

Taxi and Private Hire Portal

How to Make and Manage a Driver Assessment Booking



How to Make and Manage a Driver Assessment Booking

This guidance will provide you with the information you will need to be able to make, and also then manage, a driver assessment booking from within your online customer account on the Taxi and Private Hire Portal.

The steps shown within this guidance will take you through all the details that will be needed to successfully allow you to:

- Make a booking for your driver assessment(s)
- Manage any existing booking(s) for your driver assessment(s). This would be to allow you to re-schedule or cancel your existing booking(s)
- View the outcome/result of any driver assessment(s) you have sat and completed



How to Make and Manage a Driver Assessment Booking

When referring to a driver assessment within this guidance, this means that we are referring to either of the following:

- A topographical skills assessment
- An English language speaking and listening test
- A safety, equality, regulatory understanding (SERU) assessment

Depending on your circumstances, you may be required to make a booking to sit and pass any, or all, of these assessments

In order to book, or manage, any assessment(s), you will need to ensure that you have considered your availability to attend the required the location, date and time for your required assessment(s)



How to Make and Manage a Driver Assessment Booking

Please do therefore check that you meet the following criteria to be able to make and/or manage your driver assessment booking(s) via your online customer account:

-  You have either submitted an application for a London PHV Driver's Licence or you are the holder of an existing London PHV Driver's Licence
-  You have an 'active' and valid online customer account on the Taxi and Private Hire Portal
-  You are required to sit the relevant driver assessment(s) in support of your application or licence.

You will then need to log-in to your online customer account to start the process of making, or managing, your driver assessment bookings



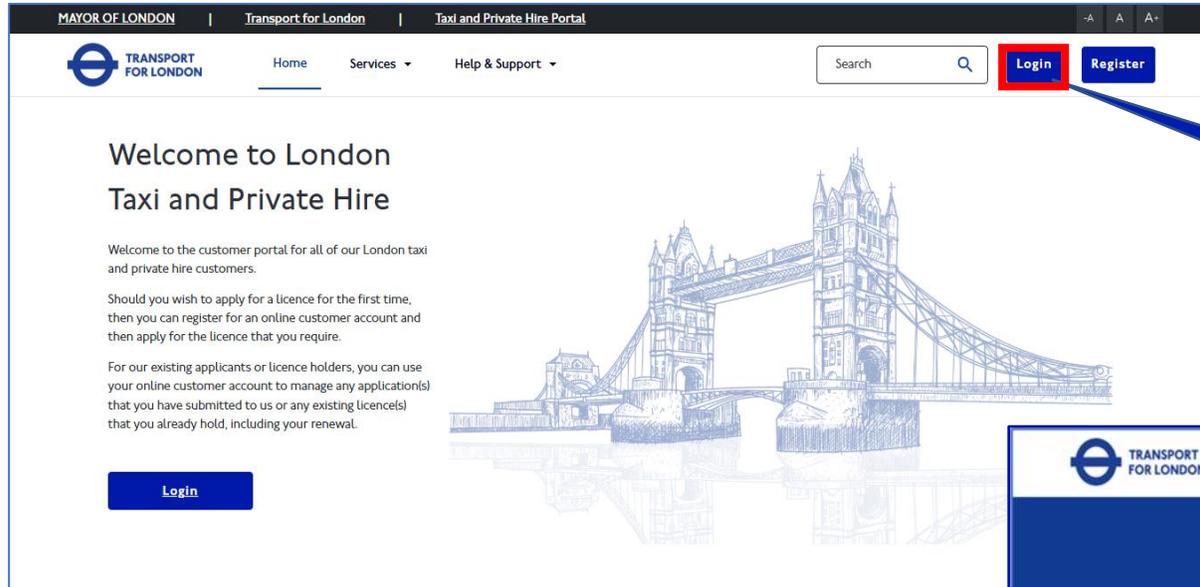
Taxi and Private Hire Portal

How to Make a Driver Assessment Booking



Taxi and Private Hire Portal

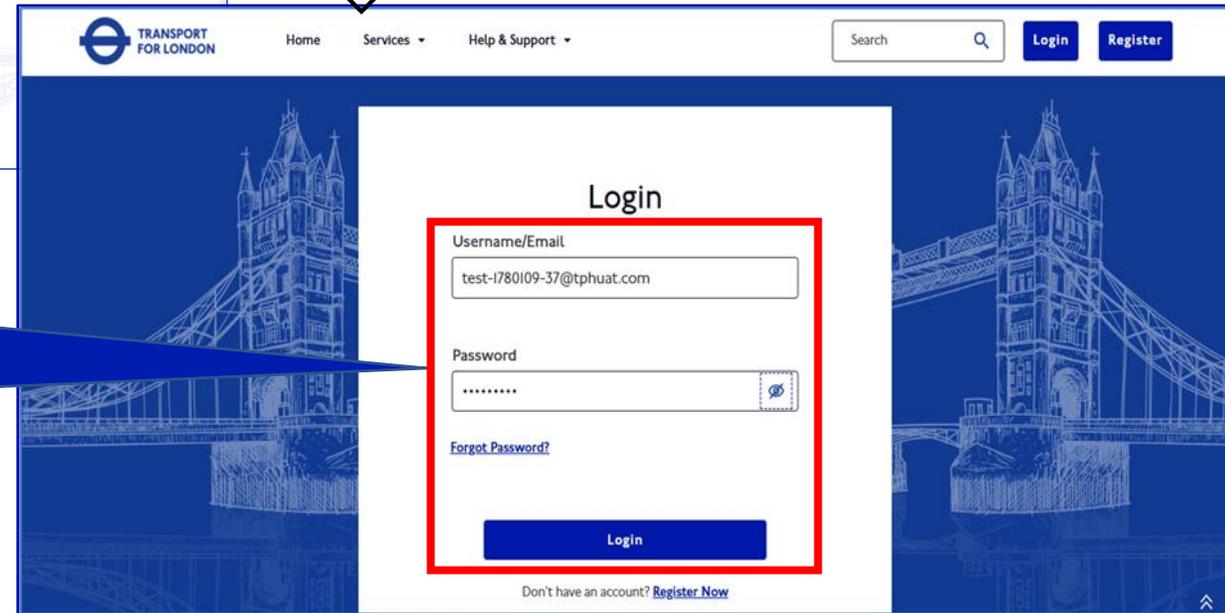
How to Make a Driver Assessment Booking



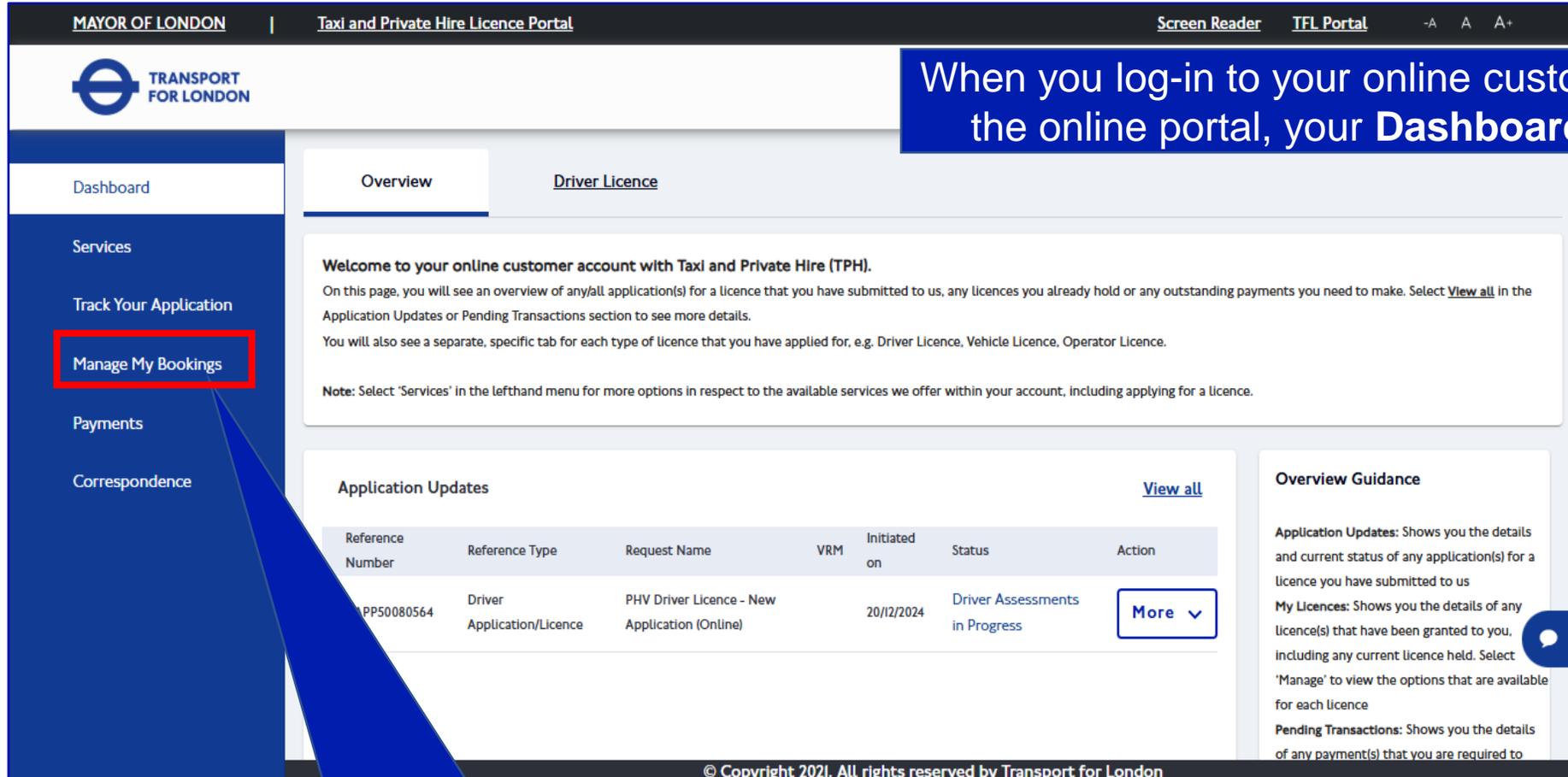
Navigate to the Customer Portal home page

Click Login

When prompted, enter your
Username/Email and
Password and then click
Login



How to Make a Driver Assessment Booking



MAYOR OF LONDON | Taxi and Private Hire Licence Portal

Screen Reader TFL Portal -A A A+

TRANSPORT FOR LONDON

Dashboard

Services

Track Your Application

Manage My Bookings

Payments

Correspondence

Overview Driver Licence

Welcome to your online customer account with Taxi and Private Hire (TPH).

On this page, you will see an overview of any/all application(s) for a licence that you have submitted to us, any licences you already hold or any outstanding payments you need to make. Select [View all](#) in the Application Updates or Pending Transactions section to see more details.

You will also see a separate, specific tab for each type of licence that you have applied for, e.g. Driver Licence, Vehicle Licence, Operator Licence.

Note: Select 'Services' in the lefthand menu for more options in respect to the available services we offer within your account, including applying for a licence.

Application Updates [View all](#)

Reference Number	Reference Type	Request Name	VRM	Initiated on	Status	Action
PP50080564	Driver Application/Licence	PHV Driver Licence - New Application (Online)		20/12/2024	Driver Assessments in Progress	More ▾

Overview Guidance

Application Updates: Shows you the details and current status of any application(s) for a licence you have submitted to us

My Licences: Shows you the details of any licence(s) that have been granted to you, including any current licence held. Select 'Manage' to view the options that are available for each licence

Pending Transactions: Shows you the details of any payment(s) that you are required to

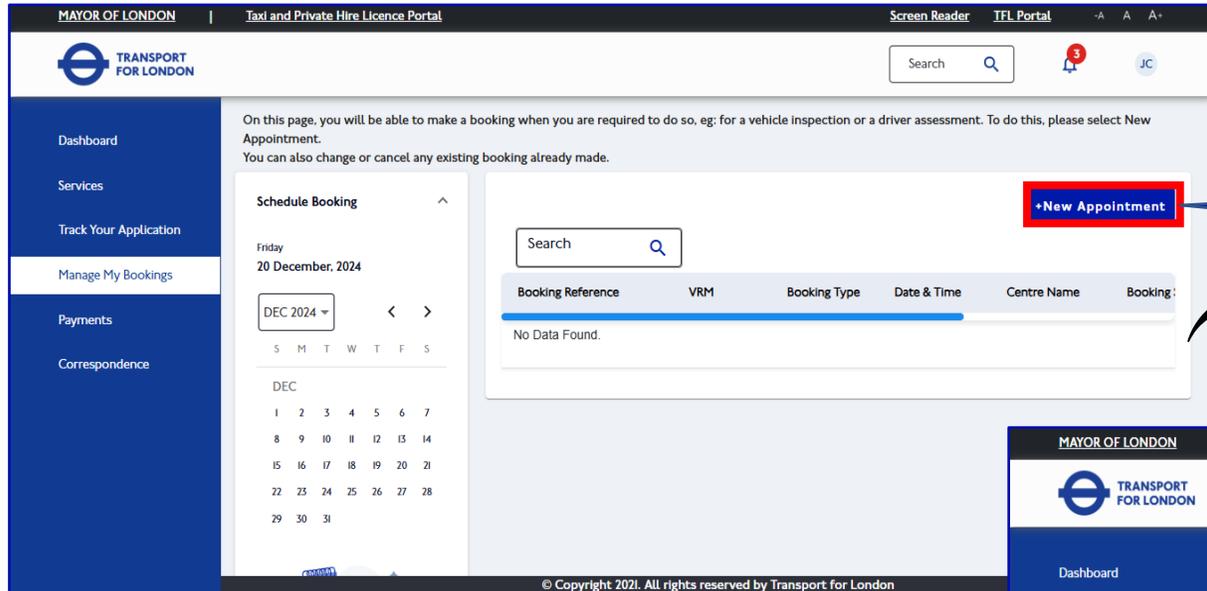
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Click on the **Manage My Bookings** option

When you log-in to your online customer account on the online portal, your **Dashboard** is displayed



How to Make a Driver Assessment Booking



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Screen Reader TFL Portal

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Search

Dashboard

Services

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Payments

Correspondence

On this page, you will be able to make a booking when you are required to do so, eg: for a vehicle inspection or a driver assessment. To do this, please select New Appointment.
You can also change or cancel any existing booking already made.

