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Qualification Specification

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

Qualification Number: 601/3093/3

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

Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager.

Qualification regulation and support

The Highfield Level 2 NVQ Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire) (RQF) is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual and CCEA Regulation. The qualification is also regulated by Qualifications Wales.

It is supported by People 1st, the Sector Skills Council (SSC) for hospitality, passenger transport, travel and tourism in the UK.

Key facts

Qualification number:	601/3093/3
Learning aim reference:	60130933
Credit value:	36
Assessment method:	Portfolio of evidence
Guided learning hours (GLH):	161
Total qualification time (TQT):	360

Qualification overview and objective

The objective of this qualification is to support a role in the workplace. This qualification is designed to allow taxi and private hire drivers to demonstrate their competencies. The units cover areas such as health and safety, customer service, transporting children, young people and individuals who require assistance, and processing fares.

This qualification maps to the National Occupational Standards (NOS) for the passenger transport industry.

Entry requirements

In order to register for this qualification, learners must have a local council-issued taxi or private hire vehicle (PHV) licence. The licence will specify the locations/areas in which the learner is allowed to operate a taxi/private hire vehicle. Before learners can apply for a taxi/PHV licence, they must:

- be able to work legally in the UK; and
- have held a full Great Britain or Northern Ireland driver's licence - or a full EU driving licence together with a UK paper counterpart - for at least 12 months.

Each local council in the United Kingdom may have their own requirements regarding the issuing of taxi and PHV licences, and learners are advised to contact their local council to confirm these requirements.

It is advised that learners have a minimum of Level 1 in both literacy and numeracy, or equivalent.

This qualification is approved for delivery to learners aged 18+.

Centre requirements

In order to effectively deliver this qualification, centres must ensure that learners are assessed in the correct vehicle (taxi or private hire) to allow achievement of the required learning outcomes.

Geographical coverage

This qualification is suitable for delivery in England and Wales.

Guidance on delivery

The total qualification time for this qualification is 360 hours and of this 161 are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

Guidance on assessment

This qualification is assessed through the completion of a portfolio of evidence which will be internally quality assured by the Centre. EQS (External Quality Support) visits from Highfield will also take place until direct claim status is achieved. Suggested assessment paperwork is available on the Highfield Qualifications website. If a centre would like to use alternative paperwork, this must be sent to the External Quality Support team for approval before commencement of the course.

People 1st, the Sector Skills Council (SSC) for Passenger Transport, has developed assessment guidance for this qualification. It states that simulation may be used for the assessment of all units except for unit 14 (*'Develop and maintain work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries'*) and unit 15 (*'Manage and administer small businesses in the community transport, taxi or private hire industries'*). These two units must be assessed in a working environment.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Guidance on quality assurance

Highfield require centres to have in place a robust mechanism for internal quality assurance. Internal quality assurance must be completed by an appropriately qualified person and that person

must not have been involved in any aspect of the delivery or assessment of the course they are quality assuring. EQS visits from Highfield will take place until direct claim status (DCS) is achieved.

Highfield Qualifications will support centres by conducting ongoing engagements to ensure and verify the effective and efficient delivery, assessment and IQA of the qualification.

Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent preparing the learner for assessment.

For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) policy in the members' area of the Highfield website. This policy should be read in conjunction with this specification and all other relevant Highfield documentation.

Assessor requirements

Highfield Qualifications requires nominated assessors for this qualification to meet the following:

- be occupationally competent and knowledgeable in the subject area
 - hold, or be working towards, a recognised assessing qualification, such as:
 - Highfield Level 3 Award in Assessing Competence in the Work Environment (RQF)
 - Highfield Level 3 Certificate in Assessing Vocational Achievement (RQF)
 - A1 Assess Learner Performance Using a Range of Methods; or
 - D32 Assess Learner Performance and D33 Assess Learner Using Different Sources of Evidence
 - maintain appropriate continued professional development for the subject area.
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Internal quality assurance (IQA) requirements

Highfield Qualifications requires internal quality assurers for this qualification to meet the following:

- be occupationally competent and knowledgeable in the subject area
 - hold or be working towards a recognised internal quality assurance qualification, such as:
 - Highfield Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (RQF)
 - Highfield Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (RQF)
 - D34 or V1 Verifier Awards
 - maintain appropriate continued professional development for the subject area
-

Countersigning strategy

While it is a minimum requirement for centres to have the appropriately qualified workforce in place, it is understood that centres may have new personnel who are working towards those requirements. During this period, centres are required to have a robust countersigning strategy in place that supports and validates unqualified assessment/quality assurance decisions, until the point where they meet the requirements as detailed above.

Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

For more information on learner ID requirements, please refer to Highfield Qualifications Core Manual.

Progression opportunities

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Highfield Level 2 Award in Safeguarding and Protecting Children and Young People (RQF)
 - Highfield Level 2 Award in Conflict Management (RQF)
 - Highfield Level 2 Award in Customer Service (RQF)
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Useful websites

- www.national-taxi-association.co.uk (National Taxi Association)
 - www.npha.org.uk (National Private Hire Association)
 - www.people1st.co.uk (People 1st)
 - www.phtm.co.uk (Private Hire Taxi Monthly)
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Additional support/training

The National Counter Terrorism Security Office (NaCTSO) is a police unit that works alongside the Home Office to support the 'protect and prepare' areas of the government's counterterrorism strategy. One of their aims is to encourage the public to recognise and report suspicious activity and behaviour. You can find information, advice and guidance on recognising, acting on and reporting suspicious behaviour on the following website:

<https://www.gov.uk/government/organisations/national-counter-terrorism-security-office>

As an apprentice you can access the free NaCTSO Action Counters Terrorism (ACT) Awareness e-learning course. This award-winning and invaluable training tool will help you to understand your role in recognising and reporting suspected terrorism and what to do in the event of a terrorist attack.

To access the course:

- follow the link: <http://ct.highfieldelearning.com/org/TheHighfieldGroup>
- answer the questions
- click start

Appendix 1: Qualification structure

To complete the **Highfield Level 2 NVQ Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire) (RQF)**, learners must attain a minimum of **36 credits**, as per the below:

- All units, totaling **30 credits**, from Mandatory Group A;
- A minimum of **4 credits** from Optional Group B
- A minimum of **1 credit** from Optional Group C
- A minimum of **1 credit** from Optional Group D

Only learners who are taking this qualification as part of an apprenticeship framework need to achieve the unit from Optional Group - E.

Mandatory Group A

Learners must achieve **all units** from this group.

Unit reference	Unit Title	Level	Credit
H/602/6054	Ensure health and safety of the taxi and private hire driver and passengers	2	6
K/602/6055	Drive a taxi or private hire vehicle in a professional manner	2	3
M/602/6056	Provide professional customer service in the taxi and private hire industries	2	5
T/602/6057	Provide a safe and legal vehicle for transporting passengers by taxi and/or private hire	2	3
T/602/6060	Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance	2	5
A/602/6061	Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle	2	3
R/602/6065	Transport parcels, luggage and other items in the taxi and private hire industries	2	2
Y/602/6066	Transport children and young persons by taxi, private hire or chauffeuring	2	3

Optional Group - B

Learners must achieve a minimum of **4 credits** from this group.

Unit reference	Unit Title	Level	Credit
A/602/6058	Carry fare paying passengers within the framework of the private hire industry	2	4
F/602/6059	Carry fare paying passengers within the regulatory framework of the taxi industry	2	4

Optional Group – C

Learners must achieve a minimum of **1 credit** from this group.

Unit reference	Unit Title	Level	Credit
J/602/6063	Process fares and charges for private hire passengers	2	1
L/602/6064	Process fares and charges for taxi passengers	2	1

Optional Group - D

Learners must achieve a minimum of **1 credit** from this group.

Unit reference	Unit Title	Level	Credit
F/602/6062	Plan routes in the taxi and private hire industries	2	1
K/602/6007	Develop and maintain work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries	2	2
M/602/6025	Manage and administer small businesses in the community transport, taxi or private hire industries	3	4
A/602/6027	Process telephone bookings in the road passenger transport industries	2	2

Optional Group – E

Only learners who are taking this qualification as part of an apprenticeship framework need to achieve the unit from this group.

