

Level 2 Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver (7552-02)

April 2012



Qualification at a glance

Subject area	Taxi and Private Hire
City & Guilds number	7552
Age group approved	18+, 19+
Entry requirements	Level 2
Assessment	Multiple Choice
Fast track	None
Support materials	Centre handbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver	7552-02	600/3755/6



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1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	It is for candidates who work or want to work as licenced taxi drivers in the passenger transport sector
What does the qualification cover?	It allow candidates to learn, develop and practise the skills required for employment and/or career progression in the passenger transport sector
Is the qualification part of a framework or initiative?	It serves as a technical certificate, in the taxi and private hire driving framework).
What opportunities for progression are there?	It allows candidates to progress into employment or to the following City & Guilds qualifications: <ul style="list-style-type: none">• Business Admin Level 3 (for support staff)• Traffic Office• leadership qualifications and short courses from the Institute of Leadership and Management on a range of subjects including finance, marketing, running your own business etc.

Structure

To achieve the **Level 2 Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver**, learners must achieve **15** credits from the mandatory units.

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
D/502/5992	Unit 201	Health and safety in the taxi and private hire work environment	1
M/502/5981	Unit 202	Road safety when driving passengers in a taxi or private hire vehicle	1
T/502/5982	Unit 203	Professional customer service in the taxi and private hire industry	2
A/502/5983	Unit 204	Taxi and private hire vehicle maintenance and safety inspections	2
F/502/5984	Unit 205	The regulatory framework of the taxi and private hire industry	3
J/502/5985	Unit 206	Taxi and private hire services for passengers who require assistance	3
L/502/5986	Unit 207	Routes and fares in the taxi and private hire vehicle industries	1
Y/502/5988	Unit 208	Transporting of parcels, luggage and other items in the taxi and private hire industries	1
Y/502/5991	Unit 209	Transporting of children and young persons by taxi or private hire vehicle	1



2 Centre requirements

Approval

If your Centre is approved to offer the Level 2 NVQ Certificate in Road Passenger Vehicle Driving – Taxi and Private Hire (7439-22) you can apply for the new Level 2 Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver (7552-02) approval using the Fast Track Approval Form, available from the City & Guilds website.

Centres should use the Fast Track Form if:

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

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

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

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

Assessors and internal verifiers

Assessor/Verifier (A/V) units are valued as qualifications for centre staff, but they are not currently a requirement for the qualification.

Candidate entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

City & Guilds cannot accept any registrations for candidates under 16 as this qualification is not approved for under 16s.



3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualification
- any units they have already completed, or credit they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification[s], their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. 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 new centres are expected to 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.



4 Assessment

Assessment of the qualification

City & Guilds has written the following assessments to use with this qualification:

Unit	Title	Assessment method
201	Health and safety in the taxi and private hire work environment	Multiple Choice
202	Road safety when driving passengers in a taxi or private hire vehicle	Multiple Choice
203	Professional customer service in the taxi and private hire industry	Multiple Choice
204	Taxi and private hire vehicle maintenance and safety inspections	Multiple Choice
205	The regulatory framework of the taxi and private hire industry	Multiple Choice
206	Taxi and private hire services for passengers who require assistance	Multiple Choice
207	Routes and fares in the taxi and private hire vehicle industries	Multiple Choice
208	Transporting of parcels, luggage and other items in the taxi and private hire industries	Multiple Choice
209	Transporting of children and young persons by taxi or private hire vehicle	Multiple Choice

Test specifications

The way the knowledge is covered by each test is laid out in the tables below:

Test 1: Unit 201
Duration: 40 minutes

Unit	Outcome	No. of questions	%
201	1. Know how to ensure health and safety when working in the taxi and private hire sector	13	52
	2. Understand how to prevent and protect driver and customers from potential hazards and risks	6	24
	3. Understand how to respond to an emergency or incident when driving a taxi or private hire vehicle	6	24
	Total	25	100

Test 2: Unit 202
Duration: 30 minutes

Unit	Outcome	No. of questions	%
202	1. Understand factors that can affect a driver's judgement and concentration.	7	35
	2. Know how to transport customers in a safe and comfortable manner.	13	65
	Total	20	100

Test 3: Unit 203
Duration: 40 minutes

Unit	Outcome	No. of questions	%
203	1. Understand the importance of providing a professional service in a competitive passenger transport market.	4	16
	2. Understand how to deliver quality customer service to all sections of the community.	14	56
	3. Know how to work and communicate effectively.	7	28
	Total	25	100

Test 4: Unit 204
Duration: 40 minutes

Unit	Outcome	No. of questions	%
204	1. Know how to prepare and clean the vehicle in preparation for fare paying passengers.	4	16
	2. Know how to undertake a regular inspection regime to maintain the safety and efficiency of the licensed vehicle and to ensure it meets legal requirements.	16	64
	3. Know how to monitor vehicle systems between service intervals and inspections.	5	20
	Total	25	100

Test 5: Unit 205
Duration: 60 minutes

Unit	Outcome	No. of questions	%
205	1. Understand how to meet the requirements to hold and retain a licence to drive and work within the taxi and private hire industry	11	27
	2. Know the requirements of the licensing authority in relation to hackney carriage or private hire vehicles	12	30
	3. Know how to work within the regulatory framework for carrying passengers for hire and reward	10	25
	4. Know how to discharge the duties and responsibilities of a licensed operator	7	18
	Total	25	100

Test 6: Unit 206
Duration: 40 minutes

Unit	Outcome	No. of questions	%
206	1. Understand anti-discriminatory legislation	4	16
	2. Understand how to recognise when passengers require assistance	6	24
	3. Understand how to provide an appropriate service for customers who may experience difficulties in using taxis and private hire vehicles	7	28
	4. Know how to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle	8	32
	Total	25	100

Test 7: Unit 207
Duration: 30 minutes

Unit	Outcome	No. of questions	%
207	1. Know how to use map reading and navigational tools	5	25
	2. Know rules, safety measures and restrictions related to picking up and setting down passengers	3	15
	3. Know how to accurately charge out a fare for transporting passengers within a hire and reward system	12	60
	Total	20	100

Test 8: Unit 208
Duration: 30 minutes

Unit	Outcome	No. of questions	%
208	1. Understand how to accept and load parcels, luggage and other items for transporting	17	85
	2. Know how to carry out lost property checks and take the appropriate steps to source the owner	3	15
	Total	20	100

Test 9: Unit 209
Duration: 45 minutes

Unit	Outcome	No. of questions	%
209	1. Understand the role of the driver in ensuring that the vehicle and its ancillary components are fit for purpose	6	20
	2. Understand 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	24	80
	Total	30	100



5 Units

Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

Unit 201

Health and safety in the taxi and private hire work environment

UAN:	D/502/5992
Level:	2
Credit value:	1
GLH:	6
Relationship to NOS:	This unit is based on Unit 1 Ensure the health and safety in your work environment in the Road Passenger Transport Industry of GoSkills' National Occupational Standards for Road Passenger Vehicle Driving
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills
Aim:	The purpose of this unit is for learners to demonstrate an understanding of health and safety in the work environment of the taxi and private hire driver. This unit is suitable for learners working as drivers in the taxi and private hire industry and those who are preparing to enter the industry.

Learning outcome
The learner will: 1. know how to ensure health and safety when working in the taxi and private hire sector
Assessment criteria
The learner can: 1.1 identify the main health and safety regulations and policies that protect the driver, customer and other road users 1.2 describe the difference between a hazard and a risk 1.3 describe hazards a driver may face during a duty 1.4 describe possible responses to identified hazards to limit risk to self, customers and other road users 1.5 describe how to undertake a risk assessment to limit the risk to the driver, customers and other road users 1.6 outline the 'duty of care' a driver has in relation to customers and other road users 1.7 describe consequences of not following health and safety rules and regulations 1.8 identify the types of insurance that a driver requires for indemnifying self or customer(s) for harm or loss 1.9 describe how to prevent physical risks as a result of manual handling, movements and posture.

Learning outcome

The learner will:

2. understand how to prevent and protect driver and customers from potential hazards and risks

Assessment criteria

The learner can:

- 2.1 describe the role of the emergency services and personnel who can support a driver in the course of their duties
- 2.2 explain how to reduce and prevent emotional stress and anger when driving
- 2.3 describe how to use appropriate equipment and alarm systems to act as a deterrent and limit personal risk to a driver
- 2.4 describe the use of conflict management techniques to limit personal risks
- 2.5 explain the importance of a healthy lifestyle in relation to a driver's duties
- 2.6 explain the importance of contingency planning when unforeseen incidents and emergencies occur.

Learning outcome

The learner will:

3. understand how to respond to an emergency or incident when driving a taxi or private hire vehicle

Assessment criteria

The learner can:

- 3.1 explain why it is important to follow a customer's instructions in an incident or emergency involving that customer
- 3.2 outline action to be taken in the event of vehicle breakdown at the roadside
- 3.3 explain the necessity of ensuring the customer's safety and welfare in the event of an incident or emergency
- 3.4 explain the importance of providing reassurance to customers who may be in shock, worried or concerned
- 3.5 outline the actions that a driver can take when confronted with a road accident or other acute emergency.

Unit 201 Health and safety in the taxi and private hire work environment

Supporting information

Unit range

LO1. Know how to ensure health and safety when working in the taxi and private hire sector

1.1.1

Identify the main Health and Safety Regulations and policies that protect the driver, customer and other road users:

- Health and Safety at Work Act (1974).
- Local Government (Miscellaneous Provisions) Act 1976.
- Road Traffic Act (1988).
- Control of Substances Hazardous to Health (COSHH) Regulations (2002).
- Transport Act (1985).
- Motor Vehicles (Seat Belt) Regulations (1993 and 2006).
- The Health Act (2006) Smoke Free (Vehicle Operators and Penalty Notices) Regulations (2007).
- Disability and Discrimination Act (1995 and 2005).
- Working Time Regulations (1988 with amendments 1999–2006)
- Environmental Protection Act (1990),

1.1.2

Describe the difference between a hazard and a risk:

- hazard – potential to cause harm
- risk – likelihood of causing harm due to the hazard.

1.1.3

Describe hazards a driver may face during a duty:

- other road users
- passenger behaviour
- non-passenger behaviour
- road layouts, weather
- night driving
- manual handling
- suspect packages
- breakdowns
- accidents
- busy traffic
- time/journey constraints.

1.1.4

Describe possible responses to identified hazards to limit risk to self, customers and other road users:

- identify risks
- knowledge and experience
- conflict management
- onboard camera
- personal alarm
- driver shield
- road and traffic reports
- weather forecasts
- vehicle safety checks
- electronic emergency communication methods,
- limitations to cash carried.

1.1.5

Describe how to undertake a risk assessment to limit the risk to the driver, customers and other road users:

- identify risk
- evaluating risk
- assign risk rating
- assign control measures
- re-evaluate.

1.1.6

Outline the 'duty of care' a driver has in relation to customers and other road users:

- Health and Safety at Work Regulations (1992 updated 1999)
- duty of care legislation
- highway code
- Road Traffic Act (1988)
- company customer care policy.

1.1.7

Describe consequences of not following health and safety rules and regulations:

- increased risk
- HSE investigation
- police investigation
- licence suspension
- license revocation
- legal action, prison
- financial loss
- damage to reputation.

1.1.8

Identify the types of insurance that a driver requires for indemnifying self or customer(s) for harm or loss:

- comprehensive or third party
- hire and reward insurance
- indemnity insurance
- public and employer liability insurance
- continuation of business policy.

