locations in central London and to London Heathrow Airport and London City Airport (we recognise that if either airport is within your sector, you may already have demonstrated how to get there).

5. Taxi driving test

All licensed taxi drivers are required to undergo and pass a driving test in a licensed taxi. As we do not currently have a provider for the test, if you pass the final (Stage 6) Knowledge examination and meet all other licensing criteria, you will be licensed with a condition to take the test at a future date.

6. What do you need to help you learn the Knowledge?

The following are essential resources you will need to learn the Knowledge of London.

- A copy of the 'Guide to Learning the Knowledge of London', either the All London or Suburban driver's edition depending on which licence you are studying for. This guide is known as the 'Blue Book' and will be the basis from which you will need to work. The Blue Book contains the routes or 'runs' that need to be learnt (see also Section B below).
- You will need good maps which should be of a scale that shows at least 3 inches to a mile/5cm to 1 km).
- You will need a reliable moped, scooter or bicycle and the appropriate protective clothing. Unless you have a moped or scooter licence you must hold a Compulsory Basic Training Certificate (CBT) which is required by Learner (L) riders (which is valid for two years).
- You can use a car, although there are benefits to using a moped or scooter such as easier manoeuvrability around London, use of bus lanes, and not having to pay the Congestion Charge (motorcycles need to meet minimum emission standards when travelling within the Ultra Low Emission Zone (ULEZ) or will be subject to a charge).
- Finally, we recommend you find a 'call-over' partner; this is someone to put questions to you in the way the examiners will. We recommend that Knowledge students pair up so that they can practice calling over to one another. Knowledge schools are a good way of meeting other students.

7. Knowledge Schools

Knowledge schools are privately run businesses and are not connected to TfL.

Some of the Knowledge schools only cater for All London candidates and you will have to make enquires at the individual schools if you are a Suburban candidate to see if they can assist you.

At schools you will be able to attend classes, buy maps, routes and other learning materials and also find a call over partner if needed.

There is a list of Knowledge schools on our website - tfl.gov.uk/tph.

8. Preparing your routes

Find the locations at the start and finish of the run that you are going to learn.

Work out the shortest route between the start and finish points. You may use a computer based measuring tool, a ruler, or a piece of string; or a combination of all three.

Make a note of the valid roads and streets etc. which most closely follow the straight line to create the shortest route.

You will need to do this for all the routes contained in the Blue Book if you are an All London candidate or for all the routes of your particular sector if you are a Suburban candidate.

9. Learning the routes

Now you need to travel along the run, learning all about it as you go. The following is our suggestion on how to do it.

Go to the start point, but before travelling along and learning the run, search the quarter mile radius (All London) or half mile radius (Suburban) around the start point to find the points of interest and the roads that link these points to the run. For All London candidates, the additional points you find in the quarter mile radius should be within the six-mile radius.

When you have done this you should then start learning the run and while going along the route you should make a note of any places that a passenger in a taxi might ask to be taken to.

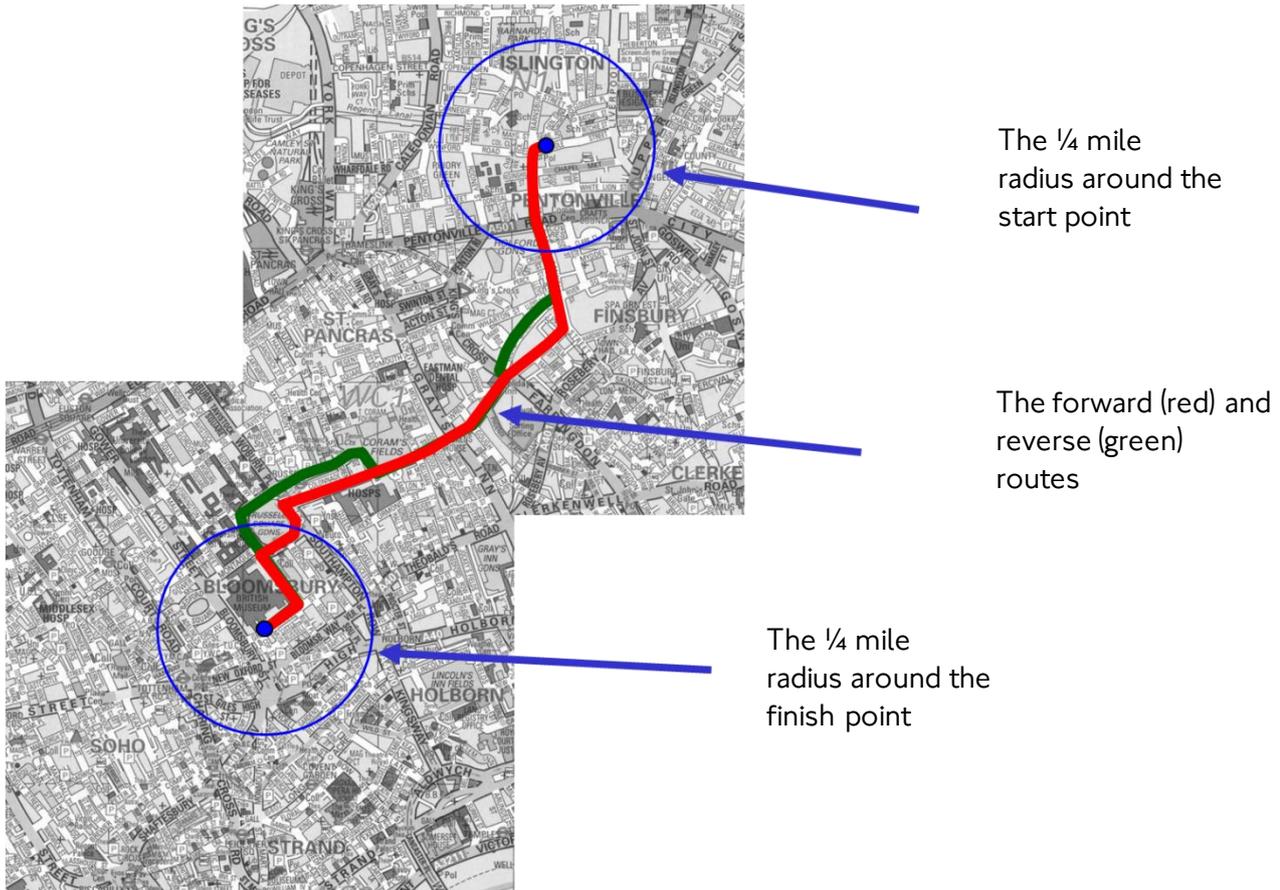
When you reach the finish point you should then search the quarter or half mile radius around the finish to find points of interest, again learning the roads that link the points to the run.

