

Initial Course for New Drivers Course Overview

<u>Taxi & Private Hire Knowledge Course</u>		
<u>LO & Subject</u>	<u>Learning Criteria</u>	<u>Approximate Timings</u>
<u>Learning Outcome 1:</u> Current legislation, rules, and regulations applicable to drivers	1.1 Understand relevant legislation in relation to the role of a taxi driver 1.2 Understand relevant rules and regulations in relation to the role of a taxi driver 1.3 Understand specific local legislation, rules and regulations in relation to the relevant licensing authorities policies	60 minutes
	<p><i>Course content for this LO to include:</i></p> <ul style="list-style-type: none"> • <i>Summary of key areas contained within Statutory Taxi and Private Hire Standards</i> • <i>Summary of key common areas within each council's policy</i> • <i>Any key areas requested by council</i> <p><i>References:</i></p> <ul style="list-style-type: none"> • <i>Statutory Taxi and Private Hire Standards</i> • <i>District Council licensing policy and/or other councils if and when applicable (l Ɂ District Council and † City Council, Council).</i> 	
<u>Learning Outcome 2:</u>	1.1 Understand basic customer service rules and expectations 1.2 Understand how to deliver basic customer service to passengers	

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Expectations for customer service		30 minutes
	<p><i>Course content for this LO to include:</i></p> <ul style="list-style-type: none"> • <i>Basic customer service expectations to be highlighted and discussed.</i> • <i>Interactive activity sharing customer service experiences.</i> 	
BREAK		15 Minutes
<u>Learning Outcome 3:</u> Increasing drivers own awareness and how to ensure their own safety	<p>1.1 Demonstrate an awareness of personal safety in relation to the role of taxi driver 1.2 Demonstrate the ability to identify risk to self and others in relation to the role of taxi driver and how to reduce these risks 1.3 Identify situations that could lead to a risk to personal safety or to passenger safety 1.4 Identify how to avoid situations that are a threat to personal safety or passenger safety</p>	30 minutes
	<p><i>Course content for this LO to include:</i></p> <ul style="list-style-type: none"> • <i>Awareness of personal safety</i> • <i>Identifying risk to driver and passengers and educating this risk.</i> • <i>Interactive discussion on situations attendees foresee they may find themselves in and how they will deal with these.</i> • <i>Tutor led discussion on situations they may not have thought of.</i> 	

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<p><u>Learning Outcome 4:</u></p> <p>How to report a crime and advising drivers how to deal with customer complaints</p>	<p>1.1 Understand procedures for reporting crimes (emergency and non-emergency)</p> <p>1.2 Understand any additional procedures for reporting crimes in relation to local authority's policy</p> <p>1.3 Understand how to deal with customer feedback and complaints to a satisfactory level</p> <p>1.4 Understand local authority's procedure in relation to customer feedback and complaints</p>	<p style="text-align: center;">30 minutes</p>
<p><i>Course content for this LO to include:</i></p> <ul style="list-style-type: none"> • <i>Recognised procedures for reporting crimes (emergency and non-emergency)</i> • <i>District Council's procedures in this area.</i> • <i>Other relevant council's procedures in this area</i> • <i>Customer service skills in relation to dealing with and preventing complaints</i> 		
<p><u>Learning Outcome 5:</u></p> <p>Highway code</p>	<p>1.1 Understand the rules relating to dropping off and picking up passengers, relevant to the role of a taxi driver</p> <p>1.2 Understand the rules relating to legal and appropriate speed</p> <p>1.3 Understand the rules relating to vehicle condition and how this relates to safety and the legal consequences for drivers</p>	<p style="text-align: center;">40 Minutes</p>
<p><i>Course content for this LO to include:</i></p> <ul style="list-style-type: none"> • <i>Parking</i> • <i>Stopping/waiting restrictions</i> • <i>Speed</i> • <i>Vehicle condition</i> • <i>Any other relevant information</i> 		

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LUNCH BREAK		40 minutes
<p><u>Learning Outcome 6:</u></p> <p>Disability and equality awareness</p>	<p>1.1 Understand legislation on disability relevant to the role of taxi driver 1.2 Understand legislation on equality relevant to the role of taxi driver</p> <hr/> <p><i>Course content for this LO to include:</i></p> <ul style="list-style-type: none"> • <i>Overview of legislation on disability and equality in relation to the role of a taxi driver.</i> • <i>How to prevent any problems in this area</i> 	30 Minutes
<p><u>Learning Outcome 7:</u></p> <p>Safeguarding responsibilities</p>	<p>1.1 Understand the definition of Safeguarding 1.2 Understand the definition of child sexual abuse and exploitation 1.3 Understand own responsibilities as a taxi driver in relation to safeguarding</p> <hr/> <p><i>Course content for this LO to include:</i></p> <ul style="list-style-type: none"> • <i>Overview of safeguarding responsibilities relating to a taxi driver</i> • <i>Child sexual abuse</i> • <i>Exploitation</i> • <i>County lines</i> 	40 minutes
<p><u>Learning Outcome 8:</u></p> <p>Payment and basic arithmetic</p>	<p>1.1 Demonstrate basic understanding of arithmetic in relation to the role of taxi driver 1.2 Demonstrate ability to work out additional fares that may be charged 1.3 Understand basic customer service rules and expectations 1.4 Understand how to deliver basic customer service to passengers</p>	30 minutes

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	<p><i>Course content for this LO to include:</i></p> <ul style="list-style-type: none"> • <i>Interactive activity on payment and basic arithmetic</i> • <i>Working out correct change</i> • <i>Working out fares where they are charged at a higher rate (e.g. after a certain time of day).</i> 	
BREAK		15 minutes
<p><u>Learning Outcome 9:</u> English language</p>	<p>1.1 Demonstrate a sufficient level of understanding of and ability to use written English in relation to the role of taxi driver</p> <p>1.2 Demonstrate a sufficient level of understanding of and ability to use spoken English in relation to the role of taxi driver</p> <p><u>Concerns in this area will be raised with _____ District Council.</u></p>	N/A
	<p><i>No course content will be created for this learning outcome.</i></p> <p><i>This learning outcome will be assessed using the following methods:</i></p> <ul style="list-style-type: none"> • <i>Assessor observing communication between each attendee and between attendees and tutor</i> • <i>Written skills used whilst on the test</i> 	
Test	The test will be conducted at the end of the course.	45 minutes (+ 35 minutes for geographic test, if applicable)