Schedule Booking

Friday
20 December, 2024

DEC 2024

S M T W T F S

DEC

1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31

+New Appointment

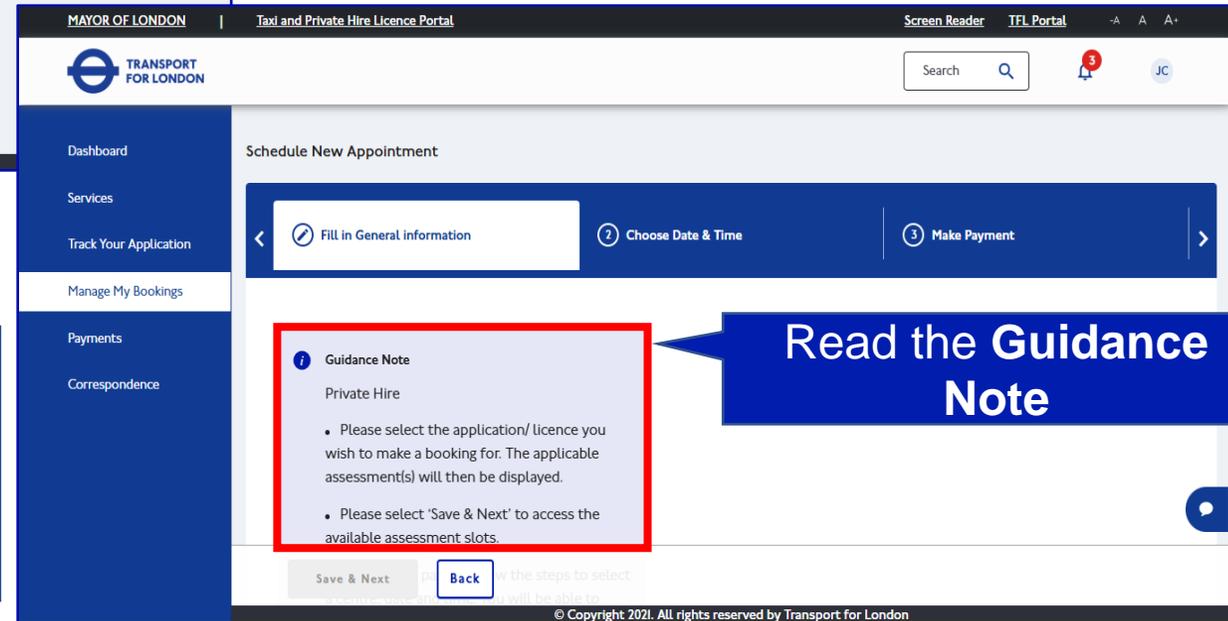
Search

Booking Reference	VRM	Booking Type	Date & Time	Centre Name	Booking
No Data Found.					

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The **Manage My Bookings** page is displayed

Click **+New Appointment**



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Schedule New Appointment

1 Fill in General information 2 Choose Date & Time 3 Make Payment

Guidance Note
Private Hire

- Please select the application/ licence you wish to make a booking for. The applicable assessment(s) will then be displayed.
- Please select 'Save & Next' to access the available assessment slots.

Save & Next Back

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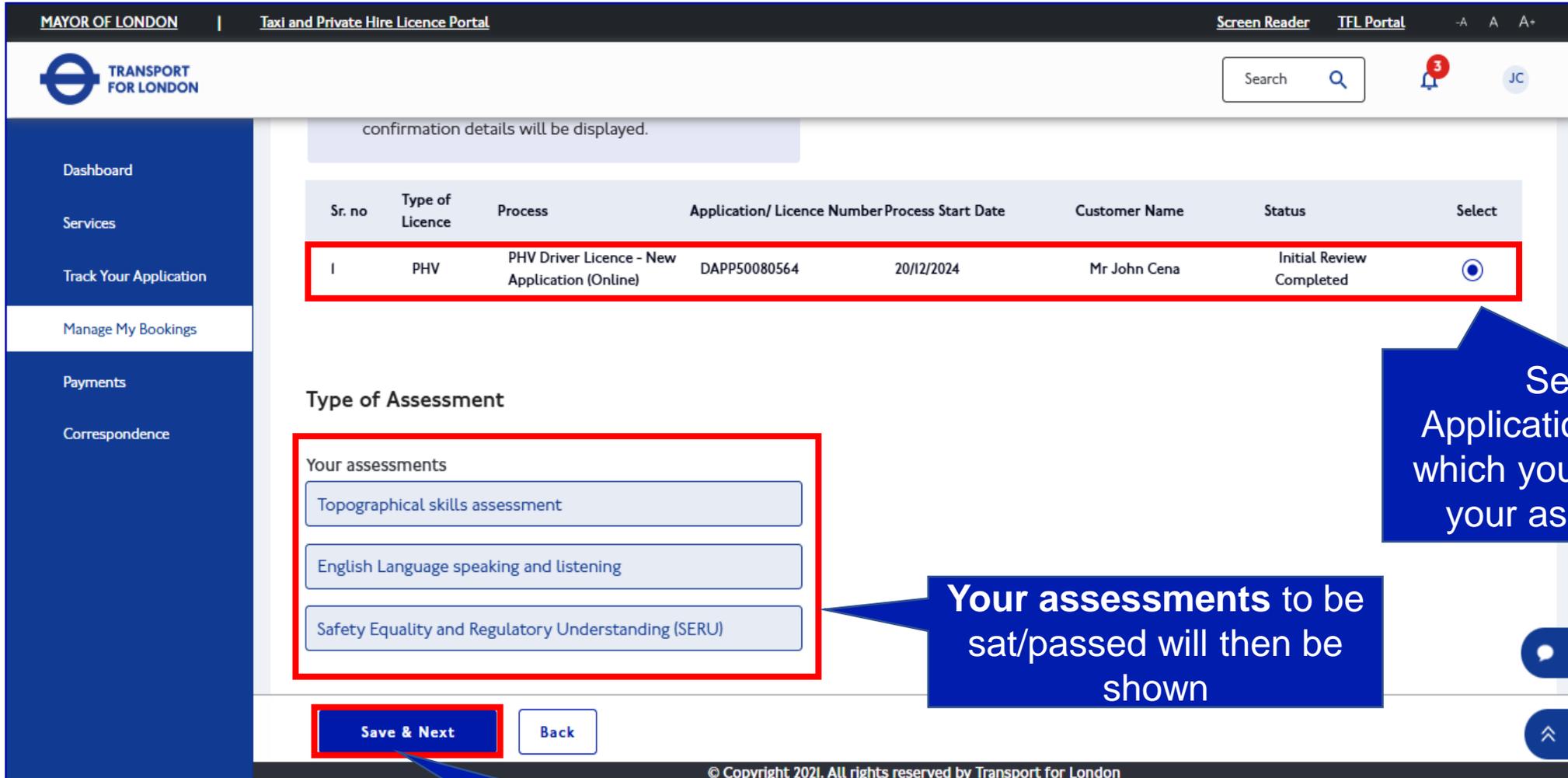
The **Schedule New Appointment** page will be displayed

Read the **Guidance Note** and scroll down the page

Read the **Guidance Note**



How to Make a Driver Assessment Booking



The screenshot shows the 'Taxi and Private Hire Licence Portal' interface. At the top, there is a navigation bar with 'MAYOR OF LONDON' and 'Taxi and Private Hire Licence Portal'. A search bar and user profile 'JC' are also visible. A sidebar on the left contains menu items: Dashboard, Services, Track Your Application, Manage My Bookings, Payments, and Correspondence. The main content area displays a table with the following data:

Sr. no	Type of Licence	Process	Application/ Licence Number	Process Start Date	Customer Name	Status	Select
1	PHV	PHV Driver Licence - New Application (Online)	DAPP50080564	20/12/2024	Mr John Cena	Initial Review Completed	<input checked="" type="radio"/>

Below the table, the 'Type of Assessment' section is shown, containing three radio button options: 'Topographical skills assessment', 'English Language speaking and listening', and 'Safety Equality and Regulatory Understanding (SERU)'. At the bottom, there are 'Save & Next' and 'Back' buttons.

Select the Application/Licence for which you need to book your assessment(s)

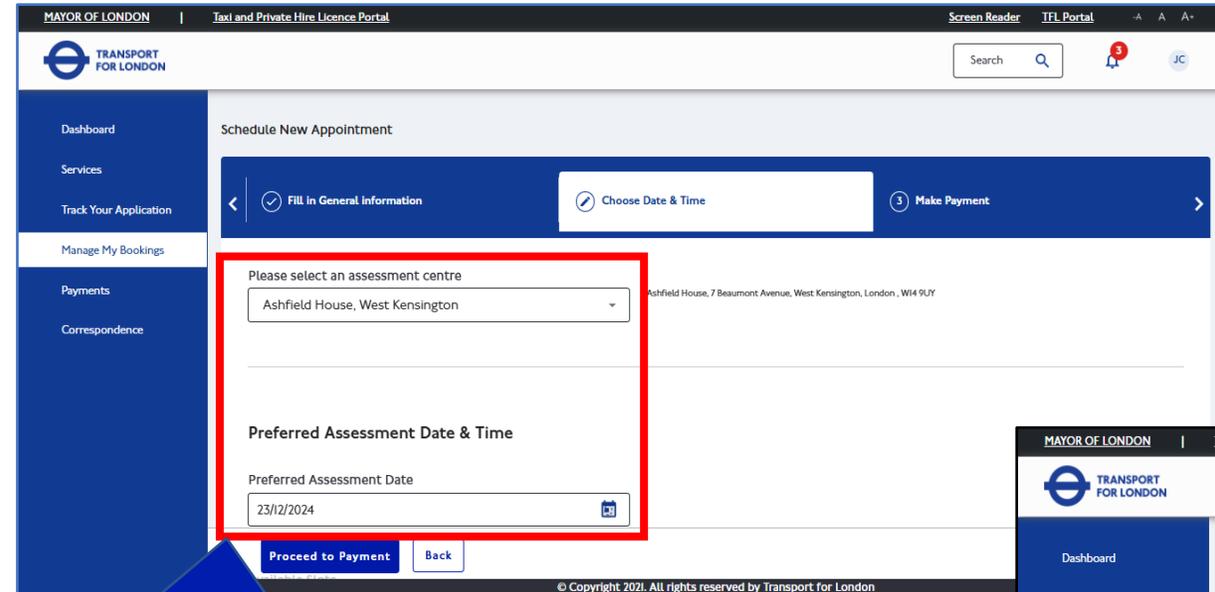
Your assessments to be sat/passed will then be shown

Click Save & Next



Taxi and Private Hire Portal

How to Make a Driver Assessment Booking



MAYOR OF LONDON | Taxi and Private Hire Licence Portal

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Services
Track Your Application
Manage My Bookings
Payments
Correspondence