Finally, as the run in the opposite direction may be different because of one-way streets and other restrictions, you will have to learn the run in both directions.

When you have learnt both the run in each direction and the quarter or half mile radii you will have started to put together what is known as a 'dumbbell of Knowledge'.

On the next page you will find an example of such a dumbbell of Knowledge.

A dumbbell of Knowledge – Islington Police Station to the British Museum



The route to be followed could be written as follows, using abbreviations R for right, L for left and F for forward etc.

Leave on	L	Tolpuddle Street
	L	Penton Street
	R	Donegal Street
	L	Rodney Street
	F	Penton Rise
	L	King's Cross Road
	R	Action Street
	L	Gray's Inn Road
	R	Guilford Street
	L & R	Russell Square
	L	Montague Street
	R	Great Russell Street
Set down on	R	

Remember that you will also have to learn the reverse route. This will not always use the same route because of one-way streets, no right turns etc. The example below shows the reverse route for the British Museum to Islington Police Station.

Leave on	L	Great Russell Street
	F	Bloomsbury Square
	L	Bloomsbury Place

	R	Southampton Row
	L	Theobald's Road
	F	Clerkenwell Road
	L	Roseberry Avenue
	L	Amwell Street
	F	Claremont Square
	F	Penton Street
	R	Tolpuddle Street
Set down on	R	

10. Helpful tips

Here are a few things that will help you:

- Ensure the quarter mile or half mile radii at the beginning and end of each route are covered comprehensively;
- The time it will take to learn the Knowledge will depend on a number of factors such as your personal circumstances and how much time you are able to commit to learning;
- It is best to have a call-over partner who is also doing, or has completed, the Knowledge;
- While learning aids are a useful resource and can be helpful (e.g. books, videos, paper-based or digital maps, apps or any other kind of navigation system), practical knowledge is absolutely essential; you can only get this by travelling along the routes and runs and by visiting the points yourself.

If you require advice on any of the information given in this document please contact us and we will do what we can to help you.

Remember that if your enquiry is related to the Knowledge of London process only e.g., attending assessments, examinations, etc. then please contact the Knowledge of London team directly. Contact details can be found on page 25.

If your enquiry is in connection with your licence application e.g. DBS, notification of convictions, medical conditions etc. then you will need to contact the Licensing team directly.

11. Useful information

Convictions

If, while learning the Knowledge, you are convicted or cautioned for any offence (including penalty points imposed for motoring offences) or you are bound over by a court – you **must** inform TfL. Failure to inform TfL could result in your fitness to be a taxi driver being reviewed.

Change of Address

If you change your home address, email address, daytime or mobile phone number then you must notify TfL.

Medical Issues

If you develop a medical condition at any time during the Knowledge process which may affect your ability to drive vocationally or are taking prescribed medication which is not compatible with vocational driving, then you must inform TfL immediately. Failure to provide this information could cause problems later in the Knowledge process or even the refusal of your application.

Accessibility

The Knowledge of London examination system is able to accommodate any individual or special needs you may have through a variety of means including a flexible appointments system, extended appearances if you have learning difficulties such as dyslexia, and accessible facilities for disabled candidates. If you have any requirements that need to be taken into consideration during the examination process you should advise a member of TfL staff.

If you have a learning difficulty, please contact us with a copy of your medical report so that we can make a note of it on your record, to ensure that you receive reasonable adjustments at your appearances. Reasonable adjustments can also be put in place for the Stage 1 & 2 multiple choice exams. Once we receive a copy of your medical report we will write to you confirming what reasonable adjustments we are able to offer. Such adjustments would depend on the individual; however this may include being offered a longer appearance (30 minutes rather than the usual 20) or additional time to complete the multiple choice exam. Examiners would also be made aware that you may struggle with certain elements, for example mispronunciation of street names.

