

# Taxi Licensing

Learning and  
suitability  
assessment  
Terms and  
conditions

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# 1. Booking a learning and suitability assessment

## 1.1 Making a request for a learning and and suitability assessment

Email your booking request to [taxilearning@southglos.gov.uk](mailto:taxilearning@southglos.gov.uk) and include your:

- full name \_\_\_\_\_
- full address including post code
- date of birth
- email address
- contact number
- photo or scanned image of the front and back of your current UK or EU driving licence

Once we have your booking request and details, you will be added to a current waiting list and will be contacted to complete the pre-assessment questions.

## 1.2 Contacting applicants to make a booking

We will contact you by telephone to complete the pre-assessment. If we are unable to reach you on the first attempt, you will receive an email confirming that a second contact will be made within the following 2 weeks.

The email will ask you to confirm a suitable date and time for this second contact. If we do not receive a response to this email, we will make a call at any time within the 2-week period.

If there is no answer on the second contact attempt, a follow-up email will be sent stating that a new request is required.

If contact is made, you will be asked to go through the pre-assessment questions and will be expected to make payment of the relevant fee if the booking can be made over the call.

The council requires all applicants to complete a test of their English language proficiency to make the booking. We will assess your ability to communicate in English with the pre-assessment questions. If there are concerns regarding your English language proficiency, you may be requested to attend the office to complete the assessment in person.

If you are not able to demonstrate your ability to communicate in English clearly, then you may be asked to provide us with an appropriate educational certificate for a qualification relating to the English Language.

Acceptable qualifications may include a:

- GCSE (or equivalent) in a subject such as English language or literature.
- Degree in a subject containing substantial English content.
- NVQ or BTEC in a subject that requires its students to communicate well in English.

If you are unable to meet the above criteria, or if the licensing officer is not satisfied that the certificates provided demonstrate your ability to communicate in English, then you will need to obtain a qualification before you will be able to take part in the New Driver Learning Day and Suitability Assessment.

### 1.3 Medical adjustments

If you have any medical requirements or need any adjustments, please communicate this to [TaxiLearning@southglos.gov.uk](mailto:TaxiLearning@southglos.gov.uk) when you book, or no later than 2 clear working days before the learning and suitability assessment.

## 2. Attending a learning and suitability assessment

### 2.1 Attending the learning and suitability assessment

You will need to arrive no later than 15 minutes before the start time of your learning and suitability assessment, to allow sufficient time for us to check your identification and book you in. If you arrive after this time, you will not be admitted to the training room.

You are required to bring 1 form of photographic identification with you. Acceptable forms of identification are either a passport or EU photographic driving licence. Failure to supply this documentation, will result in you not being able to sit the test on this day and the fee paid will not be refunded and is not transferrable.

### 2.2 Cancellations and refund policy

If you wish to cancel this booking or rearrange, please ensure that you do this with two clear working days of your allocated time. If the request to cancel or rearrange is received after this time, then you will not be entitled to a refund as per the Licensing Fees & Charges 2025-26 ([www.southglos.gov.uk](http://www.southglos.gov.uk))

If you arrive late, or fail to attend the training, then you will not be permitted a refund and a new request will need to be made, including payment for a further Learning Day and Suitability Assessment.

## 3. Result of a Learning & Suitability Assessment

### 3.1 Successful Assessment

If you obtain a successful result of 80% or more, you will be moved onto the next stages of the application process. This will include being sent a link for the Disclosure Barring Service (DBS) and information regarding booking onto the Child Exploitation session. All of this information will be listed and communicated to you via email.

### 3.2 Unsuccessful Assessment

If you are unsuccessful in the Learning & Suitability Assessment and obtain a score lower than 80%, you are permitted to request a second booking. However, a new request will be required as per Section 1, and you will join the current waiting list. The relevant fee will need to be paid again, when a booking is accepted.

### 3.3 Appealing your Result

If you obtain a result of 78%, your assessment paper will automatically be remarked by another member of the Licensing Team.

There is no appeal process regarding your assessment result.

### 3.4 Multiple Assessments

The Learning & Suitability Assessment and training has been designed to help applicants gain the knowledge and skills needed to become a competent Private Hire and/or Dual Licenced Driver, with South Gloucestershire Council Licensing Authority. It is expected that an applicant should be capable of gaining a successful 80% mark. A second and final attempt should be allowed. However, it is important to note that only in exceptional circumstances will a third Learning and Suitability Assessment be authorised, and this may have conditions for the applicant to fulfil before being granted. Please note, if you fail to attend this will be counted as one of your attempts.

To request a third Learning and Suitability Assessment, a formal request must be made in writing, noting any mitigating circumstances, to the Senior Licensing Enforcement Officer to consider. This request must state the reasons why you feel you were unsuccessful with your first and second attempts, and what you have done since attending the Learning Day, to improve your overall knowledge of our policy. Should your request be approved, you will be required, as per Section 1, to join the current waiting list. The relevant fee will need to be paid again, when a booking is accepted.