

Certificate of Good Conduct – Frequently Asked Questions/Guidance

All applicants who have been out of the United Kingdom for a period of three months or more since the age of 18 will be required to provide Certificate of Good Conduct (COFG) for these periods, these do include extended vacations.

The requirement for Certificates of Good Conduct is in the Department for Transport's '[Statutory taxi and private hire vehicle standards](#)'.

Hackney Carriage/Dual and Private Hire Drivers

Since 1 August 2024, all new and renewing applicants for hackney carriage and private hire driver licences who have been out of the country for more than three months continuous period must complete a [COGC Check](#). Once the relevant countries have been identified you will be required to provide a COGC for every relevant country to cover the periods identified.

What is a COGC and how do I get one?

A COGC is an extract from the judicial record or equivalent document issued by a competent judicial or administrative authority for the relevant country. It should document any convictions recorded against the individual or confirm 'good conduct'.

Does it have to be in English?

All COGS must be provided in English and can usually be obtained via the relevant embassy, consulate, or high commission in the UK. The Home Office has published guidance, including contact details, on how to apply for criminal records checks for time spent abroad.

You must provide proof of the COGC's authenticity from the UK embassy, consulate, or high commission of the country of issue.

You will be responsible for any costs incurred in order to translate any documentation prior to issue to the Local Authority. It must be a notarised translation.

The guidance from the Home Office and associated countries can be found [here](#).

What If I am unable to obtain a COGC?

We appreciate there may be some situations where it is not possible to obtain a COGC. In these circumstances you must obtain evidence why you have been unable to obtain a COGC and each case will be dealt with on a case-by-case basis along with the evidence provided.

Applicants are expected to make every effort to get hold of the information from the relevant embassy office.

If you are unable to obtain a Criminal Record Certificate, Certificate of Good Conduct or equivalent, you will need to provide references from individuals or bodies who can confirm your conduct for your time in the relevant country instead.

What if I have achieved asylum?

If you have been granted, or are awaiting a decision to be granted, asylum/refugee status you are not required to produce a COGC from the country you are claiming asylum from but if you have remained outside of the UK for three or more continuous months since the age of 18 then you must obtain a COGC from any other country.

To gain this exemption you must provide a clear and legible copy of either your certificate or registration or a letter issued by UK visas and immigration.

What will you do with the information?

The information contained on the COGC will be dealt with inline with our current guidelines on fitness and propriety. These can be found [here](#).

Will my renewal application be delayed?

We recommend if you are aware that you meet the requirements to provide a COGC on renewal then you submit your application to the relevant embassy as soon as possible. If you can provide evidence of your application to the relevant embassy at the time of your application and it has yet to be responded to then you may be issued with a short-term licence whilst the COGC is pending. This will be on a case by case basis depending on the evidence provided.

Renewal reminders are usually sent two months prior to expiry and this should assist with obtaining the required documentation prior to renewal.

Do I have to submit the COGC on every renewal?

Once you have provided your COGC on renewal unless you are outside of the UK for a further period of three months or more after issue and before your next renewal then you will not be required to submit the COGC again. However, any new

extended period outside of the UK will require a COGC to be submitted at the next renewal.

We appreciate that these changes may affect applicants who spend a lot of time outside of the UK. However, it is important that we are aware of any offences that a licensed driver may have committed outside of the UK which may affect public safety when returning and undertaking their licensing role and responsibilities.