12. Conflict of Interest Policy

In the interests of openness, fairness, and impartiality if any candidate that has a close friend or family member who is a Knowledge of London Examiner must notify the Knowledge of London Manager once their application has been accepted.

13. Exceptional Personal Circumstances Policy

If you have exceptional personal circumstances that have a significant impact on learning the Knowledge you may be able to apply for an extension. Any requests will be considered by the Knowledge of London Manager.

PART TWO

The Knowledge of London Examination Process

14. Introduction

The following sections describe in detail the examination process and explain how you progress through it.

If, at any point during your studies, you wish to discuss your progress please get in touch with us.

Suburban candidates do not have to sit any self-assessments or multiple-choice examinations. Given the relatively small number of suburban Blue Book runs you need to learn, the additional levels of testing provided by the assessments and multiple-choice examinations are not considered necessary.

The Knowledge of London examination system is designed to allow you to progress at a speed that is commensurate with your ability and the time you can dedicate to it.

15. Stage 1 - Introductory Pack and Talk

Following satisfactory character and medical checks, you will be sent a Knowledge of London introductory pack and invited to an introductory talk.

The pack will include a copy of 'The Guide to learning the Knowledge of London' (the 'Blue Book'). Further useful information to help you through the learning and testing process can be found by watching the Knowledge of London films on [youtube.com](https://www.youtube.com).

Annex B of the All London Blue Book lists 320 routes (known as 'runs') within the six mile radius of Charing Cross; the number of routes for each suburban sector varies according to the size of the sector. These routes will provide the basis of what you will need to learn.

The Introductory Talk takes place at TfL offices and is given by a TfL Knowledge of London Examiner. It lasts about an hour and will give you a broad understanding of how to learn the Knowledge. It will also give you the opportunity to ask the Examiner questions about the Knowledge or becoming a taxi driver. You will not be allowed to progress to the next stage until you have attended the Introductory Talk.

16. Stage 1a - Self Assessment (All London candidates only)

Once you have completed the first five lists (80 runs) in the Blue Book you will be required to undertake a compulsory self-assessment at our offices. The assessment can be taken as soon as you wish but it must be within six months of the date that you started the Knowledge. We will contact you in advance to remind you about this deadline.

The purpose of the self-assessment is so that you can check on your progress which may help you to decide if you are on the right track with your studies or if you need more support. You mark your own paper and we do not record your score. Once you have taken the self-assessment and you are satisfied with your progress, you can go on to learn the remaining 240 runs.

The assessment is in the same format as the multiple-choice examination at Stage 2.

Once you have completed the assessment, under exam conditions, you will be given the correct answers so that you can mark your own paper. A Knowledge of London Examiner will be there and will talk you through the correct answers and you will be able to compare these with your answers.

17. Stage 2 - Multiple Choice Examination (All London candidates only)

The multiple-choice examination is undertaken by all All London candidates after they have learnt all 320 routes in the Blue Book. The exam takes place no longer than two years after you started learning the Knowledge (or no longer than 18 months after taking the self-assessment). However, the exam can be taken **any time** you feel that you are familiar with all the routes in the Blue Book.

This is a pass or fail examination and you must achieve 60 per cent to pass. If you fail the examination you will be required to take it again. You cannot progress to Stage 3 without passing this examination. If you fail you can keep re-taking the multiple-choice examination until you pass but the interval between re-sits will be determined by your score and how many times you have taken the examination (see Appendix B).

The Stage 2 multiple-choice examination consists of two sections:

Section 1

This section will test your knowledge of the routes in the Blue Book. You will be presented with three possible routes and asked to identify the one that gives the shortest possible legal route between the start and finish points.

There are five questions of this nature. Each correct answer is worth 10 marks, so a total of 50 marks are available for the section.

Reverse Blue Book runs will not be asked as part of a Stage 2 examination.

Section 2

This section will test your knowledge of points that you should have found when learning the Blue Book runs.

You will be presented with a list of 25 points and for each one you will be given six possible locations. Each correctly identified point is worth two marks so a total of 50 marks are available for this section.

The total mark available for the two sections is 100. The pass mark is 60.

If you are successful you will then progress to Stage 3. If you fail to achieve the pass mark you will be able to re-sit the examination again at a later date. The interval before you can re-sit the examination will be determined by your score and how many times you have taken the examination (see Appendix B).

The Stage 2 multiple-choice examination has to be taken within two years of your Introductory Talk.

A fee is payable for each written examination that you take. You can find the current fee on our website. If you are unable to attend, please give us 48 hours' notice. Fees cannot be refunded if you fail to attend without notifying us first.

To book and pay for a written examination you need to email the Knowledge administration team at TPHKnowledge@tfl.gov.uk.

passenger might ask to be taken. If you can give the correct locations of the two points you will be asked to describe the shortest possible route between the two.