Unit reference	Unit Title	Level	Credit
L/602/5934	Employment Rights and Responsibilities in the Passenger Transport Sector	2	3

Appendix 2: Qualification content

Unit 1: Ensure health and safety of the taxi and private hire driver and passengers
 Unit number: H/602/6054
 Credit: 6
 GLH: 21
 Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to recognise hazards and assess risks to health and safety</p>	<p>1.1 Identify their responsibilities within the regulatory framework designed to protect self and passengers against potential hazards and risk</p> <p>1.2 Identify hazards and risks within the work environment that could expose a driver and passenger(s) to potential danger</p> <p>1.3 Carry out a risk assessment</p> <p>1.4 Obtain assistance and advice from an appropriate person when the level of the risk is not certain</p> <p>1.5 Take action to remove or isolate the hazard</p> <p>1.6 Record and communicate details of a particular hazard and risk so that contingencies and future plans can be implemented by appropriate people</p>
<p>2. Know how to identify hazards and assess risks to health and safety</p>	<p>2.1 Identify the main Health and Safety frameworks and policies that protect the driver, passenger and other road users</p> <p>2.2 Describe the difference between a hazard and a risk</p> <p>2.3 Describe hazards a driver may face</p> <p>2.4 Describe possible responses to identified hazards to limit risk to self, passengers and other road users</p> <p>2.5 Describe how to undertake a risk assessment to limit the risk to self, passenger(s) and other road users</p> <p>2.6 Outline the ‘duty of care’ a driver has in relation to passengers and other road users</p> <p>2.7 Describe consequences of not following health and safety rules and regulations</p> <p>2.8 Identify the types of insurance that a driver requires for indemnifying self or customer(s) for harm or loss</p> <p>2.9 Describe how to minimise physical risks as a result of manual handling, movements and postures</p>

<p>3. Be able to prevent or protect oneself and passengers against potential hazards and risks</p>	<p>3.1 Co-operate with people and policies designed to reduce exposure to hazards and potential risk</p> <p>3.2 Follow policies or procedures designed to limit risk</p> <p>3.3 Take immediate and effective action where the safety or welfare of the passenger is at risk</p> <p>3.4 Take action that is within own personal limits of authority and ability</p> <p>3.5 Report incidents considered serious enough to the appropriate person or body</p>
<p>4. Understand how to prevent or protect oneself against potential hazards and risks</p>	<p>4.1 Describe the different roles of the emergency services and personnel who can support a driver in the course of their duties</p> <p>4.2 Explain how to reduce and prevent emotional stress and anger when driving</p> <p>4.3 Describe how to use appropriate equipment and alarm systems to act as a deterrent and limit personal risk to a driver</p> <p>4.4 Describe the use of conflict management techniques to limit personal risks</p> <p>4.5 Explain the importance of healthy lifestyle in relation to their duties</p> <p>4.6 Explain the importance of contingency planning when unforeseen incidents and emergencies</p>
<p>5. Respond to an emergency affecting passengers</p>	<p>5.1 Demonstrate how to respond to emergency situations that affect the passengers safety including:</p> <ul style="list-style-type: none"> • how to contact the appropriate service for assistance • how to use appropriate emergency equipment
<p>6. Understand how to respond to an emergency affecting passengers</p>	<p>6.1 Explain why it is important to follow the customers' instructions in an incident or emergency involving that customer</p> <p>6.2 Outline the action to be taken in the event of a vehicle breakdown at the roadside</p> <p>6.3 Explain the necessity of ensuring the customers' safety and welfare in the event of an incident or emergency</p> <p>6.4 Explain the importance of providing reassurance to passengers who may be in shock, worried or concerned</p> <p>6.5 Outline the procedures that a driver can take when confronted with a road accident or other acute emergency</p>

Unit 1 Assessment Guidance

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

- **Assessment criteria 1.1**
 - Health and safety legislation and regulations;
 - Licensing conditions;
 - Equality Act 2010;
 - Corporate Manslaughter and Corporate Homicide Act 2007;
 - Relevant codes of practice

- **Assessment criteria 1.6**
 - The following could be appropriate people:
 - The operator;
 - The proprietor; and
 - Other drivers.

- **Assessment criteria 2.1**
 - Health and Safety at Work Act;
 - Relevant codes of practice;
 - Licensing conditions;
 - Road traffic acts
 - COSHH regulations on signage and symbols;
 - Local Government (Miscellaneous Provisions) Act 1976; and
 - Highway Code.

- **Assessment criteria 2.6**
 - Must include:
 - Legislation covering consumption of alcohol and drugs.

- **Assessment criteria 2.7**
 - Examples could include:
 - Injury and death;
 - Legal action;
 - Liability;
 - Financial loss; and
 - Licence suspension or revocation.

- **Assessment criteria 3.1**
 - The following could be appropriate people and policies:
 - Operators and proprietors;
 - Licensing officers;
 - Police;
 - Marshals;
 - Licensing conditions; and
 - Company policies and procedures.

- **Assessment criteria 3.2**
 - Examples include:
 - Barring customers who are considered a risk;
 - Terminating a fare;
 - Refusing a fare; and
 - Using appropriate conflict management techniques.

- **Assessment criteria 4.1**
 - Services and personal include:
 - Dispatch office staff;
 - Marshalls controlling ranks;
 - Police;
 - Traffic wardens;
 - Licensing officers; and
 - Emergency services personnel.

- **Assessment criteria 4.3**
 - Appropriate equipment and alarm systems could include:
 - Personal alarms;
 - Panic switches to base;
 - Personal radio;
 - Private line contact;
 - Security cameras and their privacy laws;
 - Data head/GPS;
 - Safety guards and screens;
 - Swipe card reader; and
 - Four door security lock.

- When assessing this unit, the following definition should be used:
 - Taxi - A licensed Hackney Carriage vehicle.

Unit 2: Drive a taxi or private hire vehicle in a professional manner

Unit number: K/602/6055

Credit: 3

GLH: 18

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to prepare to drive the vehicle for the safe transport of passengers</p>	<p>1.1 Demonstrate they hold a current driver’s licence as issued by the relevant licensing authority</p> <p>1.2 Demonstrate that the vehicle has a current vehicle licence issued by the licensing authority and it is displayed correctly</p> <p>1.3 Demonstrate that insurance policies in respect of third party risks are in place</p> <p>1.4 Demonstrate that the vehicle operator or proprietor has a current and valid MOT or a certificate of compliance issued on behalf of the Department for Transport</p> <p>1.5 Carry out a pre-drive check to ensure the licensed vehicle meets the licensing conditions in respect of transporting passengers safely</p> <p>1.6 Display the driver’s badge in a manner prescribed by legislation</p> <p>1.7 Demonstrate the vehicle is prepared to carry passengers safely and carries emergency equipment as the licensing conditions require</p>
<p>2. Understand how to prepare oneself to drive the vehicle for the safe transport of passengers</p>	<p>2.1 Explain the importance of being physically and mentally fit to drive</p> <p>2.2 Outline the medical criteria for ‘fitness to drive’</p> <p>2.3 Describe how common ailments can affect a driver’s judgement and concentration</p> <p>2.4 Describe how over the counter medicines can affect a driver’s judgement and concentration</p> <p>2.5 Describe how alcohol and drugs affect a driver’s ability to drive</p> <p>2.6 Describe how the following can affect a driver’s concentration and judgement:</p> <ul style="list-style-type: none"> • heavy traffic volumes • weather conditions • parking • delays

	<ul style="list-style-type: none"> • meeting unrealistic time schedules • stress
<p>3. Be able to drive the vehicle and transport passengers safely and in comfort</p>	<p>3.1 Ensure that passengers comply with the current Seat Belt Regulations</p> <p>3.2 Interpret the journey details from passenger or booking office request</p> <p>3.3 Ensure passengers are seated comfortably and any luggage is secured</p> <p>3.4 Drive the vehicle in a manner that is safe for customers and other road users; adapting driving style according to the specific needs of the customer</p> <p>3.5 Drive in a manner that promotes economy of fuel, tyre and brake wear</p>
<p>4. Know how to transport customers in a safe and comfortable manner</p>	<p>4.1 Outline the relevant legislation relating to the use of seatbelts</p> <p>4.2 Describe how driving style should be adapted to the prevailing road conditions</p> <p>4.3 Describe the elements of defensive driving</p> <p>4.4 Describe the importance of mirrors and signalling to the taxi and private hire driver as they continue to stop and start from the roadside</p> <p>4.5 Define the following in relation to driving safely: <ul style="list-style-type: none"> • safe following distance • thinking distance • braking distance </p> <p>4.6 Describe what a safe following distance is for all conditions</p> <p>4.7 Describe how stopping distances are affected by: <ul style="list-style-type: none"> • gradients • road surface • condition of the vehicle • stress • tiredness </p> <p>4.8 Describe the use of safety measures to control speed, red light and traffic infringements</p> <p>4.9 Describe how personal driving style affects how efficiently the vehicle runs</p> <p>4.10 Describe how personal driving style can contribute to protecting the environment</p> <p>4.11 Describe how personal driving style affects customer comfort</p>

Unit 2 Assessment Guidance

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

- **Assessment criteria 1.1**
 - The correct licence will be either:
 - Private hire drivers licence;
 - Hackney carriage licence; and
 - Taxi/Private Hire bus special licence.

