



List of topics - theory test for taxi driving

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Traffic safety / traffic flow

For the passenger, it is important that the transport is carried out in a comfortable and safe manner. The driver needs to have the knowledge required to drive in a manner that

- is safe on the road,
- provides proper interaction,
- promotes efficient traffic flow,
- shows consideration for health, the environment and the needs of others, and
- is in compliance with regulations in force.

These topics will therefore be part of the theory test:

Traffic flow:	Choice of speed; visibility, road conditions Giving way/ allowing space Expected behaviour from others Overtaking Being overtaken Merging (zipper procedure) and changing lanes
Driving in special conditions	Driving in the dark Driving in tunnels Difficult visibility conditions Difficult weather and road surface conditions Slippery road surface, wet roads, friction
Human beings in traffic:	Sensory limitations, vision, hearing Assessing speed: sensing, perceiving, deciding, and acting Elderly people, persons with disabilities, children Tiredness, illness, intoxication, distractions Section 3 of the Road Traffic Act, the basic rule of traffic

Taxi drivers must know their responsibilities, as the driver (and sometimes owner) of a vehicle, in order to ensure that the vehicle meets formal requirements.

As a professional driver, the taxi driver also has a special responsibility for securing passengers and goods during transport.

These topics will therefore be part of the theory test:

Drivers' and owners' responsibilities (formal issues)	Registration of vehicles, vehicle registration certificates Ownership Driving licences Insurance and financial aspects Sanctions by authorities against violations Compulsory abstinence from alcohol etc.
Technical details about the vehicle	Proper and prescribed condition Brakes, wheels, tyres, steering, lights Safety equipment Warning devices
Securing of loads	Securing luggage and loose items Kinetic energy Securing goods in the load compartment Roof rack Roof-mounted cargo box ("ski box") Bicycle rack
Securing passengers	The driver's responsibility Securing children Securing adults Securing wheelchairs Securing personal aids

First aid and emergency management

Taxi drivers have the road as their workplace, and the likelihood of their arriving at the scene of an accident will thus be greater than for other road users. It is therefore important that the taxi driver should know first aid and how (s)he can help reduce the extent of injury in an accident situation, including fire at an accident site.

These topics will therefore be part of the theory test:

Traffic accidents:	Duties in the event of a traffic accident Securing the accident site Behaviour at the scene of the accident Protecting legally recognised interests Accident reports
First aid:	Ensuring clear and open airways Bleeds CRP - cardiopulmonary ("heart and lung") resuscitation. Shock



It is important that the taxi driver knows what society expects in terms of service and customer care, and how these expectations contribute to raising the quality of the service and the esteem of the profession.

The driver must also be able to take care of passengers with special needs by offering them the necessary assistance. This requires that drivers also know how they can adapt their services to cater to passengers with disabilities, children and elderly passengers.

Good communication is important when transporting different types of passengers. The driver must know what characterises good communication in connection with bookings, direct enquiries, during and at the end of a transport.

The safety and security of passengers is fundamental, not only during transport but also from a data protection perspective.

These topics will therefore be part of the theory test:

Service:	<ul style="list-style-type: none"> Core services Peripheral services What a customer expects from a service Rules for service provision Quality and quality assurance What creates customer satisfaction The meaning of customer-differentiated service Importance of regularity Parcel delivery Lost property
Communication:	<ul style="list-style-type: none"> Interpersonal communication One-way and two-way communication Body language Verbal communication Written communication Importance of clear and accurate language Cultural differences What improves or impairs communication Intelligent Transport Systems (ITS) Navigation and positioning systems Using mobile phones Taximeter
The safety and security of passengers	<ul style="list-style-type: none"> Data protection Surveillance Payment systems Visible identity markers Payment systems Patient transport Disability transport School transport