1.1.9

Describe how to prevent physical risks as a result of manual handling, movements and posture:

- manual handling procedures
- lift weight dependent on individual capacity
- protective gloves
- high-visibility jackets
- safety footwear
- safety glasses
- airbag activation
- seatbelt use
- positioning of child-seats
- seating ergonomics.

LO2. Understand how to prevent and protect driver and customers from potential hazards and risks

1.2.1

Describe the role of the emergency services and personnel who can support a driver in the course of their duties:

- emergency services
- support personnel for driver (rank supervisor)
- controllers
- trade associations
- trade union
- traffic wardens
- licensing officers
- VOSA (Vehicle and Operator Services Agency).

1.2.2

Explain how to reduce and prevent emotional stress and anger when driving:

- identify symptoms of stress
- stress awareness and prevention through training courses
- lifestyle choices
- self confidence
- confidence in the vehicle reliability.

1.2.3

Describe how to use appropriate equipment and alarm systems to act as a deterrent and limit personal risk to a driver:

- In-car security
- central door security locking
- mobile phone
- personal alarm
- electronic communication methods
- security cameras
- global positioning system (GPS)
- safety guards and screens
- swipe card reader
- secure cash facility.

1.2.4

Describe the use of conflict management techniques to limit personal risks:

- diffusing confrontational situations
- protecting self and others
- accommodating to passengers
- recognise situations
- compromise.

1.2.5

Explain the importance of a healthy lifestyle in relation to a driver's duties:

- effects of fatigue
- effects of exercise or lack of exercise
- diet, lifestyle habits (eg smoking)
- drinking
- substance abuse
- sleep deprivation.

1.2.6

Explain the importance of contingency planning when unforeseen incidents and emergencies occur:

- prevention of failure
- continuity of service
- reliability of service.

LO3. Understand how to respond to an emergency or incident when driving a taxi or private hire vehicle

1.3.1

Explain why it is important to follow a customer's instructions in an incident or emergency involving that customer:

- safety of the customer
- being responsive to customer specific needs.

1.3.2

Outline action to be taken in the event of vehicle breakdown at the roadside:

- ensure customer safety
- position vehicle safely
- secure vehicle
- implement warning devices
- arrange for roadside assistance
- support customers
- contact controller or base.

1.3.3

Explain the necessity of ensuring the customer's safety and welfare in the event of an incident or emergency:

- to avoid escalation of incidents or emergencies
- duty of care
- driver responsibility.

1.3.4

Explain the importance of providing reassurance to customers who may be in shock, worried or concerned:

- to maintain confidence
- to alleviate concerns and worries
- to offer support.

1.3.5

Outline the actions that a driver can take when confronted with a road accident or other acute emergency:

- ensure customer safety
- position vehicle safely
- secure vehicle
- implement warning devices
- arrange for roadside assistance
- alert emergency services
- offer support to casualties.

Guidance

It is recommended that the following are covered when teaching and assessing this unit:

Assessment criteria 1.1

- The Health and Safety at Work Act
- Relevant codes of practice
- Licensing regulations re: accident reporting
- Road traffic acts – accident reporting
- COSHH Regulations, signage and symbols.

Assessment criteria 1.6

- Injury and death
- Licence suspension or revocation
- Legal action, liability
- Financial loss.

Assessment criteria 2.1

- Dispatch office staff
- Marshals controlling the ranks
- Police or other authorised person
- Traffic wardens
- Licensing officers
- Emergency services.

Assessment criteria 2.3

- Personal alarms and panic switches to base
- Personal radio, private line contact
- Security cameras and their privacy laws
- Datahead/GPS
- Safety guards and screens
- Swipe card reader to limit the monies carried
- Four door security lock.

When assessing this unit the following definitions should be used:

- Taxi - A licensed Hackney Carriage Vehicle.

Unit 202

Road safety when driving passengers in a taxi or private hire vehicle

UAN:	M/502/5981
Level:	2
Credit value:	1
GLH:	6
Relationship to NOS:	This unit is based on Unit 2 Drive Community Transport, Chauffeured, Taxi or Private Hire Vehicles Safely and efficiently of GoSkills' National Occupational Standards for Road Passenger Vehicle Driving
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills
Aim:	The purpose of this unit is to enable learners to understand how to transport passengers safely and in relative comfort. This unit is particularly suitable for learners working as a driver in the taxi or private hire industries and those preparing to enter the industry.

Learning outcome
The learner will: 1. understand factors that can affect a driver's judgement and concentration
Assessment criteria
The learner can: 1.1 explain the importance of being physically and mentally fit to drive 1.2 outline the medical criteria for 'fitness to drive' 1.3 describe how common ailments can affect a driver's judgement and concentration 1.4 describe how over the counter medicines can affect a driver's judgement and concentration 1.5 describe how alcohol and drugs affect a driver's ability to drive 1.6 describe how the following can affect a driver's judgement and concentration: <ul style="list-style-type: none">• heavy traffic volumes• weather conditions• parking• delays• meeting unrealistic time schedules• stress.

Learning outcome

The learner will:

2. know how to transport customers in a safe and comfortable manner

Assessment criteria

The learner can:

- 2.1 outline the relevant legislation relating to the use of seatbelts for the following:
 - hackney carriage driver
 - private hire driver
 - passenger
 - child or young person
- 2.2 state the exceptions when child seats are not available
- 2.3 describe how driving style should be adapted to the prevailing road conditions
- 2.4 describe the elements of defensive driving
- 2.5 describe the importance of mirrors and signalling to the taxi and private hire driver as they continue to stop and start from the roadside
- 2.6 define the following in relation to driving safely:
 - safe following distance
 - thinking distance
 - braking distance
- 2.7 describe what a safe following distance is for all conditions
- 2.8 describe how stopping distances are affected by:
 - gradients
 - road surface
 - condition of the vehicle
 - stress
 - tiredness
- 2.9 describe the use of safety measures to control speed, red light and traffic infringements
- 2.10 describe how personal driving style affects how efficiently the vehicle runs
- 2.11 describe how personal driving style can contribute to protecting the environment
- 2.12 describe how personal driving style affects customer comfort.

Unit 202 Road safety when driving passengers in a taxi or private hire vehicle

Supporting information

Unit range

LO1. Understand factors that can affect a driver's judgement and concentration

2.1.1

Importance of physical and mental fitness to drive:

- to ensure safety of customers
- to ensure safety of other road users
- to ensure safety of pedestrians
- to ensure safety of self
- to satisfy local authority requirements
- to satisfy licence requirements
- driver medically fit,
- driver physically fit,
- fitness not impeded.

2.1.2

Medical criteria for fitness to drive:

- satisfy eye test requirements
- satisfy medical examination
- hold current medical certificate.

2.1.3

Effects of common ailments on driver's judgement and concentration:

- reduced concentration
- impaired senses
- impaired judgement
- impaired coordination
- micro-sleep
- increased reaction times.

2.1.4

Effects of over-the-counter medicines on driver's judgement and concentration:

- drowsiness
- reduced awareness
- reduced ability to anticipate
- reduced ability to plan ahead
- hard to concentrate
- lack of coordination.

2.1.5

Effects of alcohol and drugs effect on drivers ability to drive:

- increase risk taking
- aggressiveness
- reduced awareness and anticipation
- slowed reactions
- decrease in spatial awareness
- inappropriate behaviour
- poor customer service
- ineffective decision making
- impaired vision
- reduced concentration
- reduced coordination
- sense of invulnerability.

2.1.6

Describe how the following can affect a drivers judgement and concentration:

heavy traffic volumes:

- increased level of frustration
- increased stress
- tendency to take risks

weather conditions:

- increased level of frustration
- increased stress
- tendency to take risks
- visual impairment

parking:

- delays
- increased stress
- customer dissatisfaction
- increased level of frustration

delays:

- stress
- customer dissatisfaction
- increased level of frustration
- tendency to take risks

meeting unrealistic time schedules:

- stress
- increased level of frustration
- tendency to take risks

stress:

- increased level of frustration,
- increased levels of aggression,
- tendency to take risks.

LO2. Know how to transport customers in a safe and comfortable manner

2.2.1

Outline the relevant legislation relating to the use of seatbelts for the following:

Hackney carriage driver: (nb drivers do not need to wear a seatbelt when carrying a fare paying passenger)

Seatbelt Regulations (1993) (2006).

Private hire driver: (nb drivers do not need to wear a seatbelt when carrying a fare paying passenger)

Seatbelt Regulations (1993) (2006).

Passengers:

Seatbelt Regulations (1993) (2006).

Child or young person:

Seatbelt Regulations (1993) (2006).

2.2.2

State the exceptions when child seats are not available:

- company policy
- unrestrained travel
- parental decision
- guardian decision.

2.2.3

Describe how driving style should be adapted to the prevailing road conditions:

- adjust speed
- adjust separation distance
- adapt braking.

2.2.4

Describe the elements of defensive driving:

- planning ahead
- anticipation
- awareness.
- control, care
- consideration
- courtesy.

2.2.5

Describe the importance of mirrors and signalling to the taxi and private hire driver as they continue to stop and start from the roadside:

- to ensure customer safety
- to ensure vehicle safety
- to avoid RTC (Road Traffic Collisions)
- comply with defensive driving techniques
- to inform other road users
- to inform pedestrians.

2.2.6

Define the following in relation to driving safely:

Following distance: the distance in which the vehicle can brake and safely come to a stop.

Thinking distance: the time elapsed between identifying the need to brake and actually braking.

Braking distance: the distance travelled between thinking distance and actual stop.

2.2.7

Describe what a safe following distance is for all conditions:

Following distance: the distance in which the vehicle can brake and safely come to a stop.

2.2.8

Describe how stopping distances are affected by:

gradient:

- increase or decrease dependent on direction

road surface:

- increased on loose surfaces
- resistance to skid

condition of vehicle:

- condition of tyres
- efficiency of brakes

stress:

- decision making and judgement

tiredness:

- decision making and judgement.

2.2.9

Describe the use of safety measures to control speed, red light and traffic infringements:

- speed cameras
- traffic lights
- traffic signs
- road markings
- traffic calming
- speed bumps
- traffic islands
- legislation
- automated speed warning signs.

2.2.10

Describe how personal driving style affects how efficiently the vehicle runs:

- Increase fuel consumption
- decreased fuel consumption
- increased consumables
- decreased consumables.

2.2.11

Describe how personal driving style can contribute to protecting the environment:

- reduce emissions
- decrease fuel consumption and decreased consumables
- reduce carbon footprint.

2.2.12

Describe how personal driving style affects customer comfort:

Good driving style

- total satisfaction.

Poor driving style:

- risk of RTC (Road Traffic Collision)
- risk of injury
- stress
- fear of injury.

Guidance

It is recommended that the following are covered when teaching and assessing this unit:

Assessment criteria 2.4

- Take in information by continually scanning the environment
- Use that information to plan a response
- Give information to other road users.

When assessing this unit the following definitions should be used:

- Taxi - A licensed Hackney Carriage Vehicle.

Unit 203

Professional customer service in the taxi and private hire industry

UAN:	T/502/5982
Level:	2
Credit value:	2
GLH:	9
Relationship to NOS:	This unit is based on Unit 3 Provide Professional Customer Service in the Community Transport, Chauffeur, Taxi and Private Hire Vehicle Industries of GoSkills' National Occupational Standards Passenger Vehicle Driving
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills
Aim:	The purpose of this unit is enable learners to understand how to provide professional customer service in the taxi and private hire industries. This unit is particularly suitable for learners working as a driver in the taxi or private hire industries or those preparing to enter the industry.