- **Assessment criteria 1.2**
 - This should include:
 - Licence plates; and
 - Discs and/or paper licences.

- **Assessment criteria 1.4**
 - If fitted, the learner should also be able to provide for inspection a statutory taximeter certificate of verification.

- **Assessment criteria 3.4**
 - Learner should be observed for:
 - Co-ordinated and economic acceleration;
 - Smooth and controlled braking;
 - Accurate and smooth steering;
 - Observing speed limits;
 - Showing courtesy to other road users;
 - Showing patience and tolerance during delays;
 - Not allowing radio and/or satellite navigation and data heads affect concentration and judgement; and
 - Not allowing queries and distractions from passengers to influence safe driving practice.

- **Assessment criteria 4.1**
 - Licensed drivers, passengers and children/young persons; and
 - including exceptions where child seats are not available.

- **Assessment criteria 4.2**
 - The following should be covered:
 - The importance of mirrors and signalling when stopping and starting from the roadside;
 - Safe stopping distances and what effects these; and
 - Safe following distance.

- **Assessment criteria 4.3**
 - Elements must include:
 - Taking in information by continually scanning the environment;
 - Using that information to plan a response; and
 - Giving information to other road users.

- When assessing this unit, the following definition must be used:
 - Taxi - A licensed Hackney Carriage vehicle.

Unit 3: Provide professional customer service in the taxi and private hire industries

Unit number: M/602/6056

Credit: 5

GLH: 16

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to demonstrate professionalism and efficiency	1.1 Demonstrate a professional image to customers including any legal requirements 1.2 Deal with customers' needs efficiently and effectively
2. Understand the importance of providing a professional service in a competitive passenger transport market	2.1 Explain how personal appearance can influence a customer's first impression and generate repeat business 2.2 Describe the choices of transport provider that a customer may have 2.3 Explain why a customer would chose to travel by taxi or private hire vehicle 2.4 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
3. Be able to deliver quality customer service to customers	3.1 Meet the customers' expectations in terms of arrival times 3.2 Assist customers with luggage and any other requests at start, throughout and at the end of a journey within own personal responsibilities and ability
4. Know how to deliver quality customer service	4.1 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 4.2 Describe services and facilities available and how they are delivered 4.3 Outline customer services delivered to the taxi and private hire customer 4.4 Describe the special customer guidance and welcome that a driver can offer travellers arriving and departing

	<p>at transport hubs and interchanges</p> <p>4.5 Explain why it is important that all customers should be treated equally when accessing passenger transport</p> <p>4.6 Identify the main legislative acts that protect the taxi/private hire customer against discriminatory practices</p> <p>4.7 Describe what is meant by the terms ‘stereotyping’ and ‘harassment’</p> <p>4.8 Describe examples of different types of discrimination that drivers should be aware of</p> <p>4.9 Outline the circumstances where a driver could be accused of discrimination</p> <p>4.10 Outline how a taxi or private hire operator can amend the service to meet the relevant codes of practice, licence conditions and equality legislation</p>
<p>5. Be able to work and communicate effectively with people who can support and assist customers</p>	<p>5.1 Work with and alongside people who can support and share knowledge to improve service to customers</p>
<p>6. Know how to work and communicate effectively with people who can support and assist customers</p>	<p>6.1 Describe the importance of working alongside people who can support and share knowledge to improve the business</p>

Unit 3 Assessment Guidance

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

- **Assessment criteria 1.1**
 - The correct licence will be either:
 - Private hire drivers licence;
 - Hackney carriage licence; and
 - Taxi/Private Hire bus special licence.

- **Assessment criteria 2.3**
 - Reasons should include:
 - Providing a clean vehicle inside and exterior;
 - A friendly and welcoming atmosphere;
 - Professional knowledge;
 - Maintaining punctuality;
 - Providing safety and security for vulnerable customers;
 - Being honest and truthful;
 - Cultivating relationships; and
 - Driving with care and consideration.

- **Assessment criteria 3.2**
 - Assistance can include:
 - Providing onward journey details;
 - Loading a luggage cart; and
 - Helping elderly or disabled customers.

- **Assessment criteria 4.2**
 - Examples include:
 - Wheelchair accessibility;
 - Card reader; and
 - Hearing loop.

- **Assessment criteria 4.6**
 - Examples must include:
 - Equality Act 2010; and
 - Health Act 2006.

- **Assessment criteria 4.8**
 - Learners should cover:
 - Why drivers should not discriminate against customers on the basis of:
 - Age;
 - Race;
 - Religion;
 - Sexual orientation;
 - Nationality;
 - Gender;
 - Gender reassignment; and
 - Disability.
 - Learners should also show awareness of the circumstances where they could be accused of discrimination.

- **Assessment criteria 5.1 and 6.1**
 - People could include:
 - Other drivers;
 - Marshals;
 - Booking office staff;
 - Traffic wardens;
 - Licensing officers; and
 - Staff at transport interchanges e.g. airports, rail stations.

- When assessing this unit, the following definition must be used:
 - Taxi - A licensed Hackney Carriage vehicle.

Unit 4: Provide a safe and legal vehicle for transporting passengers by taxi and/or private hire

Unit number: T/602/6057

Credit: 3

GLH: 15

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to clean the vehicle in preparation for transporting fare paying passengers</p>	<p>1.1 Select the appropriate equipment and cleaning agents for washing the vehicle exterior</p> <p>1.2 Use washing facilities and cleaners to remove road grime and other contaminants from the vehicle body</p> <p>1.3 Select appropriate equipment and cleaning agents to clean the interior of the vehicle</p> <p>1.4 Use the appropriate equipment to clean the interior of the vehicle</p> <p>1.5 Prepare and maintain the vehicle exterior and interior to licensing condition requirements</p>
<p>2. Know how to clean the vehicle in preparation for fare paying passengers</p>	<p>2.1 Identify the cleaning agents most suitable for cleaning the exterior and interior of the vehicle</p> <p>2.2 List and describe the common vehicle contaminants</p> <p>2.3 Explain the relevance of the Control of Substances Hazardous to Health (COSHH) when selecting cleaning agents</p> <p>2.4 Describe how to dispose of waste products safely and correctly</p>
<p>3. Be able to carry out a routine inspection of a licensed vehicle prior to carrying passengers</p>	<p>3.1 Inspect the exterior of the vehicle to ensure licensing and other user regulations are met</p> <p>3.2 Inspect the interior of the vehicle to ensure licensing and other user regulations are met</p> <p>3.3 Inspect and check any specialist equipment on the vehicle</p> <p>3.4 Inspect and check seat belts and anchorage points for operation and security</p> <p>3.5 Inspect and check the operation of all lighting and signalling equipment</p> <p>3.6 Inspect and check condition and operation of wipers and washers</p>

