

Level 2 NVQ Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire) (7439)

Qualification handbook for centres
600/0965/2



www.cityandguilds.com
May 2011
Version 1.0

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1 Introduction to the qualification

This document contains the information that centres need to offer the following qualification:

Qualification title and level	Level 2 NVQ Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire)
City & Guilds qualification number	(7439-22)
Qualification accreditation number	600/0965/2

Area	Description
Who is the qualification for?	It meets the needs of candidates who work or want to work as drivers in the Taxi and Private Hire sector
What does the qualification cover?	It allows candidates to learn, develop and practise the skills required for employment and/or career progression in the Taxi and Private Hire sector.
What will learners be able to do?	The qualification contributes knowledge and understanding towards the related Level 2 Certificate in Road Passenger Vehicle Driving, whilst containing additional skills and knowledge which go beyond the scope of the NOS.
Is the qualification part of a framework or initiative?	It serves as a competence certificate, in the road passenger vehicle driving Apprenticeship framework.
Why has the qualification been developed?	It provides valuable accreditation of skills and/or knowledge for candidates, without requiring or proving occupational competence. It replaces the City & Guilds Level 2 NVQ in Road Passenger Vehicle Driving (qualification 7339) which expired on 15/04/2011.
Who did we develop the qualification with?	It was developed in association with Go-Skills – the sector skills council for passenger transport.

The Level 2 NVQ in Road Passenger Vehicle Driving qualification gives recognition for the diverse range of skills and knowledge that are required in order to carry out the transportation of passengers effectively and safely. This qualification recognises the ever changing and diverse nature of the driver's role. It requires the candidate to demonstrate that they have the knowledge and understanding necessary for them to carry out these tasks effectively and in doing so to ensure that they are complying with relevant and current legislation.

1.1 Qualification structure

To achieve the **Level 2 NVQ Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire)**, learners must achieve **30** credits from the mandatory units and a minimum of **6** credits from the optional units available. A minimum of **4** credits are required from optional group 1 and a minimum of **1** credit is required from optional groups 2 and 3.

Qualification	Total credits	Credits from mandatory units	Credits from optional units
City & Guilds Level 2 NVQ Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire) (7439-22)	36	30	6 (min): 4 credits from group 1 and 1 credit from groups 2 and 3
		219, 213, 221, 222, 223, 224, 227, 228	Group 1 225, 226 Group 2 230, 231 Group 3 214, 220, 229, 301

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
Y/602/6066	219	Transport children and young persons by taxi, private hire or chauffeuring	3
R/602/6065	213	Transport parcels, luggage and other items in the taxi and private hire industries	2
H/602/6054	221	Ensure health and safety of the taxi and private hire driver and passengers	6
K/602/6055	222	Drive a taxi or private hire vehicle in a professional manner	3
M/602/6056	223	Provide professional customer service in the taxi and private hire industries	5
T/602/6057	224	Provide a safe and legal vehicle for transporting passengers by taxi and/ or private hire	3
T/602/6060	227	Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance	5
A/602/6061	228	Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle	3
Optional			
Group 1			
A/602/6058	225	Carry fare paying passengers within the framework of the private hire industry	4
F/602/6059	226	Carry fare paying passengers within the regulatory framework of the taxi industry	4
Group 2			
J/602/6063	230	Process fares and charges for private hire passengers	1
L/602/6064	231	Process fares and charges for taxi passengers	1

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Optional	Group 3		
K/602/6007	214	Develop and maintain work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries	2
A/602/6027	220	Process telephone bookings in the road passenger transport industries	2
F/602/6062	229	Plan routes in the taxi and private hire industries	1
M/602/6025	301	Manage and administer small businesses in the community transport, taxi or private hire industries	4

1.2 Opportunities for progression

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

Other qualifications that may be of interest:

- Level 2 NVQ in Passenger Carrying Vehicle Driving (Bus and Coach).

Progression from this qualification is normally into a level 3 management qualification which could be specific to the industry or provide the generic management skills for any industry such as those provided by the Institute of Leadership and Management (ILM). An alternative is to expand your skills at the same level with the Level 2 NVQ in Passenger Carrying Vehicle Driving (Bus and Coach).

2 Centre requirements

This section outlines the approval processes for Centres to offer this qualification and any resources that Centres will need in place to offer the qualification including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification Level 2 NVQ in Road Passenger Vehicle Driving - 7339] may apply for approval for the new Level 2 NVQ in Road Passenger Vehicle Driving - 7439 using the **fast track approval form**, available from the City & Guilds website.

Centres may apply to offer the new qualification[s] using the fast track form

- providing there have been no changes to the way the qualifications are delivered, and
- if they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

2.1 Candidate entry requirements

Work role

This NVQ is for those working in Taxi & Private Hire in the following roles:

- Taxi & Private Hire drivers
- passenger support roles

Entry

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold. Candidates must hold a relevant driving licence and meet the requirements of the licensing or local authority.

Age restrictions

The age restriction for most drivers is 21 and over. However this should be checked with the relevant authority or licensing authority. This NVQ is not approved for use by candidates under the age of 19, and City & Guilds cannot accept any registrations for candidates in this age group.

3 Course design and delivery

3.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification[s]. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification[s] they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification[s] they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

3.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

4 Assessment

4.1 Summary of assessment methods

This guidance is based on and amplifies the assessment strategy developed for the Level 2 NVQ in Road Passenger Vehicle Driving, by GoSkills.

External quality control

External quality control is provided by the usual City & Guilds external verification process which includes the use of the electronically scannable report form which is designed to provide an objective risk analysis of individual centre assessment and verification practice.

GoSkills hosts an Awarding Body Forum which regularly reviews assessment methods and requirements.

The following units in the NVQ have been imported from other qualifications.

- Unit 213 Support learners by mentoring and coaching in the workplace.

Performance evidence requirements

Usually evidence of candidate performance will be derived from assessor observation and/or testimony from an expert witness of the candidate carrying out work activities in the workplace.

It is accepted that not all employees have identical work place conditions and therefore there cannot be assessment conditions that are identical for all candidates. However, assessors must ensure that, as far as possible, the conditions for assessment should be those under which the candidate usually works. Assessment of an individual against the NVQ standard must not put that individual under more, or less, pressure than found normally in the workplace. It could be the case that the individual could feel more pressure simply because he or she is being assessed. However, it is the skill of the assessor to reduce this pressure to a minimum.

Simulation

Simulation is allowed in some of the units in this qualification. Where simulation is needed this must be agreed with your external verifier to ensure validity.