Learning outcome
The learner will: 1. understand the importance of providing a professional service in a competitive passenger transport market
Assessment criteria
The learner can: 1.1 explain how personal appearance can influence a customer's first impression and generate repeat business 1.2 describe the choices of transport provider that a customer may have 1.3 explain why a customer would chose to travel by taxi or private hire vehicle 1.4 explain the importance of projecting a professional image to the customer including: <ul style="list-style-type: none">• providing a clean vehicle both inside and out• being cordial, friendly and welcoming• having professional knowledge.

Learning outcome
The learner will: 2. understand how to deliver quality customer service to all sections of the community
Assessment criteria
The learner can: 2.1 explain the effects of different levels of service quality and how they could influence: <ul style="list-style-type: none"> • customer expectations • profitability • market share 2.2 describe services and facilities available and how they are delivered 2.3 outline customer services delivered to the taxi and private hire customer 2.4 describe the special customer guidance and welcome that a driver can offer travellers arriving and departing at transport hubs and interchanges 2.5 explain why it is important that all customers should be treated equally when accessing passenger transport 2.6 identify the main legislative acts that protect the taxi/ private hire customer against discriminatory practices 2.7 describe what is meant by the terms 'stereotyping' and 'harassment' 2.8 describe examples of different types of discrimination that drivers should be aware of 2.9 outline the circumstances where a driver could be accused of discrimination 2.10 outline how a taxi or private hire operator can amend the service to meet the relevant codes of practice, licence conditions and equality legislation.

Learning outcome
The learner will: 3. know how to work and communicate effectively
Assessment criteria
The learner can: 3.1 explain the importance of working alongside people who can support and share knowledge to improve services to customers 3.2 describe different forms of body language and facial expressions 3.3 describe how to communicate a response in circumstances where <ul style="list-style-type: none"> • a customer is confrontational • a misunderstanding has arisen • the customer has language or speech difficulties 3.4 explain the importance of summarising.

Unit 203 Professional customer service in the taxi and private hire industry

Supporting information

Unit range

LO1. Understand the importance of providing a professional service in a competitive passenger transport market

3.1.1

Explain how personal appearance can influence a customer's first impression and generate repeat business:

- generate customer confidence
- effect of first impressions
- raises professional image.

3.1.2

Describe the choices of transport providers that a customer may have:

- other taxi / private hire
- bus
- train
- tram
- cycle
- family and friends.

3.1.3

Explain why a customer would chose to travel by taxi or private hire vehicle:

- convenience
- security
- no public transport available
- un-willing to drive
- professional service
- comfort
- reliability.

3.1.4

Explain the importance of projecting a professional image to the customer including:

Providing a clean vehicle both inside and out:

- good first impressions
- less complaints
- repeat business
- potential new business.

Being cordial, friendly and welcoming:

- good first impressions
- less complaints
- repeat business
- potential new business.

Having professional knowledge:

- good first impressions
- less complaints
- repeat business
- potential new business.

LO2 Understand how to deliver quality customer service to all sections of the community

3.2.1

Explain the effects of different levels of service quality and how they could influence:

customer expectations:

- variance in customer perception of the business.

profitability:

- variance in levels of business.

market share:

- variance in levels of business.

3.2.2

Describe services and facilities available and how they are delivered:

- fully-accessible vehicles on request
- advertised trailer services
- auto call and call back facilities
- data heads taxi meters
- card swipes
- advertised parcels service
- carriage of animals on request
- contracted services
- VIP services.

3.2.3

Outline customer services delivered to the taxi and private hire customer:

- trailer services
- auto call and call back facilities
- data heads taxi meters
- card swipes
- parcels service
- carrying of animals
- contracted services
- VIP services.

3.2.4

Describe the special customer guidance and welcome that a driver can offer travellers arriving and departing at transport hubs and interchanges:

- free phone facility
- personal greeting board
- call back
- help with luggage
- onward journey information
- local facility information
- close proximity parking
- priority passenger services/facilities.

3.2.5

Explain why it is important that all customers should be treated equally when accessing passenger transport:

- respect of passengers needs
- respect of passengers rights
- comply with equality legislation
- promote company image
- ensure customer satisfaction
- secure repeat business.

3.2.6

Identify the main legislative acts that protect the taxi/ private hire customer against discriminatory practices:

- Equalities Act (2010)
- Disability Discrimination Act (1995)
- Human Rights Act (2000)
- Health and Safety Act (2006)
- Race Relations Act (1976).

3.2.7

Describe what is meant by the terms 'stereotyping' and 'harassment':

- making assumptions
- mobbing
- hazing
- behaviour intended to disturb or upset.

3.2.8

Describe examples of different types of discrimination that drivers should be aware of:

- racial
- religious
- sexual orientation
- age
- disability
- gender and gender reassignment
- caste
- physical.

3.2.9

Outline the circumstances where a driver could be accused of discrimination:

- refusing a fare
- being unreasonably difficult
- being unhelpful
- poor levels of service.

3.2.10

Outline how a taxi or private hire operator can amend the service to meet the relevant codes of practice, licence conditions and equality legislation:

- justified adjustments of tariffs
- reviewing and updating company policies
- staff training
- consultation with customers
- amend service by providing additional resources.

L03. Know how to work and communicate effectively

3.3.1

Explain the importance of working alongside people who can support and share knowledge to improve services to customers:

- increase business
- retain existing business
- sharing of good practice
- promote policy
- promote procedure
- improve service
- comply with current legislation.

3.3.2

Describe different forms of body language and facial expressions:

- body posture
- gestures
- eye movements
- eye contact.

3.3.3

Describe how to communicate a response in circumstances where:

a customer is confrontational:

- passively
- non-aggressively
- helpfully
- friendly
- politely

a misunderstanding has arisen:

- empathising
- accommodating
- politely

the customer has language or speech difficulties:

- use of hand signals
- use of sign language
- paper and pen
- speak at appropriate speed.

3.3.4

Explain the importance of summarising:

- to avoid misunderstanding
- to avoid confusion
- generate a better understanding
- to ensure clarity.

Guidance

It is recommended that the following are covered when teaching and assessing this unit:

Assessment criteria 2.3

- Maintaining punctuality.
- Providing safety and security for vulnerable customers.
- Honesty and truthfulness.
- Cultivating relationships.
- Drive with care and consideration.

Assessment criteria 2.5

Examples must include:

- Equalities Act 2010.
- Disability Discrimination Act 1995.
- Race Relations Act 1976.
- Health Act 2006.

Assessment criteria 2.7

- Age.
- Racial.
- Religious.
- Sexual orientation.
- Nationality.
- Gender and gender reassignment.
- Disability.

Assessment criteria 2.8

- Refusing a fare based on own personal prejudice.
- Refusing a fare without justification.
- Refusing a fare because of a persons disability.
- Making it unreasonably difficult or impossible for a customer to make use of any such service.
- Providing a service which is on inferior terms to that on offer to other members of the public.

Assessment criteria 3.1

- Share knowledge and information.
- Promote a policy or procedure.
- Benefits of working as a team.
- Who people are including other drivers.

When assessing this unit the following definitions should be used:

- taxi - A licensed Hackney Carriage Vehicle
- customer - Includes passengers.

Unit 204

Taxi and private hire vehicle maintenance and safety inspections

UAN:	A/502/5983
Level:	2
Credit value:	2
GLH:	10
Relationship to NOS:	This unit is based on Unit 15 Routine cleaning of passenger transport vehicles of GoSkills' National Occupational Standards for Road Passenger Vehicle Driving
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills
Aim:	The purpose of this unit is to enable learners to understand how to maintain a Taxi or Private Hire Vehicle to a legal standard for the safe transport of fare paying passengers. This unit is suitable for learners who work as drivers in the taxi and private hire industries and those who are preparing to enter the industry.

Learning outcome
The learner will: 1. know how to prepare and clean the vehicle in preparation for fare paying passengers
Assessment criteria
The learner can: 1.1 identify the cleaning agents most suitable for cleaning the exterior and interior of the vehicle of: <ul style="list-style-type: none">• traffic grime• solid contaminants• food stains• vomit• asphalt• accumulated brake dust 1.2 explain the relevance of the control of substances hazardous to health (COSHH) when selecting cleaning agents 1.3 describe how to dispose of waste products safely and correctly.

Learning outcome
<p>The learner will:</p> <p>2. know how to undertake a regular inspection regime to maintain the safety and efficiency of the licensed vehicle and to ensure it meets legal requirements</p>
Assessment criteria
<p>The learner can:</p> <p>2.1 outline the necessity of regular vehicle servicing and maintenance in terms of</p> <ul style="list-style-type: none"> • fuel economy • promoting passenger and road safety • meeting local licence conditions • adhering to any vehicle warranty that may be in place <p>2.2 state the requirements of the regulations for inspection and testing of a licensed vehicle</p> <p>2.3 describe how to carry out a routine safety inspection to ensure a licensed vehicle meets the required standard for carrying passengers including:</p> <ul style="list-style-type: none"> • a daily walk round check • an end of shift inspection • prior to licensing inspection or certificate of compliance <p>2.4 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</p> <p>2.5 explain the role of the vehicle operator and services agency (VOSA) in ensuring that national inspection standards are maintained</p> <p>2.6 explain the effect of the following:</p> <ul style="list-style-type: none"> • compliance • immediate prohibition notice • delayed prohibition notice • defect notice • advisory note • fixed penalties • suspensions <p>2.7 explain the driver's responsibility in relation to current environmental standards</p> <p>2.8 explain why accident damage needs to be reported to the licensing authority.</p>

Learning outcome

The learner will:

3. know how to monitor vehicle systems between service intervals and inspections

Assessment criteria

The learner can:

- 3.1 describe the importance of vehicle monitoring systems to keep the driver informed of potential problems
- 3.2 outline how the road vehicles (construction and use) regulations 1986 may influence or direct the driver in the maintenance and selection of tyres
- 3.3 outline the legal requirements regarding tyres in respect of:
 - tread depth
 - uniform wear
 - splits
 - cuts
 - damage
 - inflation pressures.

Unit 204 Taxi and private hire vehicle maintenance and safety inspections

Supporting information

Unit range

LO1 Know how to prepare and clean the vehicle in preparation for fare paying passengers

4.1.1

Identify the cleaning agents most suitable for cleaning the exterior and interior of the vehicle of:

traffic grime:

- traffic film remover
- soap and water

solid contaminants:

- appropriate chemicals
- cleaning materials
- vehicle shampoo

food stains:

- disinfectant
- appropriate chemicals

vomit:

- disinfectant
- soap and water
- appropriate chemicals

asphalt:

- traffic film remover

accumulated brake dust:

- traffic film remover
- soap and water.

4.1.2

Explain the relevance of the Control of Substances Hazardous to Health (COSHH) when selecting cleaning agents:

- safety in use of cleaning agents
- safety in storage of cleaning agents
- safe methods of disposal of cleaning agents
- suitable personal protective equipment (PPE)
- data information.

4.1.3

Describe how to dispose of waste products safely and correctly:

- follow legal requirements
- abide by local by-laws
- follow manufacturers' guidelines
- use correct disposal facilities
- use community waste disposal sites
- employ contractors.

LO2 Know how to undertake a regular inspection regime to maintain the safety and efficiency of the licensed vehicle and to ensure it meets legal requirements

4.2.1

Outline the necessity of regular vehicle servicing and maintenance in terms of:

fuel economy:

- to reduce carbon footprint
- reduce emissions
- measure mechanical efficiency
- maintain mechanical efficiency

promoting passenger and road safety:

- reduce risk of accidents
- reduce risk of parts failure
- reduced risk of breakdown
- passenger comfort and confidence

meeting local licence conditions:

- comply with local regulations
- keep service records
- display of plates
- display of notices

adhering to any vehicle warranty:

- meet servicing intervals
- accurate service records
- carry out scheduled vehicle checks.