Schedule New Appointment

1 Fill in General Information 2 Choose Date & Time 3 Make Payment

Please select an assessment centre

Ashfield House, West Kensington

Ashfield House, 7 Beaumont Avenue, West Kensington, London, W14 9LY

Preferred Assessment Date & Time

Preferred Assessment Date

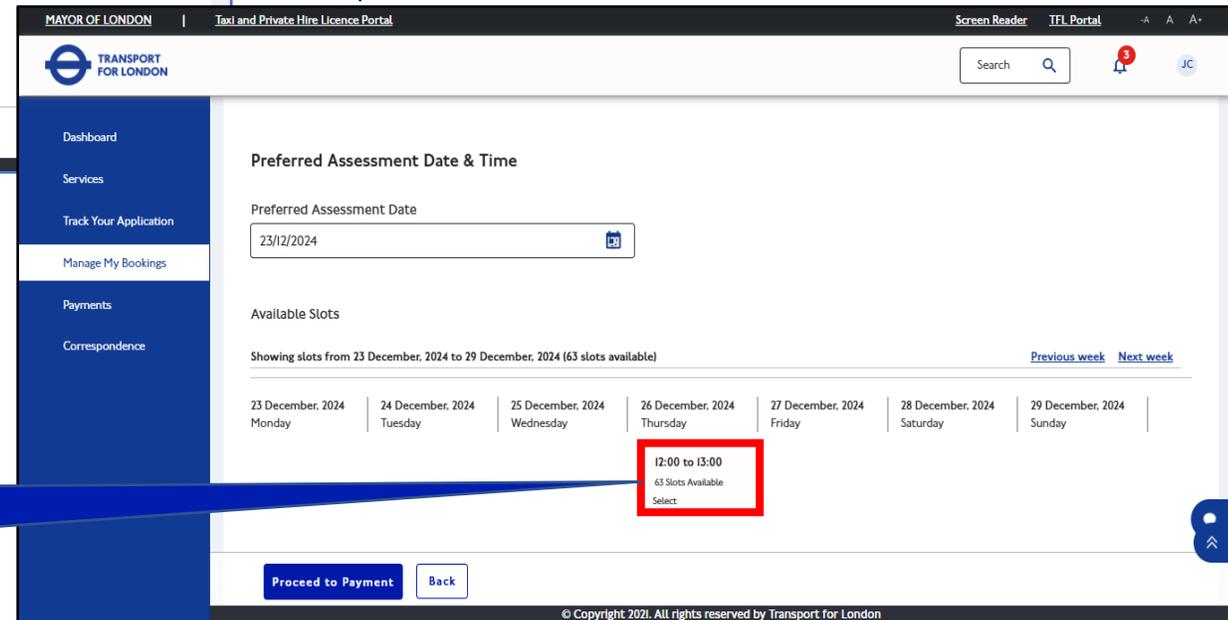
23/12/2024

Proceed to Payment Back

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The Choose Date & Time section is displayed

Select an assessment centre and then the Preferred Assessment Date



MAYOR OF LONDON | Taxi and Private Hire Licence Portal

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Track Your Application
Manage My Bookings
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Correspondence

Preferred Assessment Date & Time

Preferred Assessment Date

23/12/2024

Available Slots

Showing slots from 23 December, 2024 to 29 December, 2024 (63 slots available) [Previous week](#) [Next week](#)

23 December, 2024 Monday	24 December, 2024 Tuesday	25 December, 2024 Wednesday	26 December, 2024 Thursday	27 December, 2024 Friday	28 December, 2024 Saturday	29 December, 2024 Sunday
			12:00 to 13:00 63 Slots Available Select			

Proceed to Payment Back

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Based on your chosen date, then select your preferred time slot for the assessment(s)



How to Make a Driver Assessment Booking

[Close](#)

Are you sure you want to book the following slot?

Date: 26 December, 2024
Slot: 12:00-13:00
Centre: Ashfield House, West Kensington

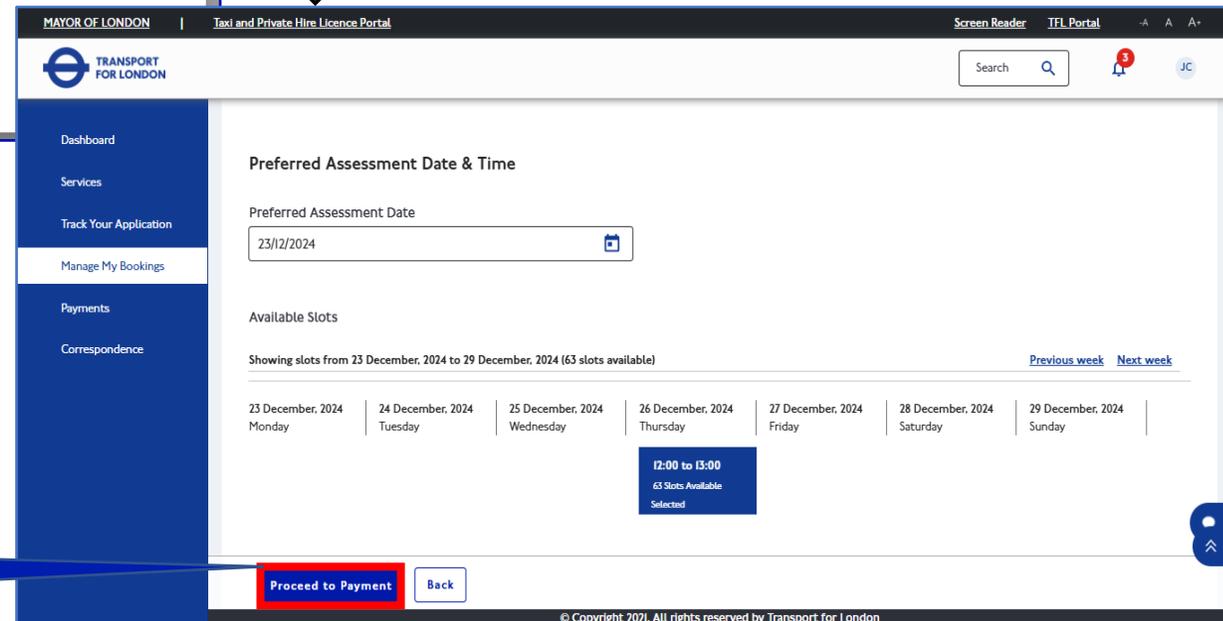
Confirm

A confirmation pop-up message will be displayed

Please note: When a slot has been selected, it will be held for 30 minutes. If your booking is not successfully completed (e.g. payment is declined), the slot will be released

Click Confirm

Click Proceed to Payment



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Services
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Manage My Bookings
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Correspondence

Preferred Assessment Date & Time

Preferred Assessment Date
23/12/2024

Available Slots

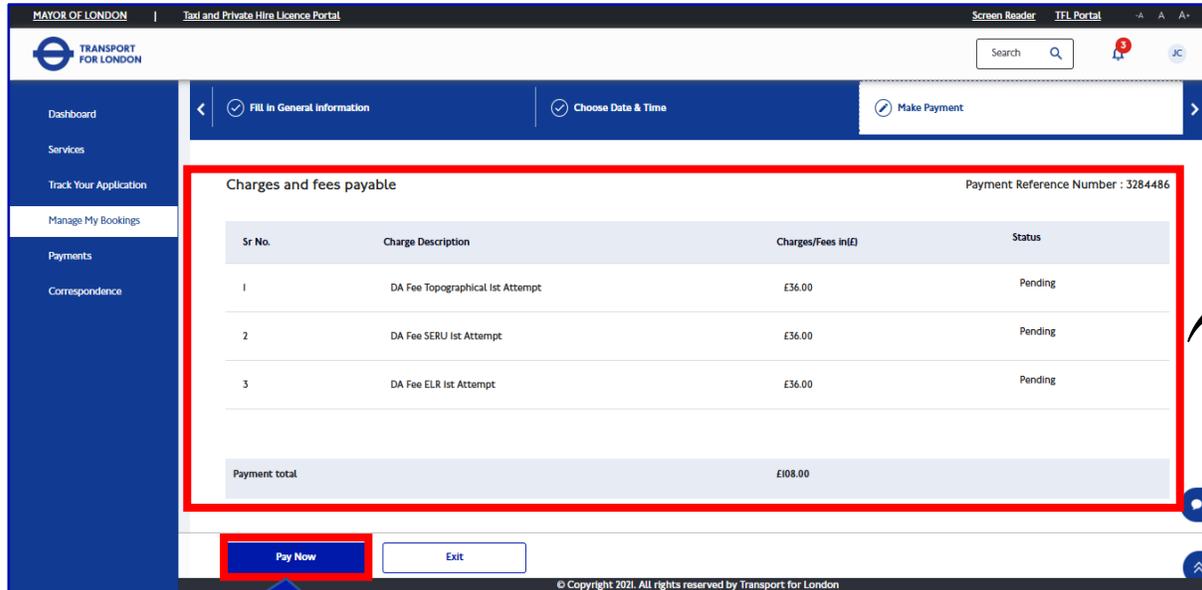
Showing slots from 23 December, 2024 to 29 December, 2024 (63 slots available)

23 December, 2024 Monday	24 December, 2024 Tuesday	25 December, 2024 Wednesday	26 December, 2024 Thursday	27 December, 2024 Friday	28 December, 2024 Saturday	29 December, 2024 Sunday
			12:00 to 13:00 63 Slots Available Selected			

Proceed to Payment

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How to Make a Driver Assessment Booking



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Fill In General Information | Choose Date & Time | **Make Payment**

Charges and fees payable Payment Reference Number : 3284486

Sr No.	Charge Description	Charges/Fees in(£)	Status
1	DA Fee Topographical 1st Attempt	£36.00	Pending
2	DA Fee SERU 1st Attempt	£36.00	Pending
3	DA Fee ELR 1st Attempt	£36.00	Pending
Payment total		£108.00	

Pay Now | Exit

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The **Make Payment** page is displayed

The **Payment** page is displayed
You will see your Transaction Reference Number shown

Verify the **Charges and fees payable** for your assessment booking and then click **Pay Now**

You will be re-directed to make the required payment



How to Make a Driver Assessment Booking

Payment Details

Card Number VISA   

Expiry Security Code ?

Cardholder Name

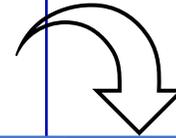
For added security you will be transferred to your bank's card verification page

[PROCEED TO VERIFICATION](#)

256-bit SSL encrypted Securely processed by Global Payments 

The **Payment Gateway Portal** page is displayed

Please note: You will be allowed 3 attempts to make a successful payment



Payment Details

Card Number VISA   

Expiry Security Code ?

Cardholder Name

For added security you will be transferred to your bank's card verification page

[PROCESSING...](#)

256-bit SSL encrypted Securely processed by Global Payments 

Enter your **Payment Details** and click **Pay Now** to make the payment



How to Make a Driver Assessment Booking

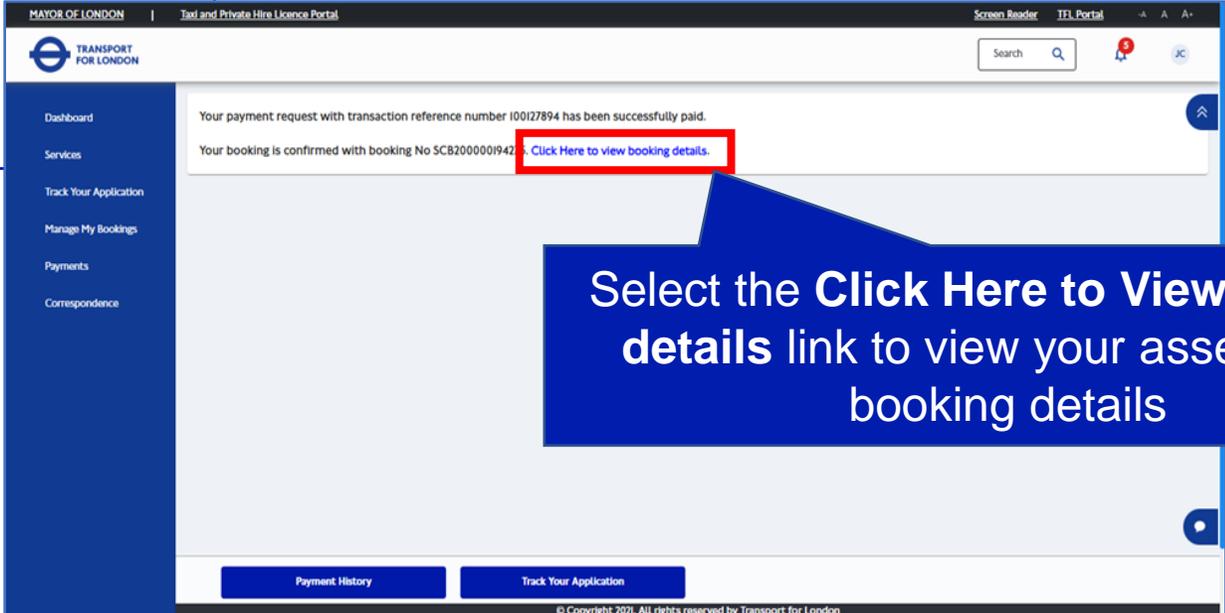
Thank you, your payment has been successful for Transaction Reference Number : 100127894.