- A maximum of four runs will be asked on any appearance allowing for time constraints. Candidates who use the maximum time and therefore only answer three runs or fewer will be marked on the completed runs only.
- Time allowing, four questions will always be asked regardless of the marks achieved.
- Road works that are expected to last less than **26 weeks** will be ignored by the examiners. However, if the road works are expected to last more than **26 weeks** then candidates will be expected to know an alternative route after **four weeks** from the start of those works. If you are unsure about road closures you should always ask the examiner before you answer the question.
- If road layouts change, points change or new points appear, the examiners will allow **four weeks** from the known date of the change before incorporating in an appearance question. This does not apply to questions on Stage 5 that include temporary events such as Frieze Art Fair, Chelsea Flower Show etc.
- Traffic prohibitions or time restrictions e.g. street markets, should be adhered to if they are in operation at the time of your appearance.
- U-turns will be acceptable when they are exclusively provided for use by taxis e.g. Marylebone Road at Baker Street Station.
- You will be permitted to set down on the right when calling your run if there are no restrictions or obstructions and it is legal to do so. Traffic is irrelevant.
- The use of 'turnarounds' (i.e. using additional streets in order to turn the taxi around) should only be considered necessary where the road layout specifically prevents the setting down or leaving on the opposite side of the road. Minor obstructions such as keep left islands can be ignored.
- You may use more than one bridge to cross the River Thames if it is the shortest route.
- You will not be asked for blue/brown plaques or minor memorials.
- You may use private roads such as Waterloo Station or Chelsea Harbour Drive.
- At any point in Stages 3 to 5 the examiner may ask questions that focus on areas where you appear to have had difficulty in previous appearances.
- All points must be accurately named by the examiner. Misnamed points could render the question invalid.
- Answers should be based on the shortest distance route available, unless specified otherwise by the examiner. Traffic is irrelevant.
- When picking up or dropping off passengers, safety is always your top priority and you should explain safety considerations in your answer as to why it may not be safe or appropriate to drop off outside a particular place. We expect candidates to always be safe and think practically.

The examination system is designed to allow you the opportunity to prove that you have the necessary knowledge to give a good service as a taxi driver. However, while there is no intention to cause unnecessary pressure or catch you out, as you progress through the one-to-one examination stages you will have to demonstrate a higher level of knowledge and the precision and fluency of your answers will be expected to improve.

We are committed to providing a fair, open, transparent, and consistent Knowledge of London examination system and to assist in meeting this aim our Knowledge of London Examiners will follow this guidance when conducting one-to-one examinations (appearances).

20. Appearance marking system (Stages 3 to 5)

The same marking system will be employed for each of Stages 3 to 5.

There will be a maximum of 10 marks available for each question giving a potential maximum of 40 for the appearance.

You will only be asked points within a six-mile radius of Charing Cross for All London candidates and within your chosen sector for suburban candidates.

You will be asked to identify the start and finish points of a run. If you fail to identify the location of a point you will be asked an alternative, but you will be deducted one mark for each point that you fail to identify.

Once you have successfully located the start and finish points you will be asked to call the run between the two. Your answer will be scored out of the number of marks remaining from the original 10. You will lose marks if, for example:

- You give incorrect street names;
- The route is not the shortest distance available;
- You incorrectly describe how to leave or set down at a point;
- The route involved making banned turns or u-turns, contravening 'no entry' signs or travelling the wrong way on one-way streets;
- You describe setting down where it is physically impossible to do so.
- Hesitancy in delivering the answer may indicate that you cannot recall the route quickly enough to be able to drive confidently and safely in London traffic. A licensed taxi is available for immediate hire, therefore your ability to recall a route in good time is not only a requirement of the Knowledge process but the expectation of the travelling public.

If when you are calling a run, you make an illegal manoeuvre e.g. calling a banned turn, travelling in the wrong direction in a one way street, etc. then you will receive a score of 0 for that particular run **only**.

Therefore, if you correctly identify the first start and finish points that you are asked and call the run without any mistakes, you will be awarded 10 marks for that question. However, if you correctly identify the start and finish point and are then not able to call the run, you will fail to score any marks for that question. If you fail to identify 10 points the run cannot be attempted and no marks can be awarded.

If you cannot complete a route (for example, give up on-route) then no marks can be awarded for that particular run.

The total number of marks scored over the four questions is translated into an overall grade for the appearance. Four grades can be awarded. The grades are then translated into points which when accumulated in each stage of appearances will allow you to proceed to the next stage.

Score	Grade	Points	Description
36 – 40	A	6	Very Good
32 – 35	B	4	Good
24 – 31	C	3	Satisfactory
<24	D	0	Unsatisfactory

The total number of points needed to progress to the next stage is 12. If you accumulate four D grades on any stage you are required to re-start the stage (see diagram at Appendix A).

There are time limits in which we expect you to complete each stage. If you do not complete the stage within the specified period, you will be asked to attend a meeting with a Knowledge of London Examiner to discuss your progress. It could be that at that point both parties agree that reverting back to a previous (easier) stage is what is best for you. You will also have the option to request to go back to a previous stage at any point. This request will need to be made in writing and will be considered by the Knowledge of London Manager.

