

PRIVATE HIRE CAR DRIVER'S VOCATIONAL LICENCE (PDVL) – PAPER 1 PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	8
Explanations	10
Next Steps	15

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What should a driver do when approaching a roundabout?**
 - A. Speed up to merge into traffic
 - B. Yield to traffic already in the roundabout
 - C. Signal their intention to leave the roundabout
 - D. Stop completely before entering
- 2. Are private hire drivers required to assist passengers with disabilities?**
 - A. No, it is not mandatory
 - B. Yes, they must provide appropriate assistance
 - C. Only if the passenger requests it
 - D. Yes, but only for certain types of disabilities
- 3. To be able to be "Fit to Serve", what should you do?**
 - A. Keep looking at my mobile phone for updates on surge fares.
 - B. Keep talking to my passenger to stay alert.
 - C. Drive faster so that I can serve more passengers.
 - D. Take care of my health and my vehicle.
- 4. How frequently must drivers renew their PDVL?**
 - A. Every year
 - B. Every two years
 - C. Every three years
 - D. Every five years
- 5. What is the speed limit for vehicles travelling along a school zone during the zone operational hours?**
 - A. A. 70 km/h
 - B. B. 60 km/h
 - C. C. 50 km/h
 - D. D. 40 km/h

- 6. Which of the following is a legal obligation for drivers regarding passenger data?**
- A. Sharing data with other ride-sharing apps
 - B. Collecting detailed personal information
 - C. Protecting passenger privacy and confidentiality
 - D. Storing data indefinitely
- 7. What is the recommended action if you believe a passenger is intoxicated?**
- A. Drive them home anyway.
 - B. Refuse service and call for help if necessary.
 - C. Allow them to drive.
 - D. Discuss their behavior with them.
- 8. Which customer feedback method is most effective for enhancing service quality?**
- A. Focus groups to discuss experiences
 - B. Surveys and direct feedback after rides
 - C. Social media reviews and ratings
 - D. Word-of-mouth recommendations
- 9. How should drivers address a situation involving passenger complaints?**
- A. Avoid interaction with the passenger
 - B. Respond politely and work to resolve the issue
 - C. Immediately end the ride
 - D. Ignore the complaint
- 10. What is one way drivers can maintain high standards of hygiene in their vehicles?**
- A. Regularly cleaning the interior and exterior of the vehicle
 - B. Using air fresheners regularly
 - C. Only cleaning the exterior once a week
 - D. Keeping windows closed at all times

Answers

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1. B
2. B
3. D
4. C
5. D
6. C
7. B
8. B
9. B
10. A

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Explanations

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1. What should a driver do when approaching a roundabout?

- A. Speed up to merge into traffic
- B. Yield to traffic already in the roundabout**
- C. Signal their intention to leave the roundabout
- D. Stop completely before entering

When approaching a roundabout, the driver should yield to traffic already in the roundabout. This is because roundabouts are designed to maintain a continuous flow of traffic while minimizing potential collisions. Vehicles within the roundabout have the right of way, and yielding allows for a smoother entry and prevents disruptions in the traffic flow. By yielding, the driver is also ensuring safety for themselves and other road users. This practice helps to avoid accidents that could occur if a vehicle entered the roundabout without yielding to existing traffic. On the other hand, speeding up to merge into traffic can lead to dangerous situations, particularly if there is already a vehicle approaching in the roundabout. Signaling intentions is also crucial while in the roundabout, but it comes after the vehicle has yielded and is preparing to exit. Lastly, stopping completely before entering the roundabout is unnecessary if the way is clear, and could disrupt the steady flow of traffic.

2. Are private hire drivers required to assist passengers with disabilities?

- A. No, it is not mandatory
- B. Yes, they must provide appropriate assistance**
- C. Only if the passenger requests it
- D. Yes, but only for certain types of disabilities

Private hire drivers are required to assist passengers with disabilities by providing appropriate assistance. This obligation reflects the broader commitment to ensure accessibility and support for individuals who may need additional help while using transport services. Assistance can include help with getting in and out of the vehicle, storing mobility aids, or providing relevant information. This requirement aligns with various regulations aimed at promoting inclusivity and catering to the needs of all passengers, ensuring that those with disabilities can travel comfortably and safely. It emphasizes the role of drivers not just as transport providers but also as facilitators of a positive travel experience for all riders, particularly those who may face challenges due to their disabilities. The other options do not reflect the legal and ethical responsibilities placed on private hire drivers regarding assistance for passengers with disabilities.