Your booking is confirmed with booking No SCB200000194275. [Click Here to view booking details.](#)

Please wait, you will be automatically redirected to TfL Site in 5 second.

A Payment Success message is displayed

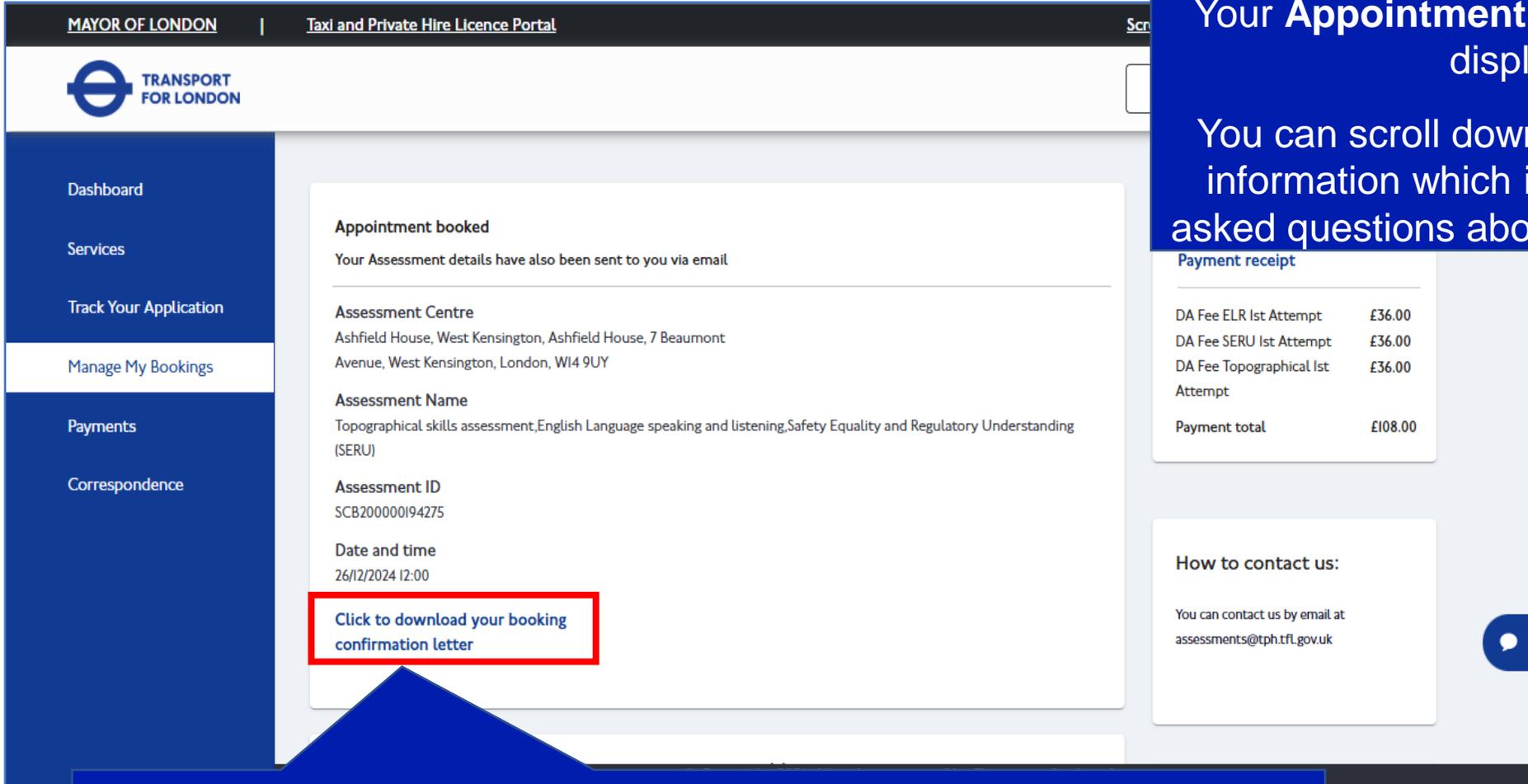
Please note: You will then be redirected back to the Taxi and Private Hire Portal



The screenshot shows the 'MAYOR OF LONDON | Taxi and Private Hire License Portal' interface. The main content area displays a success message: 'Your payment request with transaction reference number 100127894 has been successfully paid.' Below this, it states 'Your booking is confirmed with booking No SCB200000194275' and includes a red-bordered link: '[Click Here to view booking details.](#)'. A blue callout box points to this link with the text: 'Select the **Click Here to View booking details** link to view your assessment booking details'. The left sidebar contains navigation options: Dashboard, Services, Track Your Application, Manage My Bookings, Payments, and Correspondence. At the bottom, there are buttons for 'Payment History' and 'Track Your Application'. The footer includes the copyright notice: '© Copyright 2021. All rights reserved by Transport for London'.



How to Make a Driver Assessment Booking



The screenshot shows the 'Taxi and Private Hire Licence Portal' for the Mayor of London. The main content area displays 'Appointment booked' with the following details:

- Your Assessment details have also been sent to you via email
- Assessment Centre**
Ashfield House, West Kensington, Ashfield House, 7 Beaumont Avenue, West Kensington, London, W14 9UY
- Assessment Name**
Topographical skills assessment, English Language speaking and listening, Safety Equality and Regulatory Understanding (SERU)
- Assessment ID**
SCB200000194275
- Date and time**
26/12/2024 12:00

A red box highlights the link: [Click to download your booking confirmation letter](#)

To the right, a 'Payment receipt' table is shown:

Payment receipt	
DA Fee ELR 1st Attempt	£36.00
DA Fee SERU 1st Attempt	£36.00
DA Fee Topographical 1st Attempt	£36.00
Payment total	£108.00

Below the receipt, a 'How to contact us:' section provides the email address: assessments@tph.tfl.gov.uk

Your **Appointment booked** details are displayed

You can scroll down the page for more information which includes commonly asked questions about your assessments

Should you want to, you can view your booking confirmation by selecting the **Click to download your booking confirmation letter**



How to Make a Driver Assessment Booking

- Once you have completed your driver assessment booking, including making the necessary payment, you will receive a payment receipt via the online portal and, depending on your preferred method of communication (PMOC), also via email
- You will also receive a booking confirmation letter
- You will be able to check the progress of, and manage, any of your driver assessment bookings by using the **Manage My Bookings** option that is available within your online customer account
- After you have sat your assessment(s) and we have reviewed and determined the outcome of them, you will be able to check the outcome within your online customer account. You will also receive a letter confirming the outcome of your assessment(s)



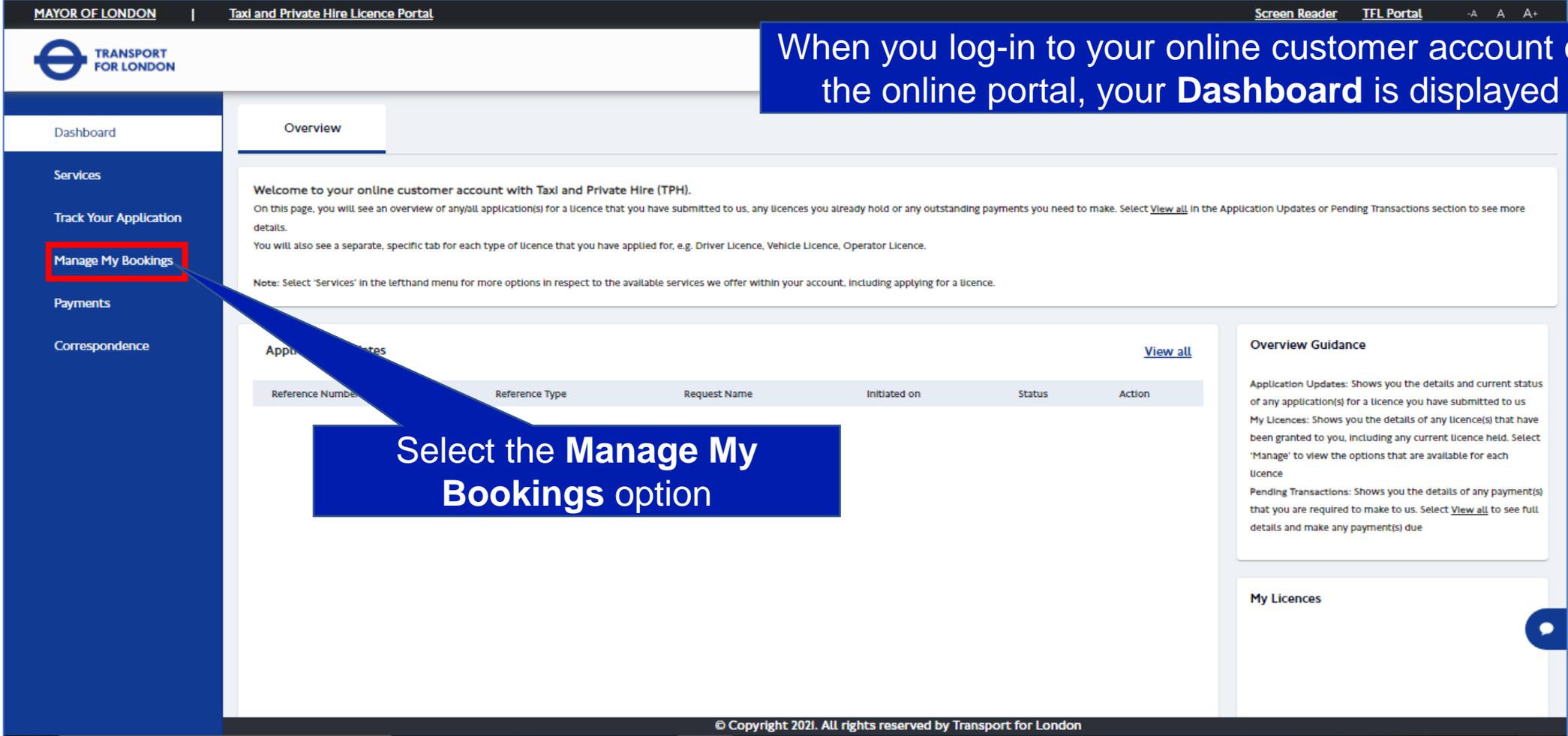
Taxi and Private Hire Portal

How to Manage a Driver Assessment Booking

- Re-schedule an existing booking



How to Manage a Driver Assessment Booking: Re-schedule



MAYOR OF LONDON | Taxi and Private Hire Licence Portal

Screen Reader TFL Portal -A A A+

TRANSPORT FOR LONDON

Dashboard

Services

Track Your Application

Manage My Bookings

Payments

Correspondence

Overview

Welcome to your online customer account with Taxi and Private Hire (TPH).
On this page, you will see an overview of any/all application(s) for a licence that you have submitted to us, any licences you already hold or any outstanding payments you need to make. Select [View all](#) in the Application Updates or Pending Transactions section to see more details.
You will also see a separate, specific tab for each type of licence that you have applied for, e.g. Driver Licence, Vehicle Licence, Operator Licence.
Note: Select 'Services' in the lefthand menu for more options in respect to the available services we offer within your account, including applying for a licence.