	<p>3.7 Examine obligatory mirrors and windscreen glass for cracks, damage and discolouration</p> <p>3.8 Examine for signs of water, fuel and oil leaks</p> <p>3.9 Inspect wheels and tyres for the following:</p> <ul style="list-style-type: none"> • security • under-inflation • splits • cuts • tread wear
<p>4. Know how to undertake a regular inspection regime to maintain the safety and efficiency of the licensed vehicle</p>	<p>4.1 Outline the necessity of regular vehicle servicing and maintenance</p> <p>4.2 State the requirements of the regulations for inspection and testing of the licensed vehicle</p> <p>4.3 Describe how to carry out a routine safety inspection to ensure the licensed vehicle meets the required standard for carrying passengers</p> <p>4.4 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>4.5 Explain the role of the Driver and Vehicle Standards Agency (DVSA) in ensuring that National Inspection Standards are maintained</p> <p>4.6 Explain the effect of the following terms:</p> <ul style="list-style-type: none"> • compliance • immediate prohibition notice • delayed prohibition notice • defect notice • advisory note • fixed penalties • suspensions <p>4.7 Explain the driver’s responsibility in relation to current environmental standards</p> <p>4.8 Explain why accident damage needs to be reported to the licensing authority</p>
<p>5. Be able to carry out basic servicing and operational checks to maintain vehicle safety and efficiency</p>	<p>5.1 Carry out fluid level checks and replenish including:</p> <ul style="list-style-type: none"> • engine oil • washer fluid • brake fluid • coolant <p>5.2 Inspect and test vehicle systems prior to carrying</p>

	passengers as appropriate for the vehicle being operated
6. Know how to monitor vehicle systems between service intervals and inspections	<p>6.1 Describe the importance of vehicle monitoring systems to keep the driver informed of potential problems</p> <p>6.2 Outline how the Road Vehicles (Construction and Use) Regulations 1986 may influence a driver in the maintenance and selection of tyres</p> <p>6.3 Outline the legal requirements regarding tyres in respect of the following:</p> <ul style="list-style-type: none"> • tread depth • uniform wear • splits • cuts • damage • inflation pressures

Unit 4 Assessment Guidance

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

- **Assessment Criteria 2.2**
 - The following are examples of common vehicle contaminants:
 - Traffic grime;
 - Solid contaminants;
 - Food stains;
 - Vomit;
 - Asphalt; and
 - Accumulated brake dust.
- **Assessment criteria 2.3**
 - Learners should mention the following:
 - Personal protective equipment including masks, gloves, eye protectors;
 - Warning symbols;
 - Instructions;
 - Data sheets;
 - Dilution quantities;
 - Application;
 - Exposure; and
 - Disposal.

- **Assessment criteria 2.4**
 - Learners should mention:
 - Recycling; and
 - Disposing at a licensed community site.

- **Assessment criteria 3.1**
 - Depending on local licensing requirements the following should be checked:
 - The condition and operation of single or double emergency doors to facilitate the access of a wheelchair;
 - Lighting; and
 - Signalling equipment.

- **Assessment criteria 3.2**
 - Depending on local licensing requirements the following should be checked for operation and condition:
 - Interior lights;
 - Front and rear screen demisters;
 - Air conditioning;
 - Horn;
 - Motion door locks;
 - Interior door/child locks;
 - Alarm;
 - Warning lights;
 - Electric window opening and closing;
 - Grab handles;
 - Handrails;
 - Passenger safety notices;
 - Fares table;
 - Wheelchair ramps;
 - Securing points;
 - Restraints;
 - Belts and buckles;
 - Fire extinguisher; and
 - First aid box.

- **Assessment criteria 3.8**
 - The following point should be covered:
 - Learners should be looking for petrol or diesel leaks.

- **Assessment criteria 4.1**
 - Examples could include:
 - Fuel economy;
 - Promoting passenger and road safety;
 - Meeting local licensing conditions; and

- Adhering to any vehicle warranty in place.
- **Assessment guidance 4.3**
 - Must include:
 - A walk round check at start of shift;
 - End of shift inspection if handing over to another driver; and
 - Prior to MOT or certificate of compliance test.
- **Assessment criteria 4.4**
 - Examples could include:
 - Authorised MOT examiners;
 - Public Carriage Office (PCO) accredited testing centres; and
 - Spot checks by authorised persons.
- **Assessment criteria 4.7**
 - Examples could include:
 - Current relevant Euro standards;
 - Alternative fuels;
 - Hybrid vehicles; and
 - Retro fitting of emission control devices (London only).
- **Assessment criteria 5.2**
 - The learner should test and inspect the following as appropriate to their vehicle:
 - Radio and navigation systems;
 - Data head;
 - Vision and sound systems;
 - Induction loops;
 - Taximeter operation;
 - Driver memory key; and
 - Card reader and thermal printer.
- **Assessment criteria 6.1**
 - Examples could include:
 - Information systems and warning lights;
 - Service required;
 - Fuel economy;
 - Miles per gallon (MPG); and
 - Emissions.
- When assessing this unit, the following definition must be used:
 - Taxi - A licensed Hackney Carriage vehicle.

Unit 5: Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance

Unit number: T/602/6060

Credit: 5

GLH: 16

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to identify when customers need assistance and provide appropriate assistance</p>	<p>1.1 Demonstrate an awareness of a customer’s need for assistance</p> <p>1.2 Offer the customer the appropriate help and assistance that they require</p> <p>1.3 Offer assistance promptly and in a way that is polite and considerate and respects the dignity of the customers</p> <p>1.4 Decide with the customer’s approval the assistance measures that are required</p> <p>1.5 Assess whether the assistance required will cause any risk to themselves or the customer(s)</p> <p>1.6 Refer to contingency plans when the assistance required cannot be provided</p> <p>1.7 Work within the relevant legislation and codes of practice when deciding on the assistance to be given</p> <p>1.8 Recognise when the customer does not want assistance</p>
<p>2. Know how to identify when customers need assistance and provide appropriate assistance</p>	<p>2.1 Describe how to recognise customers who may need assistance</p> <p>2.2 Describe the role of assistance dogs and their coloured jackets</p> <p>2.3 Outline the consequences of refusing an assistance dog without justification</p>
<p>3. Understand anti-discriminatory legislation</p>	<p>3.1 Explain the vehicle accessibility provisions contained in current Equality Legislation</p> <p>3.2 Describe the legal duties of a driver in assisting passengers</p> <p>3.3 Explain why a driver can be exempted from assisting passengers</p>

<p>4. Be able to offer appropriate assistance to customers who may experience difficulties in using licensed vehicles</p>	<p>4.1 Provide an appropriate service to customers who require assistance</p>
<p>5. Know how to provide an appropriate service for customers who may experience difficulties in using taxis and private hire vehicles</p>	<p>5.1 Explain why it is important to request the customer’s permission before providing assistance</p> <p>5.2 Describe the particular assistance measures that a driver can take when offering assistance to customers including those who:</p> <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 <p>5.3 Explain the terms ‘preserving dignity’ and ‘duty of care’ in the context of assisting customers who have special assistance requirements</p> <p>5.4 Explain why no extra charges are applicable to the transport of assistance dogs</p> <p>5.5 Explain why door to door service should not be reflected in waiting charges</p> <p>5.6 Explain why it is important that help and assistance is carried through at all stages of the journey</p> <p>5.7 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</p>

Unit 5 Assessment Guidance

It is recommended that the following are covered when 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; and
 - 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; and
- Speech difficulties.
- Learners should show an awareness of the terms:
 - Impairment;
 - Hidden disability;
 - Long term disability;
 - Chronic disability; and
 - Empathy.
- **Assessment criteria 2.4**
 - Learners should be aware of:
 - Wheelchair Accessibility Regulations;
 - How it is unlawful for a provider of services to discriminate against any person;
 - Medical Exemption Certificates – prescribed dogs;
 - No extra charges;
 - Penalties; and
 - Appeals.
- **Assessment criteria 2.5**
 - Examples include documents published by:
 - DPTAC;
 - RADAR;
 - Equality and Human Rights Commission – Avoiding Disability; and
 - Discrimination in Transport.
- **Assessment criteria 4.1**
 - Examples of services could include:
 - Wheelchair accessible vehicles;
 - A choice of vehicle available;
 - Induction loop;
 - Information signs;
 - Door to door service;
 - Swivel seats; and
 - High visibility grab handles.
- When assessing this unit, the following definition must be used:
 - Taxi - A licensed Hackney Carriage vehicle.