Candidates should be assessed under normal workplace conditions. However, there are situations where the actual workplace may not be appropriate, or where waiting for naturally occurring evidence is impractical. Therefore, the setting up or devising of assessment situations will be allowed, when it can be demonstrated that the following circumstances require it in areas related to:

- safety
- legislation
- regulation
- contingency
- cost
- significant interruption to candidate's or employer's business

It is recognised that there may be other assessment situations where simulation may have to be used.

4.2 Recording forms

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. City & Guilds endorses several ePortfolio systems. Further details are available at: **www.cityandguilds.com/eportfolios**.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. *Recording forms* are available on the City & Guilds website.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.

5 Units

Availability of units

The following units can be obtained from The Register of Regulated Qualifications:
<http://register.ofqual.gov.uk/Unit>

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- unit aim
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

Unit 219

Transport children and young persons by taxi, private hire or chauffeuring

Level: 2
Credit value: 3
UAN: Y/602/6066

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in transporting children and young persons whether directly or under a contract with a public organisation. This unit is particularly suitable for learners who work as drivers of taxis, private hire vehicles and chauffeurs.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. Be able to prepare a vehicle for transporting children and young persons
2. Understand the role of the driver in ensuring that the vehicle and its ancillary components are fit for purpose
3. Be able to safely pick up and transport children and young persons to an appointed destination point where they can be safely handed over to an authorised person
4. Know how to safely pick up and transport children and young persons to a destination point where they can be safely handed over to an authorised person

Guided learning hours

It is recommended that **21** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 219 Transport children and young persons by taxi, private hire or chauffeuring

Assessment Criteria

Outcome 1 Be able to prepare a vehicle for transporting children and young persons

The learner can:

1. prepare the vehicle in accordance with the licensing conditions and/or LEA (Local Education Authority) contract specifications
2. carry out a vehicle inspection that may include ancillary equipment designed to assist the boarding and alighting of children and young persons who require special assistance measures

Outcome 2 Understand the role of the driver in ensuring that the vehicle and its ancillary components are fit for purpose

The learner can:

1. explain the importance of vehicle safety checks within school and social service contracts
2. describe the importance of regular vehicle inspection reporting systems
3. explain the terms 'duty of care' and 'negligence' and how these apply when transporting children and young persons
4. outline the current seat belt law relating to children and young persons
5. outline the legal responsibility of the driver to children of a certain age or height

Outcome 3 Be able to safely pick up and transport children and young persons to an appointed destination point where they can be safely handed over to an authorised person

The learner can:

1. demonstrate that they have been contracted to transport children and young persons
2. provide assistance where required for securing a seat belt or child restraint
3. ensure that all children and young persons who require assistance are assisted
4. arrive at the collection or destination point at the agreed time
5. transport children and young persons safely in line with operator policies and LEA/licensing authority contract requirements and conditions.

Outcome 4 Know how to safely pick up and transport children and young persons to a destination point where they can be safely handed over to an authorised person

The learner can:

1. outline the Independent Safeguarding Authority in protecting children and young people
2. describe the role and responsibilities of a driver and an escort when transporting children and young persons within a contract supplied by a local authority or LEA
3. explain the importance of informing children and young persons of the following:
danger areas around the vehicle that can cause serious harm or injury
when and how to enter or leave the vehicle
4. explain the importance of maintaining the dignity of the child when assisting with boarding and alighting
5. explain how to ensure the school, college, teachers and/or parents are confident in their abilities
6. explain the term 'in loco parentis' and how it applies to the driver in charge
7. describe how to deal with the following:
 - an unwell child
 - travel sickness
 - bullying
 - misbehaviour
 - a distressed child
8. explain how to communicate with children and young people in a sensitive manner ensuring controls on bad behaviour and high spirits are maintained
9. explain why close contact should be kept with the operator, school, college or contracting authority if a potential problem arises with the transport arrangements
10. explain the importance of the 'handover of responsibilities' to a waiting parent, guardian or school
11. outline a contingency plan that could be adopted if an incident or emergency took place during the transportation of children and young persons
12. explain the importance of a driver's log or diary to record incidents and allegations.

Unit 213

Transport parcels, luggage and other items in the taxi and private hire industries

Level: 2
Credit value: 2
UAN: R/602/6065

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in transporting parcels, luggage and other items in the taxi and private hire vehicle industries. This unit is particularly suitable for learners who work as drivers of taxis and private hire vehicles.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. Be able to accept and load parcels, luggage and other items for transporting
2. Know how to accept and load parcels, luggage and other items for transporting
3. Be able to carry out lost property checks and take the appropriate steps to identify the owner
4. Know how to carry out lost property checks and take the appropriate steps to identify the owner

Guided learning hours

It is recommended that **8** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 213 Transport parcels, luggage and other items in the taxi and private hire industries

Assessment Criteria

Outcome 1 Be able to accept and load parcels, luggage and other items for transporting

The learner can:

1. follow customers' instructions as to the transport and destination of luggage and other items
2. check luggage and other items for damage before accepting for transport
3. carry out a risk assessment before any manual handling operation is performed
4. use the correct lifting technique to lift and carry luggage and other items for transport
5. distribute and protect luggage and other items from the following:
 - stress
 - weight transfer
 - impact
 - crush
 - piercing
 - inclement weather
6. demonstrate that precautions have been taken to secure luggage and protect against theft
7. take action when luggage or items are too heavy to lift or carry.

Outcome 2 Know how to accept and load parcels, luggage and other items for transporting

The learner can:

1. outline the relevant regulations and insurance requirements related to transporting luggage or items
2. define the terms 'duty of care' and 'vicarious liability' in relation to transporting parcels, luggage and other items
3. describe how to deal with substances that have special requirements
4. describe the precautions that have to be taken when loading and transporting personal equipment
5. explain the requirements of the Manual Handling Operations Regulations 1992
6. describe how to carry out a risk assessment prior to undertaking any manual handling activity
7. describe the injuries that can occur when manual handling
8. outline how to avoid injuries when manual handling
9. describe the importance of reporting accidents
10. describe the kinetic lifting principle
11. explain the consequences of accepting illegal goods to transport even if the driver was unaware of the content of the package
12. explain the precautions that should be taken if asked to transport goods that have no package details or tracing paperwork
13. identify the authority that should be contacted if there is a suspicion that a package is illegal or contains an explosive device
14. explain why it is important that drivers who are carrying out courier work have a consignment note provided by the customer

Outcome 3 Be able to carry out lost property checks and take the appropriate steps to identify the owner

The learner can:

1. carry out a routine check of the vehicle for lost property
2. hand over lost property to the relevant person
3. collect a receipt for the lost property from the relevant person

Outcome 4 Know how to carry out lost property checks and take the appropriate steps to identify the owner

The learner can:

1. describe the precautions necessary when carrying out a routine check of the vehicle
2. describe what assistance can be given the operator or police to try to source the owner of lost property
3. outline licence conditions in respect of delivering lost property back to the owner

Unit 214

Develop and maintain work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries

Level: 2
Credit value: 2
UAN: K/602/6007

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in developing and maintaining work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries. This unit is particularly suitable for learners who work in community transport vehicles, taxis, private hire vehicles and chauffeuring as drivers or passenger support.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. Be able to develop and maintain work skills and knowledge
2. Know how to develop and maintain work skills and knowledge

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Unit 214 Develop and maintain work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries

Assessment Criteria

Outcome 1 Be able to develop and maintain work skills and knowledge

The learner can:

1. carry out activities to develop personal skills
2. balance personal needs and the needs of the organisation
3. discuss and agree with the appropriate person in the organisation how personal development needs will be met and get feedback
4. take action if progress is below the necessary standard.