4.2.2

State the requirements of the regulations for inspection and testing of a licensed vehicle:

- local council rules apply VST (vehicle suitability test) or CoC (Certificate of Compliance)
- test and inspection intervals
- local council appointed test centres
- annual VOSA MOT test still required.

4.2.3

Describe how to carry out a routine safety inspection to ensure a licensed vehicle meets the required standard:

a daily walk round check:

- as per company policy
- maintain records of checks

an end of shift inspection:

- as per company policy
- as a walk round check
- check for contamination
- check for suspicious packages
- maintain records of checks

prior to licensing inspection or Certificate of Compliance:

- as per company policy
- as a walk round check
- check for contamination
- check for suspicious packages
- maintain records of checks.

4.2.4

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:

- police vehicle inspectors can issue prohibitions
- VOSA personnel can inspect, test and issue prohibitions
- authorised Licensing Authority Officer can issue prohibitions.

4.2.5

Explain the role of the Vehicle Operator and Services Agency (VOSA) in ensuring that National Inspection Standards are maintained:

- training of testers
- auditing of testers
- spot checking tests and testers.

4.2.6

Explain the effect of the following:

compliance:

- maintenance of vehicle standards

immediate prohibition notice:

- vehicle removed from road

delayed prohibition notice:

- vehicle not taken off the road
- time limit on repairs

defect notice:

- vehicle not taken off the road
- time limit on repairs

advisory note:

- vehicle not taken off the road
- recommendation on repairs

fixed penalties:

- on spot fine

suspensions:

- revocation of operator license
- revocation of driver license
- authoritative enquiry.

4.2.7

Explain the driver's responsibility in relation to current environmental standards:

- ensure the vehicle is suitably maintained
- consider the use of alternative fuels
- consider the use of hybrid vehicles
- consider the retro fitting of emission control devices
- use eco-friendly driving techniques.

4.2.8

Explain why accident damage needs to be reported to the licensing authority:

- required under conditions of licensing
- required under Section 50, Local Government (Miscellaneous Provisions) Act 1976).

LO3 Know how to monitor vehicle systems between service intervals and Inspections

4.3.1

Describe the importance of vehicle monitoring systems to keep the driver informed of potential problems:

- to give the driver advanced warning of malfunctions
- to ensure the reliability of the vehicle
- to ensure passenger safety.

4.3.2

Outline how the Road Vehicles (Construction and Use) Regulations 1986 may influence or direct the driver in the maintenance and selection of tyres:

- passenger safety
- a legal requirement
- reduce carbon footprint
- reduced fuel costs.

4.3.3

Outline the legal requirements regarding tyres in respect of:

- tread depth
- uniform wear
- splits
- cuts
- damage
- bulges
- pressures
- Road Vehicles (Construction and Use) Regulations 1986.

Guidance

It is recommended that the following are covered when teaching and assessing this unit:

Assessment criteria 1.2

- PPE: masks, gloves, eye protectors
- Warning symbols
- Instructions, data sheets, dilution quantities
- Application, exposure and disposal

Assessment criteria 2.5

- MOT testing stations
- PCO accredited testing centres
- Spot checks for roadworthiness

Assessment criteria 2.7

- Euro Standards 3,4 and 5
- Alternative fuels
- Hybrid vehicles
- Retro fitting of emission control devices (London)

Unit 205

The regulatory framework of the taxi and private hire industry

UAN:	F/502/5984
Level:	2
Credit value:	3
GLH:	17
Relationship to NOS:	
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills
Aim:	<p>The purpose of this unit is to enable learners to understand how to operate a hackney carriage or private hire vehicle within the regulatory framework pertaining to the licensing area in which they are licensed to transport passengers.</p> <p>This unit is suitable for learners who work as drivers in the taxi and private hire industries and those who are preparing to enter the industry.</p>

Learning outcome
The learner will: 1. understand how to meet the requirements to hold and retain a licence to drive and work within the taxi and private hire industry
Assessment criteria
The learner can: 1.1 outline the reasons why drivers, vehicles and operators are licensed in the taxi and private hire industries 1.2 list the types of licence required to drive and work within the taxi and private hire industry 1.3 describe the process of obtaining a hackney carriage or private hire driver's licence 1.4 explain the reasons why a medical exemption certificate may be granted for: <ul style="list-style-type: none">• group 2 medical standards• the carriage of assistance dogs• provision of assistance to disabled people under legislation 1.5 explain the term 'fit and proper' in the context of an application for a driver's licence

- | | |
|------|---|
| 1.6 | explain the term 'full disclosure' in the context of an application for a driver's licence |
| 1.7 | state the duration a driver's licence is valid as determined by the regulations or the licensing authority |
| 1.8 | outline the relevant section of the statutory regulations that apply to the licensing of drivers <ul style="list-style-type: none"> • private hire applicants • hackney carriage applicants |
| 1.9 | explain the appeals procedure within the relevant regulations for applicants who have had their licence applications refused, suspended or revoked |
| 1.10 | identify the person(s) who are permitted to drive a licensed vehicle |
| 1.11 | identify the authorised persons who have the authority to request to see a driver's or operator's licences |
| 1.12 | describe the circumstances where a driver's licence can be immediately suspended or revoked |
| 1.13 | outline driver licensing conditions. |

Learning outcome	
The learner will:	
2.	know the requirements of the licensing authority in relation to hackney carriage or private hire vehicles
Assessment criteria	
The learner can:	
2.1	describe the regulations and conditions a hackney carriage vehicle must satisfy
2.2	describe the regulations and conditions a private hire vehicle must satisfy
2.3	define the terms 'type approval' and the categories in respect of licensing a taxi or private hire vehicle
2.4	outline vehicle licensing conditions
2.5	describe the terms 'no-limit', 'de-regulation' and 'restriction' in relation to issuing vehicle licences for: <ul style="list-style-type: none"> • private hire vehicles • hackney carriage
2.6	describe the type of sign that would be considered illegal if displayed on a private hire vehicle
2.7	identify the types of vehicles that can be used for private hire work but are exempted from licensing
2.8	explain the consequences of not exhibiting a licence plate as prescribed by the licensing authority
2.9	outline the key details that can be found on a licence plate
2.10	identify the time frame during which licence plates and discs have to be returned to the licensing authority on licence suspension, revocation or surrender
2.11	identify the person(s) who are permitted to drive a licensed vehicle
2.12	identify the circumstances where a vehicle licence can be immediately suspended or revoked
2.13	outline the appeals procedure if a vehicle licence has been refused, suspended or revoked.

Learning outcome
The learner will: 3. know how to work within the regulatory framework for carrying passengers for hire and reward
Assessment criteria
The learner can: 3.1 explain the conditions that are attached to the term 'plying for hire' 3.2 explain the use of the taximeter or association fare booklet for journeys outside the licensing boundary 3.3 explain the term 'pre-booking' as applied to the private hire trade 3.4 describe the consequences of plying for hire without a hackney carriage licence, including insurance implications 3.5 explain the importance of fixing and displaying fares and charges via a fare table in the vehicle 3.6 explain how hackney carriage fares and private hire fares are determined 3.7 describe the statutory byelaws where they concern <ul style="list-style-type: none"> • 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 3.8 describe the circumstances where drivers may be liable to be charged with an offence under the local byelaws 3.9 explain the difference between signage that is prohibited/curtailed on private hire vehicles and the signage and advertising permitted on hackney carriage vehicles 3.10 outline the legal requirement regarding no smoking including signage.

Learning outcome
The learner will: 4. know how to discharge the duties and responsibilities of a licensed operator
Assessment criteria
The learner can: 4.1 state the requirements for operator licensing 4.2 state the duration of the local operator's licence 4.3 state who is responsible for taking private hire bookings 4.4 outline how private hire bookings are discharged in line with legislation 4.5 describe the requirements of a licensed operator for the following: <ul style="list-style-type: none"> • recording bookings • producing records • maintaining a register of drivers and vehicle details • operator licences • displaying a company tariff sheet • presenting a clean and tidy waiting room

- 4.6 describe the legislative requirements applying to the use of vehicles and drivers used under an operator licence within the district (cross-border hiring)
- 4.7 outline under what circumstances an operator licence can be refused, suspended or revoked
- 4.8 outline the appeals procedure if an operator's licence has been refused, suspended or revoked.

Unit 205 The regulatory framework of the taxi and private hire industry

Supporting information

Unit range

LO1 Understand how to meet the requirements to hold and retain a licence to drive and work within the taxi and private hire industry

5.1.1

Outline the reasons why drivers, vehicles and operators are licensed in the taxi and private hire industries:

- to comply with local licensing regulations
- regulation of the industry
- employee safety
- passenger safety and security
- public safety.

5.1.2

List the types of licence required to drive and work within the taxi and private hire industry:

- driving licence
- road fund licence
- operator's licence
- hackney licence
- PHV licence
- local authority licence.

5.1.3

Describe the process of obtaining a hackney carriage or private hire driver's licence:

- complete an application
- pay correct fees
- meet the licensing conditions
- confirmation of offer of employment
- obtain enhanced CRB
- completed medical form
- meet requirements of eligibility to work
- DVLA driving licence.

5.1.4

Explain the reasons why a medical exemption certificate may be granted for:

Group 2 medical standards:

- compliance with “Medical Aspects of Fitness to Drive” (1995) criteria

the carriage of assistance dogs:

- medical exemption carriage of assistance dogs (canine allergy)

provision of assistance to disabled people under legislation:

- medical certificate.

5.1.5

Explain the term ‘fit and proper’ in the context of an application for a driver’s licence:

- Hackney carriage drivers must be 21 or above and have had a driving licence for 12 months.
- no disclosed criminal convictions
- enhanced CRB checks.

5.1.6

Explain the term ‘full disclosure’ in the context of an application for a driver’s licence:

- making available **all** necessary and appropriate information relevant to the application.

5.1.7

State the duration a driver’s licence is valid as determined by the regulations or the licensing authority

- determined by the local licensing authority.

5.1.8

Outline the relevant section of the Statutory Regulations that apply to the licensing of drivers:

private hire applicants:

- Local Government (Miscellaneous Provisions) Act 1976
Section 51 Licensing of drivers of private hire vehicles

hackney carriage applicants:

- Local Government (Miscellaneous Provisions) Act 1976
Section 59.
(London - through the Public Carriage Office).

5.1.9

Explain the appeals procedure within the relevant regulations for applicants who have had their licence applications refused, suspended or revoked:

- complete appeals documentation
- submit to the Magistrates’ court, under section 61 of Local Government (Misc Provisions) Act 1976.

5.1.10

Identify the person(s) who are permitted to drive a licensed vehicle:

- holder of a current and valid private hire or hackney carriage drivers licence
- vehicle licensing authorised tester conducting a test
- any licence holder during collection and delivery only (not for hire or reward).

5.1.11

Identify the authorised persons who have the authority to request to see a driver's or operator's licences:

- police officer
- customs and excise officer
- licensing authority officer
- Vehicle and Operator Services Agency (VOSA) officer
- employer
- qualification assessor
- qualification verifier.

5.1.12

Describe the circumstances where a driver's licence can be immediately suspended or revoked:

- disqualification
- conviction of specific offences
- medical reasons
- contravention of licensing authority terms and conditions
- where a driver is considered a risk to passenger safety.

5.1.13

Outline driver licensing conditions:

- comply with local regulations
- type and condition of the vehicle
- conduct of the driver
- nature of business
- number of passengers
- number of seats.

L02 Know the requirements of the licensing authority in relation to hackney carriage or private hire vehicles

5.2.1

Describe the regulations and conditions a hackney carriage vehicle must satisfy:

- licensing authority criteria
- local council regulations
- type approval regulations
- age of vehicle
- appropriate testing.