3. To be able to be "Fit to Serve", what should you do?

- A. Keep looking at my mobile phone for updates on surge fares.
- B. Keep talking to my passenger to stay alert.
- C. Drive faster so that I can serve more passengers.
- D. Take care of my health and my vehicle.**

To be "Fit to Serve" as a private hire car driver, taking care of both your health and your vehicle is essential. This means maintaining a good physical and mental state to ensure you can safely operate the vehicle and provide quality service to your passengers. It includes regular health check-ups, a balanced diet, adequate rest, and being free from any impairments that could affect your driving abilities. Additionally, ensuring that your vehicle is well-maintained is critical for safety. This includes routine checks on brakes, lights, tires, and other essential components to prevent mechanical failures that could endanger passengers or yourself on the road. Only by prioritizing both your well-being and that of your vehicle can you truly be considered fit to serve in this role.

4. How frequently must drivers renew their PDVL?

- A. Every year
- B. Every two years
- C. Every three years**
- D. Every five years

The requirement for renewing a Private Hire Car Driver's Vocational Licence (PDVL) is set at a frequency of every three years. This means that after the initial issuance of the licence, drivers must ensure they complete the renewal process before the three-year period elapses. Renewing the licence at this interval helps maintain standards within the industry and ensures that drivers are continuously meeting the necessary regulations and requirements to provide safe and reliable services. Regular renewals also allow for updated background checks and assessments, ensuring that driver qualifications remain current.

5. What is the speed limit for vehicles travelling along a school zone during the zone operational hours?

- A. A. 70 km/h
- B. B. 60 km/h
- C. C. 50 km/h
- D. D. 40 km/h**

The speed limit for vehicles traveling along a school zone during operational hours is typically set at 40 km/h. This reduced speed is enforced to enhance safety for children and pedestrians in the vicinity of schools. During school operational hours, when children are arriving at or leaving school, there is an increased likelihood of pedestrian movement, which necessitates a lower speed limit to provide drivers with more time to react to unexpected situations, such as children crossing the road. Setting the speed limit to 40 km/h in these areas reflects a prioritization of safety over speed, ensuring that drivers can navigate through school zones cautiously without contributing to potential accidents. The correct choice emphasizes the importance of adhering to speed limits in sensitive areas, particularly those where children are present.

6. Which of the following is a legal obligation for drivers regarding passenger data?

- A. Sharing data with other ride-sharing apps
- B. Collecting detailed personal information
- C. Protecting passenger privacy and confidentiality**
- D. Storing data indefinitely

Protecting passenger privacy and confidentiality is a legal obligation for drivers. This duty is grounded in the need to ensure that personal information provided by passengers is safeguarded and used responsibly. Drivers must handle data in compliance with data protection laws, which emphasize the importance of confidentiality and security when it comes to sensitive personal information. In the context of the private hire car industry, this means that drivers should not disclose personal information to unauthorized parties and should implement necessary measures to protect such data. This commitment to privacy builds trust between drivers and passengers, ensuring a safer and more secure environment for everyone involved. The other options highlight practices that may not meet legal standards or ethical expectations. Sharing data with other ride-sharing apps breaches confidentiality, collecting excessive personal information may violate privacy laws, and storing data indefinitely disobeys principles of data retention, which require data to be kept only for as long as necessary to fulfill its purpose.

7. What is the recommended action if you believe a passenger is intoxicated?

- A. Drive them home anyway.
- B. Refuse service and call for help if necessary.**
- C. Allow them to drive.
- D. Discuss their behavior with them.