Outcome 2 Know how to develop and maintain work skills and knowledge

The learner can:

1. identify and describe the standards of skills and knowledge needed in the role
2. describe how to measure current skills and identify areas needing development
3. describe process within the organisation for discussing and agreeing personal development plans and getting feedback
4. describe how to monitor progress against personal development plans
5. identify the main providers of passenger transport related to the role
6. describe the make up of the passenger transport industry at national and local level.

Unit 220

Process telephone bookings in the road passenger transport industries

Level: 2
Credit value: 2
UAN: A/602/6027

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in processing telephone bookings in the road passenger transport industry. This unit is particularly suitable for learners who work as telephone booking staff working in the road passenger transport industries.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. Be able to identify the prospective passenger's transport requirements
2. Know how to identify the prospective passenger's transport requirements
3. Be able to communicate changes to transport arrangements
4. Know how to communicate changes to transport arrangements

Guided learning hours

It is recommended that **8** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Unit 220 Process telephone bookings in the road passenger transport industries

Assessment Criteria

Outcome 1 Be able to identify the prospective passenger's transport requirements

The learner can:

1. use the telephone and any associated IT equipment
2. accurately identify the prospective passenger's transport needs including any particular needs that would need to be accommodated
3. check whether the prospective passenger's needs can be met, where relevant clearly confirming the agreed transport arrangements, and confirming/checking their understanding of them
4. give clear explanations and suggestions to the prospective passenger about alternative transport arrangements if their requirements cannot be met and give the caller enough time to seek clarification of these alternatives
5. confirm clearly to the prospective passenger the agreed alternatives and check that they understand and agree them
6. identify, within the limits of own personal responsibility, when a caller needs help beyond that provided by the organisation and take appropriate action in agreement with the caller
7. make a correct record of all telephone conversations, in particular the agreed transport arrangements, or other help offered, in line with organisational procedures.

Outcome 2 Know how to identify the prospective passenger's transport requirements

The learner can:

1. describe how to use the telephone and any associated IT equipment
2. list the transport services offered by the organisation and contact points in other support organisations
3. explain how to listen effectively and question prospective passengers in a way that is seen as supportive and helpful
4. explain the importance of tone of voice and giving a good impression of the organisation
5. explain how to communicate with callers who have speech or hearing difficulties or language/dialect differences to their own
6. describe how to check that a prospective passengers understands the agreed transport arrangements
7. describe how to identify and communicate with callers who need assistance over and above arranging transport.

Outcome 3 Be able to communicate changes to transport arrangements

The learner can:

1. call prospective passengers if previously agreed transport arrangements cannot be met in line with organisational procedures
2. make sure that the prospective passenger is aware of the change of plan to the transport arrangements
3. identify any problems likely to arise to the prospective passenger as a result of the change of transport arrangements
4. give clear suggestions about alternative transport arrangements and give the prospective passenger enough time to seek clarification of these alternatives
5. confirm clearly to the prospective passenger the agreed alternatives and check that they understand them
6. contact as appropriate, in line with organisational procedures, other staff to help ensure agreed transport arrangements with the prospective passenger are taken forward
7. make a correct record of all telephone conversations, in particular the agreed transport arrangements, or other help offered, in line with organisational procedures.

Outcome 4 Know how to communicate changes to transport arrangements

The learner can:

1. describe organisational operational activity and implications for pre-booked passenger journeys
2. describe the action that should be taken if prospective passengers cannot be contacted by telephone
3. describe how to summarise operational difficulties in an understandable way and the various alternatives that might apply
4. explain how to listen effectively and question prospective passengers in a way that is seen as supportive and helpful
5. explain the importance of tone of voice and giving a good impression of the organisation
6. explain how to communicate with callers who have speech or hearing difficulties or who speak a language or dialect different to their own
7. describe how to check a prospective passenger's understanding of the revised transport arrangements
8. describe organisational arrangements for recording the telephone contact and progressing agreed arrangements.

Unit 221

Ensure health and safety of the taxi and private hire driver and passengers

Level: 2
Credit value: 6
UAN: H/602/6054

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in ensuring health and safety of themselves and their passengers. This unit is particularly suitable for learners who work as drivers of taxis and private hire vehicles.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. Be able to recognise hazards and assess risks to health and safety
2. Know how to identify hazards and assess risks to health and safety
3. Be able to prevent or protect oneself and passengers against potential hazards and risks
4. Understand how to prevent or protect oneself against potential hazards and risks
5. Be able to respond to an emergency affecting passengers
6. Understand how to respond to an emergency affecting passengers

Guided learning hours

It is recommended that **21** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 221 Ensure health and safety of the taxi and private hire driver and passengers

Assessment Criteria

Outcome 1 Be able to recognise hazards and assess risks to health and safety

The learner can:

1. identify their responsibilities within the regulatory framework designed to protect self and passengers against potential hazards and risk
2. identify hazards and risks within the work environment that could expose a driver and passenger(s) to potential danger
3. carry out a risk assessment
4. obtain assistance and advice from an appropriate person when the level of the risk is not certain
5. take action to remove or isolate the hazard
6. record and communicate details of a particular hazard and risk so that contingencies and future plans can be implemented by appropriate people.

Outcome 2 Know how to identify hazards and assess risks to health and safety

The learner can:

1. identify the main Health and Safety frameworks and policies that protect the driver, passenger and other road users
2. describe the difference between a hazard and a risk
3. describe hazards a driver may face
4. describe possible responses to identified hazards to limit risk to self, passengers and other road users
5. describe how to undertake a risk assessment to limit the risk to self, passenger(s) and other road users
6. outline the 'duty of care' a driver has in relation to passengers and other road users
7. describe consequences of not following health and safety rules and regulations
8. identify the types of insurance that a driver requires for indemnifying self or customer(s) for harm or loss
9. describe how to minimise physical risks as a result of manual handling, movements and postures.