5.2.2

Describe the regulations and conditions a private hire vehicle must satisfy:

- licensing authority criteria
- local council regulations
- type approval regulations
- age of vehicle
- appropriate testing
- single type approval for limousines.

5.2.3

Define the terms 'type approval' and the categories in respect of licensing a taxi or private hire vehicle:

- vehicle converted from a mass production vehicle
- new to market vehicle prior to mass production
- Cat 1 EC Whole Vehicle Type Approval
- Cat 2 UK Low Volume Type Approval
- Cat 3 Single Vehicle Approval
- independently converted vehicles.

5.2.4

Outline vehicle licensing conditions:

- meeting Private Hire vehicles (Local Government (Miscellaneous Provisions) Act 1976
- local licensing authority conditions
- vehicle size
- vehicle type
- vehicle design
- vehicle condition.

5.2.5

Describe the terms 'no-limit', 'de-regulation' and 'restriction' in relation to issuing vehicle licences for private hire vehicles and hackney carriage vehicles:

no limit:

- no limit from licensing authority on number of licences issued

de-regulation:

- fares are not regulated by licensing authority

restriction:

- restrictions and boundaries set by licensing authority as to where taxi can operate.

5.2.6

Describe the type of sign that would be considered illegal if displayed on a private hire vehicle:

- for hire signs being displayed
- advertising (check local by-laws).

5.2.7

Identify the types of vehicles that can be used for private hire work but are exempted from licensing:

- executive vehicles
- variants of stretched limosine/4x4
- party vans
- chauffeured vehicles.

5.2.8

Explain the consequences of not exhibiting a licence plate as prescribed by the licensing authority:

- a fine
- suspension
- revocation of licence
- a warning
- prosecution.

5.2.9

Outline the key details that can be found on a licence plate:

- vehicle registration number
- expiry date
- number of passenger seats
- licensing authority identification
- colour.

5.2.10

Identify the time frame during which licence plates and discs have to be returned to the licensing authority on licence suspension, revocation or surrender:

- 7 days.

5.2.11

Identify the person(s) who are permitted to drive a licensed vehicle:

- holder of a current private hire or hackney carriage drivers licence
- vehicle licensing authorised tester conducting a test
- any licence holder during collection and delivery only (not for hire or reward).

5.2.12

Identify the circumstances where a vehicle licence can be immediately suspended or revoked:

- unfit driver
- unfit vehicle
- offence committed
- non-compliance relevant section of 1847 or 1976 Acts
- any contravention of the licensing regulations.

5.2.13

Outline the appeals procedure if a vehicle licence has been refused, suspended or revoked:

- give notice to the local authority within their specified timeframe
- give notice to the magistrates court within their specified timeframe.

LO3 Know how to work within the regulatory framework for carrying passengers for hire and reward

5.3.1

Explain the conditions that are attached to the term 'plying for hire':

- within the licensing authority specified boundaries
- on a stand for hire
- on a rank for hire
- in a designated public place.

5.3.2

Explain the use of the taximeter or association fare booklet for journeys outside the licensing boundary:

- prior negotiation of fare with the passenger.

5.3.3

Explain the term 'pre-booking' as applied to the private hire trade:

- a recorded advance private hire booking
- booked in advance directly with operator
- contracted pre-bookings.

5.3.4

Describe the consequences of plying for hire without a hackney carriage licence, including insurance implications:

- prosecution
- fines
- penalty points
- insurance invalidation
- revocation of licence
- vehicle seized.

5.3.5

Explain the importance of fixing and displaying fares and charges via a fare table in the vehicle:

- a legal requirement document
- to reduce customer confusion
- to reduce customer conflict
- to inform customers.

5.3.6

Explain how hackney carriage fares and private hire fares are determined:

- set by local authority
- calibrated meters
- calculated electronically
- combinations of tariffs
- extras charged
- negotiated fare on booking.

5.3.7

Describe the statutory byelaws where they concern conduct on the ranks:

- local licensing authority terms and conditions
- correct type of vehicle

prescribed distance of the town, city or borough:

- local licensing authority terms and conditions
- local boundaries

delaying, neglecting or omitting to take a hire:

- local licensing authority terms and conditions

using the most direct route unless directed otherwise:

- local licensing authority terms and conditions

charging a fare greater than that agreed or authorised by the byelaw:

- local licensing authority terms and conditions.

5.3.8

Describe the circumstances where drivers may be liable to be charged with an offence under the local byelaws:

- refusing a fare without reason
- obstructing authorised officers
- overcharging
- undeclared medical issues
- contravention of licensing authority terms and conditions.

5.3.9

Explain the difference between signage that is prohibited /curtailed on private hire vehicles and the signage and advertising permitted on hackney carriage vehicles:

- 'for hire' only allowed on hackney taxi
- no signage or advertising restrictions for hackney vehicles
- restrictions on signage and advertising apply to private.

5.3.10

Outline the legal requirement regarding no smoking including signage:

- smoking is not allowed
- signage must be displayed prominently.

LO4 Know how to discharge the duties and responsibilities of a licensed operator

5.4.1

State the requirements for operator licensing:

- be a fit and proper person
- an enhanced CRB check
- public liability insurance
- planning permission
- comply to health and safety regulations
- comply to fire regulations
- licensing authority regulations
- compliance to local regulations.

5.4.2

State the duration of the local operator's licence:

- 5 years.

5.4.3

State who is responsible for taking private hire bookings

- operator.

5.4.4

Outline how private hire bookings are discharged in line with legislation

- private hire vehicles and drivers may only be dispatched by a licensed private hire operator
- adequate records are kept
- records available on demand.

5.4.5

Describe the requirements of a licensed operator for the following:

recording bookings:

- record driver's name
- date
- time of hire
- collection point
- destination
- fare
- kept records for specified minimum period

producing records:

- to comply with local licensing authority regulations
- keep records for specified minimum period

maintaining a register of drivers and vehicle details:

- must maintain a driver/vehicle register
- must maintain vehicle maintenance records
- must maintain vehicle testing records
- comply with local licensing authority regulations

operator licences:

- number of vehicle
- vehicle details
- driver details
- must maintain vehicle maintenance records
- must maintain vehicle testing records

displaying a company tariff sheet:

- compliance with regulations
- operator licence conditions
- tariff on display in the office and the vehicle
- accessible for passengers

presenting a clean and tidy waiting room:

- operator licence conditions.

5.4.6**Describe the legislative requirements applying to the use of vehicles and drivers used under an operator licence within the district (cross-border hiring):**

- local agreement in place
- offer and acceptance of agreement
- consent of the hirer
- consent of local authority
- Section 66 of the Local Government (miscellaneous provisions) Act 1976.

5.4.7**Outline under what circumstances an operator licence can be refused, suspended or revoked:**

- offence or non-compliance within the 1976 Act
- conduct seen as unfit to hold a licence
- detrimental changes in the circumstances
- licence/driver disqualification
- conviction of offence contrary to terms and conditions
- deemed unsuitable.

5.4.8**Outline the appeals procedure if an operator's licence has been refused, suspended or revoked:**

- lodge a notice to appeal
- list the reasons for appeal
- send notice to the local council within specified timescale
- send notice to the local magistrate's court within specified timescale.

Guidance

When assessing this unit, reference should be made to the Regulations and conditions that apply within the relevant licensing area, that could include, but not be confined to the:

English Counties, Districts and Unitary Authorities:

- Local Government (Miscellaneous Provisions) Act 1976
- Town Police Clauses Act 1847

Greater London:

- Public Carriage Office conditions or 'notices'
- Private Hire Vehicles (London) Act 1998
- Private Hire Vehicles (London) (Operator Licences) 2004 and amendments
- Various Cab orders and Hackney Carriage Acts

Northern Ireland:

- Taxi Act (Northern Ireland) Order 2008

Scotland:

- The Civic Government (Scotland) Act 1982
- SSI 145 Licensing of Booking Offices Order 2009

All Areas

- Construction and Use Regulations
- Data Protection Act
- Equalities Act 2010
- Health and Safety act
- Health Act 2006
- Road Safety Act 2006
- Transport Act 1985
- Rehabilitation of Offenders Act 1974 and 2002

It is recommended that the following are covered when teaching and assessing this unit:

Assessment criteria 1.1

- Driver's licence.
- Vehicle licence.

Assessment criteria 1.2

- Full UK or EU licence.
- Group 2 medical examinations.
- CRB standard or enhanced check, or Certificate of Good Conduct authenticated by the relevant embassy.
- ISA registration.
- Age and driving experience.
- Hire and reward insurance – public and private hire.
- All other pre-conditions as may be required by the licensing authority and the statutory acts.

Assessment criteria 1.3

- Local driver licensing conditions.

Assessment criteria 2.1

- Local licensing conditions.

Assessment criteria 2.2

- Local licensing conditions.

Assessment criteria 2.4

- Local licensing conditions.

Assessment criteria 3.8

- Breach of licensing conditions.
- Misconduct, including being intoxicated on duty.
- Refusing to drive without good reason.
- Obstructing authorised officers.
- Over charging by hackney carriage drivers.
- Driving without insurance.
- Running a defective vehicle.

Assessment criteria 4.1

- Being a fit and proper person.
- CRB check.
- Holding Public Liability Insurance.
- relevant planning permission.
- Health & safety regulations.
- Fire regulations in respect of running a business from a premises.
- Other details as may be prescribed by the licensing authority.

Unit 206

Taxi and private hire services for passengers who require assistance

UAN:	J/502/5985
Level:	2
Credit value:	3
GLH:	13
Relationship to NOS:	This unit is based on Unit 6 Provide a Transport Service in the Community Transport, Chauffeur, Taxi and Private Hire Vehicle Industries for passengers who require assistance of GoSkills' National Occupational Standards for Road Passenger Vehicle Driving
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills
Aim:	The purpose of this unit is to enable learners to understand how to provide a transport service in the taxi and private hire industries for passengers who require assistance. This unit is particularly suitable for learners who work as drivers of taxis and private hire vehicles and for those who are preparing to enter the industry.

Learning outcome
The learner will: 1. understand anti-discriminatory legislation
Assessment criteria
The learner can: 1.1 explain the vehicle accessibility provisions contained in current equality legislation 1.2 define the term 'discrimination' and how it relates to passengers accessing public transport 1.3 explain the terms 'reasonable adjustments' and 'justification' in the context of safety and medical exemptions when deciding whether to transport passengers who have a disability 1.4 identify the relevant codes of practice and guides that have been written for drivers who transport passengers who require assistance.

Learning outcome
The learner will: 2. understand how to recognise when passengers require assistance
Assessment criteria
The learner can: 2.1 describe how to recognise when passengers may need assistance 2.2 identify the role of different assistance dogs and their different coloured jackets 2.3 outline the consequences of refusing an assistance dog without justification 2.4 identify the reasons why certain drivers are exempt from transporting assistance dogs 2.5 explain why no extra charges are applicable to the transport of assistance dogs 2.6 describe what is meant by the following terms: <ul style="list-style-type: none"> • hidden disability • long term • chronic • empathy.

Learning outcome
The learner will: 3. understand how to provide an appropriate service for customers who may experience difficulties in using taxis and private hire vehicles
Assessment criteria
The learner can: 3.1 explain the importance of the technique used by booking office telephonists when taking requests from customers who have special requirements 3.2 explain why it is important to request the customer's permission before providing assistance 3.3 describe the particular assistance measures that a driver can take when offering assistance to customers including those who <ul style="list-style-type: none"> • 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 3.4 explain the terms 'preserving dignity' and 'duty of care' in the context of assisting customers who have special assistance requirements 3.5 explain why door to door service should not be reflected in waiting charges 3.6 explain why it is important that help and assistance is carried out at all stages of the journey 3.7 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.