When considering how to handle a situation with an intoxicated passenger, refusing service and, if necessary, calling for help is the most responsible choice. This approach ensures the safety of both the passenger and others on the road. Intoxicated passengers can pose risks, not only to themselves but also to the driver and other road users. By refusing service, you mitigate potential dangers that could arise from allowing an impaired individual to travel in a vehicle. In situations where the passenger may be unable to ensure their own safety or agree to alternative arrangements, calling for help—be it from a family member, friend, or emergency services—provides a responsible course of action. This decision prioritizes safety and promotes responsible transport practices. It is crucial for private hire car drivers to adhere to legal and ethical standards, which include not transporting intoxicated passengers who may engage in risky behavior during the ride or be incapable of adequately supervising themselves. Thus, this option aligns with both professional conduct and the commitment to public safety.

8. Which customer feedback method is most effective for enhancing service quality?

- A. Focus groups to discuss experiences
- B. Surveys and direct feedback after rides**
- C. Social media reviews and ratings
- D. Word-of-mouth recommendations

Surveys and direct feedback after rides are considered the most effective method for enhancing service quality because they allow for immediate, structured responses from customers regarding their experiences. This direct feedback provides valuable insights into specific aspects of the service, such as driver behavior, vehicle cleanliness, and overall satisfaction. By utilizing surveys, drivers and service providers can gather quantitative data that can be analyzed to identify trends and areas in need of improvement. Furthermore, immediate feedback allows the service provider to address issues in real-time, ensuring that customers feel heard and valued, which can lead to improved customer loyalty. Additionally, direct feedback encourages continuous dialogue between the service provider and customers, fostering a culture of responsiveness and ongoing improvement in service quality. While other methods, such as focus groups, social media reviews, and word-of-mouth recommendations, can provide useful insights, they often lack the immediacy and structured nature of surveys, which can limit their effectiveness in a rapidly changing service landscape.

9. How should drivers address a situation involving passenger complaints?

- A. Avoid interaction with the passenger
- B. Respond politely and work to resolve the issue**
- C. Immediately end the ride
- D. Ignore the complaint

Responding politely and working to resolve the issue is crucial when addressing passenger complaints as it demonstrates professionalism and a commitment to customer service. This approach helps to create a positive experience for the passenger, even if they are initially dissatisfied. By listening actively to their concerns and trying to find a resolution, you not only improve the chances of a favorable outcome but also build rapport and trust. This can lead to better ratings, repeat business, and positive word-of-mouth recommendations, which are essential for a driver's reputation in the private hire vehicle industry. In contrast, avoiding interaction can escalate the situation and leave the passenger feeling ignored, which is detrimental to both the passenger's experience and the driver's standing. Similarly, immediately ending the ride can also be seen as unprofessional and could result in negative feedback. Ignoring the complaint entirely could lead to further dissatisfaction and potential complaints to the service provider. In summary, active and polite engagement with the passenger fosters a constructive environment to manage issues effectively.

10. What is one way drivers can maintain high standards of hygiene in their vehicles?

- A. Regularly cleaning the interior and exterior of the vehicle**
- B. Using air fresheners regularly
- C. Only cleaning the exterior once a week
- D. Keeping windows closed at all times

Maintaining high standards of hygiene in vehicles is crucial for providing a safe and pleasant experience for passengers. Regularly cleaning both the interior and exterior of the vehicle directly contributes to hygiene standards by removing dirt, germs, and potentially harmful pathogens that can accumulate over time. This practice not only enhances the cleanliness of the car but also helps prevent the spread of illness, promotes a positive image for drivers, and ensures compliance with health regulations that may apply to private hire vehicles. Regular cleaning can include vacuuming seats, wiping down surfaces with disinfectants, and ensuring that the exterior is free from contaminants. This thorough approach supports the overall hygiene management of the vehicle, which is essential for both the driver's well-being and the satisfaction of passengers. In contrast, other options do not contribute as effectively to maintaining high hygiene standards, as they either emphasize limited cleaning or actions that may not necessarily improve sanitation.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://pdvlpaper1.examzify.com>

We wish you the very best on your exam journey. You've got this!

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