

# Applying for a passenger service licence

To operate a goods, passenger, vehicle recovery or rental service the law requires individuals or companies to hold the appropriate transport service licence.

This pack includes:

- application checklist
- information regarding requirements for a passenger service licence
- information regarding *Certificate of knowledge of law and practice*
- *Application for transport service licence form (TL01)*
- *Personal details form (TL02)*
- examination timetable
- *Application for certificate of knowledge of law and practice tests form (ASL417).*

The information contained in this pack is of a general nature and should be used as a guide only.

For further information, the NZ Transport Agency publishes a number of factsheets on various topics that may be of assistance to you.

In particular:

*Transport service licences (Factsheet 47)*

*Worktime and logbooks (Factsheet 2)*

*Driver licensing courses for licence classes and endorsements (Factsheet 66)*

*Renewing driver licence endorsements (Factsheet 61)*

*P endorsement for carrying passengers (Factsheet 42)*

*Passenger service vehicles (Factsheet 15)*

*Taxi drivers, area knowledge certificates and language requirement (Factsheet 4)*

*Taxi and shuttles: Rights and responsibilities (Factsheet 21)*

*Heavy buses (Factsheet 13f)*

If you are not sure whether you require a transport service licence, or have any other questions, please refer to our website [www.nzta.govt.nz](http://www.nzta.govt.nz), or call our contact centre on 0800 822 422.

# Passenger service licence checklist

When returning your application, please ensure you have completed and enclosed the following:

**Application for transport service licence form (TL01)**

**Personal details form(s) (TL02)**

*For each person in control of the Transport Service. This includes all partners in a partnership application and for a company application all directors and any shareholders that have 20% or more shares.*

**Application fee of \$449.80** (Cheques are to be made payable to the NZ Transport Agency)

**NOTE:** a \$28.80 per person police vetting fee is also required. Each person named as being in a position of control of the service will be vetted by the Police, **unless** a person has previously been vetted through the Transport Agency within the last **12 months**.

Periodic vetting may also be conducted at the Transport Agency's discretion.

**Certificate of incorporation and a list of official directors/shareholders**

*If the application is for a company or other incorporated body. This information is available from [www.companies.govt.nz](http://www.companies.govt.nz).*

**Copy of proof of identity (passport or birth certificate) if you do not hold a New Zealand licence**

*Must be certified copy eg JP.*

**Copy of passport and immigration status (New Zealand resident, work permit, student permit etc)**

*If not born in New Zealand (must be a certified copy eg JP).*

**A copy of your Certificate of knowledge of law and practice.**

**The registration numbers of the vehicles being used by the proposed service**


**PLEASE NOTE:** for the transport services that are required to display TSL labels, the number of labels issued will be dependent on the registration numbers listed above.

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**NOTE: applications received without the correct information will be returned to the applicant to be resubmitted with all the required documentation.**

# Passenger service licence

## **Who needs a passenger service licence?**

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A passenger service licence is required by those whose service concerns:

- i) The carriage of passengers on any road for hire or reward by means of a motor vehicle; or
- ii) The carriage of passengers on any road, whether or not for hire or reward by means of a large passenger service vehicle.

## **Penalties for operating an unlicensed service**

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It's illegal to operate an unlicensed transport service. If you're convicted you may face a fine of up to \$10,000. The fine increases to a maximum of \$25,000 for subsequent convictions.

In addition to the fine, the court may impound vehicles used in an unlicensed service for up to 90 days (no matter who owns them).

## **How do I apply for a passenger service licence?**

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In order to obtain a passenger service licence you must submit the following documents to the Transport Agency:

1. A completed **Application for transport service licence** form (TL01).
2. A completed **Personal details** form (TL02) for each person in control of the transport service. This includes all partners in a partnership application and all Directors and substantial shareholders (20% or more of shares held) for company applicants.  
If you are not a New Zealand resident (the holder of a resident permit) then you will need to have either a work permit or some other temporary permit with conditions to allow you to work in New Zealand.
3. A copy of proof of identity (passport or birth certificate) if you do not hold a New Zealand licence (must be certified copy eg JP).
4. A copy of your **Certificate of knowledge of law and practice**.
5. If the applicant is a company or other incorporated body, a **Certificate of Incorporation** and an **official list of Directors and Shareholders**.
6. A **\$449.80** application fee.
7. A **\$28.80** fee, per person, for Police vetting. (Each person named as being in control of the licence will be vetted by the Police. There is no vetting charge if the person has been vetted in the past twelve months).