Outcome 3 Be able to prevent or protect oneself and passengers against potential hazards and risks

The learner can:

1. co-operate with people and policies designed to reduce exposure to hazards and potential risk
2. follow policies or procedures designed to limit risk
3. take immediate and effective action where the safety or welfare of the passenger is at risk
4. take action that is within own personal limits of authority and ability
5. report incidents considered serious enough to the appropriate person or body.

Outcome 4 Understand how to prevent or protect oneself against potential hazards and risks

The learner can:

1. describe the different roles of the emergency services and personnel who can support a driver in the course of their duties
2. explain how to reduce and prevent emotional stress and anger when driving
3. describe how to use appropriate equipment and alarm systems to act as a deterrent and limit personal risk to a driver
4. describe the use of conflict management techniques to limit personal risks
5. explain the importance of healthy lifestyle in relation to their duties
6. explain the importance of contingency planning when unforeseen incidents and emergencies

Outcome 5 Respond to an emergency affecting passengers

The learner can:

1. demonstrate how to respond to emergency situations that affect the passengers safety including:
 - how to contact the appropriate service for assistance
 - how to use appropriate emergency equipment

Outcome 6 Understand how to respond to an emergency affecting passengers

The learner can:

1. explain why it is important to follow the customers' instructions in an incident or emergency involving that customer
2. outline the action to be taken in the event of a vehicle breakdown at the roadside
3. explain the necessity of ensuring the customers' safety and welfare in the event of an incident or emergency
4. explain the importance of providing reassurance to passengers who may be in shock, worried or concerned
5. outline the procedures that a driver can take when confronted with a road accident or other acute emergency.

Unit 222

Drive a taxi or private hire vehicle in a professional manner

Level: 2
Credit value: 3
UAN: K/602/6055

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in driving a taxi or private hire vehicle. This unit is particularly suitable for learners who work as drivers taxis or private hire vehicles.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. Be able to prepare to drive the vehicle for the safe transport of passengers
2. Understand how to prepare oneself to drive the vehicle for the safe transport of passengers
3. Be able to drive the vehicle and transport passengers safely and in comfort
4. Know how to transport customers in a safe and comfortable manner

Guided learning hours

It is recommended that **18** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 222 Drive a taxi or private hire vehicle in a professional manner

Assessment Criteria

Outcome 1 Be able to prepare to drive the vehicle for the safe transport of passengers

The learner can:

1. demonstrate they hold a current driver's licence as issued by the relevant licensing authority
2. demonstrate that the vehicle has a current vehicle licence issued by the licensing authority and it is displayed correctly
3. demonstrate that insurance policies in respect of third party risks are in place
4. demonstrate that the vehicle operator or proprietor has a current and valid MOT or a certificate of compliance issued on behalf of the Department for Transport
5. carry out a pre-drive check to ensure the licensed vehicle meets the licensing conditions in respect of transporting passengers safely
6. display the driver's badge in a manner prescribed by legislation
7. demonstrate the vehicle is prepared to carry passengers safely and carries emergency equipment as the licensing conditions require.

Outcome 2 Understand how to prepare oneself to drive the vehicle for the safe transport of passengers

The learner can:

1. explain the importance of being physically and mentally fit to drive
2. outline the medical criteria for 'fitness to drive'
3. describe how common ailments can affect a driver's judgement and concentration
4. describe how over the counter medicines can affect a driver's judgement and concentration
5. describe how alcohol and drugs affect a driver's ability to drive
6. describe how the following can affect a driver's concentration and judgement:
 - heavy traffic volumes
 - weather conditions
 - parking
 - delays
 - meeting unrealistic time schedules
 - stress

Outcome 3 Be able to drive the vehicle and transport passengers safely and in comfort

The learner can:

1. ensure that passengers comply with the current Seat Belt Regulations
2. interpret the journey details from passenger or booking office request
3. ensure passengers are seated comfortably and any luggage is secured
4. drive the vehicle in a manner that is safe for customers and other road users; adapting driving style according to the specific needs of the customer
5. drive in a manner that promotes economy of fuel, tyre and brake wear.

Outcome 4 Know how to transport customers in a safe and comfortable manner

The learner can:

1. outline the relevant legislation relating to the use of seatbelts
2. describe how driving style should be adapted to the prevailing road conditions
3. describe the elements of defensive driving
4. describe the importance of mirrors and signalling to the taxi and private hire driver as they continue to stop and start from the roadside
5. define the following in relation to driving safely:
 - safe following distance
 - thinking distance
 - braking distance.
6. describe what a safe following distance is for all conditions
7. describe how stopping distances are affected by:
 - gradients
 - road surface
 - condition of the vehicle
 - stress
 - tiredness
8. describe the use of safety measures to control speed, red light and traffic infringements
9. describe how personal driving style affects how efficiently the vehicle runs
10. describe how personal driving style can contribute to protecting the environment
11. describe how personal driving style affects customer comfort

Unit 223

Provide professional customer service in the taxi and private hire industries

Level: 2
Credit value: 5
UAN: M/602/6056

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence providing professional customer service to customers. This unit is particularly suitable for learners who work as drivers of taxis and private hire vehicles.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. Be able to demonstrate professionalism and efficiency
2. Understand the importance of providing a professional service in a competitive passenger transport market
3. Be able to deliver quality customer service to customers
4. Know how to deliver quality customer service
5. Be able to work and communicate effectively with people who can support and assist customers
6. Know how to work and communicate effectively with people who can support and assist customers

Guided learning hours

It is recommended that **16** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 223 Provide professional customer service in the taxi and private hire industries

Assessment Criteria

Outcome 1 Be able to demonstrate professionalism and efficiency

The learner can:

1. demonstrate a professional image to customers including any legal requirements
2. deal with customers' needs efficiently and effectively.

Outcome 2 Understand the importance of providing a professional service in a competitive passenger transport market

The learner can:

1. explain how personal appearance can influence a customer's first impression and generate repeat business
2. describe the choices of transport provider that a customer may have
3. explain why a customer would choose to travel by taxi or private hire vehicle
4. explain the importance of projecting a professional image to the customer including:
 - providing a clean vehicle both inside and out
 - being cordial, friendly and welcoming
 - having professional knowledge.

Outcome 3 Be able to deliver quality customer service to customers

The learner can:

1. meet the customers' expectations in terms of arrival times
2. assist customers with luggage and any other requests at start, throughout and at the end of a journey within own personal responsibilities and ability.

