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600/0965/2 City & Guilds Level 2 NVQ Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire)

OVERVIEW

- What does this qualification cover?

This qualification is for anyone who works in the Taxi or Private Hire industries who would like to prove competence in their role as a Taxi Driver or Chauffeur.

Learners will be able to demonstrate their professionalism within the trade ensuring they do not put themselves and their customers at risk.

The main skills and knowledge covered by this qualification are:

- Provide professional customer service in the taxi and private hire industries.
- Carry fare paying passengers within the regulatory framework of the private hire industry.
- In depth disability awareness and knowledge on how to provide excellent passenger assistance, especially when liaising with disabled customers and children.
- Transport parcels, luggage and other items safely.
- Plan routes in the taxi and private hire industries.
- Process fares and charges for private hire passengers.
- Process telephone bookings.
- Deal with conflict management.

These skills represent around 160-180 guided learning hours of vocational learning related to the job role of a Taxi Driver or Chauffeur.

In addition, learners also have the option to extend their learning by 22 additional guided learning hours to learn how to manage and administer small businesses in the taxi or private hire vehicle industries.

This is a Framework qualification.

- Who could take this qualification?

This qualification is for anyone who wants to prove competence working as a Taxi Driver or Chauffeur.

WHAT COULD THIS QUALIFICATION LEAD TO?

Learners who are successful will have proved they are able to work competently at the standard expected for a Taxi Driver or Chauffeur.

In addition, learners will also be able to set up, manage and administer their own businesses in the community transport, taxi or private hire vehicle industries.

WHO SUPPORTS THIS QUALIFICATION?

The National Private Hire Association - the leading trade association representing licence holders from over 70 local hackney associations, private hire company members, chauffeur members, bus and coach owners, private hire associations and individual drivers.