

# Taxi Licensing Application System – Frequently Asked Questions

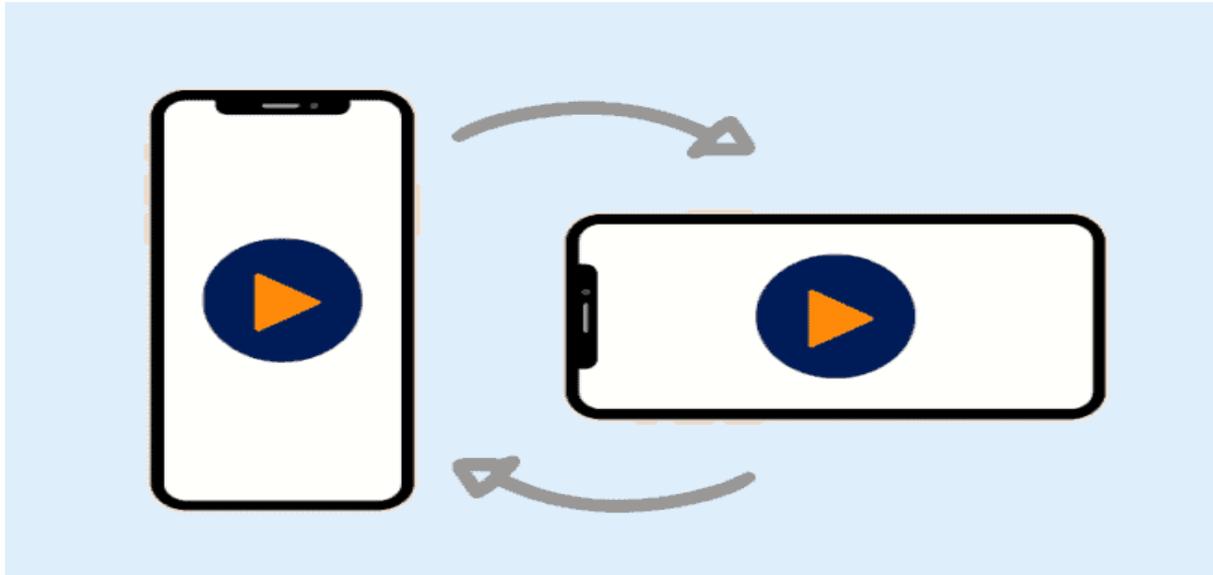
Need Help? – see if your question is covered in contents below

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## How do I view the Taxi system using my mobile?

Viewing the system whilst using your mobile is made easier if you flip



your mobile from the vertical position [Upright] to horizontal [sideways]. This will make the viewing of your application much easier.

## How do I book an appointment with Taxi Licensing?

You will be required to book appointments online as part of applying for your licence. These include appointments for:

- DBS Check (from the link in the DBS sent email)
- Knowledge Test (in the application form) – there will be a charge for this test
- Plate and Badge collection (from a link in the email sent)
- Vehicle Checks (in renewal application form or reminder emails) – there will be a charge for this vehicle check

For all online appointments you will need to:

- Complete booking details
- Choose a date and time
- Review the booking
- Make payment (where required)
- Complete your appointment

You will receive an email confirming your appointment.

## What is My Account?

My Account is your personal area in the system where you can upload and store current documents, resume applications, make payments to

Payment Due applications. You will need to register first to create an account using your name and email address.

### How do I get into My Account?

Using the Sandwell website, select either of the “Apply to become a Taxi/ Private Hire Driver, Taxi Operator or the Private Hire Vehicle” links will take you into Verso. Using the login tab enter in your login details.

If you already have a My Account, then any emails that have been sent to you will have a link you can use which will also take you to your account.

### How do I change an appointment?

Log into your My Account, select the licence and resume button and select the Reschedule Appointment button that is in the application form.

Or use the link in the email confirming your appointment.

### How do I cancel an appointment?

Log into your My Account and select the licence and resume button and select the Cancel Appointment button that is in the application form.

Or use the “MyAccount or clicking Here” links in the email that confirmed your appointment.

### If I cancel my appointment do I get a refund?

No – If an appointment is cancelled less than 24 hours of the appointment no refund will be made.

Yes – If you cancel more than 24 hours of the appointment or at any time for a DBS appointment

### What if my vehicle fails its test?

You will receive an email that tells you what to do next.