Outcome 4 Know how to deliver quality customer service

The learner can:

1. explain the effects of different levels of service quality and how they could influence:
 - customer expectations
 - profitability
 - market share
2. describe services and facilities available and how they are delivered
3. outline customer services delivered to the taxi and private hire customer
4. describe the special customer guidance and welcome that a driver can offer travellers arriving and departing at transport hubs and interchanges
5. explain why it is important that all customers should be treated equally when accessing passenger transport
6. identify the main legislative acts that protect the taxi/ private hire customer against discriminatory practices
7. describe what is meant by the terms 'stereotyping' and 'harassment'
8. describe examples of different types of discrimination that drivers should be aware of
9. outline the circumstances where a driver could be accused of discrimination
10. outline how a taxi or private hire operator can amend the service to meet the relevant codes of practice, licence conditions and equality legislation.

Outcome 5 Be able to work and communicate effectively with people who can support and assist customers

The learner can:

1. work with and alongside people who can support and share knowledge to improve service to customers.

Outcome 6 Know how to work and communicate effectively with people who can support and assist customers

The learner can:

1. describe the importance of working alongside people who can support and share knowledge to improve the business.

Unit 224

Provide a safe and legal vehicle for transporting passengers by taxi and/ or private hire

Level: 2
Credit value: 3
UAN: T/602/6057

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in providing a safe and legal vehicle for transporting passengers by taxi and private hire vehicle. This unit is particularly suitable for learners who work as drivers of taxis and private hire vehicles.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. Be able to clean the vehicle in preparation for transporting fare paying passengers
2. Know how to clean the vehicle in preparation for fare paying passengers
3. Be able to carry out a routine inspection of a licensed vehicle prior to carrying passengers
4. Know how to undertake a regular inspection regime to maintain the safety and efficiency of the licensed vehicle
5. Be able to carry out basic servicing and operational checks to maintain vehicle safety and efficiency
6. Know how to monitor vehicle systems between service intervals and inspections

Guided learning hours

It is recommended that **15** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 224 Provide a safe and legal vehicle for transporting passengers by taxi and/ or private hire

Assessment Criteria

Outcome 1 Be able to clean the vehicle in preparation for transporting fare paying passengers

The learner can:

1. select the appropriate equipment and cleaning agents for washing the vehicle exterior
2. use washing facilities and cleaners to remove road grime and other contaminants from the vehicle body
3. select appropriate equipment and cleaning agents to clean the interior of the vehicle
4. use the appropriate equipment to clean the interior of the vehicle
5. prepare and maintain the vehicle exterior and interior to licensing condition requirements.

Outcome 2 Know how to clean the vehicle in preparation for fare paying passengers

The learner can:

1. identify the cleaning agents most suitable for cleaning the exterior and interior of the vehicle
2. list and describe the common vehicle contaminants
3. explain the relevance of the Control of Substances Hazardous to Health (COSHH) when selecting cleaning agents
4. describe how to dispose of waste products safely and correctly.

Outcome 3 Be able to carry out a routine inspection of a licensed vehicle prior to carrying passengers

The learner can:

1. inspect the exterior of the vehicle to ensure licensing and other user regulations are met
2. inspect the interior of the vehicle to ensure licensing and other user regulations are met
3. inspect and check any specialist equipment on the vehicle
4. inspect and check seat belts and anchorage points for operation and security
5. inspect and check the operation of all lighting and signalling equipment.
6. inspect and check condition and operation of wipers and washers
7. examine obligatory mirrors and windscreen glass for cracks, damage and discolouration
8. examine for signs of water, fuel and oil leaks
9. inspect wheels and tyres for the following:
 - security
 - under-inflation
 - splits
 - cuts
 - tread wear

Outcome 4 Know how to undertake a regular inspection regime to maintain the safety and efficiency of the licensed vehicle

The learner can:

1. outline the necessity of regular vehicle servicing and maintenance
2. state the requirements of the regulations for inspection and testing of the licensed vehicle
3. describe how to carry out a routine safety inspection to ensure the licensed vehicle meets the required standard for carrying passengers
4. outline the requirements of the regulations in regard to the power of authorised persons to inspect and test a vehicle at any reasonable time for its fitness to operate
5. explain the role of the Vehicle Operator and Services Agency (VOSA) in ensuring that National Inspection Standards are maintained
6. explain the effect of the following terms:
 - compliance
 - immediate prohibition notice
 - delayed prohibition notice
 - defect notice
 - advisory note
 - fixed penalties
 - suspensions
7. explain the drivers responsibility in relation to current environmental standards
8. explain why accident damage needs to be reported to the licensing authority.

Outcome 5 Be able to carry out basic servicing and operational checks to maintain vehicle safety and efficiency

The learner can:

1. carry out fluid level checks and replenish including:
 - engine oil
 - washer fluid
 - brake fluid
 - coolant
2. inspect and test vehicle systems prior to carrying passengers as appropriate for the vehicle being operated

Outcome 6 Know how to monitor vehicle systems between service intervals and inspections

The learner can:

1. describe the importance of vehicle monitoring systems to keep the driver informed of potential problems
2. outline how the Road Vehicles (Construction and Use) Regulations 1986 may influence a driver in the maintenance and selection of tyres
3. outline the legal requirements regarding tyres in respect of the following:
 - tread depth
 - uniform wear
 - splits
 - cuts
 - damage
 - inflation pressures

Unit 225

Carry fare paying passengers within the framework of the private hire industry

Level: 2
Credit value: 4
UAN: A/602/6058

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in operating a private hire vehicle within the regulatory framework pertaining to the licensing area in which they are licensed to transport passengers.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. Understand the reasons why drivers, vehicles and operators have to have a licence to operate
2. Understand how to meet the requirements to hold and retain a driver's licence
3. Know how to provide a private hire vehicle that meets the requirements of the licensing authority
4. Be able to work within the regulatory framework for carrying passengers for hire and reward
5. Know how to work within the regulatory framework for carrying passengers for hire and reward
6. Know how to discharge the duties and responsibilities of a licensed operator

Guided learning hours

It is recommended that **25** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 225 Carry fare paying passengers within the framework of the private hire industry

Assessment Criteria

Outcome 1 Understand the reasons why drivers, vehicles and operators have to have a licence to operate

The learner can:

1. outline the reasons why drivers, vehicles and operators are licensed in the private hire and taxi trades.