Send all of the above to:

Commercial Licensing Team  
NZ Transport Agency  
Private Bag 11777  
Palmerston North 4442

You should allow up to eight weeks for your application to be processed.

## **How much will the application cost?**

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The application fee is \$449.80. You can include a cheque or money order with your application, or complete the credit card details section on the TL01 form for the fee to be paid by credit card.

## **What is the vetting fee for?**

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The Transport Agency is legally obliged to ensure that holders of a passenger service licence are 'fit and proper' people. Some of the factors which may be taken into account when determining if a person meets the fit and proper person criteria are:

- criminal conviction history, including charges or convictions relating to violent or sexual offences;
- drug or firearm offences, or offences involving organised criminal activity;
- any transport-related offending, especially offences related to safety;
- any history of behavioural problems;
- any past complaints about a transport service provided by the person;
- any history of persistent failure to pay fines for transport-related offences.

*Note: the Transport Agency may take into account any other relevant matter which they consider is in the public interest when determining a person's fitness to hold any licence.*

Even if you are not required to pay the vetting fee, you may still be vetted.

## **Private hire or shuttle service registration**

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If you plan to operate a private hire or shuttle service you will also need to register this service with the Transport Agency.

Go to [www.nzta.govt.nz](http://www.nzta.govt.nz) to download the *Private hire service registration* form (TL06) and/or the *Shuttle service registration* form (TL07).

# **Transport service licence label**

## **Who needs to display a transport service licence (TSL) label?**

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The Operator Licensing Amendment Rule 2008 requires all vehicles operating under a goods service, vehicle recovery service or passenger service licence to display a TSL label.

This applies to:

- taxis
- shuttles
- large passenger service vehicles.

Trailers do not need a label.

Excluded are dial-a-driver and private hire vehicle services (such as limousines) where drivers must carry their TSL details with them.

## **Why are labels required?**

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TSL labels are required so that operators who rent, lease, borrow or share vehicles can move their details easily between vehicles.

## **When will I receive my label?**

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You will receive your TSL label in the mail after your passenger service licence application has been processed and approved.

## **What happens if I do not display a label?**

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Failure to display your label could result in unnecessary delays while your TSL is checked. You could also be fined between \$400 and \$10,000.

# Certificate of knowledge of law and practice

## **What is a Certificate of knowledge of law and practice?**

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One of the requirements for getting a transport service licence is that either the licence holder or the person in control of the service must have a *Certificate of knowledge of law and practice*.

It shows that the holder of the certificate has the required knowledge of the laws and practices relating to the safe and proper operation of the appropriate transport service.

**Note:** the requirement to obtain and hold a *Certificate of knowledge of law and practice* does not apply to operators of dial-a-driver services.

## **How do I get a Certificate of knowledge of law and practice?**

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You have to pass a test run by Assessment Systems Limited (now known as Aspeq).

The test is based on general transport industry laws and safety standards. It also tests knowledge on the specialised rules and practices that apply to the particular class of transport service you wish to operate.

## **About the tests**

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The Aspeq website (<https://nzta.aspeqexams.com>) has excellent information on the test, including sample test questions.

The test questions are based on the *Knowledge of law and practice handbook*. You can buy these from Aspeq, or from Transport Agency regional offices (if paying by cash or cheque). You should familiarise yourself with the handbooks prior to sitting the test.

You have up to two and a half hours to complete the test.

Test standards are set and audited by the Transport Agency and you must score 80% or higher to pass the test.

You can obtain a certificate in more than one transport service class by passing the specialist exam for each class required. The certificate awarded to each successful candidate states the class or classes of transport service(s) they are qualified for.

## **What do I bring to the test?**

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You'll need to show identification that has both your photograph and signature on it (eg your driver licence or passport). If you don't present acceptable identification, you won't be able to sit the test.