Unit 6: Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle

Unit number: A/602/6061

Credit: 3

GLH: 13

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to provide safe wheelchair assistance to customers who require transfer to the accessible vehicle</p>	<p>1.1 Correctly deploy, secure and stow the wheelchair ramp</p> <p>1.2 Check the ramp incline for safe entry and exit of the wheelchair, customer and driver</p> <p>1.3 Safely manoeuvre a wheelchair and its occupant into and out of the vehicle and position them in the correct orientation</p> <p>1.4 Demonstrate that the brakes are applied and the wheelchair is secured by the manufacturer’s restraints</p> <p>1.5 Correctly fit the appropriate customer seat belt and wheelchair restraint, and headrest/ backrest if fitted</p> <p>1.6 Ensure that the customer is safe and secure before moving off</p> <p>1.7 Safely reverse a wheelchair and its occupant down a ramp</p>
<p>2. Be able to provide safe assistance for customers who want to transfer from wheelchair to the vehicle</p>	<p>2.1 Open and fold a four wheeled wheelchair</p> <p>2.2 Discuss with the customer their capabilities in safely transferring themselves from the wheelchair into and out of the vehicle</p> <p>2.3 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</p> <p>2.4 Select and use the correct disability aid for transfer of the customer into and out of the vehicle</p>
<p>3. Know how to provide safe wheelchair assistance to customers who require transfer to the accessible vehicle</p>	<p>3.1 Describe the specialist equipment that may be fitted to an accessible vehicle</p> <p>3.2 Explain the importance of carrying out regular inspections and risk assessment of specialist equipment</p> <p>3.3 Describe how to safely restrain a wheelchair and</p>

	<p>passenger</p> <p>3.4 Describe how to safely restrain a wheelchair and passenger</p> <p>3.5 Describe appropriate procedures for dealing with defective passenger-safety equipment</p> <p>3.6 Describe the actions that can be taken to deal with situations where schedules cannot be met</p> <p>3.7 Describe the action that can be taken to deal with situations where customers are not at their agreed pick-up points</p>
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Unit 6 Assessment Guidance

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

- **Assessment criteria 1.1**
 - The ramp could be one of the following types:
 - Suitcase folding;
 - Telescopic;
 - Channel type; and
 - Platform type.

- **Assessment criteria 2.4**
 - A learner could use:
 - Swivel seat; and
 - Drop down steps.

- **Assessment criteria 3.1**
 - Specialist equipment could include:
 - Disability aids;
 - Harnesses;
 - Straps;
 - Lifts; and
 - Ramps.
 - Inspection and testing regimes could include:
 - Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

- When assessing this unit, the following definition must be used:
 - Taxi - A licensed Hackney Carriage vehicle.

Unit 7: Transport parcels, luggage and other items in the taxi and private hire industries
 Unit number: R/602/6065
 Credit: 2
 GLH: 8
 Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to accept and load parcels, luggage and other items for transporting</p>	<p>1.1 Follow customers’ instructions as to the transport and destination of luggage and other items</p> <p>1.2 Check luggage and other items for damage before accepting for transport</p> <p>1.3 Carry out a risk assessment before any manual handling operation is performed</p> <p>1.4 Use the correct lifting technique to lift and carry luggage and other items for transport</p> <p>1.5 Distribute and protect luggage and other items from the following:</p> <ul style="list-style-type: none"> • stress • weight transfer • impact • crush • piercing • inclement weather <p>1.6 Demonstrate that precautions have been taken to secure luggage and protect against theft</p> <p>1.7 Take action when luggage or items are too heavy to lift or carry</p>
<p>2. Know how to accept and load parcels, luggage and other items for transporting</p>	<p>2.1 Outline the relevant regulations and insurance requirements related to transporting luggage or items</p> <p>2.2 Define the terms ‘duty of care’ and ‘vicarious liability’ in relation to transporting parcels, luggage and other items</p> <p>2.3 Describe how to deal with substances that have special requirements</p> <p>2.4 Describe the precautions that have to be taken when loading and transporting personal equipment</p> <p>2.5 Explain the requirements of the Manual Handling Operations Regulations 1992</p> <p>2.6 Describe how to carry out a risk assessment prior to undertaking any manual handling activity</p> <p>2.7 Describe the injuries that can occur when manual</p>

	<p>handling</p> <p>2.8 Outline how to avoid injuries when manual handling</p> <p>2.9 Describe the importance of reporting accidents</p> <p>2.10 Describe the kinetic lifting principle</p> <p>2.11 Explain the consequences of accepting illegal goods to transport even if the driver was unaware of the content of the package</p> <p>2.12 Explain the precautions that should be taken if asked to transport goods that have no package details or tracing paperwork</p> <p>2.13 Identify the authority that should be contacted if there is a suspicion that a package is illegal or contains an explosive device</p> <p>2.14 Explain why it is important that drivers who are carrying out courier work have a consignment note provided by the customer</p>
<p>3. Be able to carry out lost property checks and take the appropriate steps to identify the owner</p>	<p>3.1 Carry out a routine check of the vehicle for lost property</p> <p>3.2 Hand over lost property to the relevant person</p> <p>3.3 Collect a receipt for the lost property from the relevant person</p>
<p>4. Know how to carry out lost property checks and take the appropriate steps to identify the owner</p>	<p>4.1 Describe the precautions necessary when carrying out a routine check of the vehicle</p> <p>4.2 Describe what assistance can be given the operator or police to try to source the owner of lost property</p> <p>4.3 Outline licence conditions in respect of delivering lost property back to the owner</p>

Unit 7 Assessment Guidance

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

- **Assessment criteria 1.7**
 - This would include:
 - Use of a mobile transport aid.

- **Assessment criteria 2.1**
 - Examples include:
 - Public liability insurance; and
 - Public and employer liability insurance.

- **Assessment criteria 2.3**
 - Examples include:
 - Transporting hospital goods under contract; and
 - Transporting blood bank items between NHS locations.

- **Assessment criteria 2.4**
 - This could include:
 - Musical instruments;
 - Sports equipment;
 - Electronic equipment; and
 - Bags and rucksacks.

- **Assessment criteria 2.5**
 - Learners should know the three main criteria as:
 - Avoid the need for hazardous manual handling as far as reasonably practicable;
 - Assess the risk of injury from any hazardous manual handling operation that can' be avoided; and
 - Reduce the risk of injury from hazardous manual handling, as far as reasonably practicable.

- **Assessment criteria 2.6**
 - The learner must cover the environmental factors that can influence the risk assessment, for example:
 - Weather conditions;
 - Potholes;
 - Carrying distance; and
 - Uneven paving.

- **Assessment criteria 3.2**
 - The relevant person would be:
 - Taxi drivers to the local police station; and
 - Private hire drivers to the operator.

- **Assessment criteria 4.1**
 - Examples include:
 - Running unprotected hands between seat covers.

- **Assessment criteria 4.3**
 - Must include 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; and
 - The Organisation - This would be the company the learner works for or, if they are self-employed, the rules they have set for themselves to ensure that they comply with relevant legal and licensing requirements.

Unit 8: Transport children and young persons by taxi, private hire or chauffeuring

Unit number: Y/602/6066

Credit: 3

GLH: 21

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to prepare a vehicle for transporting children and young persons</p>	<p>1.1 Prepare the vehicle in accordance with the licensing conditions and/or LEA (Local Education Authority) contract specifications</p> <p>1.2 Carry out a vehicle inspection that may include ancillary equipment designed to assist the boarding and alighting of children and young persons who require special assistance measures</p>
<p>2. Understand the role of the driver in ensuring that the vehicle and its ancillary components are fit for purpose</p>	<p>2.1 Explain the importance of vehicle safety checks within school and social service contracts</p> <p>2.2 Describe the importance of regular vehicle inspection reporting systems</p> <p>2.3 Explain the terms ‘duty of care’ and ‘negligence’ and how these apply when transporting children and young persons</p> <p>2.4 Outline the current seat belt law relating to children and young persons</p> <p>2.5 Outline the legal responsibility of the driver to children of a certain age or height</p>
<p>3. Be able to safely pick up and transport children and young persons to an appointed destination point where they can be safely handed over to an authorised person</p>	<p>3.1 Demonstrate that they have been contracted to transport children and young persons</p> <p>3.2 Provide assistance where required for securing a seat belt or child restraint</p> <p>3.3 Ensure that all children and young persons who require assistance are assisted</p> <p>3.4 Arrive at the collection or destination point at the agreed time</p> <p>3.5 Transport children and young persons safely in line with operator policies and LEA/licensing authority contract requirements and conditions</p>
<p>4. Know how to safely pick up and transport children and young</p>	<p>4.1 Outline the role of the Disclosure and Barring Service in protecting children and young people</p>