Outcome 2 Understand how to meet the requirements to hold and retain a driver's licence

The learner can:

1. explain how to obtain a private hire drivers licence
2. explain the reasons why a medical exemption certificate may be granted for:
 - Group 2 medical standards
 - the carriage of assistance dogs
 - provision of assistance to disabled people under legislation
3. explain the term 'fit and proper' in the context of an application for a driver's licence
4. explain the term 'full disclosure' in the context of an application for a driver's licence
5. state the duration a driver's licence is valid as determined by the regulations or the licensing authority
6. outline the relevant sections of the Statutory Regulations that apply to the licensing of private hire drivers
7. explain the appeals procedures within the relevant regulations for applicants who have had their licence applications refused, suspended or revoked
8. describe the circumstances where a driver's licence can be immediately suspended or revoked
9. identify the person(s) who are permitted to drive a licensed vehicle
10. identify the persons who have the authority to request to see a driver's or operators licence.

Outcome 3 Know how to provide a private hire vehicle that meets the requirements of the licensing authority

The learner can:

1. define the terms type approval and the categories in respect of licensing a private hire vehicle
2. outline vehicle licensing conditions
3. describe the term no-limit when issuing private hire vehicle licences
4. describe the type of sign that would be considered illegal if displayed on a private hire vehicle
5. identify the types of vehicles and operations that can be exempt from licensing
6. explain the consequences of not exhibiting a licence plate as prescribed by the licensing authority
7. outline the key details that can be found on a licence plate
8. identify the time frame during which licence plates and discs have to be returned to the licensing authority on vehicle suspension, revocation or expiry
9. describe the circumstances where a vehicle licence can be immediately suspended or revoked
10. outline the appeals procedure if a vehicle licence has been refused, suspended or revoked.

Outcome 4 Be able to work within the regulatory framework for carrying passengers for hire and reward

The learner can:

1. successfully respond to a booking from an operator
2. successfully respond to a booking via a radio request or the sending of data.

Outcome 5 Know how to work within the regulatory framework for carrying passengers for hire and reward

The learner can:

1. explain the term 'pre-booking'
2. explain how hackney carriage and private hire fares are determined
3. describe the statutory legislation where it concerns illegal plying for hire, including touting for business
4. describe the consequences of plying for hire without a hackney carriage licence including insurance implications
5. describe the circumstances where drivers may be liable to be charged with an offence under local byelaws
6. explain the difference between signage that is prohibited/curtailed on private hire vehicles and the signage and advertising permitted on hackney carriage vehicles
7. outline the legal requirement regarding no smoking including signage.

Outcome 6 Know how to discharge the duties and responsibilities of a licensed operator

The learner can:

1. state the requirements for operator licensing
2. state the duration of the operator's licence
3. state who is responsible for taking private hire bookings
4. outline how that booking is discharged in line with legislation
5. describe the requirements of a licensed operator for the following:
 - recording bookings
 - producing records
 - maintaining a register of drivers and vehicle details
 - operator licences
 - displaying a company tariff sheet
 - presenting a suitable waiting room
6. describe the legislative requirements applying to the use of vehicles and drivers used under an operator licence within the district (cross-border hiring)
7. outline under what circumstances an operator licence can be refused, suspended or revoked
8. outline the appeals procedure if an operator's licence has been refused, suspended or revoked.

Unit 226

Carry fare paying passengers within the regulatory framework of the taxi industry

Level: 2
Credit value: 4
UAN: F/602/6059

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in operating a hackney carriage/ taxi within the regulatory framework pertaining to the licensing area in which they are licensed to transport passengers.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

1. Understand the reasons why drivers and vehicles have to obtain a licence
2. Know how to meet the requirements to hold and retain a driver's licence
3. Know how to provide a hackney carriage that meets the requirements of the licensing authority
4. Be able to work within the regulatory framework for carrying passengers for hire and reward
5. Know how to work within the regulatory framework for carrying passengers for hire and reward

Guided learning hours

It is recommended that **25** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 226 Carry fare paying passengers within the regulatory framework of the taxi industry

Assessment Criteria

Outcome 1 Understand the reasons why drivers and vehicles have to obtain a licence

The learner can:

1. outline the reasons why drivers, vehicles and operators are licensed separately in the private hire and taxi trades.

Outcome 2 Know how to meet the requirements to hold and retain a driver's licence

The learner can:

1. explain how to obtain a hackney carriage driver's licence
2. explain the reasons why a medical exemption certificate may be granted for:
 - Group 2 medical standards
 - the carriage of assistance dogs
 - provision of assistance to disabled people under legislation
3. explain the term 'fit and proper' in the context of an application for a driver's licence
4. explain the term 'full disclosure' in the context of an application for a driver's licence
5. state the duration a driver's licence is valid as determined by the regulations or the licensing authority
6. outline the relevant section of the Statutory Regulations that apply to the licensing of hackney carriage drivers
7. explain the appeals procedure within the relevant regulations for applicants who have had their licence applications refused, suspended or revoked
8. describe the circumstances where a driver's licence may be immediately suspended or revoked
9. identify the person(s) who are permitted to drive a licensed vehicle
10. identify the authorised persons who have the authority to request to see a driver's licence.

Outcome 3 Know how to provide a hackney carriage that meets the requirements of the licensing authority

The learner can:

1. define the terms type approval and the categories in respect of licensing a taxi
2. outline vehicle licensing conditions
3. describe the terms de-regulation and restriction when issuing vehicle licenses
4. explain the consequences of not exhibiting a licence plate as prescribed by the licensing authority
5. outline the key details that can be found on a licence plate
6. identify the time frame during which licence plates and discs have to be returned to the licensing authority on vehicle suspension, revocation or expiry
7. identify the circumstances where a vehicle licence can be immediately suspended or revoked
8. outline the appeals mechanism if a vehicle licence has been refused, suspended or revoked.

Outcome 4 Be able to work within the regulatory framework for carrying passengers for hire and reward

The learner can:

1. successfully respond to a 'flag down'
2. successfully respond to a request at an authorised rank
3. successfully respond to a request for an estimate for a journey outside the licensing boundary
4. successfully respond to a booking from an operator
5. successfully respond to a booking via a radio request or the sending of data
6. process a hackney carriage fare from the taximeter to the customer receipt
7. process a fare where an extra charge is applied from the fare table.

Outcome 5 Know how to work within the regulatory framework for carrying passengers for hire and reward

The learner can:

1. explain the conditions that are attached to the term 'plying for hire'
2. explain the use of the taximeter or association fares booklet for journeys outside the licensing boundary
3. explain the term 'pre-booking'
4. describe the consequences of plying for hire without a hackney carriage licence including insurance implications
5. explain the requirement for a metered vehicle to display fares and charges via a prescribed fare table or board in the vehicle
6. explain how hackney carriage and private hire fares are determined
7. describe the statutory byelaws where they concern the following:
 - conduct on the ranks
 - prescribed distance of the town, city or borough
 - delaying, neglecting or omitting to take a hire
 - using the most direct route unless directed otherwise
 - charging a fare greater than that agreed or authorised by the byelaw
8. describe the circumstances where drivers may be liable to be charged with an offence under the local Byelaws
9. explain the difference between signage that is prohibited/curtailed on private hire vehicles and the signage and advertising permitted on hackney carriage vehicles
10. outline the legal requirement regarding no smoking including signage.