Ref. No. 700007
 Name MR. A.N. OTHER

Time	Date	Grade	Examiner	Time	Date	Grade	Examiner
1.30	4 JAN	C	[Signature]				
9.30	22 FEB	C	MT				
10.00	20 APR	D	IM				
9.45	19 JUN	C	[Signature]				
9.30	16 AUG	C	[Signature]				
11.30	14 SEP						

MP 1294/97

A red line on your appointment card indicates that you have either progressed to the next stage (if you have achieved 12 or more points) or if you have been unable to achieve this then it indicates either that you will have to repeat the stage again.

Candidates can only be awarded one U (for untested) grade per stage. This can take account of an appearance that is not completed because of extenuating circumstances (illness, etc.), treating each case on merit. If you do not feel fit to complete an appearance you should tell the examiner at the earliest

opportunity, ideally before the appearance starts. Each case will be treated on its own merits. A U grade does not affect your progress through the stage.

At the end of every appearance you will be given a feedback sheet which will show where marks were deducted.

TfL regularly audits the grades awarded to candidates after each appearance and reserves the right to ask you to repeat a stage or an appearance if it's deemed that the grades have been awarded incorrectly. To further ensure that examinations are conducted in the right manner, the Knowledge of London Manager may be present during an appearance.

Should you wish to appeal against a decision asking you to repeat a stage an appeal can be made to the Head of Driver Assessment. If you are still dissatisfied with the outcome you may appeal to the Taxi and Private Hire General Manager.

21. Stage 3 Examinations - Basic points and runs

Stage 3 Appearances are approximately 56 days apart.

You will be asked significant points on these appearances, such as major hotels, hospitals, stations, restaurants, sports venues, museums, theatres, police stations, magistrates' and Crown courts.

Stage 3 first appearance only

The questions in your first appearance at Stage 3 will be based on routes listed in Annex B of the Blue Book, although the start and finish points of some questions will be varied to include places of interest either on the route or within the quarter or half mile radius of either end. Regardless of whether you have sat Stage 3 previously, your first Stage 3 appearance will still be based on Routes listed in Annex B of the Blue Book.

Subsequent Stage 3 appearances

The examiner will not ask you any turnarounds on Stage 3 unless it is necessary to do so due to restrictions or obstructions.

You will not be asked about theatre shows or temporary events on this stage.

You will not be asked runs which include obstacles such as road closures or multiple drops.

If you realise that you have made a mistake when calling a run; you will be allowed to go back and correct any errors that you made without being penalised. Please note; you will not be allowed to go over the 20 minutes that you have been allocated for the appearance.

When you have accumulated 12 points then you will progress to Stage 4.

You are allowed three years in which to complete Stage 3.

22. Stage 4 Examinations - Intermediate points and runs

Stage 4 Appearances are approximately 28 days apart.

These questions on Stage 4 are designed to allow you to show that you can link and combine Blue Book runs, enabling you to prove you can cope with more complex runs.

Runs on Stage 4 will be more complex and may include obstacles such as road closures or multiple drops.

On this stage you will not be permitted to correct errors made in calling the run.

You will not be asked about theatre shows or temporary events on this stage.

When you have accumulated 12 points then you will progress to Stage 5.

You are allowed two years in which to complete Stage 4.

23. Stage 5 Examinations - Advanced points and runs

Stage 5 Appearances are approximately 21 days apart.

This is the final one-to-one examination stage covering the six-mile radius or your chosen sector.

At this stage you will have to prove that your Knowledge is up to date and topical e.g. awareness of new tourist attractions, current theatre productions, changes in hotel names and high profile temporary events such as Chelsea Flower Show, Winter Wonderland, Frieze Art Fair and London Fashion Week.

One question in the appearance may ask you to complete a run that includes obstacles such as road closures, multiple drops, or only leaving or setting down on the left or right.

On this stage you will not be permitted to correct errors made in calling the run.

Suburban candidates at this stage may be asked questions about major places in the adjoining sectors. This will be limited to significant points such as transport hubs, major hotels, sports venues, hospitals, etc.

When you have accumulated 12 points then you will progress to Stage 6.

You are allowed one year in which to complete Stage 5.

24. Stage 6 - Final appearance

This stage is a single one-to-one examination held approximately six weeks after your final Stage 5 appearance.

All London candidates will be required to show that they have a good working knowledge of suburban London. This is achieved by learning the 27 suburban routes listed in Annex C of the Blue Book prior to the Stage 6 examination.

The final examination will take the following form:

1. Candidates must be asked five questions based on the 27 routes in Annex C of the Blue Book, at least one of which will either start or finish at Heathrow Airport.

2. When describing the route, candidates must name every road travelled along and state when a change of direction has to be made.
3. The route described should end at the High Street, or significant point of the suburb or the station named in the diagram.
4. To pass the examination candidates will need to answer all questions in a satisfactory fashion.

Suburban candidates will be required to show that they have a good working knowledge of central London and the questions are based on a list, issued on completion of Stage 5. The examination will test that you have a detailed knowledge of routes from your sector into central London and know the location of significant points of interest (e.g. hospitals, tourist attractions, theatres, etc.). You must also know the way from your sector to London Heathrow and London City Airports (if they are outside your sector). We recognise that if either airport is within your sector, you may already have demonstrated how to get there.

The final examination will take the following form:

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 candidate'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.

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. We will also expect candidates to know the exact details of how to set down and leave a point.