You can find out more about acceptable identification on the Aspeq website <https://nzta.aspeqexams.com>.

The test is open book, which means you may take the handbook into the test with you. Handbooks are not supplied by Aspeq at the test venue.

## How do I apply to sit the test?

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You can book on the Aspeq website <https://nzta.aspeqexams.com> or complete the *Application for certificate of knowledge of law and practice tests* form (ASL417) included with this application pack and send it to:

Assessment Systems Limited  
PO Box 30343  
Lower Hutt 5040.

Before sending the complete application form to Aspeq, please make sure you have:

- indicated the date and town/city for the test you wish to sit
- enclosed payment for the cost of the test (and handbook, if required). Cheques should be made payable to Assessment Systems Limited.
- signed your application.

If your application is not filled out properly, Aspeq may return it to you for correction.

If your completed application is not received on time, you may be rescheduled to the next timetabled test day in your area.

Aspeq will let you know in writing when they've received your application, and will confirm the test venue, date and time.

For information on transfers to different test dates, cancellations or refunds, refer to Aspeq's candidate information on the application form.

## How much does it cost?

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Handbook and test		Optional extras	
Handbook	\$50.50	On-demand examination	\$379.20
Test	\$108		
<b>Total</b>	<b>\$158.50</b>		

## Applicant details

Please complete A, B or C as applicable.

Company applicants please ensure a copy of the Certificate of incorporation and copies of documentation listing ALL directors, shareholders and their shareholding is attached to this application.

Street number and name, suburb, town/city.

## Proposed service

Tick one only.

Use a separate application for each type of service.

Examples:

Taxi service, limo, shuttle, scheduled, Vehicle recovery, general carrier.

\*At all times at least one person in control of the service must be the holder of a Certificate of knowledge, unless you are operating a rental or dial-a-driver service.

If you are operating a shuttle or private hire service using small passenger service vehicles you must register this service with the Transport Agency. A small passenger service vehicle is defined as 12 seats and under inclusive of the driver.

### A. If application is by an individual:

Name of individual

(Surname or family name)

(Full first names)

### B. If application is by a Partnership or Trust:

Name of Partner/Trustee 1

(Surname or family name)

(Full first names)

Name of Partner/Trustee 2

(Surname or family name)

(Full first names)

If your partnership is not a written partnership, what sort of partnership is it?

Married  De Facto  Siblings  Other - please specify

### C. If application is by a Company, Incorporated Body, School Board of Trustees:

Name of company or organisation

Registered no. (if applicable)

Registered office address

Trading name (if applicable)

Mailing address

  


Address from where the business is to be operated

  


Daytime contact telephone number

Contact name

Email address

This application is for a licence to operate the following service:

Passenger  Vehicle recovery  Goods  Rental

Describe the nature, type and area of the service proposed/contracted to:

  
  


continue on a separate sheet if necessary...

Name of person holding a Certificate of knowledge of law and practice\*.

Photocopy of evidence attached.

Type of Certificate of knowledge module held?

Vehicle recovery service  Passenger service  Goods service

If the application is for a Passenger service licence:

Do you intend to operate a:

Taxi service →

Name of approved taxi organisation

Shuttle service →

registration forms are available online at [www.nzta.govt.nz/resources/tsl](http://www.nzta.govt.nz/resources/tsl)

Private hire service →

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Attach a separate list of plate numbers if there is not enough space.

**Plate numbers of the vehicles to be used in the service:**

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## Management

If there is insufficient space, please attach additional details on a separate sheet of paper.

**NOTE: all persons listed in this section must each fill out a Personal details form (TL02) in conjunction with this application.**

ALSO NOTE: changes in persons in control must be notified to the NZ Transport Agency.

**List the names of the people to be responsible for the management and/or control of the service.**

1. Full name

Position (eg owner/driver, director, partner, transport manager)

2. Full name

Position

## Consent & declaration

All fields must be completed. Failure to complete any field may result in the application being returned. There are penalties for supplying false information.

I state that, to the best of my knowledge and belief, all the information given for this application is true and correct and I am not disqualified or prohibited from obtaining or holding a transport service licence.