Application Updates [View all](#)

Reference Number	Reference Type	Request Name	Initiated on	Status	Action
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Overview Guidance

Application Updates: Shows you the details and current status of any application(s) for a licence you have submitted to us
My Licences: Shows you the details of any licence(s) that have been granted to you, including any current licence held. Select 'Manage' to view the options that are available for each licence
Pending Transactions: Shows you the details of any payment(s) that you are required to make to us. Select [View all](#) to see full details and make any payment(s) due

My Licences

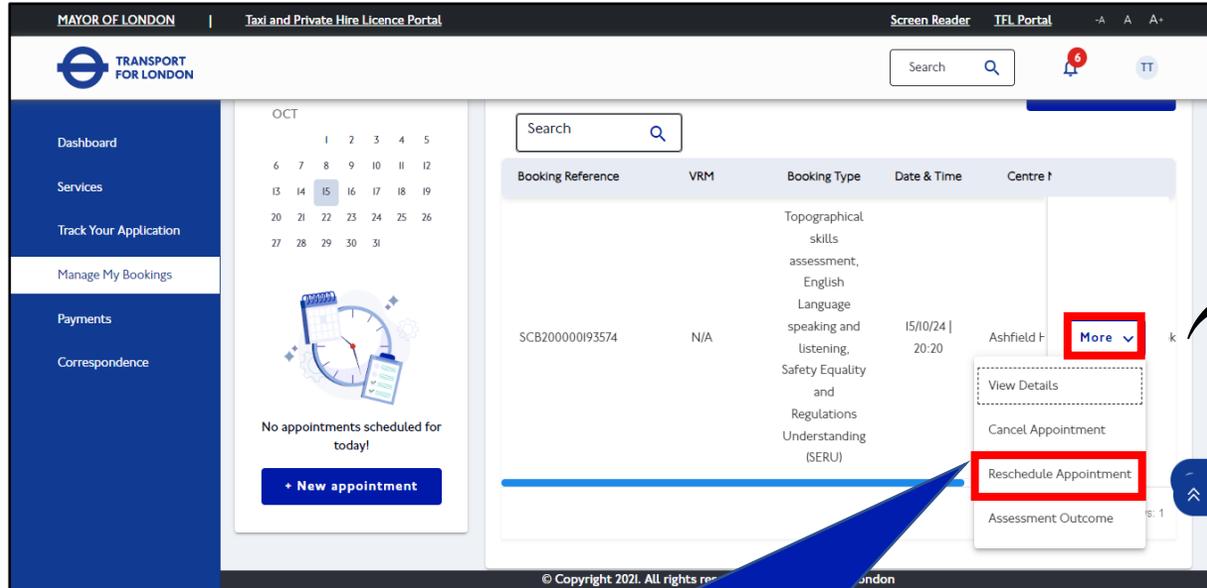
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When you log-in to your online customer account on the online portal, your **Dashboard** is displayed

Select the **Manage My Bookings** option



How to Manage a Driver Assessment Booking: Re-schedule



The screenshot shows the 'Taxi and Private Hire Licence Portal' interface. On the left is a navigation menu with options like 'Dashboard', 'Services', 'Track Your Application', 'Manage My Bookings', 'Payments', and 'Correspondence'. The main area features a calendar for October and a table of bookings. One booking is highlighted with a 'More' dropdown menu open, showing options: 'View Details', 'Cancel Appointment', 'Reschedule Appointment', and 'Assessment Outcome'. The 'Reschedule Appointment' option is highlighted with a red box.

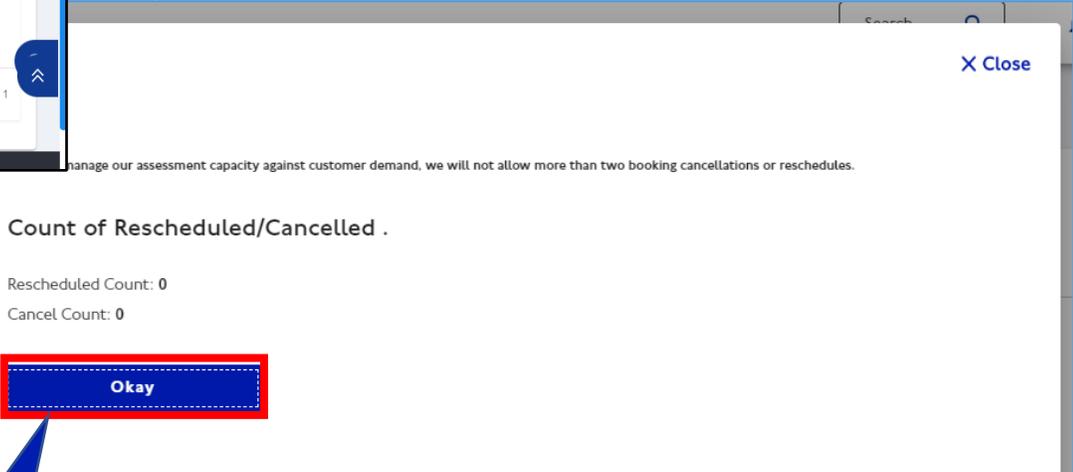
Booking Reference	VRM	Booking Type	Date & Time	Centre
SCB200000193574	N/A	Topographical skills assessment, English Language speaking and listening, Safety Equality and Regulations Understanding (SERU)	15/10/24 20:20	Ashfield H

Your available bookings will be shown

A pop-up window will appear with a count of any rescheduled or cancelled appointments

From your current bookings click on **More** and then select **Reschedule Appointment**

Click **Okay**



The pop-up window displays the following information:

Count of Rescheduled/Cancelled .

Rescheduled Count: 0

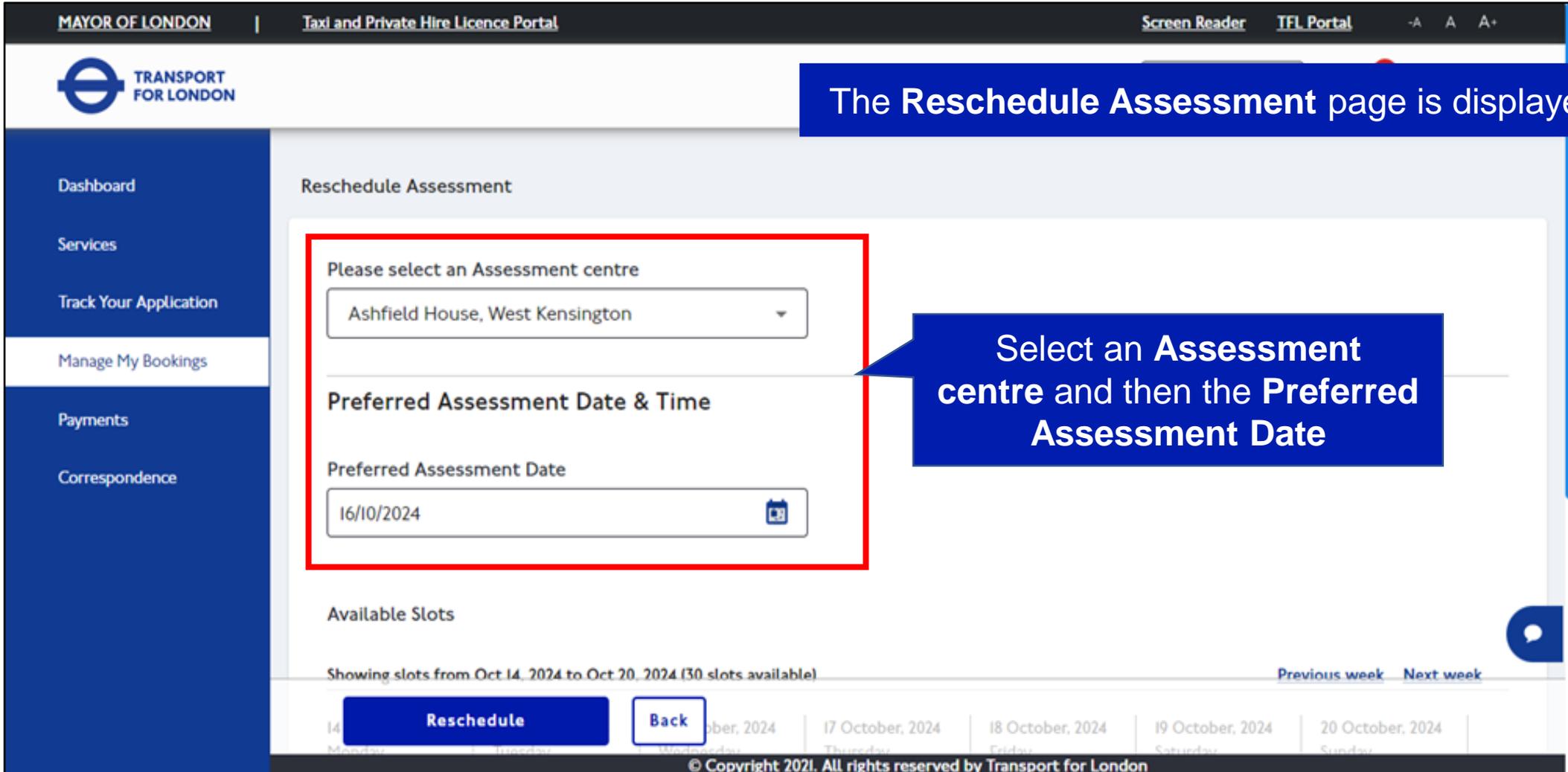
Cancel Count: 0

Okay

Please note: You are not allowed to reschedule (or cancel) a booking more than twice



How to Manage a Driver Assessment Booking: Re-schedule



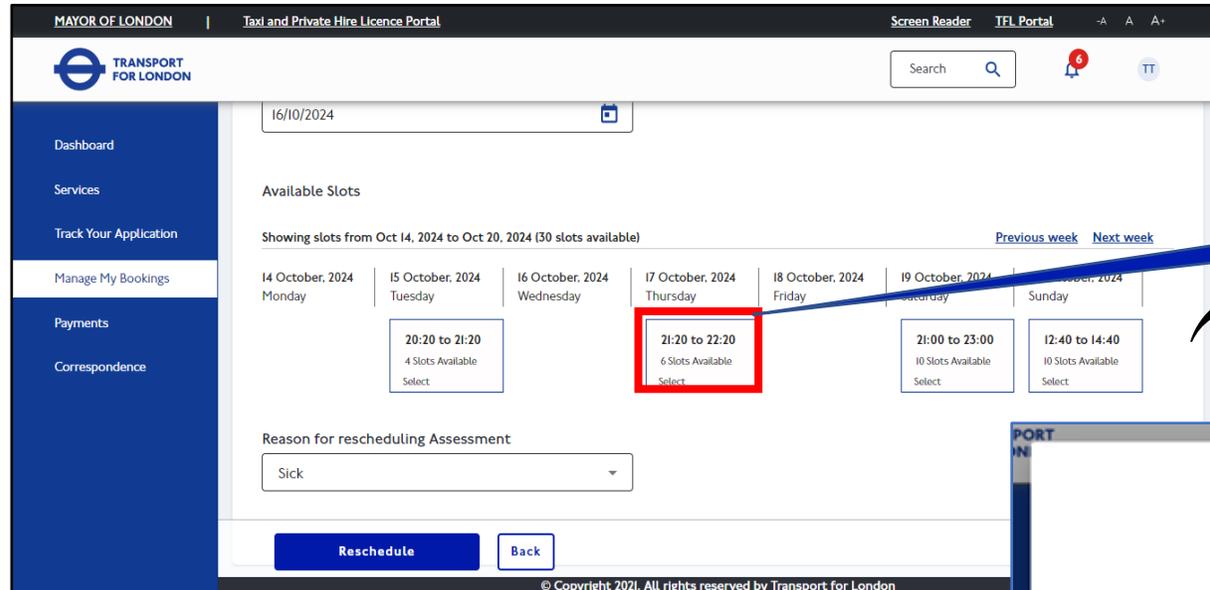
The screenshot shows the 'Reschedule Assessment' page. A red box highlights the 'Please select an Assessment centre' dropdown menu (showing 'Ashfield House, West Kensington') and the 'Preferred Assessment Date' field (showing '16/10/2024'). A blue callout box points to these fields with the text: 'Select an Assessment centre and then the Preferred Assessment Date'. The page also shows a calendar view for October 2024 with a 'Reschedule' button and a 'Back' button.

The Reschedule Assessment page is displayed

Select an Assessment centre and then the Preferred Assessment Date



How to Manage a Driver Assessment Booking: Re-schedule



MAYOR OF LONDON | Taxi and Private Hire Licence Portal

TRANSPORT FOR LONDON

16/10/2024

Available Slots

Showing slots from Oct 14, 2024 to Oct 20, 2024 (30 slots available)

14 October, 2024 Monday	15 October, 2024 Tuesday	16 October, 2024 Wednesday	17 October, 2024 Thursday	18 October, 2024 Friday	19 October, 2024 Saturday	20 October, 2024 Sunday
	20:20 to 21:20 4 Slots Available Select		21:20 to 22:20 6 Slots Available Select		21:00 to 23:00 10 Slots Available Select	12:40 to 14:40 10 Slots Available Select

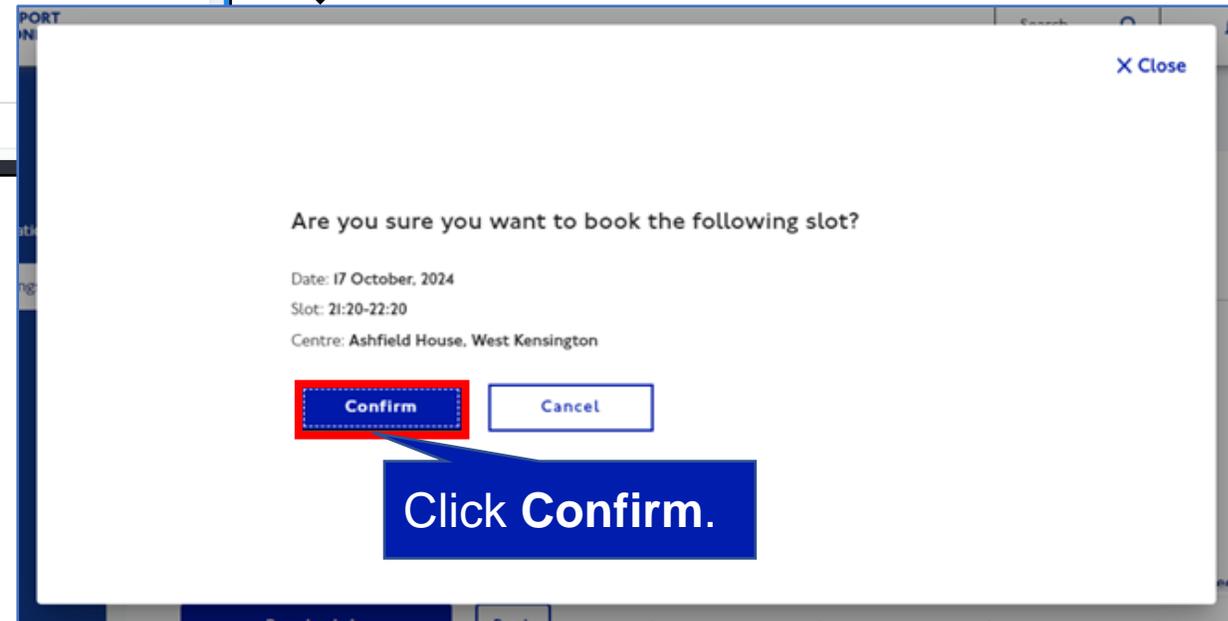
Reason for rescheduling Assessment

Sick

Reschedule Back

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Based on your chosen date, then select your preferred time slot for the assessment(s)



Are you sure you want to book the following slot?

