



A division of Chicago CoachWorks L.L.C.

Office: 773-758-0296

Program Information and Guidelines for Students

Updated December, 2022

City of Chicago Restricted Livery Chauffeur License Training Program

Welcome to the Restricted Livery Chauffeur License training program. This document describes the program details, registration and exam process and guidelines.

Important: before registering for class it is **your** responsibility to confirm that you meet **the minimum eligibility requirements** for a City of Chicago Restricted Livery Chauffeur License. Details may be found on the City of Chicago BACP website www.chicago.gov/bacp

We do not issue refunds if it is determined that you are not eligible for a license.

Program Description:

The City of Chicago Restricted Livery Chauffeur training is a 5 hour program which assists individuals to prepare for and take the Restricted Livery Chauffeur License exam.

As of June, 2020, all classes are online via Zoom until further notice. For details and computer requirements for the online classes, please visit our website <https://professionalchauffeurtraining.com/Covid/covid.html>

What is Covered During Training ?

Topic	Description
Professionalism and Customer Service	<ul style="list-style-type: none"> Professionalism, customer service, diversity and cultural sensitivity
Rules and Regulations	<ul style="list-style-type: none"> City of Chicago rules and regulations
Passengers with Disabilities	<ul style="list-style-type: none"> How to assist passengers with disabilities Laws protecting people with disabilities
Geography	<ul style="list-style-type: none"> How to efficiently navigate Chicago's road and highway system Important destinations and places of interest in Chicago

When and Where is Training Available?

For a current training schedule and locations go to professionalchauffeurtraining.com or call 773-758-0296.

How Much Does it Cost? (as of December, 2022)

Program Fee: \$125 (includes exam fee of \$30, and access to online training materials)

Training Materials: Online access – free; Or mailing/handling option: \$25

Exam Retakes: \$30 each

How to Register for Training?

Important: Registration and payment for class is online only. **You cannot register in person.**

Online - go to our web site professionalchauffeurtraining.com, complete the application and make payment.

When and Where are Exams Scheduled?

After completing the program it is recommended that students study and prepare for the license exam for 4-7 days. Exams are typically administered at our facility at 5584 N. Northwest Highway, Chicago, IL or at a nearby office in Lincolnwood. Optional onsite fingerprinting services are available from a BACP approved vendor for your convenience. The fee is \$62 cash or credit, paid directly to the vendor on the day of your exam.

How to Register for Your Exam?

After Your Training Class- you will receive your exam date, time and location by email

By Phone - call us at 773-758-0296 for assistance.

Training Program Guidelines

On the day of your training program you must:

- **Be on time. If you are late** you will not be permitted into the program under any circumstances. You must reschedule your training within 60 days of the original class date. The fee to reschedule a class is \$40, and only one reschedule is permitted.
- **If you do not appear for scheduled training class, you will be marked as a no-show, and no refunds will be issued. We will permit one (1) reschedule ONLY if you contact us in writing before the class begins. The fee to reschedule a class is \$40, and must be rescheduled within 60 days of the original class date. If we are not contacted for a reschedule, you must register and pay as a new student.**
- You must complete the entire training class. If you do not complete the entire class (leave early or have technical issues which prevent you from completing the class) you will be marked as incomplete and required to reschedule the class for another date. Incomplete classes are reported to the City of Chicago BACP.
- **Bring your driver's license for identification.** You will not be permitted into the program if you do not have your driver's license, no exceptions. We will only accept driver's licenses in accordance with BACP guidelines, and to confirm your identity. We do not accept scanned copies of your driver's license from your phone.
- **Bring pens, pencils, and highlighters for taking notes.** We do not provide office supplies.
- **Dress code** is business casual - jeans are permitted. Please no shorts or gym clothes.
- **Food** is not permitted in the classrooms. You may bring a beverage and a snack for break time.

During the training program:

- **Our program is taught in English.** Students must actively participate in the program and may be asked to respond to questions and engage in discussion and/or learning exercises in English, to be sure everyone understands the materials. If you are not proficient in English please consider an English as a second language course (ESL) **before** taking our program.
- **You may not use your cell phone** (voice or text). Cell phones must be on silent and put away.
- **You may not take photos or record** during training. Copies of training materials will be made available to you.
- **Children or guests** are not permitted in the class or exam area under any circumstances.
- **Smoking is not permitted** anywhere in the building, and outside only in designated areas.