<p>persons to a destination point where they can be safely handed over to an authorised person</p>	<p>4.2 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</p> <p>4.3 Explain the importance of informing children and young persons of the following:</p> <ul style="list-style-type: none"> • danger areas around the vehicle that can cause serious harm or injury • when and how to enter or leave the vehicle <p>4.4 Explain the importance of maintaining the dignity of the child when assisting with boarding and alighting</p> <p>4.5 Explain how to ensure the school, college, teachers and/or parents are confident in their abilities</p> <p>4.6 Explain the term ‘in loco parentis’ and how it applies to the driver in charge</p> <p>4.7 Describe how to deal with the following:</p> <ul style="list-style-type: none"> • an unwell child • travel sickness • bullying • misbehaviour • a distressed child <p>4.8 Explain how to communicate with children and young people in a sensitive manner ensuring controls on bad behaviour and high spirits are maintained</p> <p>4.9 Explain why close contact should be kept with the operator, school, college or contracting authority if a potential problem arises with the transport arrangements</p> <p>4.10 Explain the importance of the ‘handover of responsibilities’ to a waiting parent, guardian or school</p> <p>4.11 Outline a contingency plan that could be adopted if an incident or emergency took place during the transportation of children and young persons</p> <p>4.12 Explain the importance of a driver’s log or diary to record incidents and allegations</p>
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Unit 8 Assessment Guidance

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

- **Assessment criteria 1.1**
 - This could include:
 - Completing a log book;
 - Completing a defect inspection report;

- Be able to use on board equipment; and
- Be able to check on board equipment.

- **Assessment criteria 1.2**
 - This must include:
 - Child locks; and
 - Ancillary equipment as specified by the LEA or Local Authority.

- **Assessment criteria 3.1**
 - This includes:
 - Displaying a legislated drivers badge; and
 - Being ISA registered.

- **Assessment criteria 4.2**
 - Examples include:
 - Maintaining punctuality at stops and destinations;
 - Maintaining a communications link; and
 - Knowing essential contact names and phone numbers.

- When assessing this unit, the following definitions should be used:
 - Taxi - A licensed Hackney Carriage vehicle;
 - The Organisation - This would be the company the learner works for or, if they are self-employed, the rules they have set for themselves to ensure that they comply with relevant legal and licensing requirements;
 - Incident - An unplanned, uncontrolled event, which could have led to injury to persons or damage to vehicles and equipment, or some other loss; and
 - Emergency - A sudden unforeseen occurrence needing immediate action.

Unit 9: Carry fare paying passengers within the framework of the private hire industry

Unit number: A/602/6058

Credit: 4

GLH: 25

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Understand the reasons why drivers, vehicles and operators have to have a licence to operate</p>	<p>1.1 Outline the reasons why drivers, vehicles and operators are licensed in the private hire and taxi trades</p>
<p>2. Understand how to meet the requirements to hold and retain a driver's licence</p>	<p>2.1 Explain how to obtain a private hire drivers licence</p> <p>2.2 Explain the reasons why a medical exemption certificate may be granted for:</p> <ul style="list-style-type: none"> • Group 2 medical standards • the carriage of assistance dogs • provision of assistance to disabled people under legislation <p>2.3 Explain the term 'fit and proper' in the context of an application for a driver's licence</p> <p>2.4 Explain the term 'full disclosure' in the context of an application for a driver's licence</p> <p>2.5 State the duration a driver's licence is valid as determined by the regulations or the licensing authority</p> <p>2.6 Outline the relevant sections of the Statutory Regulations that apply to the licensing of private hire drivers</p> <p>2.7 Explain the appeals procedures within the relevant regulations for applicants who have had their licence applications refused, suspended or revoked</p> <p>2.8 Describe the circumstances where a driver's licence can be immediately suspended or revoked</p> <p>2.9 Identify the person(s) who are permitted to drive a licensed vehicle</p> <p>2.10 Identify the persons who have the authority to request to see a driver's or operator's licence</p>
<p>3. Know how to provide a private hire vehicle that meets the requirements of the licensing authority</p>	<p>3.1 Define the terms type approval and the categories in respect of licensing a private hire vehicle</p> <p>3.2 Outline vehicle licensing conditions</p> <p>3.3 Describe the term no-limit when issuing private hire</p>

	<p>vehicle licences</p> <p>3.4 Describe the type of sign that would be considered illegal if displayed on a private hire vehicle</p> <p>3.5 Identify the types of vehicles and operations that can be exempt from licensing</p> <p>3.6 Explain the consequences of not exhibiting a licence plate as prescribed by the licensing authority</p> <p>3.7 Outline the key details that can be found on a licence plate</p> <p>3.8 Identify the time frame during which licence plates and discs have to be returned to the licensing authority on vehicle suspension, revocation or expiry</p> <p>3.9 Describe the circumstances where a vehicle licence can be immediately suspended or revoked</p> <p>3.10 Outline the appeals procedure if a vehicle licence has been refused, suspended or revoked</p>
<p>4. Be able to work within the regulatory framework for carrying passengers for hire and reward</p>	<p>4.1 Successfully respond to a booking from an operator</p> <p>4.2 Successfully respond to a booking via a radio request or the sending of data</p>
<p>5. Know how to work within the regulatory framework for carrying passengers for hire and reward</p>	<p>5.1 Explain the term ‘pre-booking’</p> <p>5.2 Explain how hackney carriage and private hire fares are determined</p> <p>5.3 Describe the statutory legislation where it concerns illegal plying for hire, including touting for business</p> <p>5.4 Describe the consequences of plying for hire without a hackney carriage licence including insurance implications</p> <p>5.5 Describe the circumstances where drivers may be liable to be charged with an offence under local byelaws</p> <p>5.6 Explain the difference between signage that is prohibited/curtailed on private hire vehicles and the signage and advertising permitted on hackney carriage vehicles</p> <p>5.7 Outline the legal requirement regarding no smoking including signage</p>
<p>6. Know how to discharge the duties and responsibilities of a licensed operator</p>	<p>6.1 State the requirements for operator licensing</p> <p>6.2 State the duration of the operator’s licence</p> <p>6.3 State who is responsible for taking private hire bookings</p> <p>6.4 Outline how that booking is discharged in line with legislation</p>

	<p>6.5 Describe the requirements of a licensed operator for the following:</p> <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 suitable waiting room <p>6.6 Describe the legislative requirements applying to the use of vehicles and drivers used under an operator licence within the district (cross-border hiring)</p> <p>6.7 Outline under what circumstances an operator licence can be refused, suspended or revoked</p> <p>6.8 Outline the appeals procedure if an operator's licence has been refused, suspended or revoked</p>
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Unit 9 Delivery and Assessment Guidance

When delivering this unit, reference should be made to the regulations and conditions that apply within their licensing area that could include, but not be confined to the:

- English Counties, Districts and Unitary Authorities:
 - Local Government (Miscellaneous Provisions) Act 1976; and
 - 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; and
 - Various Cab orders and Hackney Carriage Acts.

- Northern Ireland:
 - Taxi Act (Northern Ireland) Order 2008.

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

- All Areas:
 - Construction and Use Regulations;
 - Data Protection Act 1998;
 - Equality Act 2010;
 - Health and safety legislation and regulations;
 - Health Act 2006;
 - Road Safety Act 2006;

- Transport Act 1985; and
- Rehabilitation of Offenders Act 1974 and 2002
- Offenders Rehabilitation Act 2014

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

- **Assessment criteria 2.1**
 - Examples include:
 - Full UK or EU licence;
 - Group 2 medical examinations;
 - DBS standard, enhanced and enhanced with lists checks, or Certificate of Good Conduct authenticated by the relevant embassy;
 - ISA registration;
 - Age and driving experience;
 - Hire and reward insurance – public and private hire; and
 - All other pre-conditions as may be required by the licensing authority and the statutory acts.

- **Assessment criteria 5.5**
 - Examples include:
 - Breach of licensing conditions;
 - Misconduct;
 - Being intoxicated on duty;
 - Refusing to drive without good reason;
 - Obstructing authorised officers;
 - Overcharging;
 - Driving without insurance; and
 - Running a defective vehicle.