Unit 227

Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance

Level: 2
Credit value: 5
UAN: T/602/6060

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in providing a transport service for customers who require assistance in a taxi or private hire vehicle. This unit is particularly suitable for learners who work as drivers of taxis and private hire vehicles.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

1. Be able to identify when customers need assistance and provide appropriate assistance
2. Know how to identify when customers need assistance and provide appropriate assistance
3. Understand anti-discriminatory legislation
4. Be able to offer appropriate assistance to customers who may experience difficulties in using licensed vehicles
5. Know how to provide an appropriate service for customers who may experience difficulties in using taxis and private hire vehicles

Guided learning hours

It is recommended that **16** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 227 Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance

Assessment Criteria

Outcome 1 Be able to identify when customers need assistance and provide appropriate assistance

The learner can:

1. demonstrate an awareness of a customer's need for assistance
2. offer the customer the appropriate help and assistance that they require
3. offer assistance promptly and in a way that is polite and considerate and respects the dignity of the customers
4. decide with the customers approval the assistance measures that are required
5. assess whether the assistance required will cause any risk to themselves or the customer(s)
6. refer to contingency plans when the assistance required cannot be provided
7. work within the relevant legislation and codes of practice when deciding on the assistance to be given
8. recognise when the customer does not want assistance

Outcome 2 Know how to identify when customers need assistance and provide appropriate assistance

The learner can:

1. describe how to recognise customers who may need assistance
2. describe the role of assistance dogs and their coloured jackets
3. outline the consequences of refusing an assistance dog without justification

Outcome 3 Understand anti-discriminatory legislation

The learner can:

1. explain the vehicle accessibility provisions contained in current Equality Legislation
2. define the term 'discrimination' and how it relates to passengers accessing public transport
3. explain the terms 'justification' and 'reasonable adjustments' in the context of safety and medical exemptions when deciding whether to transport passengers who have a disability
4. identify the relevant Codes of Practice and Guides that have been written for drivers who transport customers that require assistance.

Outcome 4 Be able to offer appropriate assistance to customers who may experience difficulties in using licensed vehicles

The learner can:

1. provide an appropriate service to customers who require assistance

Outcome 5 Know how to provide an appropriate service for customers who may experience difficulties in using taxis and private hire vehicles

The learner can:

1. explain why it is important to request the customer's permission before providing assistance
2. describe the particular assistance measures that a driver can take when offering assistance to customers including those who:
 - are deaf or have impaired hearing
 - are blind or are partially sighted
 - are non-ambulant or have limited mobility
 - have learning difficulties
 - have particular speech or communication difficulties
3. explain the terms 'preserving dignity' and 'duty of care' in the context of assisting customers who have special assistance requirements
4. explain why no extra charges are applicable to the transport of assistance dogs
5. explain why door to door service should not be reflected in waiting charges
6. explain why it is important that help and assistance is carried through at all stages of the journey
7. describe how a driver can appeal against a Penalty Charge Notice (PCN) when a PCN has been received for extending a waiting period or infringing a parking restriction.

Unit 228

Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle

Level: 2
Credit value: 3
UAN: A/602/6061

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in providing a service to customers using a wheelchair in an accessible taxi or private hire vehicle. This unit is particularly suitable for learners who work as drivers of taxis or private hire vehicles.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to provide safe wheelchair assistance to customers who require transfer to the accessible vehicle
2. Be able to provide safe assistance for customers who want to transfer from wheelchair to the vehicle
3. Know how to provide safe wheelchair assistance to customers who require transfer to the accessible vehicle

Guided learning hours

It is recommended that **13** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 228 Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle

Assessment Criteria

Outcome 1 Be able to provide safe wheelchair assistance to customers who require transfer to the accessible vehicle

The learner can:

1. correctly deploy, secure and stow the wheelchair ramp
2. check the ramp incline for safe entry and exit of the wheelchair, customer and driver
3. safely manoeuvre a wheelchair and its occupant into and out of the vehicle and position them in the correct orientation
4. demonstrate that the brakes are applied and the wheelchair is secured by the manufacturers restraints
5. correctly fit the appropriate customer seat belt and wheelchair restraint, and headrest/backrest if fitted
6. ensure that the customer is safe and secure before moving off
7. safely reverse a wheelchair and its occupant down a ramp

Outcome 2 Be able to provide safe assistance for customers who want to transfer from wheelchair to the vehicle

The learner can:

1. open and fold a four wheeled wheelchair
2. discuss with the customer their capabilities in safely transferring themselves from the wheelchair into and out of the vehicle
3. check that the wheelchair is fit for purpose and that it is completely stable prior to the customer lifting themselves out of and into the wheelchair
4. select and use the correct disability aid for transfer of the customer into and out of the vehicle.

Outcome 3 Know how to provide safe wheelchair assistance to customers who require transfer to the accessible vehicle

The learner can:

1. describe the specialist equipment that may be fitted to an accessible vehicle
2. explain the importance of carrying out regular inspections and risk assessment of specialist equipment
3. explain the importance of knowing the safe working loads and limits of specialist equipment and any inspection and testing regimes that must be applied
4. describe how to safely restrain a wheelchair and passenger
5. describe appropriate procedures for dealing with defective passenger-safety equipment
6. describe the actions that can be taken to deal with situations where schedules cannot be met
7. describe the action that can be taken to deal with situations where customers are not at their agreed pick-up points.

Unit 229

Plan routes in the taxi and private hire industries

Level: 2
Credit value: 1
UAN: F/602/6062

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in planning routes. This unit is particularly suitable for learners who work as drivers of taxis and private hire vehicles.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. Be able to transport the customer by the most direct and recognised route possible
2. Know how to transport customers by the most direct and recognised route possible

Guided learning hours

It is recommended that **4** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 229 Plan routes in the taxi and private hire industries

Assessment Criteria

Outcome 1 Be able to transport the customer by the most direct and recognised route possible

The learner can:

1. use a variety of tools to determine a booking address
2. select and interpret a road map to determine a destination location
3. identify from local knowledge or a map common pick up points and destination locations
4. use appropriate equipment to calculate approximate distances and journey time between locations
5. offer the customer an alternative choice of route if there is a delay due to road works, accidents or any other incidents.