Date: 17 October, 2024
Slot: 21:20-22:20
Centre: Ashfield House, West Kensington

Confirm Cancel

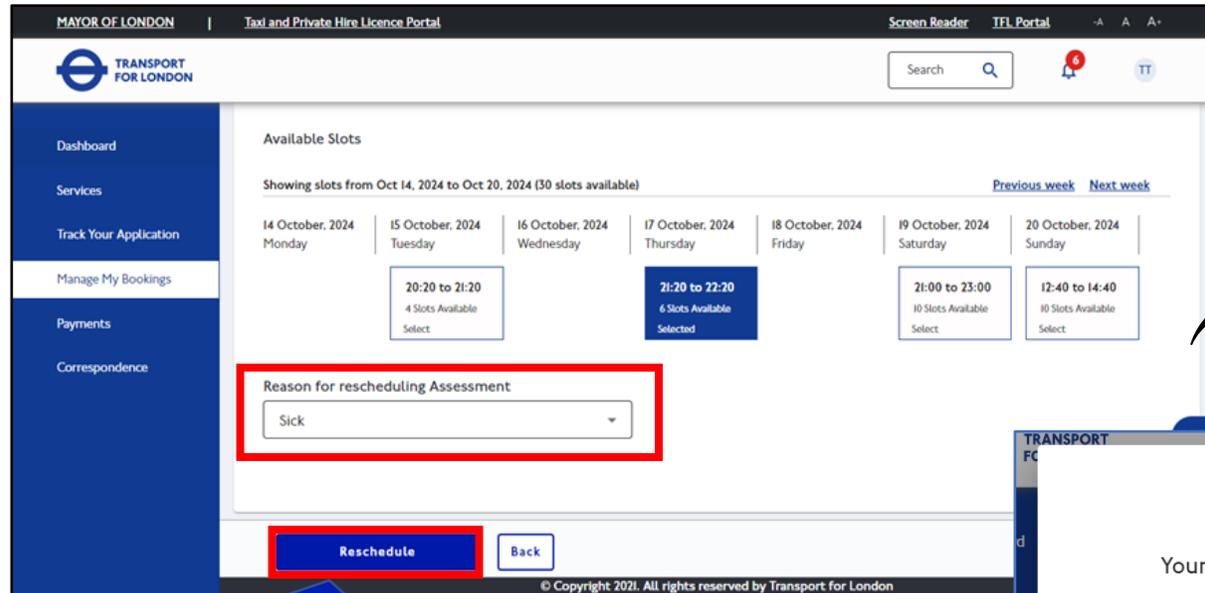
X Close

A confirmation pop-up is displayed

Click Confirm.



How to Manage a Driver Assessment Booking: Re-schedule



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Available Slots

Showing slots from Oct 14, 2024 to Oct 20, 2024 (30 slots available)

14 October, 2024 Monday	15 October, 2024 Tuesday	16 October, 2024 Wednesday	17 October, 2024 Thursday	18 October, 2024 Friday	19 October, 2024 Saturday	20 October, 2024 Sunday
	20:20 to 21:20 4 Slots Available Select		21:20 to 22:20 6 Slots Available Selected		21:00 to 23:00 10 Slots Available Select	12:40 to 14:40 10 Slots Available Select

Reason for rescheduling Assessment

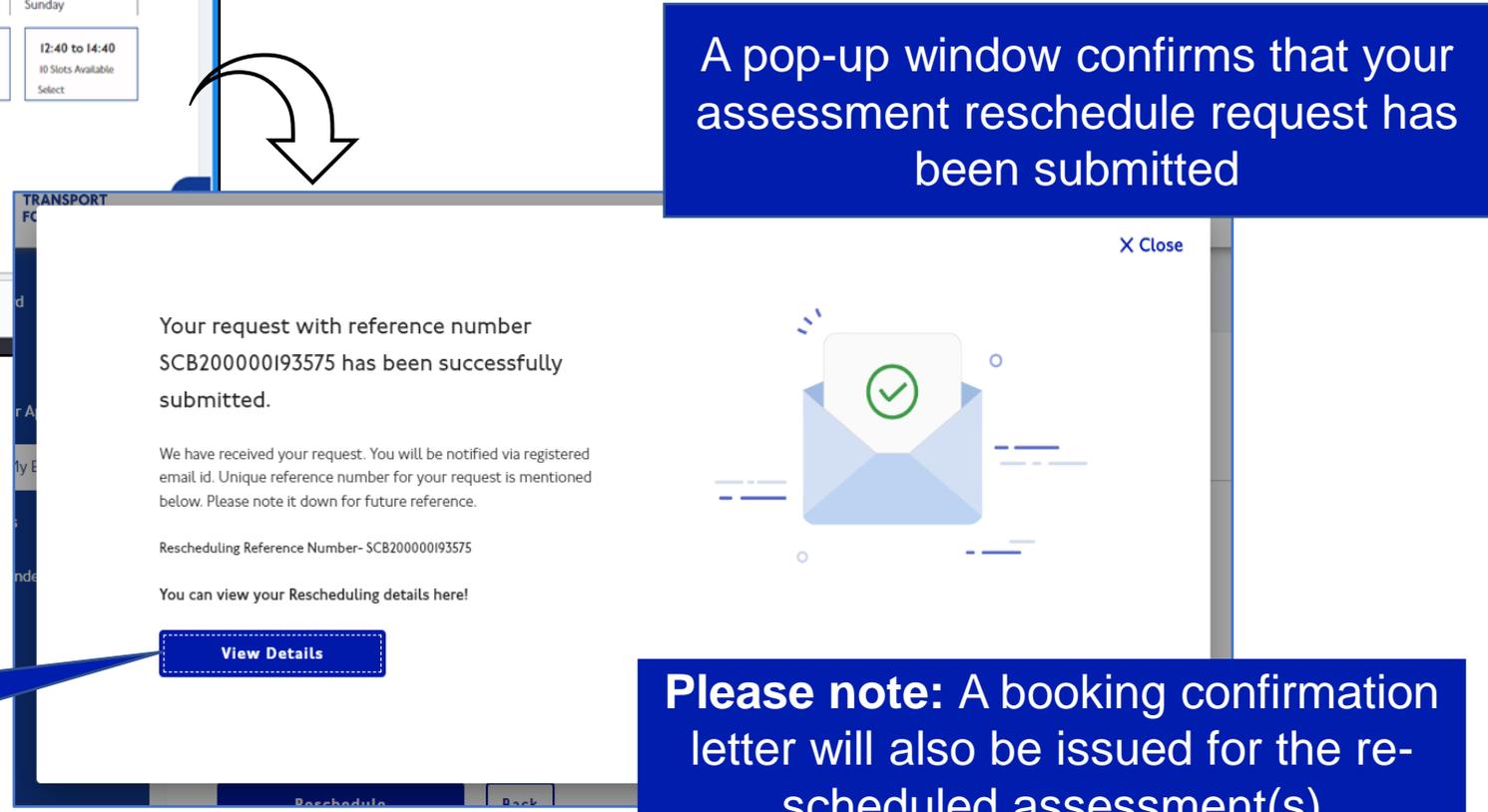
Sick

Reschedule Back

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Select Reason for rescheduling Assessment and then click Reschedule

You can select View Details to see the relevant assessment booking details



TRANSPORT FOR LONDON

Your request with reference number SCB200000193575 has been successfully submitted.

We have received your request. You will be notified via registered email id. Unique reference number for your request is mentioned below. Please note it down for future reference.

Rescheduling Reference Number- SCB200000193575

You can view your Rescheduling details here!

View Details

X Close

A pop-up window confirms that your assessment reschedule request has been submitted

Please note: A booking confirmation letter will also be issued for the re-scheduled assessment(s)



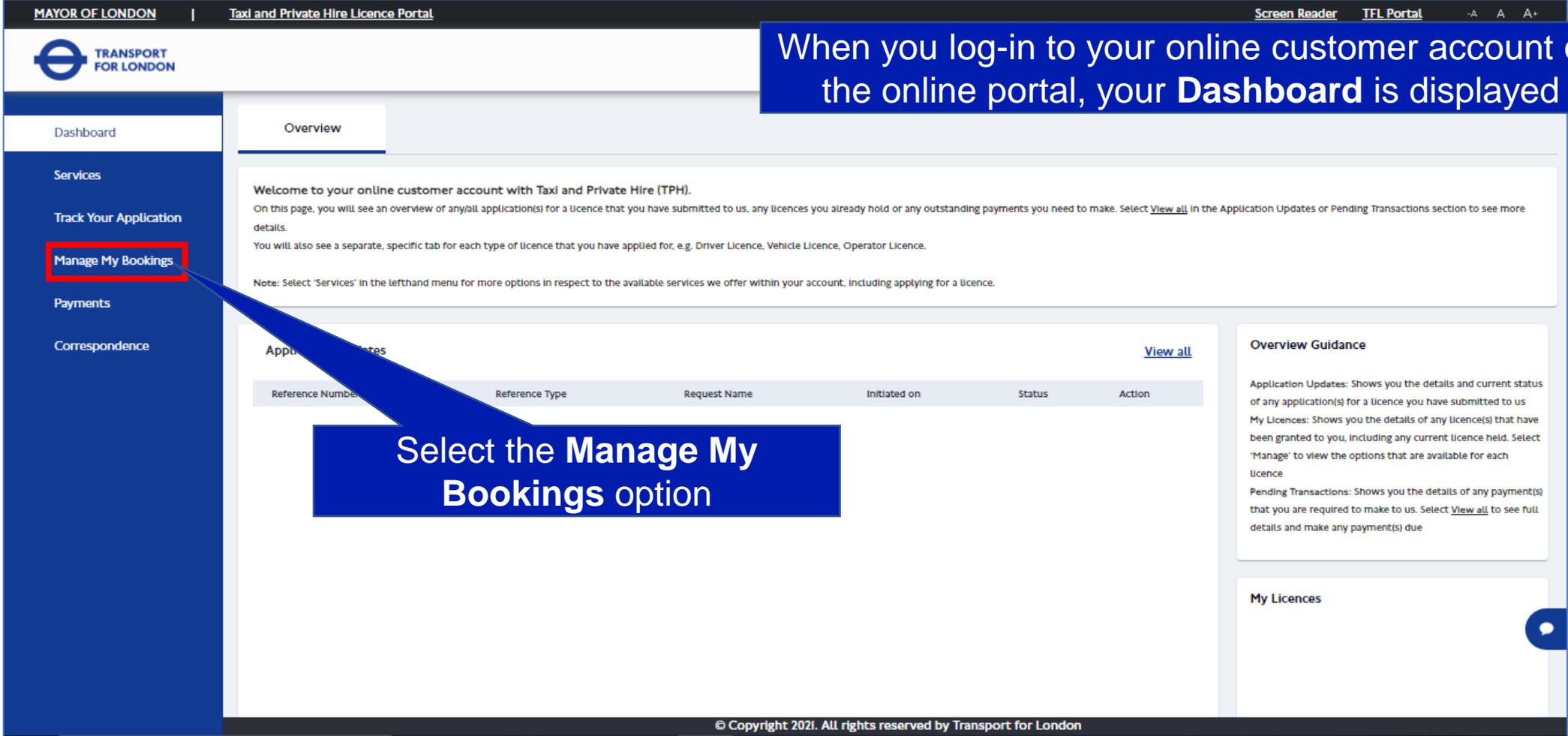
Taxi and Private Hire Portal

How to Manage a Driver Assessment Booking

- Cancel an Existing Booking



How to Manage a Driver Assessment Booking: Cancellation



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Overview

Welcome to your online customer account with Taxi and Private Hire (TPH).
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Note: Select 'Services' in the lefthand menu for more options in respect to the available services we offer within your account, including applying for a licence.