Learning outcome
The learner will: 4. know how to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle
Assessment criteria
The learner can: 4.1 describe the specialist equipment that may be fitted to an accessible vehicle 4.2 explain the importance of carrying out regular inspections and risk assessment of specialist equipment 4.3 explain the importance of knowing the safe working loads and limits of specialist equipment and any testing regimes that must be applied 4.4 describe how to safely restrain a wheelchair and passenger 4.5 describe procedures for dealing with defective passenger-safety equipment 4.6 describe the action that can be taken to deal with situations where schedules cannot be met 4.7 describe the action that can be taken where customers are not at their agreed pick-up points 4.8 explain the importance of disability training for taxi and private hire drivers.

Learning outcome
The learner will: 5. be able to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle
Assessment criteria
The learner can: 5.1 correctly deploy, secure and stow the wheelchair ramp 5.2 check the ramp incline for safe entry and exit of the wheelchair, customer and driver 5.3 safely manoeuvre a wheelchair and its occupant into and out of the vehicle and position them in the correct orientation 5.4 demonstrate that the brakes are applied and the wheelchair is secured by the manufacturers restraints 5.5 correctly fit the appropriate customer seat belt and wheelchair restraint, and headrest/ backrest if fitted 5.6 ensure that the customer is safe and secure 5.7 safely reverse a wheelchair and its occupant down a ramp.

Learning outcome
The learner will: 6. be able to provide safe assistance for customers who want to transfer from wheelchair to the vehicle
Assessment criteria
The learner can: 6.1 open and fold a four wheeled wheelchair 6.2 discuss with the customer their capabilities in safely transferring themselves from the wheelchair into and out of the vehicle 6.3 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 6.4 select and use the correct disability aid for transfer of the customer into and out of the vehicle.

Unit 206 Taxi and private hire services for passengers who require assistance

Supporting information

Unit range

LO1 Understand anti-discriminatory legislation

6.1.1

Explain the vehicle accessibility provisions contained in current Equality Legislation:

- to get into and out of taxis in safety
- to be carried in taxis in safety and in reasonable comfort
- access for disabled persons in wheelchairs
- be conveyed safely into and out of taxis while remaining in their wheelchairs
- to be carried in taxis in safety and in reasonable comfort while remaining in their wheelchairs
- the size of any door opening which is for the use of passengers
- the floor area of the passenger compartment
- amount of headroom in the passenger compartment
- the fitting of restraining devices designed to ensure the stability of a wheelchair while the taxi is moving.

6.1.2

Define the term 'discrimination':

- prejudicial treatment of an individual based on their membership of a certain group or category (passengers or customers)

and how it relates to passengers accessing public transport:

- all customers should be treated fairly and with dignity and respect
- respect of individual passengers' needs and rights.

6.1.3

Explain the terms 'reasonable adjustments' and 'justification' in the context of safety and medical exemptions when deciding whether to transport passengers who have a disability:

- authority from the licensing authority agreeing to exemption from making adjustments to accommodate passengers with disabilities
- The Equality Act 2010 means that employers and service providers must make 'reasonable adjustments' or changes to take account of the needs of disabled employees and customers.
- on medical grounds the GP can indicate if any reasonable adjustments can be made to enable the driver to undertake his or her duties.

6.1.4

Identify the relevant codes of practice and guides that have been written for drivers who transport passengers who require assistance:

- Equalities Act 2010.
- local licensing authority regulations.

LO2. Understand how to recognise when passengers require assistance

6.2.1

Describe how to recognise when passengers may need assistance:

- external signs
- walking aids
- coloured walking aids
- plaster casts
- speech difficulties
- assistance dogs
- wheelchairs
- prams
- pushchairs
- hearing aids
- luggage.

6.2.2

Identify the role of different assistance dogs and their different coloured jackets:

- guide dogs identified by yellow jacket
- hearing dogs identified by burgundy jacket.

6.2.3

Outline the consequences of refusing an assistance dog without justification:

- fine
- suspension
- disciplinary procedure
- revocation of licence.

6.2.4

Identify the reasons why certain drivers are exempt from transporting assistance dogs:

- medical exemption certificate required
- religious exemption certificate required.

6.2.5

Explain why no extra charges are applicable to the transport of assistance dogs:

- Disability and Discrimination Act (1995 and 2005) state no charge is made.

6.2.6

Describe what is meant by the following terms:

- hidden disability = not visible
- long term = extended condition
- chronic = long lasting medical conditional
- empathy = consideration.

LO3. Understand how to provide an appropriate service for customers who may experience difficulties in using taxis and private hire vehicles

6.3.1

Explain the importance of the technique used by booking office telephonists when taking requests from customers who have special requirements:

- customer satisfaction
- promotes repeat business
- generate new business
- perceived image
- customer well-being.

6.3.2

Explain why it is important to request the customer's permission before providing assistance:

- to maintain dignity
- not to embarrass
- not to discriminate.

6.3.3

Describe the particular assistance measures that a driver can take when offering assistance to customers including those who:

are deaf or have impaired hearing:

- speak clearly
- sign language
- written notes
- induction loop
- gesticulate

are blind or are partially sighted:

- guiding physically
- guiding verbally
- clear communication

are non-ambulant or have limited mobility:

- guiding physically
- physical support
- wheelchair accessibility

have learning difficulties:

- clear communication
- advice from escorts, schools, relatives, carers

have particular speech or communication difficulties:

- clear communication
- speak clearly
- sign language
- written notes
- induction loop.

6.3.4

Explain the terms ‘preserving dignity’ and ‘duty of care’ in the context of assisting customers who have special assistance requirements:

preserving dignity:

- to not cause embarrassment or loss of face.

duty of care:

- responsibility or legal obligation to avoid acts or negligence which can be reasonably foreseen to be likely to cause harm to others.

6.3.5

Explain why door to door service should not be reflected in waiting charges:

- poor business practice
- decreases customer satisfaction
- negative effects on company image/name
- negative impact on repeat business
- Disability Discrimination Act.

6.3.6

Explain why it is important that help and assistance is carried out at all stages of the journey:

- for customer comfort
- for reassurance
- for safety
- for security
- for confidence in the driver
- for trust
- for increased business
- for repeat business.

6.3.7

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:

- submit a written appeal to the local authority listing grounds.

LO4. Know how to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle

6.4.1

Describe the specialist equipment that may be fitted to an accessible vehicle:

- wheelchair ramps
- lift
- securing clamps
- winches
- swivel seats
- restraining harness
- straps
- guide rails.

6.4.2

Explain the importance of carrying out regular inspections and risk assessment of specialist equipment:

- ensure equipment is fit for purpose
- maintained correctly
- reduce potential for discomfort
- embarrassment passenger or driver
- injury to passenger or driver
- invalidation of insurance
- litigation
- prosecution
- loss of licence
- loss of business.

6.4.3

Explain the importance of knowing the safe working loads and limits of specialist equipment and any testing regimes that must be applied:

- Licensing of Lifting Equipment Regulations (LOLER)
- reduce potential for injury
- use within their design capabilities
- avoid litigation.

6.4.4

Describe how to safely restrain a wheelchair and passenger:

- secure chair with straps
- secure chair with clamps.

6.4.5

Describe procedures for dealing with defective passenger-safety equipment:

- remove vehicle from service
- Licensing of Lifting Equipment Regulations (LOLER) report
- failure procedures
- report to supervisor
- repair.

6.4.6

Describe the action that can be taken to deal with situations where schedules cannot be met:

- inform the operator
- inform the customer
- implement contingency arrangements.

6.4.7

Describe the action that can be taken where customers are not at their agreed pick-up points:

- inform and seek advice from the operator
- wait
- confirm actions with operator
- contact customer.

6.4.8

Explain the importance of disability training for taxi and private hire drivers:

- reduce the potential for discomfort
- save customer embarrassment
- avoid injury to self and customer
- avoidance of invalidation of insurance
- litigation
- prosecution
- loss of business
- loss of customer confidence
- damage to vehicles and equipment.

LO5. Be able to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle

6.5.1

Correctly deploy, secure and stow the wheelchair ramp:

- process instructions
- follow manual handling techniques
- understand angles of elevation
- use the securing points
- follow safety checks
- follow secure and safe stowage of equipment.

6.5.2

Check the ramp incline for safe entry and exit of the wheelchair, customer and driver:

- ramp instructions
- knowledge of elevation and angles.

6.5.3

Safely manoeuvre a wheelchair and its occupant into and out of the vehicle and position them in the correct orientation:

- follow customer safety
- ensure customer dignity
- wheelchair security
- use manual handling techniques.

6.5.4

Demonstrate that the brakes are applied and the wheelchair is secured by the manufacturer's restraints:

- ensure braking systems operate
- securing technique
- use of restraining systems
- safe positioning
- safe and recommended wheel alignment.

6.5.5

Correctly fit the appropriate customer seat belt and wheelchair restraint, and headrest/ backrest if fitted:

- follow manufacturers instructions
- assist the passenger
- maintain customer's safety and dignity.

6.5.6

**Ensure that the customer is safe and secure:
during the loading process:**

- follow manufacturers instructions
- follow manual handling techniques

during the journey:

- securing technique
- use of restraining systems
- safe positioning

during the unloading process:

- safe positioning
- maintain customer's safety and dignity
- use manual handling techniques.

6.5.7

Safely reverse a wheelchair and its occupant down a ramp:

- assist the passenger
- maintain customer's safety and dignity
- safe positioning.

LO6. Be able to provide safe assistance for customers who want to transfer from wheelchair to the vehicle

6.6.1

Open and fold a four wheeled wheelchair:

- follow manufacturers instructions
- follow advice from the customer
- follow advice from escorts.

6.6.2

Discuss with the customer their capabilities in safely transferring themselves from the wheelchair into and out of the vehicle:

- do so sensitively
- with empathy
- maintain customer's dignity
- maintain safety
- securing customer trust
- offer assistance
- identify customer requirements
- confirm requirements with customer.

6.6.3

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:

- check condition of wheelchair
- security of wheelchair
- brakes on
- condition of ground
- proximity of vehicle.

6.6.4

Select and use the correct disability aid for transfer of the customer into and out of the vehicle:

- identify capability of aids
- identify where the driver can assist
- identify where specialist assistance is required
- identify the requirement of customer.

Guidance

It is recommended that the following are covered when teaching and assessing this unit:

Assessment criteria 2.1

Customers who require assistance could include:

- mobility or ambulant disabled
- hearing loss
- blindness or partially sighted
- physical injury
- learning difficulties
- disfigurement
- the following indicators may indicate a customer requires assistance:
 - ear and body worn hearing aids
 - support stick
 - crutch
 - walking frame
 - dark or tinted glasses
 - plaster casts
 - prosthetic limbs
 - speech difficulties
- learners should show an awareness of the terms:
 - impairment
 - hidden disability
 - long term disability
 - chronic disability
 - empathy.

Assessment criteria 3.1

Specialist equipment could include:

- disability aids
- harnesses
- straps
- lifts
- ramps.

Inspection and testing regimes could include:

Licensing of Lifting Equipment Regulations (LOLER).

Assessment criteria 5.1

The ramp could be one of the following types:

- suitcase folding
- telescopic
- channel type
- platform type.

Assessment criteria 6.4

A learner could use:

- swivel seat
- drop down steps.

Learning outcome 5

It is recommended learners are assessed dealing with more than one type of wheelchair which could include: self propelled wheelchair, transit wheelchair

When assessing this unit the following definitions should be used:

- Taxi - a licensed Hackney Carriage Vehicle.