I authorise the NZ Transport Agency to make all enquiries as to my character and suitability to be the holder of a transport service licence for the purposes of considering this application and during the period of the term of the licence as the Transport Agency may consider necessary.

Full name of person making declaration

Signature of person making declaration

Date

## Privacy Act 1993

You should note that the information you provide on this form is required by Part 4A of the Land Transport Act 1998 and section 2 of the Land Transport Rule: Operator Licensing 2007.

The Privacy Act 1993 provides rights of access to, and correction of, any readily retrievable information held about you by the Transport Agency. Should you wish to exercise these rights please contact the NZ Transport Agency, Palmerston North Office, Private Bag 11777, Palmerston North 4442 or email [info@nzta.govt.nz](mailto:info@nzta.govt.nz).

## Payment

The transport service licence fee is \$449.80. You will also be charged a \$28.80 vetting fee unless this has been paid in the last 12 months.

- I enclose a cheque or money order for the payment of the transport service licence fee.
- I would like to pay the transport service licence fee by credit card (details below - please note the Transport Agency does not accept Amex or Diners Club credit cards).

Name on credit card

Credit card number

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Expiry date

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**Send this application and payment to the NZ Transport Agency, Private Bag 11777, Palmerston North 4442. Don't forget to also attach a Personal details form (TL02) for each person who will be in control of the service.**

## Office use only

Application number

Fee & Receipt number



**Under section 30L of the Land Transport Act 1998, the NZ Transport Agency must be satisfied that anyone who will have, or is likely to have, control or involvement in the operation of the transport service is a fit and proper person.**

**All directors who have indirect or direct control of the management of the organisation are required to complete a copy of this form. This is so that the Transport Agency can determine if they all meet the requirements of a fit and proper person.**

Give name of individual, partnership or organisation making the application.

**Details**

The particulars specified in this application are required by Section 2 of the Land Transport Rule: Operator Licensing 2007 and will form part of the Register of Transport Services Licences. Corresponding information held on this register may be amended by writing to the NZ Transport Agency, Private Bag 11777, Palmerston North 4442.

**These personal details support an application for a Transport Service Licence by:**

**Name**

*(Surname or family name)*

*(Full first names)*

**Are you or were you known by any other names?** (name changed by deed poll, marriage, alias)

**Date of birth**

 /  / 

**Country of birth**

**If not born in NZ, what is your immigration status?** (NZ Citizen, NZ Permanent resident, Work permit)

**Driver licence number**

**Class(es) of licence held**

Show street number and name, suburb, town/city.

**Physical address**

  


**Mailing address**

  


**Daytime contact telephone number**

**Email address**

**Background**

**Have you ever been declared bankrupt?**

No  Yes → List date(s) of discharge

**Have you ever been involved in the management or control of any company that has been placed in receivership or liquidation?**

No  Yes → Give details

  
  


Continued over the page →

If you answered 'yes' to any of these questions please list all previous offences/convictions including traffic infringement notices either in New Zealand or overseas and also include any charges pending. Continue on a separate piece of paper if insufficient space.

**Have you ever been convicted of any criminal offence in New Zealand or overseas?**

No  Yes → Give details below

**Have you ever been convicted of any traffic offence in New Zealand or overseas?** (Including vehicle impoundment, roadside suspension, speed camera infringements or any other traffic offence except parking infringements)

No  Yes → Give details below

**Do you have any charges pending for criminal or traffic offences in New Zealand or overseas?**

No  Yes → Give details below

Nature of offence	Penalty
<i>continue on a separate sheet if necessary...</i>	

**Do you have any outstanding fines, court costs, reparation or road user charges debts?**

No  Yes → Give details below

Details	Penalty
<i>continue on a separate sheet if necessary...</i>	

**Qualifications**

**Have you ever held or applied for a Transport Service Licence in New Zealand?**

No  Yes → Give details below (when and which type of Transport Service Licence)

<i>continue on a separate sheet if necessary...</i>

**List any relevant driving or management experience relating to the transport industry, including affiliation, in any capacity, with a taxi company/organisation.**

<i>continue on a separate sheet if necessary...</i>

Small passenger service vehicles are defined as 12 seats and under inclusive of the driver.