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

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

All candidates

If you are unsuccessful you can attend for re-examination. The interval before you can re-sit the examination will be determined by your score and how many times you have taken the examination, but may be as little as two weeks.

Should you fail this stage three times then you will be required to undertake a re-assessment of Knowledge tested in Stages 3 to 5.

Similarly, any candidate who does not take a Stage 6 examination within six months of completing Stage 5 will be required to undertake a re-assessment of Knowledge tested in Stages 3 to 5.

The re-assessment is designed to establish whether the candidate's Knowledge is up to date or whether further learning and testing is required. The specification for the assessment can be obtained from the Knowledge of London Manager.

After you have successfully completed Stage 6 you will be invited to a pre-licensing briefing and badge presentation.

25. Taxi driver licence application

Once you have gained six points at Stage 5 we advise that you apply for a further DBS disclosure in readiness for making the final application for your licence. Shortly after you have completed Stage 5 you will be sent an application pack that will allow you to apply and pay for your licence. You can find the current fee on our website.

26. Pre-licensing briefing and badge presentation ceremony

Shortly after your final appearance you will be required to attend a pre-licensing briefing by a Knowledge of London Examiner. The briefing will give you advice and guidance on working as a London taxi driver and will end with the presentation of your badge and licence.

27. Suburban extension area examinations

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 candidates would be expected to know.

When giving answers to questions candidates will need to know the exact locations of the points. We will also expect candidates to know the exact details of how to set down and leave a point

One mark will be awarded for each correct answer.

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

28. Cancellation and non-attendance Guidelines for Knowledge candidates

If you are unable to attend an examination appointment you should contact us at the earliest opportunity. We will re-schedule your appointment. However, if you cancel or fail to attend appointments on multiple occasions, you may not be offered any further appointments. Our detailed guidelines for dealing with cancellations and failing to attend an examination can be found at Appendices C and D.

29. Complaints and appeals

If at any time during the examination process you have a complaint or a query regarding your examinations you should email us at TPHKnowledge@tfl.gov.uk or write to 210-212 Baker Street, London, NW1 5RT within five working days of that examination. **All** complaints and appeals will be escalated to the Knowledge of London Manager and treated in confidence and will **not** have any adverse effect on your progress through the examination system. Please ensure that when making a complaint or appeal you include in all correspondence your Knowledge reference number, full name and address.

If we receive the complaint after 5 working days we may not be able to investigate anything with regards to comments made during the appearance. Due to the fact that exams are verbal one-to-ones it is very important that complaints are made whilst the appearance is still fresh in the mind of the examiner and the candidate.

We will respond to your complaint within 10 working days. If further investigation is required then we may need a little longer but we will keep you informed of the progress of your complaint.

If you are dissatisfied with the outcome of your complaint or appeal then the matter will be escalated to the Head of Driver Assessment.

30. Use of mobile phones

All candidates should switch off their mobile phone upon entering the building and the use of mobile phones and recording equipment is not allowed in the candidate waiting area or during any assessment or examination.

Any candidate that fails to comply with this requirement may have their fitness to be granted a taxi driver's licence reviewed.

31. Candidate behaviour

All TfL staff have the right to be treated with consideration, dignity and respect. We deplore violence to our staff and recognise that physical and/or verbal abuse is not an acceptable part of any job. This includes abuse, threats or harassment directed towards a staff member on personal social media accounts.

Any candidate that directs verbal or physical abuse at TfL staff may have their application for a licence refused and where appropriate police informed.

32. Licensed Suburban drivers who are suspended while on the Knowledge

Any candidate who is a licensed suburban driver undergoing Knowledge examinations for another licence area and has their licence suspended will have their Knowledge examinations suspended for the period of