Application Updates [View all](#)

Reference Number	Reference Type	Request Name	Initiated on	Status	Action
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Overview Guidance

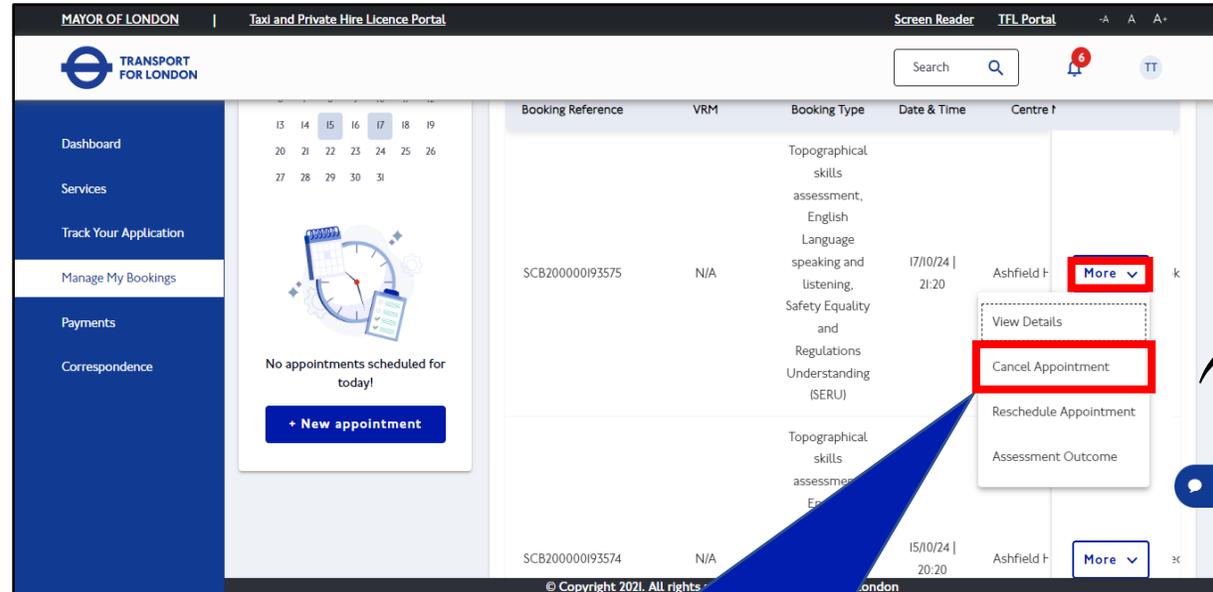
Application Updates: Shows you the details and current status of any application(s) for a licence you have submitted to us
My Licences: Shows you the details of any licence(s) that have been granted to you, including any current licence held. Select 'Manage' to view the options that are available for each licence
Pending Transactions: Shows you the details of any payment(s) that you are required to make to us. Select [View all](#) to see full details and make any payment(s) due

My Licences

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How to Manage a Driver Assessment Booking: Cancellation



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Search

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Dashboard

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Correspondence

15 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 29 30 31

No appointments scheduled for today!

+ New appointment

Booking Reference	VRM	Booking Type	Date & Time	Centre	
SCB200000193575	N/A	Topographical skills assessment, English Language speaking and listening, Safety Equality and Regulations Understanding (ISERU)	17/10/24 21:20	Ashfield P...	More
SCB200000193574	N/A	Topographical skills assessment, English Language speaking and listening, Safety Equality and Regulations Understanding (ISERU)	15/10/24 20:20	Ashfield P...	More

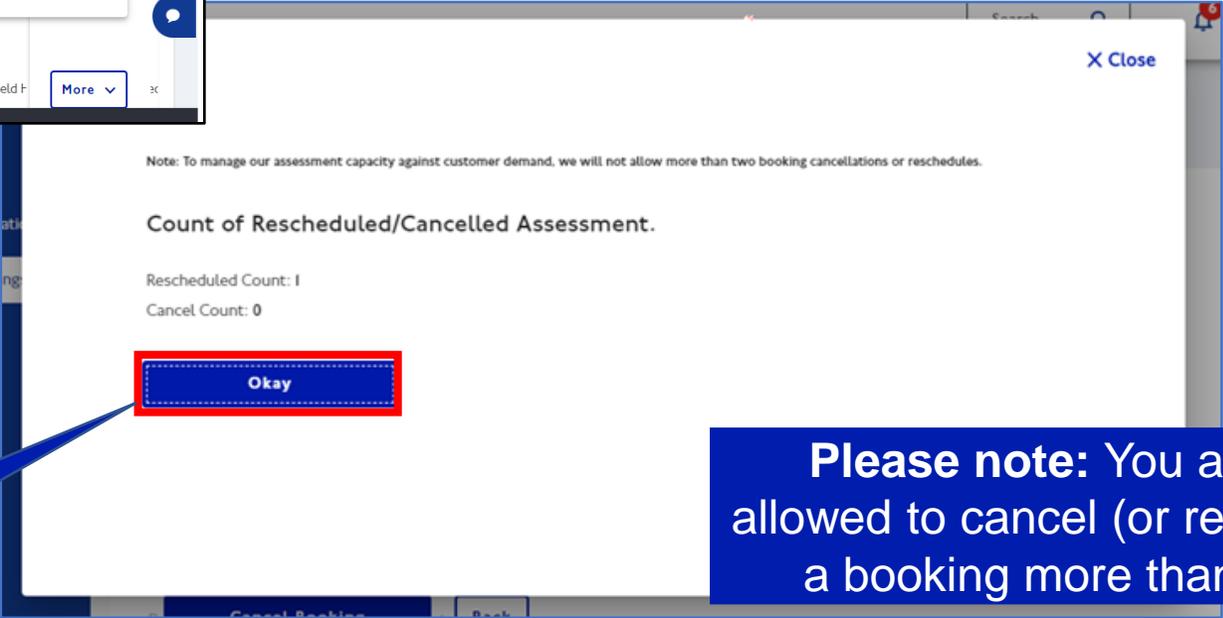
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Your available bookings will be shown

A pop-up window will appear with a count of any cancelled or rescheduled appointments

From your current bookings click on **More** and then select **Cancel Appointment**

Click **Okay**



X Close

Note: To manage our assessment capacity against customer demand, we will not allow more than two booking cancellations or reschedules.

Count of Rescheduled/Cancelled Assessment.

Rescheduled Count: 1

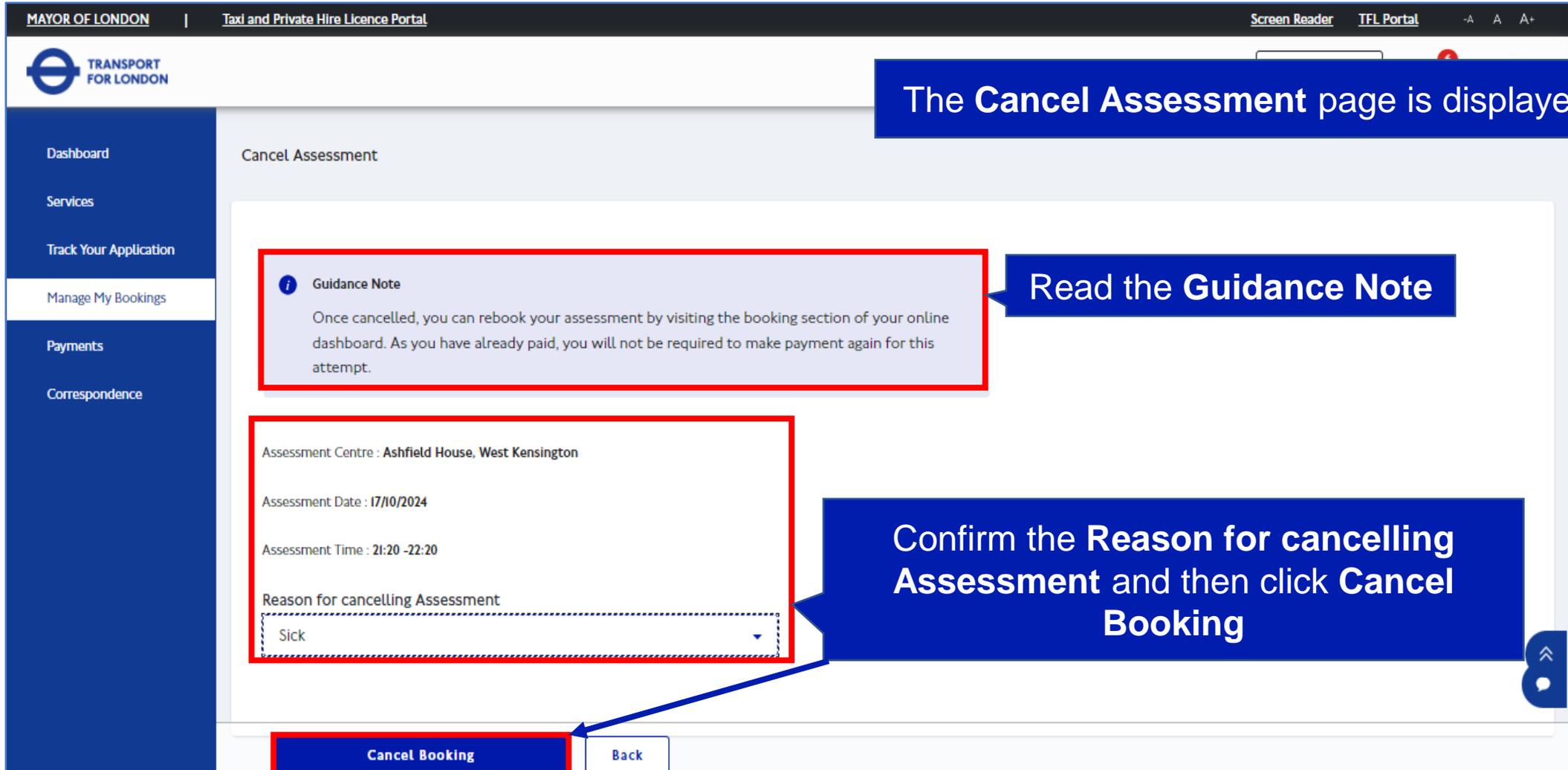
Cancel Count: 0

Okay

Please note: You are not allowed to cancel (or reschedule) a booking more than twice



How to Manage a Driver Assessment Booking: Cancellation



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Cancel Assessment

Guidance Note
Once cancelled, you can rebook your assessment by visiting the booking section of your online dashboard. As you have already paid, you will not be required to make payment again for this attempt.