### What do I do when my vehicle passes its full test?

You will receive an email with a document attached confirming that your vehicle has passed its test. Upload the document by returning to the application in the Under-Review area of your My Account

### What do I do when my vehicle passes its Interim Safety Check?

You will receive an email with a document attached confirming that your vehicle has passed its Interim Safety Check. Send this document to [taxi\\_licensing@sandwell.gov.uk](mailto:taxi_licensing@sandwell.gov.uk)

## What do I do when I pass my knowledge test?

You will receive an email with a document attached confirming that you have passed your Knowledge Test. Upload the document by resuming your application found in the Incomplete area in your My Account.

## What do I do when I pass my Safeguarding test?

You will receive an email with a document attached confirming that you have passed your Safe Guarding test. Upload the document by resuming your application found in the Incomplete area in your My Account.

## What do I do when I receive my DBS certificate?

You will need to upload the document by resuming your application found in the Incomplete area in your My Account.

## How do I book my Full Test Inspection for my Vehicle?

Work through your vehicle application, when you reach Section 8.

8 Uploads

9 Notification and Declaration

10 Payment

\* Has the vehicle passed a Full Test Inspection?

Yes

No

Answer “No” to the question “Has your vehicle passed a Full Test Inspection?” This will open an appointment booking facility. Select the “Book Here” button

**If you haven't already done so, please click below to book an appointment**

**Book Here**

You then open a booking form that requires you to work through and will enable you to select a convenient week of your choice. You will need to select the “Find Appointments” button which will provide you the facility to select and appropriate date and time. The final part of the booking you will be required to make a payment. Follow the payment on-screen options to enter your card details.

This is your final screen and you can now safely log out of the system.

### Sections

- 1 Booking Details
- 2 Booking Date/Time
- 3 Review Booking
- 4 Payment
- 5 Booking Completed

### Appointment booking

Linked to Taxi Vehicle Licensing (Hackney/Private) (T-VEH-030006-00410-14623-x119)

Thanks for completing your booking

If you would like to change the booking, use the buttons below. Refunds will only be issued for DBS appointments or if your appointment is cancelled more than 1 full working day before the appointment due time.

[Reschedule Appointment](#)

[Cancel Appointment](#)

#### Cost

Full Test (Full): £55.00

Once your payment has been made you will receive an email confirming your vehicle full test booking.

## How do I continue previously started applications – [Driver, Vehicle, Operator]?

When you first applied for a licence you will have received an email that confirmed you had applied. That email has links attached that enable you to complete your application. If you no longer have that original email, sign into your MyAccount.

### My Account

- Applications**
- Payments
- Vouchers
- Tasks
- Documents
- Profile
- Saved Profile Data

Search

Payment due

**Incomplete**

Under review

Completed

#### Incomplete

[Filter](#) [Clear](#)

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Vehicle Licence to be granted, renewed or replaced 15 CASTLE CLOSE

[Delete](#) [Resume](#)

Select “Incomplete” and then choose your application, driver, vehicle or operator, then select “Resume”. You will be taken back into your application where you can then continue through to completion.

## Why am I unable to book both my garage and taxi appointments together as previously?

The reason why you are unable to book both garage and taxi appointments together is due to both Taxi and Fleet Service Departments has had an upgrade to their old previous system. The new Taxi Licensing System has been designed around you the customer, so you can control all your [Driver, Vehicle or Operator] applications, booking appointments and vehicle checks. Both Taxi Licensing and Fleet Services both use the same online system and will

manage your applications dependently. All communications between yourself and the both services will be conducted via email.

## What documents do I need to upload with my application?

For a Driver Application the following documents:

- DBS Certificate
- Knowledge Test Certificate
- CSE Certificate
- Business & Technology Education Certificate [BTEC]
- UK Passport or Birth Certificate
- Drivers Licence – Both sides
- Recent [3 months] personal photograph
- Driver Assessment Certificate

For a Vehicle Application the following documents:

Hackney Carriage:

- LOLER Certificate

Private Hire:

- Sandwell Knowledge Test [If not a Sandwell Driver]
- Insurance Documents
- Drivers Licence – Both sides
- Log Book V5
- Individual Vehicle Assessment
- Full Test Pass Certificate

Operators:

- DBS Certificate
- Knowledge Test Certificate
- CSE Certificate
- Recent [3 months] personal photograph
- Proof of Identity – Passport
- **Managers:**
- DBS Certificate
- Proof of Identity – Passport / Drivers Licence
- CSE Certificate
- Knowledge Test Certificate