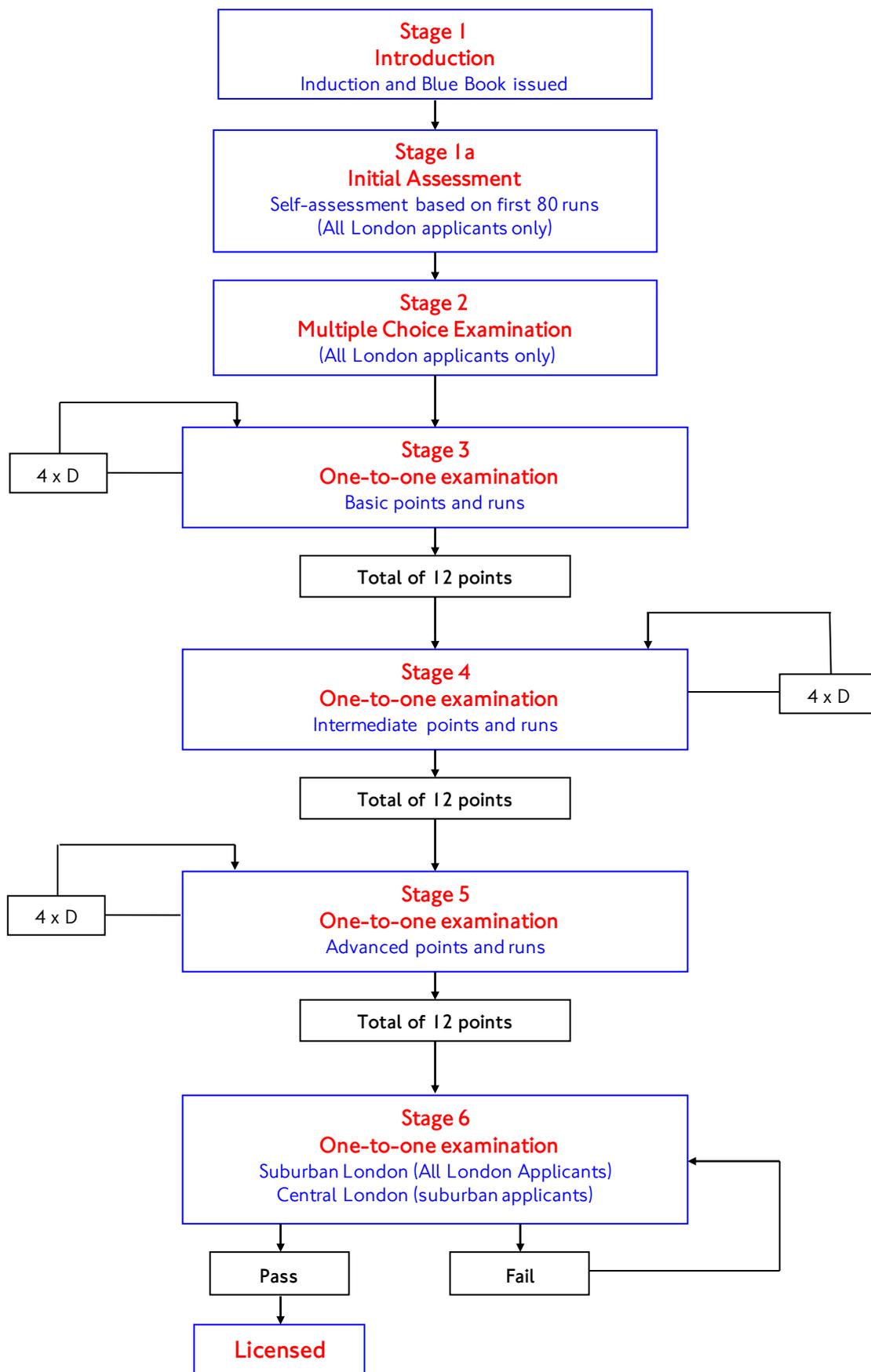
the suspension (this includes candidates that have their licence suspended on medical grounds). Candidates that have their licence suspended at Stage 6 and are unable to take the test within six months of completing Stage 5 will be required to undertake a re-assessment of Knowledge tested in Stages 3 to 5.

The re-assessment is designed to establish whether the candidate's Knowledge is up to date or whether further learning and testing is required. The specification for the assessment can be obtained from the Knowledge of London Manager.