Unit 207

Routes and fares in the taxi and private hire vehicle industries

UAN:	L/502/5986
Level:	2
Credit value:	1
GLH:	6
Relationship to NOS:	This unit is based on Unit 17 Plan Routes in the Road Passenger Transport Industry of GoSkills' National Occupational Standards for Road Passenger Vehicle Driving
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills
Aim:	The purpose of this unit is to enable learners to understand how to plan routes and charge fares in the taxi and private hire industry and is particularly suitable for learners who are preparing to enter or who are beginning work in the taxi and private hire industry.

Learning outcome
The learner will: 1. know how to use map reading and navigational tools
Assessment criteria
The learner can: 1.1 describe how to pinpoint locations on maps 1.2 identify topographical symbols and detail from road maps including: <ul style="list-style-type: none">• roads and motorways• road and motorway intersections• motorway services• transport signs• travel points• public buildings• information points 1.3 describe the benefits of advanced communication technology available to the driver.

Learning outcome
The learner will: 2. know rules, safety measures and restrictions related to picking up and setting down passengers
Assessment criteria
The learner can: 2.1 explain the discretionary rules for drivers of taxis and private hire vehicles when setting down and picking up customers 2.2 describe the safety measures and restrictions that drivers have to be aware of when picking up and dropping off at the following: <ul style="list-style-type: none"> • airports • rail stations • hospitals.

Learning outcome
The learner will: 3. know how to accurately charge out a fare for transporting passengers within a hire and reward system
Assessment criteria
The learner can: 3.1 explain the legal requirements relating to the display and positioning of a fare table within a taxi or private hire booking office 3.2 explain how a tariff system can be broken down into a number of tariffs depending on the time of day 3.3 outline how a private hire agreement is made through a licensed private hire operator and details conveyed to the private hire driver 3.4 describe the operation of a modern booking and dispatch system 3.5 describe the operation of an electronic taximeter handling multiple and progressive tariffs 3.6 explain the recalibration process of the taximeter when the tariffs are updated 3.7 describe the payment systems that are available to the driver 3.8 describe the benefits of 'auto book' and 'call back' 3.9 describe how change is calculated and a receipt given to the customer 3.10 describe how cash and other receipts are reconciled at the end of each working period 3.11 list common methods of driver payment when contracted to a radio circuit.

Unit 207 **Routes and fares in the taxi and private hire vehicle industries**

Supporting information

Unit range

LO1. Know how to use map reading and navigational tools

7.1.1

Describe how to pinpoint locations on maps:

- use electronic route planners
- use satellite navigation
- use road atlas's
- use map coordinates
- follow customers instructions.

7.1.2

Identify topographical symbols and detail from road maps including:

- roads and motorways
- road and motorway intersections
- motorway services
- travel points
- public buildings
- information points.

7.1.3

Describe the benefits of advanced communication technology available to the driver:

- mobile phones to contact customers and office
- global positioning system (GPS) to find addresses
- instantly accessible maps to locate addresses
- personal digital assistant (PDA) to contact customers
- Bluetooth® include hands-free mobile phone for use whilst driving
- vehicle trackers to improve business efficiency
- advanced communication to enhance driver safety.

LO2. Know rules, safety measures and restrictions related to picking up and setting down passengers

7.2.1

Explain the discretionary rules for drivers of taxis and private hire vehicles when setting down and picking up customers:

- open doors
- assist with luggage
- pick up/set down passengers on kerb-side of vehicle.

7.2.2

Describe the safety measures and restrictions that drivers have to be aware of when picking up and dropping off at the following:

airports:

- use designated pick up and drop off points
- pick up and set down passengers on kerb-side of vehicle
- rank guidelines
- security and police instructions

rail stations:

- use designated pick up & drop off points
- pick up and set down passengers on kerb-side of vehicle
- rank guidelines
- security and police instructions

hospitals:

- use designated pick up & drop off points
- pick up and set down passengers on kerb-side of vehicle
- rank guidelines
- security and police instructions.

LO3. Know how to accurately charge out a fare for transporting passengers within a hire and reward system

7.3.1

Explain the legal requirements relating to the display and positioning of a fare table within a taxi or private hire booking office:

- Local Government (Miscellaneous Provisions) Act 1976
- Hackney carriage tariff sheets displayed prominently in vehicle
- Hackney carriage tariff sheets displayed prominently in office
- PHV tariff sheets displayed prominently in vehicle
- PHV tariff sheets displayed prominently in office.

7.3.2

Explain how a tariff system can be broken down into a number of tariffs depending on the time of day:

- day rate
- night rate
- bank holiday rate
- Christmas rate
- specialist vehicles rate
- initial distance rate
- waiting time rate
- rate agreed with customer.

7.3.3

Outline how a private hire agreement is made through a licensed private hire operator and details conveyed to the private hire driver:

to operator:

- face to face
- telephone
- electronically.

to driver:

- PDA
- data head
- text message.

7.3.4

Describe the operation of a modern booking and dispatch system:

- integrated computer booking for bookings on-line
- booked through a dispatcher using dispatch systems
- GPS (global positioning system)
- data transmission direct to taxis
- contacting drivers via dispatch radio
- auto book online booking
- confirmation of booking using call back
- data head
- PDA.

7.3.5

Describe the operation of an electronic taximeter handling multiple and progressive tariffs:

- link to operator desktop to obtain rate
- mobile phone and peripherals
- use of electronically stored tariffs
- automatically calculated fares.

7.3.6

Explain the recalibration process of the taximeter when the tariffs are updated:

- carried out by local council licensed operator ensure secure tamperproof electronic meters
- secure electronic meter using a programmed chip.

7.3.7

Describe the payment systems that are available to the driver:

- cash
- credit card
- debit card
- phone payment
- contract
- account
- taxi pass
- tokens.

7.3.8

Describe the benefits of 'auto book' and 'call back':

auto book:

- booking without operator
- advance booking
- benefits to customers
- reduces pressure during peak times
- automatic confirmation
- used by hearing impaired customers

call back:

- automatic arrival call
- personal service
- increases business
- increases security
- driver stays in cab.

7.3.9

Describe how change is calculated and a receipt given to the customer:

- tariffs broken down and displayed
- driver calculates different rates
- driver calculates final charge
- calculate charges indicated on taximeter
- receipt printed from taximeter
- hand written receipt.

7.3.10

Describe how cash and other receipts are reconciled at the end of each working period:

- driver works out totals
- cash totals
- total other receipts (account customers)
- using different periods weekly, daily, shift
- totalling using taximeter.

7.3.11

List common methods of driver payment when contracted to a radio circuit:

- percentage of cash taken
- percentage of account fares
- types of contracts
- an agreed standard fee
- deductions for radio rent
- deductions for meter rent
- a percentage of fares.

Guidance

It is recommended that the following are covered when teaching and assessing this unit:

Assessment criteria 1.1

- this should include using both maps and navigational aids.

Assessment criteria 1.3

- Bluetooth (mobile phone).
- Personal digital assistant (PDA).
- Global positioning satellite (GPS).
- General packet radio service (GPRS).
- Professional mobile radio (PMR).
- Short message service (SMS).

Assessment criteria 2.2

- Flag/initial distance/running mile.
- Day and night tariffs.
- Unsocial hours, eg Christmas.
- Extras.

Assessment criteria 2.4

- Electronic taximeter.
- Data head.
- Radio link.
- Mobile phone.
- Satellite navigation.

Assessment criteria 2.6

- Charged through or via the private hire operator.
- Card reader linked to the taximeter.
- Cash as determined by the taximeter reading.
- Corporate client accounts.

When assessing this unit the following definition should be used:

- Taxi – a licensed Hackney Carriage Vehicle.

Unit 208

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

UAN:	Y/502/5988
Level:	2
Credit value:	1
GLH:	6
Relationship to NOS:	This unit is based on Unit 2 Drive Community Transport, Chauffeured, Taxi or Private Hire Vehicles Safely and efficiently of GoSkills' National Occupational Standards for Road Passenger Vehicle Driving
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills
Aim:	The purpose of this unit is to enable learners to understand how to transport passengers safely and in relative comfort. This unit is particularly suitable for learners working as a driver in the taxi or private hire industries and those preparing to enter the industry.

Learning outcome
The learner will: 1. understand how to accept and load parcels, luggage and other items for transporting
Assessment criteria
The learner can: 1.1 outline the relevant regulations and insurance requirements related to transporting luggage or other items 1.2 define the terms 'duty of care' and 'vicarious liability' in relation to transporting parcels, luggage and other items 1.3 describe how to deal with substances that have special requirements 1.4 describe the precautions that have to be taken when loading and transporting personal equipment 1.5 outline the requirements of the manual handling operations regulations 1992 1.6 describe how to carry out a risk assessment prior to undertaking any manual handling act 1.7 describe injuries that can occur when manual handling 1.8 outline how to avoid injuries when manual handling

- 1.9 describe the use of the accident book for employed drivers
- 1.10 describe the kinetic lifting principle
- 1.11 explain the consequences of accepting illegal goods to transport, even if the driver was unaware of the content of the package
- 1.12 explain the precautions that should be taken if asked to transport goods that have no package details or tracing paperwork
- 1.13 identify the authority that should be contacted if there is a suspicion that a package for transport is illegal or contains an explosive device
- 1.14 explain why it is important that drivers carrying out courier work have consignment notes provided by the customer.

Learning outcome
The learner will: 2. know how to carry out lost property checks and take the appropriate steps to source the owner
Assessment criteria
The learner can: 2.1 describe precautions necessary when carrying out a routine check of the vehicle for lost property 2.2 describe assistance that can be given to the operator or police to try to source the owner of lost property 2.3 outline licence conditions in respect of delivering lost property back to the owner.

Unit 208 Transporting of parcels, luggage and other items in the taxi and private hire industries

Supporting information

Unit range

LO1 Understand how to accept and load parcels, luggage and other items for transport

8.1.1

Outline the relevant regulations and insurance requirements related to transporting luggage or other items:

- Health and Safety at Work Act
- Control of Substances Hazardous to Health Regulations (COSHH)
- insurance
- injury insurance
- damage insurance
- loss insurance
- hire and reward insurance
- personal indemnity
- public and employer liability.

8.1.2

Define the terms ‘duty of care’ and ‘vicarious liability’ in relation to transporting parcels, luggage and other items:

duty of care:

- responsibility or legal obligation to avoid acts or negligence which can be reasonably foreseen to be likely to cause damage or loss to parcels, luggage and other items

vicarious liability:

- legal document that assigns liability to the employer for any damage or loss of parcels, luggage or other items by the employee.

8.1.3

Describe how to deal with substances that have special requirements:

adhere to appropriate regulations:

- COSHH Regulations 1998
- Carriage of Dangerous Goods Act 1996
- Health and Safety at Work Act 1974.

8.1.4

Describe the precautions that have to be taken when loading and transporting personal equipment:

- ensure passenger and driver safety
- ensure clear access
- ensure luggage is loaded/unloaded safely and securely
- ensure luggage is stored safely and securely
- ensure valuables are hidden from view
- have passengers identify own luggage
- use manual handling techniques
- operate best practice for loading and transporting different types of goods.

8.1.5

Outline the requirements of The Manual Handling Operations Regulations 1992:

- transporting or supporting of a load
- lifting techniques
- putting down techniques
- pushing techniques
- pulling techniques
- carrying or moving techniques
- assessing the load and risk
- use of mechanical help
- knowledge of risk assessment.

8.1.6

Describe how to carry out a risk assessment prior to undertaking any manual handling act:

- assess the task
- assess the load
- assess route
- assess personal ability.