- **Assessment criteria 6.1**
 - Examples include:
 - Being a fit and proper person;
 - Disclosure and Barring Service (DBS) checks;
 - Holding public liability insurance;
 - Relevant planning permission;
 - Health and safety regulations;
 - Fire regulations; and
 - Other details as required by the local licensing authority.

- When assessing this unit, the following definition must be used:
 - Taxi - A licensed Hackney Carriage vehicle.

Unit 10: Carry fare paying passengers within the regulatory framework of the taxi industry

Unit number: F/602/6059

Credit: 4

GLH: 25

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Understand the reasons why drivers and vehicles have to obtain a licence</p>	<p>1.1 Outline the reasons why drivers, vehicles and operators are licensed separately in the private hire and taxi trades</p>
<p>2. Know how to meet the requirements to hold and retain a driver's licence</p>	<p>2.1 Explain how to obtain a hackney carriage driver's licence</p> <p>2.2 Explain the reasons why a medical exemption certificate may be granted for:</p> <ul style="list-style-type: none"> • Group 2 medical standards • the carriage of assistance dogs • provision of assistance to disabled people under legislation <p>2.3 Explain the term 'fit and proper' in the context of an application for a driver's licence</p> <p>2.4 Explain the term 'full disclosure' in the context of an application for a driver's licence</p> <p>2.5 State the duration a driver's licence is valid as determined by the regulations or the licensing authority</p> <p>2.6 Outline the relevant section of the Statutory Regulations that apply to the licensing of hackney carriage drivers</p> <p>2.7 Explain the appeals procedure within the relevant regulations for applicants who have had their licence applications refused, suspended or revoked</p> <p>2.8 Describe the circumstances where a driver's licence may be immediately suspended or revoked</p> <p>2.9 Identify the person(s) who are permitted to drive a licensed vehicle</p> <p>2.10 Identify the authorised persons who have the authority to request to see a driver's licence</p>

<p>3. Know how to provide a hackney carriage that meets the requirements of the licensing authority</p>	<p>3.1 Define the terms type approval and the categories in respect of licensing a taxi</p> <p>3.2 Outline vehicle licensing conditions</p> <p>3.3 Describe the terms de-regulation and restriction when issuing vehicle licenses</p> <p>3.4 Explain the consequences of not exhibiting a licence plate as prescribed by the licensing authority</p> <p>3.5 Outline the key details that can be found on a licence plate</p> <p>3.6 Identify the time frame during which licence plates and discs have to be returned to the licensing authority on vehicle suspension, revocation or expiry</p> <p>3.7 Identify the circumstances where a vehicle licence can be immediately suspended or revoked</p> <p>3.8 Outline the appeals mechanism if a vehicle licence has been refused, suspended or revoked</p>
<p>4. Be able to work within the regulatory framework for carrying passengers for hire and reward</p>	<p>4.1 Successfully respond to a ‘flag down’</p> <p>4.2 Successfully respond to a request at an authorised rank</p> <p>4.3 Successfully respond to a request for an estimate for a journey outside the licensing boundary</p> <p>4.4 Successfully respond to a booking from an operator</p> <p>4.5 Successfully respond to a booking via a radio request or the sending of data</p> <p>4.6 Process a hackney carriage fare from the taximeter to the customer receipt</p> <p>4.7 Process a fare where an extra charge is applied from the fare table</p>
<p>5. Know how to work within the regulatory framework for carrying passengers for hire and reward</p>	<p>5.1 Explain the conditions that are attached to the term ‘plying for hire’</p> <p>5.2 Explain the use of the taximeter or association fares booklet for journeys outside the licensing boundary</p> <p>5.3 Explain the term ‘pre-booking’</p> <p>5.4 Describe the consequences of plying for hire without a hackney carriage licence including insurance implications</p> <p>5.5 Explain the requirement for a metered vehicle to display fares and charges via a prescribed fare table or board in the vehicle</p>

	<p>5.6 Explain how hackney carriage and private hire fares are determined</p> <p>5.7 Describe the statutory byelaws where they concern the following:</p> <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 <p>5.8 Describe the circumstances where drivers may be liable to be charged with an offence under the local Byelaws</p> <p>5.9 Explain the difference between signage that is prohibited/curtailed on private hire vehicles and the signage and advertising permitted on hackney carriage vehicles</p> <p>5.10 Outline the legal requirement regarding no smoking including signage</p>
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Unit 10 Delivery and Assessment Guidance

When delivering this unit, reference should be made to the regulations and conditions that apply within their licensing area that could include, but not be confined to the:

- English Counties, Districts and Unitary Authorities:
 - Local Government (Miscellaneous Provisions) Act 1976; and
 - 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; and
 - Various Cab orders and Hackney Carriage Acts.

- Northern Ireland:
 - Taxi Act (Northern Ireland) Order 2008.

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

- All Areas
 - Construction and Use Regulations;
 - Data Protection Act 1998;
 - Equality Act 2010;
 - Health and safety legislation and regulations;
 - Health Act 2006;
 - Road Safety Act 2006;
 - Transport Act 1985; and
 - Rehabilitation of Offenders Act 1974 and 2002
 - Offenders Rehabilitation Act 2014

When assessing this unit, the following should be covered:

- **Assessment criteria 2.1**
 - Examples include:
 - Full UK or EU licence;
 - Group 2 medical examinations;
 - DBS standard, enhanced and enhanced with lists 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; and
 - All other pre-conditions as may be required by the licensing authority and the statutory acts.
- **Assessment criteria 5.8**
 - Examples include:
 - Breach of licensing conditions;
 - Misconduct;
 - Being intoxicated on duty;
 - Refusing to drive without good reason;
 - Obstructing authorised officers;
 - Overcharging;
 - Driving without insurance; and
 - Running a defective vehicle.
- When assessing this unit, the following definition must be used:
 - Taxi - A licensed Hackney Carriage vehicle.

Unit 11: Process fares and charges for private hire passengers

Unit number: J/602/6063

Credit: 1

GLH: 4

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to carry out private hire work on behalf of an operator</p>	<p>1.1 Accept and complete a private hire fare which has been pre-booked through a private hire operator</p> <p>1.2 Recognise and accept when a concessionary travel pass or card has been offered</p>
<p>2. Know how to carry out private hire work when contracted to a private hire operator</p>	<p>2.1 Outline how a private hire agreement is made through a licensed private hire operator and details conveyed to the private hire driver</p> <p>2.2 Describe the operation of modern booking and dispatch system</p> <p>2.3 Describe the payment systems that are available to the driver</p> <p>2.4 Describe the benefits of 'auto book' and 'call back'</p> <p>2.5 Describe how change is calculated and a receipt given to the customer</p> <p>2.6 Describe how cash and other receipts are reconciled at the end of each working period</p> <p>2.7 List common methods of driver payment when contracted to a radio circuit</p>

Unit 11 Assessment Guidance

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

- **Assessment Criteria 2.2**
 - Examples include:
 - Electronic taximeter;
 - Data head;
 - Radio link;
 - Mobile phone; and
 - Satellite navigation.

- **Assessment criteria 2.3**
 - Examples include:
 - Charged through or via the private hire operator; and
 - Corporate client accounts.

- **Assessment criteria 2.6**
 - Includes:
 - Cash floats; and
 - Daily log sheets.

Unit 12: Process fares and charges for taxi passengers

Unit number: L/602/6064

Credit: 1

GLH: 4

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to accurately charge out a fare for transporting passengers within a hire and reward system</p>	<p>1.1 Use a taximeter that is fitted to a hackney carriage to demonstrate to the customers the hire period charge that may also include other charges that are within the remit of the licensing conditions</p> <p>1.2 Offer a quotation for a hackney carriage hire outside of the licensing boundary</p> <p>1.3 Recognise and accept when a concessionary travel pass or card has been offered</p>
<p>2. Know how to accurately charge out a fare for transporting passengers within a hire and reward system</p>	<p>2.1 Explain the legal requirements relating to the display and positioning of the fare table or board for the benefit of customers</p> <p>2.2 Explain how a tariff system can be broken down into a number of tariffs depending on the time of day</p> <p>2.3 Describe the operation of a modern booking and dispatch system</p> <p>2.4 Describe the operation of an electronic taximeter handling multiple and progressive tariffs</p> <p>2.5 Explain the recalibration process of the taximeter when the tariffs are updated</p> <p>2.6 Describe the payment systems that are available to the driver</p> <p>2.7 Describe the benefits of ‘auto book’ and ‘call back’</p> <p>2.8 Describe how change is calculated and a receipt given to the customer</p> <p>2.9 Describe how cash and other receipts are reconciled at the end of each working period</p> <p>2.10 List common methods of driver payment when contracted to a radio circuit</p>

Unit 12 Assessment Guidance

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

- **Assessment criteria 1.2**
 - Examples include:
 - Use of a table of fares from an Association handbook;
 - Use of a taximeter as a safeguard for the customer and driver;
 - For long journeys, calculating an approximate charge based on cost per mile; and
 - Other costs as specified in the table of extra charges.