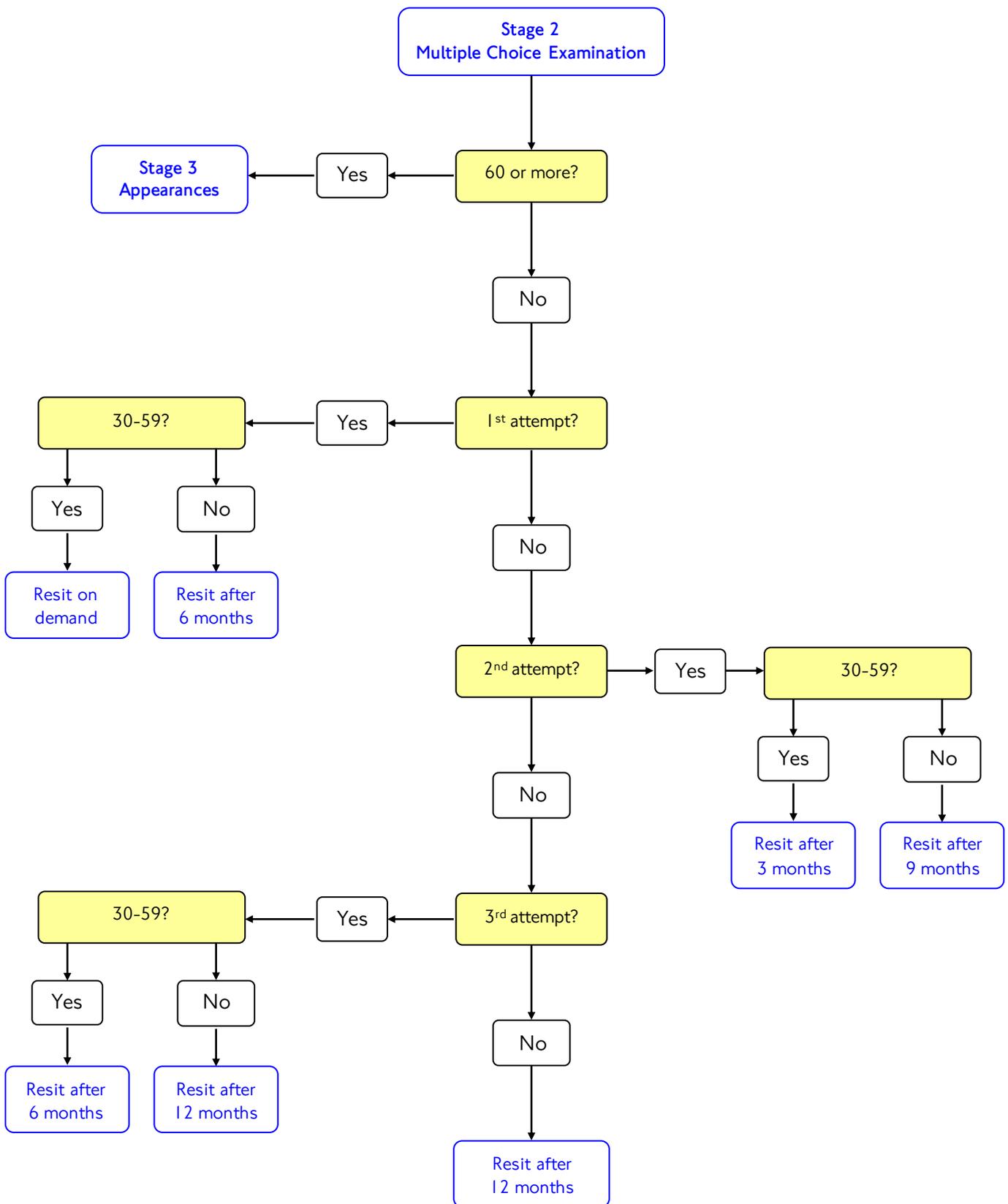
33. General enquiries

If you have a general question about the Knowledge you should email TPHKnowledge@tfl.gov.uk or write to us at 230 Blackfriars Road, London, SE1 8NW.

Appendix A - Knowledge of London examination process flowchart



Appendix B - Multiple Choice Examination flowchart



Appendix C - Cancellation guidelines for Knowledge candidates

- 1.1 One cancellation – candidate can contact the Knowledge of London department by email and request a further appearance date.
- 1.2 Two cancellations overall – candidate can contact department as above and request a further appearance date.
- 1.3 Three cancellations overall – candidate is required to contact department in writing stating the reason for the cancellation and requesting a further appearance date.
- 1.4 Four cancellations overall – candidate is required to contact the department in writing stating the reason and requesting a further appearance date. TfL will write to the candidate offering one further appearance date, which they must attend or cancel in advance with valid reasons, otherwise the candidate may have to re-apply for the Knowledge.
- 1.5 Five cancellations overall - candidate is required to contact Knowledge of London Manager (KoLM) in writing, stating the reason and requesting a further appearance date. The KoLM will decide whether to offer the candidate further appearances or inform the candidate that they need to re-apply for the Knowledge
- 1.6 Two cancellations in succession – candidate required to contact the department in writing, stating the reason and requesting a further appearance date
- 1.7 Three cancellations in succession – candidate required to contact department in writing, stating the reason and requesting a further appearance. TfL will write to the candidate offering one further appearance date, which they must attend or cancel in advance with good reason, otherwise the candidate may have to re-apply for the Knowledge.
- 1.8 Four cancellations in succession – candidate required to contact the KoLM in writing, stating the reason and requesting a further appearance date. The KoLM will decide whether to offer the candidate further appearances or inform the candidate that their application will be treated as withdrawn.

Appendix D - Non-attendance guidelines for Knowledge candidates

- 2.1 One instance of not attending an appearance without notifying TfL overall - candidate can contact the Knowledge of London department by email and request a further appearance date.
- 2.2 Two instances of not attending an appearance overall – candidate can contact the department in writing stating the reason and be given a further appearance date with a warning about not attending further appearances.
- 2.3 Three instances of not attending an appearance – candidate is required to contact the department in writing, stating the reason and requesting a further appearance. TfL will write to the candidate offering one further appearance date, which they must attend or cancel in advance with valid reasons, otherwise the candidate may have to re-apply for the Knowledge.
- 2.4 Four instances of not attending an appearance – candidate is required to contact the Knowledge of London Manager (KoLM) in writing, stating the reason and requesting a further appearance. The KoLM will decide whether to offer further appearances or inform the candidate that they need to re-apply for the Knowledge.
- 2.5 Two instances of not attending an appearance in succession - candidate is required to contact the department in writing, stating the reason and requesting a further appearance. TfL will write to the candidate offering one further appearance date, which they must attend or cancel in advance with valid reasons, otherwise the candidate may have to re-apply for the Knowledge.
- 2.6 Three instances of not attending an appearance in succession – candidate is required to contact the KoLM in writing, stating the reason and requesting a further appearance. The KOLM will decide whether to offer further appearances or inform the candidate that their application will be treated as withdrawn.

Appendix E - TfL Taxi and Private Hire contact details

Address	London Taxi and Private Hire 5 Endeavour Square Westfield Avenue London E20 1JN
Email – Knowledge team	TPHknowledge@tfl.gov.uk
Email – Licensing team	TPHlicensing@tfl.gov.uk
TfL website homepage	tfl.gov.uk
TfL website - taxi and private hire pages	tfl.gov.uk/tph