8.1.7

Describe injuries that can occur when manual handling:

- sprains or strains to back
- sprains or strains to arms
- sprains or strains to shoulders
- sprains or strains to legs
- sprains or strains to neck.

8.1.8

Outline how to avoid injuries when manual handling:

- carry out risk assessments
- improve your level of fitness
- use assistance if available
- follow manual handling techniques.

8.1.9

Describe the use of the Accident Book for employed drivers:

- recording details for all minor or major accidents
- can be used for liability claims
- identify control measures
- compile accident statistics.

8.1.10

Describe the kinetic lifting principle:

- stand close to the load
- spread feet to shoulder width
- bend knees
- use legs to lift the load in a smooth motion to reduce the strain on the back
- carry close to the body
- elbows tucked into the body
- avoid twisting the body.

8.1.11

Explain the consequences of accepting illegal goods to transport, even if the driver was unaware of the content of the package:

- issue of a warning
- prosecution
- loss of licence
- loss of vehicle
- prison
- disciplinary action.

8.1.12

Explain the precautions that should be taken if asked to transport goods that have no package details or tracing paperwork:

- carry out a risk assessment
- question the customer
- check labelling
- use of previous knowledge
- identify high-risk areas
- identify client groups
- act on suspicions
- be aware of circumstances
- be aware of unusual features
- consider reporting to the police.

8.1.13

Identify the authority that should be contacted if there is a suspicion that a package for transport is illegal or contains an explosive device:

- emergency services.

8.1.14

Explain why it is important that drivers carrying out courier work have consignment notes provided by the customer:

- proof of contract
- legal protection for the driver
- legal protection for the customer
- legal protection for the operator.

LO2. Know how to carry out lost property checks and take the appropriate steps to source the owner

8.2.1

Describe precautions necessary when carrying out a routine check of the vehicle for lost property:

- ensure own safety
- check between journeys
- check at the end of shift
- report to controller
- report suspicious items found to authorities
- note details of items found
- record time found
- record location.

8.2.2

Describe assistance that can be given to the operator or police to try to source the owner of lost property:

- names / address of fares
- hand over labelled property
- recorded details of the item
- driver details
- time found
- place found.

8.2.3

Outline licence conditions in respect of delivering lost property back to the owner:

- local licensing authority policy.

Guidance

It is recommended that the following are covered when teaching and assessing this unit:

Assessment criteria 1.1

- Public Liability Insurance.
- Public and Employer Liability Insurance to insure against injury, damage and loss.

Assessment criteria 1.3

Examples include:

- transporting hospital goods under contract
- transporting blood bank items between NHS locations.

Assessment criteria 1.4

- School bags and lunch boxes.
- Sports equipment.
- Musical instruments.

Assessment criteria 2.3

- Local licensing conditions.

When assessing this unit the following definitions should be used:

- Taxi - a licensed Hackney Carriage Vehicle
- Items - when stated in the Learning outcomes this means parcels and luggage.

Unit 209

Transporting of children and young persons by taxi or private hire vehicle

UAN:	Y/502/5991
Level:	2
Credit value:	1
GLH:	6
Relationship to NOS:	This unit is based on Unit 2 Drive Community Transport, Chauffeured, Taxi or Private Hire Vehicles Safely and efficiently of GoSkills' National Occupational Standards for Road Passenger Vehicle Driving
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills
Aim:	The purpose of this unit is to enable learners to understand how to transport passengers safely and in relative comfort. This unit is particularly suitable for learners working as a driver in the taxi or private hire industries and those preparing to enter the industry.

Learning outcome
The learner will: 1. understand the role of the driver in ensuring that the vehicle and its ancillary components are fit for purpose
Assessment criteria
The learner can: 1.1 explain the importance of vehicle safety checks within school and social service contracts 1.2 describe the importance of regular vehicle inspection reporting systems 1.3 explain the terms 'duty of care' and 'negligence' in relation to transporting children and young persons 1.4 outline the current seat belt law relating to children and young persons 1.5 outline the legal responsibility of the driver to children of a certain age or height.

Learning outcome

The learner will:

2. understand 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

Assessment criteria

The learner can:

- 2.1 outline how the independent safeguarding authority carry out their role to protect children and young people
- 2.2 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 (local education authority)
- 2.3 explain the importance of informing children and young persons of:
 - danger areas around the vehicle that can cause serious harm or injury
 - when and how to enter or leave the vehicle
- 2.4 explain the importance of maintaining the dignity of the child when assisting with boarding and alighting
- 2.5 explain how to ensure the school, college, teachers and /or parents are confident in the driver's ability
- 2.6 describe the term 'in loco parentis' and how it applies to the driver in charge
- 2.7 describe how to deal with the following:
 - an unwell child
 - travel sickness
 - bullying
 - misbehaviour
 - a distressed child
- 2.8 explain how to communicate with children and young people in a sensitive manner ensuring controls on bad behaviour and high spirits are maintained
- 2.9 explain why close contact should be kept with the operator, school, college or contracting authority if a potential problem arises with the transport arrangements
- 2.10 explain the importance of the 'handover of responsibilities' to a waiting parent, guardian or school
- 2.11 outline a contingency plan that could be adopted if an incident or emergency took place during the transportation of children and young persons
- 2.12 explain the importance of a driver's log or diary to record incidents and allegations.

Unit 209 Transporting of children and young persons by taxi or private hire vehicle

Supporting information

Unit range

LO1. Understand the role of the driver in ensuring that the vehicle and its ancillary components are fit for purpose

9.1.1

Explain the importance of vehicle safety checks within school and social service contracts:

- ensure safety of clients
- contractual obligation
- maintain contract
- ensure duty of care
- reduce potential breakdowns
- reduce potential accidents
- reduce potential injuries
- avoid potential prosecution
- avoid potential loss of licence
- ensure earnings
- maintain reputation.

9.1.2

Describe the importance of regular vehicle inspection reporting systems:

- to ensure compliance with local licensing authority regulations
- contracting liability
- to keep historical records of inspections
- avoid prosecution.

9.1.3

Explain the terms 'duty of care' and 'negligence' in relation to transporting children and young persons

Duty of care: is a **legal obligation** imposed on an individual requiring that they adhere to a **standard** of **reasonable** care while performing any acts that could harm others.

Negligence: negligence involves harm caused by carelessness, not intentional harm.

9.1.4

Outline the current seat belt law relating to children and young persons:

- the driver is responsible for self
- the driver is responsible for every person carried under the age of 14
- the passenger's are responsible for themselves - if over 14
- front seat belts **must** be worn if available
- correct child restraint **must** be used
- all seat belts **must** be worn if available
- correct child restraint **must** be used and if one is not available in a taxi, they may travel unrestrained.

9.1.5

Outline the legal responsibility of the driver to children of a certain age or height:

- all children travelling in cars to use the correct child restraint until they are either 135 cm in height or the age of 12
- in the front seat children aged 3 and above, until they reach **either** their 12th birthday **or** 135cm in height **must** use the correct child restraint.
- in the rear seat the child **must** use the correct restraint where seat belts are fitted
- in a licensed taxi or private hire vehicle if there is not a child seat available the child must use the adult belt instead
- the driver must ensure use of child restraint
- the driver must provide adult restraint
- the driver must ensure maintenance of restraints.

LO2. Understand 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

9.2.1

Outline how the Independent Safeguarding Authority carry out their role to protect children and young people:

- carry out enhanced criminal record bureau CRB checks on the driver
- obligations of the operator to ensure all drivers have enhanced CRB checks/Access NI
- operate in line with "every child matters" or "Safeguarding vulnerable groups NI order 2007".

9.2.2

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 (Local Education Authority):

- adhere to service level agreements (SLA)
- possession of a current enhanced CRB
- meet the vehicle type and condition
- be punctual
- do not deviate from agreed pick-up points
- do not deviate from agreed drop off points
- meet expected driving standard
- meet standards of care and supervision
- agree roles and responsibilities
- agree roles of escorts
- agree responsibilities of escorts
- contingencies for dealing with difficulties
- contingencies for dealing with emergencies
- knowledge of reporting procedures .

9.2.3

Explain the importance of informing children and young persons of:

danger areas around the vehicle that can cause serious harm or injury:

- ensure safety awareness
- to reduce potential injury
- to reduce risks

when and how to enter or leave the vehicle:

- ensure safety awareness
- to reduce injury
- to reduce risks.

9.2.4

Explain the importance of maintaining the dignity of the child when assisting with boarding and alighting:

- make the child feel comfortable
- instil driver trust
- to avoid embarrassment within peer group.

9.2.5

Explain how to ensure the school, college, teachers and /or parents are confident in the driver's ability:

- driver behaviour
- drivers confidence
- driver ability
- drivers safe and smooth driving
- drivers sensitivity
- drivers courtesy
- maintaining passenger's dignity

- maintaining passenger's modesty
- sensitive behaviour
- sensitive actions
- good timekeeping
- reliability
- politeness.

9.2.6

Describe the term 'in loco parentis' and how it applies to the driver in charge:

- legal status 'in place of parents', duty of care.

9.2.7

Describe how to deal with the following:

an unwell child:

- seek advice from base
- seek advice from escort
- call ambulance
- take to hospital

travel sickness:

- seek advice from base
- seek advice from escort

bullying:

- seek advice from escort
- seek advice from base
- report problems
- use discretion

misbehaviour:

- seek advice from base
- seek advice from escort
- report problems
- use of child locks

a distressed child:

- seek advice from base
- use discretion
- seek advice from escort
- remain calm
- report problems.

9.2.8

Explain how to communicate with children and young people in a sensitive manner ensuring controls on bad behaviour and high spirits are maintained:

- respectfully
- politely
- firmly.

9.2.9

Explain why close contact should be kept with the operator, school, college or contracting authority if a potential problem arises with the transport arrangements:

- to seek advice
- to ensure safety of child
- to report problems
- reduce risk of overreacting
- to reduce danger or distress to the child
- to arrange alternative transport.

9.2.10

Explain the importance of the 'handover of responsibilities' to a waiting parent, guardian or school:

- to ensure compliance with contractual agreement
- to ensure continuity of the journey
- to ensure continuity of responsibility
- contingency when responsibility cannot be handed over
- implications of not handing over responsibility
- minimise danger or distress to the child.

9.2.11

Outline a contingency plan that could be adopted if an incident or emergency took place during the transportation of children and young persons:

- assess situation and if required follow:
 - contact base
 - contact responsible person(s)
 - contact emergency service
 - drive to hospital
 - drive to base
 - contact breakdown service
 - regular review of plan.

9.2.12

Explain the importance of a driver's log or diary to record incidents and allegations:

- for driver protection
- in case of litigation
- to support vehicle records
- to have a record of lost and found.

Guidance

Assessment criteria 2.1

- Enhanced CRB check.
- ISA registered.

Assessment criteria 2.2

- Maintaining punctuality at stops and destinations.
- Maintaining a communications link.
- Knowing essential contact names and phone numbers.

When assessing this unit the following definitions should be used:

- Taxi - a licensed Hackney Carriage Vehicle
- Incident - an unplanned, uncontrolled event, which could have led to injury to persons or damage to vehicles and equipment, or some other loss
- Emergency - a sudden unforeseen occurrence needing immediate action.



Appendix 1 Relationships to other qualifications

Literacy, language, numeracy and ICT skills development

This qualification can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.cityandguilds.com/essentialskillsni
- Essential Skills Wales – see www.cityandguilds.com/esw



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.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

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:** how to register for e-assessments.

Centre Guide – Delivering International Qualifications 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. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

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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, Certificates, Registrations/enrolment, 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, e-assessment, 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
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HB-01-7552