**Will you be driving either a small passenger service vehicle or vehicle recovery vehicle?**

No  Yes → What is your driver identification card unique identifier?

**Consent & declaration**

*This section must be completed.*

*You are entitled to access, and may request correction of, any readily retrievable information about you held by the Transport Agency.*

*Failure to complete any question may result in the application being returned. There are penalties for supplying false information.*

I state that, to my best knowledge and belief, all the information given for this application form is true and correct.

I consent to the disclosure by the New Zealand Police and other relevant persons or authorities of all details of any charges or convictions against me to the NZ Transport Agency.

I authorise the Transport Agency to make all enquiries as to my character and suitability to be the holder of a transport service licence for the period of the term of the licence as the Transport Agency may consider necessary. (Pursuant to Part 4A Land Transport Act 1998 and the Land Transport Rule: Operator Licensing 2007.)

Signature of person making declaration.

Date

## APPLICATION FOR CERTIFICATE OF KNOWLEDGE OF LAW AND PRACTICE TESTS (LAND TRANSPORT ACT 1998)

Please note you can also apply for this exam and order handbooks on our website  
<https://nzta.aspeqexams.com>

Applications are to be received by Aspeq no later than 2 working days prior to the requested sitting date. It is important to ensure correct payment is enclosed with the application and that all of your details are filled out otherwise you may miss out on your requested examination date.

TITLE	SURNAME/FAMILY NAME	FIRST NAMES	DATE OF BIRTH
POSTAL ADDRESS			PHONE NUMBERS
			HOME
			WORK
		POSTCODE	MOBILE
EMAIL ADDRESS		➔	
CLIENT ID (if known)		➔	
DRIVERS LICENCE NUMBER (mandatory)		➔	
APPLICANT'S SIGNATURE (certifies that all the information is correct and the instructions and information relative to the exam/s is fully understood)		➔	

### IMPORTANT NOTICE – CANDIDATE INFORMATION

- 1) Please note that all Certificate of Knowledge of Law and Practice exams are sat on a computer at an Aspeq examination centre. If you have any queries about this please contact Aspeq.
- 2) Incomplete forms may result in a delay with the processing of your booking.
- 3) All candidates are required to forward this application only with the prescribed fee to Aspeq at the below address. **DO NOT POST THIS FORM TO NEW ZEALAND TRANSPORT AGENCY.**
- 4) On request for cancellation of a test, only 80% of the original fee paid will be refunded. **The cancellation request must be made more than 5 days (120 hours) before the scheduled sitting date.** No refund will be made if the cancellation is received within 5 days (120 hours) of the test. **Aspeq will not refund any monies paid for handbook purchases.**
- 5) Once the application has been processed, a confirmation notice will be emailed to the candidate to confirm the acceptance of their application. **This notice will provide instructions, venue information, date and time of the test.** When a venue is full for the requested sitting, the candidate will be booked at the next available sitting at the requested venue.
- 6) If the confirmation notice has not been received 2 days before the sitting requested, please contact Aspeq on 04-913 9812.
- 7) **Aspeq no longer send out Result Slips.** All results MUST be viewed and printed by logging on to our website. To access and print your results, you need to Log On to the website then click 'My Account' then 'My Results'.
- 8) Once you have sat and passed your test, please apply to NZTA for your Transport Service Licence. For further information please contact NZTA on 0800 822422.
- 9) Further information on Aspeq examination services is available on <https://nzta.aspeqexams.com>

Return to: Aspeq Ltd, P O Box 30343, LOWER HUTT 5010, P: 04 913 9812, F: 04 913 9814, E: [info@aspeq.com](mailto:info@aspeq.com)

**CERTIFICATE OF KNOWLEDGE OF LAW AND PRACTICE HANDBOOKS**

**\$50.50 per Handbook**

**Please note: Handbooks can be bought from Assessment Specialists Limited (Aspeq) or New Zealand Transport Agency. If you already have a handbook, please ensure that you have the current edition of the handbook used in the test.**

SUBJECT	PRICE	TICK
Goods Service Licence Handbook	\$50.50	
Passenger Service Licence Handbook	\$50.50	
Vehicle Recovery Licence Handbook	\$50.50	

**CERTIFICATE OF KNOWLEDGE OF LAW AND PRACTICE**

**Types of Examination Sittings:**

**Regular Exams** - \$108.00 – 2.5 hours - Candidates that are able to sit in a scheduled examination sitting should select this option

**On Demand Exams** - \$379.20 – 2.5 hours - Candidates that are unable to sit in a scheduled examination sitting should select this option to choose a date when they are available to sit the exam. On Demand sittings are subject to venue and supervisor availability.

