



A division of Chicago CoachWorks L.L.C.

Program Information and Guidelines

Updated November 25, 2019

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 are **eligible** for a City of Chicago Restricted Livery Chauffeur License. The link to the guidelines are below.

<https://www.chicago.gov/content/dam/city/depts/bacp/publicvehicleinfo/publicchauffeur/newapplicantpublicchauffeurlicensechecklist052319.pdf>

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.

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 June 1, 2018)

Program Fee: \$105 (includes exam fee of \$20)

Exam Retakes: \$20 each

How to Register for Training?

Important: Registration for class is online or by phone **only**. **You cannot register in person.**

Online - go to our web site professionalchauffeurtraining.com, complete the application. You will be contacted by phone to confirm your class date and for payment via credit or debit card.

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

All fees must be paid before the date of your program. The instructors do not accept payment during the class.

Where are Exams Scheduled?

After completing the program it is recommended that students study and prepare for the license exam for at least one week. Exams are typically administered at our facility at 5584 N. Northwest Highway, Chicago, IL. Optional onsite fingerprinting services are available from a BACP approved vendor for your convenience. The fee is \$60 cash or credit, paid directly to the vendor on the day of your exam.

How to Register for Your Exam?

During Training- you can schedule your exam date with your instructor at the end of the class.

Online - go to our web site professionalchauffeurtraining.com, complete the request form. You will be contacted to confirm the date and to collect payment. Once paid you will receive a receipt.

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

Program Guidelines

Training Program

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 will need to reschedule your training and a **\$60 rescheduling fee** will be charged. **If you do not appear** for your scheduled training you will need to register as a **new student** and pay the fee. **No refunds or credits are issued.**
- **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, 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:

- **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.
- **Interpreters are not permitted** under any circumstances. If you are not proficient in English please consider an English as a second language course.
- **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.

Licensing Exam

About the exam:

- The exam consists of 40 multiple choice questions.
- A passing score is 80% -100% (no more than 8 incorrect answers):
80-100% - Pass
79% and below -Fail

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 \$20 exam fee. **If you do not appear** for your scheduled exam you will need to reschedule your exam and pay the \$20 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 use your cell phone** (voice or text). Cell phones must be shut off and put away. If your cell phone rings or vibrates during the exam you will **FAIL** the exam automatically.
- **You may not take photos** during the exam.
- **Interpreters are not permitted** under any circumstances. If you are not proficient in English please consider an English as a second language course.
- We **do not** administer verbal exams.
- **Children or guests** are not permitted under any circumstances.
- **We do not tolerate cheating of any kind.** We may 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 give you another 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 completion certificate which indicates you have passed the Restricted Livery Chauffeur License exam. Do not leave until you have been given this information.
- **Please allow 1-2 business days** for PCTC to send a copy of your completion certificate to the City of Chicago Business Affairs and Consumer Protection (BACP) **before** applying for your Restricted Livery Chauffeur License. Additional information regarding license application 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 (within 1-2 weeks).
- If you do not pass the exam you will have **3 additional opportunities** to retake the exam. Retakes must occur within 30 days of attending the program. You must register for the retake exam and pay the \$20 retake exam fee. If you do not pass the exam after 4 attempts you must register and retake the program again as a new student.
 - **How to Register for Your Retake Exam?**
 - **Online** - go to our web site professionalchauffeurtraining.com, complete the request form. You will be contacted by phone to confirm and collect payment (if applicable). Once paid you will receive a receipt.
 - **By Phone** - call us at 773-758-0296 for assistance.