For classes online via Zoom the following requirements apply (in addition to the above requirements):

- You must have a working PC or tablet which includes a speaker, microphone and video in order to participate (no cell phone). You will be removed from class if you do not have the proper working equipment and no refunds are given. You will be given the opportunity to reschedule your class once your equipment is functioning properly, but it must be within 60 days of the original class date.
- Your camera must be ON at all times, and facing the screen so the instructor may see you.
- You may not have others who are not registered view the class with you.

- You must fully participate during the class and **may not** take the class while doing other activities including working, babysitting, driving, lying on a bed or sofa, or as a passenger in a vehicle.

Licensing Exam Information

About the exam:

- All exams are in person by appointment only on Saturdays.
- The exam consists of 40 multiple choice questions. You have 40 minutes to complete the exam.
- A passing score is 80% -100% (no more than 8 incorrect answers):
 - 80-100% - Pass
 - 79% and below -Fail
- **You must take your exam within 60 days of completing the class.** If you do not take the exam within 60 days you will be required to register and take the class again.

On the day of your exam you must:

- **Be on time. If you are late** you will not be permitted to take your exam under any circumstances. You will need to reschedule your exam and pay the \$30 exam fee. **If you do not appear** for your scheduled exam you will need to reschedule your exam and pay the \$30 exam fee. Refunds or credits are not given for late or missed exams.
- **Bring your driver's license for identification.** You will not be permitted to take your exam if you do not have your driver's license, no exceptions. We will only accept driver's licenses to confirm your identity.
- **Dress code** is business casual - jeans are permitted. Please no shorts or gym clothes.

During the exam:

- **You may not bring your training materials, cell phone or ear buds** into the exam area. Please leave these items in your car, or ask us for a place to store your materials while you take your exam. We are not responsible for any items which may be lost as a result of storing them for you.
- **You may not take photos** during the exam.
- **Students are prohibited** from bringing a person to translate, or using translation software during the exam. Anyone found with these items will fail the course and exam immediately. We reserve the right to refuse to offer a retake of a class or exam under these circumstances.
- We **do not** administer verbal exams.
- We do not offer online exams: all exams are in person only.
- **Children or guests** are not permitted under any circumstances.
- **We do not tolerate cheating of any kind.** We reserve the right to video the exam area to prevent cheating. If you are caught cheating you will be removed from the exam area and a score of **FAIL** will be applied automatically. We will report all cheating incidents to Business Affairs and Consumer Protection, and reserve the right to refuse to offer you another class or exam.
- **Smoking is not permitted** anywhere in the building, only outside in designated areas.
- **Your exam may be provided on paper, a computer or tablet.** A basic understanding of how to use a personal computer (Windows or Mac) is highly recommended.

After the exam:

- When you complete the exam you will be advised of whether you have passed. If you passed the exam you be given a letter which indicates you have completed the training and passed the Restricted Livery Chauffeur License exam.
- **Please allow 1-2 business days** for PCTC to send a report of your exam score to the City of Chicago Business Affairs and Consumer Protection (BACP) **before** applying for your Restricted Livery Chauffeur

License. The latest information regarding license application procedures will be provided during the training program.

- If you did not pass the exam you will be given your exam score only. It is recommended that you study and reschedule your next exam promptly on the next exam date.
- If you do not pass the exam you may retake the exam. Retakes must occur within 60 days of attending the program. You must register for the retake exam and pay the \$30 retake exam fee. If you do not pass the exam after the second attempt you must register and retake the program again as a new student.

How to Register for Your Retake Exam?

- **By Phone** - call us at 773-758-0296
- **By Email** - info@professionalchauffeurtraining.com

How to Contact PCTC:

- **By Phone** - call us at 773-758-0296. You may also text this number, but please include your full name in the message so we know who you are.
- **By Email** - info@professionalchauffeurtraining.com
- Your privacy is important to us. We will **NOT** provide any information to or correspond with anyone other than you, the registered student. This is to secure and protect the privacy of our students.