Outcome 2 Know how to transport customers by the most direct and recognised route possible

The learner can:

1. describe how to pinpoint locations on maps
2. identify a range of topographical symbols and detail from road maps including:
 - roads and motorways
 - road and motorway intersections
 - motorway services
 - transport signs
 - travel points
 - public buildings
 - information points
3. explain the benefits of advanced communication technology available to the driver
4. explain the discretionary rules for drivers of taxis and private hire vehicles when setting down and picking up customers
5. describe the safety measures and restrictions that drivers have to be aware of when picking up and dropping off at the following:
 - airports
 - rail stations
 - hospitals.

Unit 230

Process fares and charges for private hire passengers

Level: 2
Credit value: 1
UAN: J/602/6063

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in processing fares and charges for private hire passengers. This unit is particularly suitable for learners who work as drivers of private hire vehicles.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. Be able to carry out private hire work on behalf of an operator
2. Know how to carry out private hire work when contracted to a private hire operator

Guided learning hours

It is recommended that **4** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 230 Process fares and charges for private hire passengers

Assessment Criteria

Outcome 1 Be able to carry out private hire work on behalf of an operator

The learner can:

1. accept and complete a private hire fare which has been pre-booked through a private hire operator
2. recognise and accept when a concessionary travel pass or card has been offered.

Outcome 2 Know how to carry out private hire work when contracted to a private hire operator

The learner can:

1. outline how a private hire agreement is made through a licensed private hire operator and details conveyed to the private hire driver
2. describe the operation of modern booking and dispatch system
3. describe the payment systems that are available to the driver
4. describe the benefits of 'auto book' and 'call back'
5. describe how change is calculated and a receipt given to the customer.
6. describe how cash and other receipts are reconciled at the end of each working period
7. list common methods of driver payment when contracted to a radio circuit.

Level: 2
Credit value: 1
UAN: L/602/6064

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in processing fares and charges for taxi passengers. This unit is particularly suitable for learners who work as drivers of taxis.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. Be able to accurately charge out a fare for transporting passengers within a hire and reward system
2. Know how to accurately charge out a fare for transporting passengers within a hire and reward system

Guided learning hours

It is recommended that **4** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Simulation is permitted within this unit

Unit 231 Process fares and charges for taxi passengers

Assessment Criteria

Outcome 1 Be able to accurately charge out a fare for transporting passengers within a hire and reward system

The learner can:

1. use a taximeter that is fitted to a hackney carriage to demonstrate to the customers the hire period charge that may also include other charges that are within the remit of the licensing conditions
2. offer a quotation for a hackney carriage hire outside of the licensing boundary
3. recognise and accept when a concessionary travel pass or card has been offered.

Outcome 2 Know how to accurately charge out a fare for transporting passengers within a hire and reward system

The learner can:

1. explain the legal requirements relating to the display and positioning of the fare table or board for the benefit of customers
2. explain how a tariff system can be broken down into a number of tariffs depending on the time of day
3. describe the operation of a modern booking and dispatch system
4. describe the operation of an electronic taximeter handling multiple and progressive tariffs
5. explain the recalibration process of the taximeter when the tariffs are updated
6. describe the payment systems that are available to the driver
7. describe the benefits of 'auto book' and 'call back'
8. describe how change is calculated and a receipt given to the customer
9. describe how cash and other receipts are reconciled at the end of each working period
10. list common methods of driver payment when contracted to a radio circuit

Unit 301

Manage and administer small businesses in the community transport, taxi or private hire industries

Level: 3
Credit value: 4
UAN: M/602/6025

Unit aim

The purpose of this unit is for learners to demonstrate occupational competence in managing and administering small businesses in the community transport, taxi or private hire vehicle industries. This unit is particularly suitable for learners who work as drivers of community transport vehicles, taxis and private hire vehicles.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. Be able to plan and operate a small business
2. Know how to plan and operate a small business
3. Be able to manage accounting and administration functions
4. Know how to manage accounting and administration functions

Guided learning hours

It is recommended that **22** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Go Skills

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Unit 301 Manage and administer small businesses in the community transport, taxi or private hire industries

Assessment Criteria

Outcome 1 Be able to plan and operate a small business

The learner can:

1. develop a basic plan for setting up and running the business
2. identify the demand for the business, and estimate the potential levels of income
3. identify how and when the business will operate to achieve those levels of income
4. estimate the costs of running the business
5. prepare a financial forecast showing costs, earnings, wages etc. by week and month
6. identify the appropriate sources for loans and grants
7. identify strengths, weaknesses, opportunities and threats for the business
8. identify opportunities for development of the business.

Outcome 2 Know how to plan and operate a small business

The learner can:

1. describe the differences between the following:
 - sole traders
 - partnerships
 - limited companies
 - franchises
 - co-operatives
2. describe the responsibilities and duties of running a business
3. describe the responsibilities and duties of the various regulatory bodies
4. describe the terms and conditions of trading and managing contracts
5. describe the costs and overheads associated with running the business
6. list the sources of finance and advice for small businesses
7. describe the outside influences that may affect the business and personal earnings
8. describe how to identify and bid for contract work.

Outcome 3 Be able to manage accounting and administration functions

The learner can:

1. maintain financial records for the business
2. make NI, TAX and VAT payments in accordance with statutory requirements and procedures
3. identify the type and level of appropriate insurances for the business
4. maintain and process customer information that complies with legislative requirements.

Outcome 4 Know how to manage accounting and administration functions

The learner can:

1. describe the importance and legal obligations of keeping and maintaining financial records for the business
2. describe the different methods by which book-keeping can be done
3. explain how to work out earnings, costs, cash-flow and profit
4. outline the requirements concerning payment of NI, Tax, and VAT and other statutory payments
5. explain the importance of the Data Protection Act
6. explain the role of the banks, different bank accounts, bank interest and charges
7. describe the levels of protection provided by different insurance policies.

Appendix 1 Relationships to other qualifications

Links to other qualifications

Links to other qualifications

Other qualifications that may be of interest:

- Level 2 NVQ in Passenger Carrying Vehicle Driving (Bus and Coach).

Progression from this qualification is normally into a level 3 management qualification which could be specific to the industry or provide the generic management skills for any industry such as those provided by the Institute of Leadership and Management (ILM). An alternative is to expand your skills at the same level with the Level 2 NVQ in Passenger Carrying Vehicle Driving (Bus and Coach)

Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF):** general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** information on how to register for GOLLA/e-volve assessments.

City & Guilds
Skills for a brighter future



www.cityandguilds.com

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, GOLLA, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

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