Assessment Centre : Ashfield House, West Kensington
Assessment Date : 17/10/2024
Assessment Time : 21:20 -22:20
Reason for cancelling Assessment
Sick

Cancel Booking Back

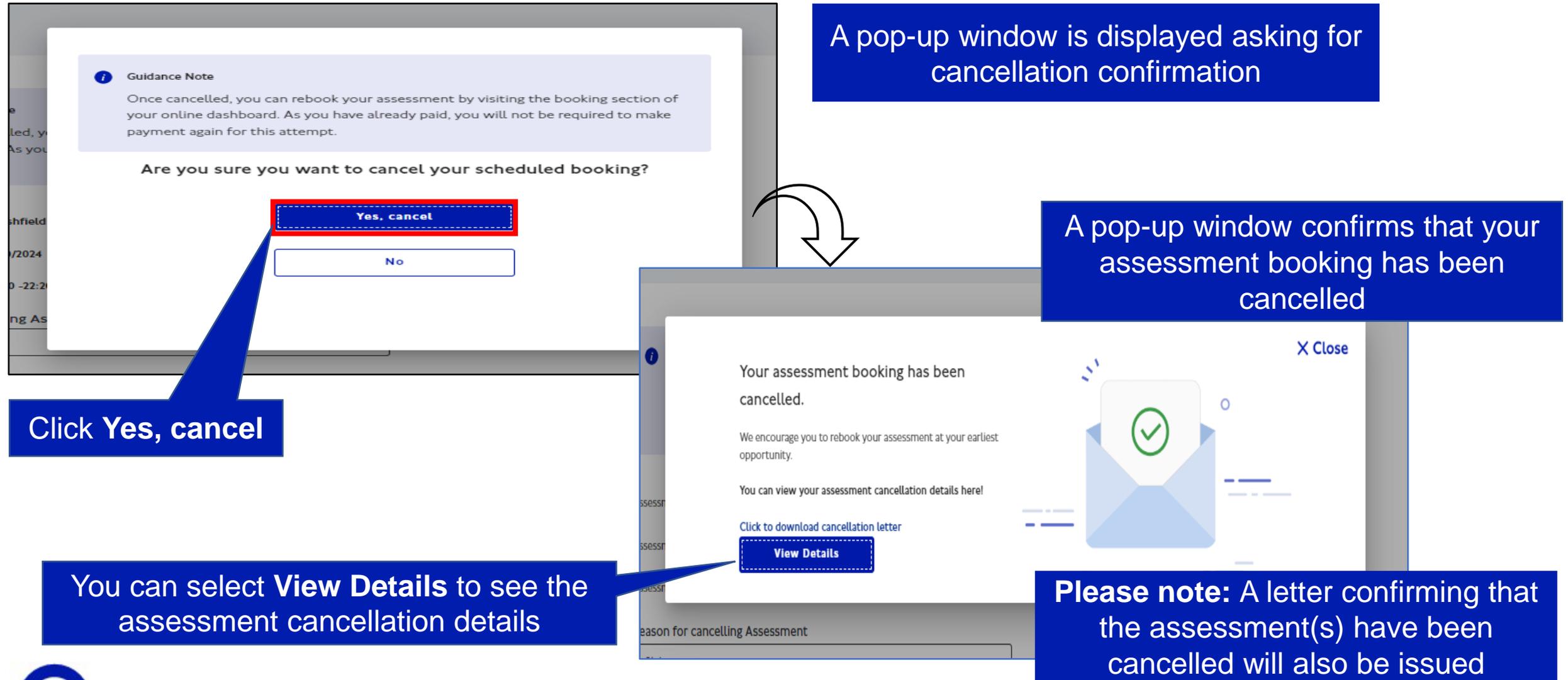
The Cancel Assessment page is displayed

Read the Guidance Note

Confirm the Reason for cancelling Assessment and then click Cancel Booking



How to Manage a Driver Assessment Booking: Cancellation



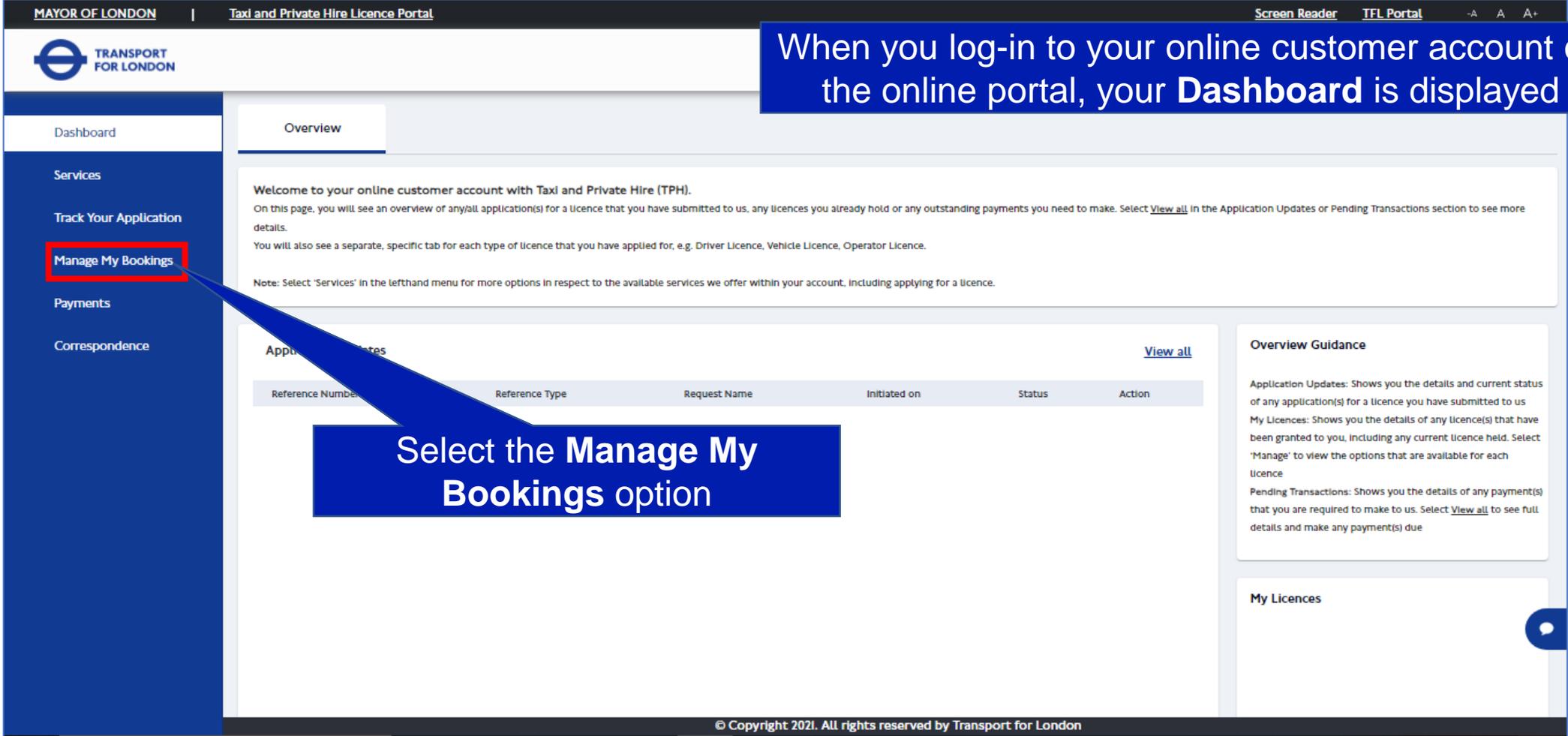
Taxi and Private Hire Portal

How to Manage a Driver Assessment Booking

- View your Assessment Outcome/Result



How to Manage a Driver Assessment Booking: View Outcome



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Overview

Welcome to your online customer account with Taxi and Private Hire (TPH).
On this page, you will see an overview of any/all application(s) for a licence that you have submitted to us, any licences you already hold or any outstanding payments you need to make. Select [View all](#) in the Application Updates or Pending Transactions section to see more details.
You will also see a separate, specific tab for each type of licence that you have applied for, e.g. Driver Licence, Vehicle Licence, Operator Licence.
Note: Select 'Services' in the lefthand menu for more options in respect to the available services we offer within your account, including applying for a licence.

Application Updates [View all](#)

Reference Number	Reference Type	Request Name	Initiated on	Status	Action
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Overview Guidance

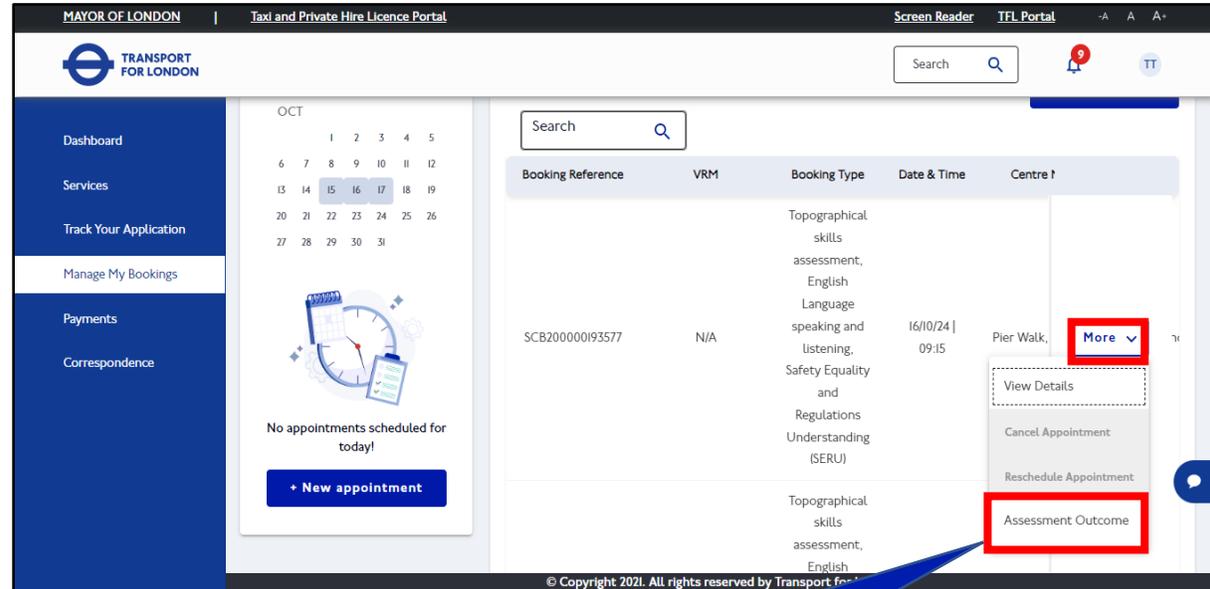
Application Updates: Shows you the details and current status of any application(s) for a licence you have submitted to us
My Licences: Shows you the details of any licence(s) that have been granted to you, including any current licence held. Select 'Manage' to view the options that are available for each licence
Pending Transactions: Shows you the details of any payment(s) that you are required to make to us. Select [View all](#) to see full details and make any payment(s) due

My Licences

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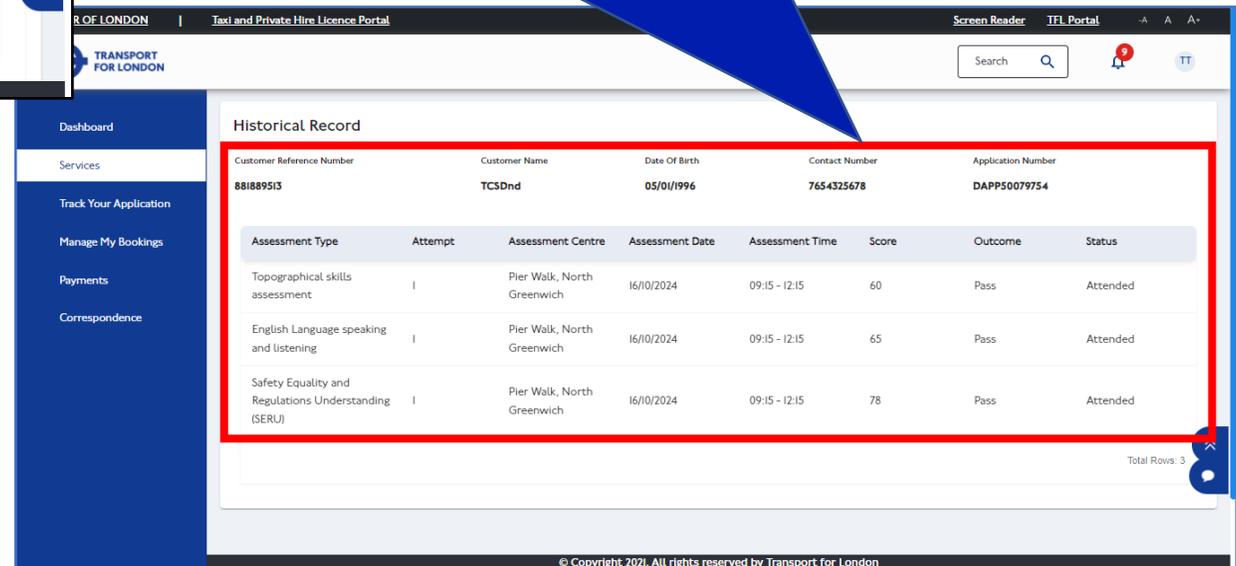
How to Manage a Driver Assessment Booking: View Outcome



From your current bookings click on **More** and then select **Assessment Outcome**

Your available bookings will be shown

Historical Record page is displayed with the outcome of all your assessments shown



Customer Reference Number	Customer Name	Date Of Birth	Contact Number	Application Number			
881889513	TCSDnd	05/01/1996	7654325678	DAPP50079754			
Assessment Type	Attempt	Assessment Centre	Assessment Date	Assessment Time	Score	Outcome	Status
Topographical skills assessment	1	Pier Walk, North Greenwich	16/10/2024	09:15 - 12:15	60	Pass	Attended
English Language speaking and listening	1	Pier Walk, North Greenwich	16/10/2024	09:15 - 12:15	65	Pass	Attended
Safety Equality and Regulations Understanding (SERU)	1	Pier Walk, North Greenwich	16/10/2024	09:15 - 12:15	78	Pass	Attended

Total Rows: 3



Guidance and Support

We hope that you have found this information helpful and that you have been able to successfully make, and then manage, a driver assessment booking from within your online customer account.

Should you have had any difficulty with this, please contact us at assessments@tph.tfl.gov.uk