**Reader Assisted Exams** - \$479.50 – 3 hours - An on demand session will be arranged and the exam supervisor will assist the candidate with reading the examination questions and extracts from the handbook as directed by the candidate.

**Interpreter Assisted Exams** - \$900.50 – 3 hours - An on demand session will be arranged and Aspeq will arrange an Interpreter to assist the candidate with reading the examination questions and extracts from the handbook as directed by the candidate. When applying for an Interpreter Assisted Exam please note on this application which language you require.

VENUE	DATE		
SUBJECT		PRICE	TICK
		\$108.00	
		\$379.50	
		\$479.50	
		\$900.50	
		\$108.00	
		\$379.50	
		\$479.50	
		\$900.50	
		\$108.00	
		\$379.50	
		\$479.50	
		\$900.50	

**PAYMENTS**

**Please note: ASPEQ DOES NOT ACCEPT NZ POST MONEY ORDERS**

**Please indicate (✓) method of payment:**  Cheque (enclosed – made payable to Assessment Systems Limited)  
 Credit Card (complete details below)

**Card Type:**  VISA  Mastercard **Credit Card Number:**

**Expiry Date:** - **Card Security Code:**

**Cardholder's name:**  **Cardholder's Signature:**

**Total Payment Enclosed (All costs are GST inclusive):** \$

# 2017 ASPEQ Examination Timetable

ASL reserves the right to change or cancel dates

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>WHANGAREI</b>	31	28	27	20	18	13	7	24	15	16	20	5
<b>NORTH SHORE</b>	12	15	7,21	6,27	10,24	7,27	12,26	9,30	11,21	4,31	14,30	11
<b>AUCKLAND</b>	<b>Sessions available every Monday, Tuesday and Thursday from 9th January 2017 until 15th December 2017</b>											
<b>HAMILTON</b>	<b>Sessions available every Tuesday from from 9th January 2017 until 16th December 2017</b>											
<b>TAURANGA</b>	11	1,16	15	4,26	10,29	13,29	12,31	9,28	12,28	10,31	13,29	14
<b>HAVELOCK NORTH</b>	20	8,22	14,31	12	4,31	21	3,18	1,17	5,27	10,24	8,24	15
<b>NEW PLYMOUTH</b>	25	22	21	10	16	19	18	15	25	17	17	4
<b>PALMERSTON NORTH</b>	17,18	8,9	8,27,28	18	2,3,22,23	6,7,23	5,6,24,25	3,21	4,18	4,24	6,23	8
<b>LOWER HUTT</b>	10,24	14,28	14,28	11,26	9,23	6,20	4,18	1,15,29	12,26	10,24	7,21	5,19
<b>MOTUEKA</b>	<b>Sessions available every Monday from 9th January 2017 until 16th December 2017</b>											
<b>BLENHEIM</b>		16		12		19		14		12		7
<b>CHRISTCHURCH</b>	<b>Sessions available every Monday from 9th January 2017 until 16th December 2017</b>											
<b>INVERCARGILL</b>	26	14	13	11	18	12	10	14	8	9	13	5
<b>DUNEDIN</b>	11	1,21	7,28	20	3,24	6,22	4,20	1,21	4,20	3,24	7,23	11
<b>WANAKA</b>	18	8,28	21	4,27	11,30	16,28	14,26	8,29	14,26	16,31	17,29	15

**Rotorua/Greymouth/Timaru** - These venues are booked on request. Please complete an application form and send to Aspeq for booking.

**Oamaru** - Online bookings can be made. Please refer to the website for dates.