- **Assessment criteria 2.2**
 - Examples include:
 - Flag/initial distance/running mile;
 - Day and night tariffs;
 - Unsocial hours; and
 - Extras.

- **Assessment criteria 2.3**
 - Examples include:
 - Electronic taximeter;
 - Data head;
 - Radio link;
 - Mobile phone; and
 - Satellite navigation.

- **Assessment criteria 2.6**
 - Examples include:
 - Charged through or via the private hire operator;
 - Card reader linked to the taximeter;
 - Cash as determined by the taximeter reading; and
 - Corporate client accounts.

- When assessing this unit, the following definition should be used:
 - Taxi - A licensed Hackney Carriage vehicle.

Unit 13: Plan routes in the taxi and private hire industries

Unit number: F/602/6062

Credit: 1

GLH: 4

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to transport the customer by the most direct and recognised route possible</p>	<p>1.1 Use a variety of tools to determine a booking address</p> <p>1.2 Select and interpret a road map to determine a destination location</p> <p>1.3 Identify from local knowledge or a map common pick up points and destination locations</p> <p>1.4 Use appropriate equipment to calculate approximate distances and journey time between locations</p> <p>1.5 Offer the customer an alternative choice of route if there is a delay due to road works, accidents or any other incidents</p>
<p>2. Know how to transport customers by the most direct and recognised route possible</p>	<p>2.1 Describe how to pinpoint locations on maps</p> <p>2.2 Identify a range of topographical symbols and detail from road maps including:</p> <ul style="list-style-type: none"> • roads and motorways • road and motorway intersections • motorway services • transport signs • travel points • public buildings • information points <p>2.3 Explain the benefits of advanced communication technology available to the driver</p> <p>2.4 Explain the discretionary rules for drivers of taxis and private hire vehicles when setting down and picking up customers</p> <p>2.5 Describe the safety measures and restrictions that drivers have to be aware of when picking up and dropping off at the following:</p> <ul style="list-style-type: none"> • airports • rail stations • hospitals

Unit 13 Assessment Guidance

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

- **Assessment criteria 1.1**
 - Tools could include:
 - Local knowledge;
 - Maps and atlas;
 - Websites;
 - Satellite navigation; and
 - Smartphones and personal digital assistants (PDAs).

- **Assessment criteria 1.3**
 - Destination locations could include:
 - Tourist information offices;
 - Tourist sites;
 - Shopping centres;
 - Rail, tram and bus stations;
 - Hospitals;
 - Hospices;
 - Park and ride; and
 - Recreational areas.

- **Assessment criteria 2.1**
 - This includes using grid references.

- **Assessment criteria 2.3**
 - Bluetooth;
 - Smartphones and personal digital assistants (PDAs).
 - Global positioning satellite (GPS);
 - General packet radio service (GPRS);
 - Professional mobile radio (PMR); and
 - Short message service (SMS).

- When assessing this unit, the following definition must be used:
 - Taxi - A licensed Hackney Carriage vehicle.

Unit 14: Develop and maintain work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries

Unit number: K/602/6007

Credit: 2

GLH: 10

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Be able to develop and maintain work skills and knowledge	1.1 Carry out activities to develop personal skills 1.2 Balance personal needs and the needs of the organisation 1.3 Discuss and agree with the appropriate person in the organisation how personal development needs will be met and get feedback 1.4 Take action if progress is below the necessary standard
2. Know how to develop and maintain work skills and knowledge:	2.1 Identify and describe the standards of skills and knowledge needed in the role 2.2 Describe how to measure current skills and identify areas needing development 2.3 Describe process within the organisation for discussing and agreeing personal development plans and getting feedback 2.4 Describe how to monitor progress against personal development plans 2.5 Identify the main providers of passenger transport related to the role 2.6 Describe the make up of the passenger transport industry at national and local level

Unit 14 Assessment Guidance

- The following definitions should be used:
 - Taxi - A licensed Hackney Carriage vehicle; and
 - The Organisation – This would be the company the learner works for or, if they are self-employed, the rules they have set for themselves to ensure that they comply with relevant legal and licensing requirements.

Unit 15: Manage and administer small businesses in the community transport, taxi or private hire industries

Unit number: M/602/6025

Credit: 4

GLH: 22

Level: 3

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to plan and operate a small business</p>	<p>1.1 Develop a basic plan for setting up and running the business</p> <p>1.2 Identify the demand for the business, and estimate the potential levels of income</p> <p>1.3 Identify how and when the business will operate to achieve those levels of income</p> <p>1.4 Estimate the costs of running the business</p> <p>1.5 Prepare a financial forecast showing costs, earnings, wages etc. by week and month</p> <p>1.6 Identify the appropriate sources for loans and grants</p> <p>1.7 Identify strengths, weaknesses, opportunities and threats for the business</p> <p>1.8 Identify opportunities for development of the business</p>
<p>2. Know how to plan and operate a small business</p>	<p>2.1 Describe the differences between the following:</p> <ul style="list-style-type: none"> • sole traders • partnerships • limited companies • franchises • co-operatives <p>2.2 Describe the responsibilities and duties of running a business</p> <p>2.3 Describe the responsibilities and duties of the various regulatory bodies</p> <p>2.4 Describe the terms and conditions of trading and managing contracts</p> <p>2.5 Describe the costs and overheads associated with running the business</p> <p>2.6 List the sources of finance and advice for small businesses</p> <p>2.7 Describe the outside influences that may affect the</p>

	<p>business and personal earnings</p> <p>2.8 Describe how to identify and bid for contract work</p>
<p>3. Be able to manage accounting and administration functions</p>	<p>3.1 Maintain financial records for the business</p> <p>3.2 Make NI, TAX and VAT payments in accordance with statutory requirements and procedures</p> <p>3.3 Identify the type and level of appropriate insurances for the business</p> <p>3.4 Maintain and process customer information that complies with legislative requirements</p>
<p>4. Know how to manage accounting and administration functions</p>	<p>4.1 Outline the current health and safety legislation, codes of practice and any additional requirements</p> <p>4.2 Describe the importance and legal obligations of keeping and maintaining financial records for the business</p> <p>4.3 Describe the different methods by which book-keeping can be done</p> <p>4.4 Explain how to work out earnings, costs, cash-flow and profit</p> <p>4.5 Outline the requirements concerning payment of NI, Tax, and VAT and other statutory payments</p> <p>4.6 Explain the importance of the Data Protection Act</p> <p>4.7 Explain the role of the banks, different bank accounts, bank interest and charges</p> <p>4.8 Describe the levels of protection provided by different insurance policies</p>

Unit 16: Process telephone bookings in the road passenger transport industries

Unit number: A/602/6027

Credit: 2

GLH: 8

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Be able to identify the prospective passenger’s transport requirements:</p>	<p>1.1 Use the telephone and any associated IT equipment</p> <p>1.2 Accurately identify the prospective passenger’s transport needs including any particular needs that would need to be accommodated</p> <p>1.3 Check whether the prospective passenger’s needs can be met, where relevant clearly confirming the agreed transport arrangements, and confirming/checking their understanding of them</p> <p>1.4 Give clear explanations and suggestions to the prospective passenger about alternative transport arrangements if their requirements cannot be met and give the caller enough time to seek clarification of these alternatives</p> <p>1.5 Confirm clearly to the prospective passenger the agreed alternatives and check that they understand and agree them</p> <p>1.6 Identify, within the limits of own personal responsibility, when a caller needs help beyond that provided by the organisation and take appropriate action in agreement with the caller</p> <p>1.7 Make a correct record of all telephone conversations, in particular the agreed transport arrangements, or other help offered, in line with organisational procedures</p>
<p>2. Know how to identify the prospective passenger’s transport requirements</p>	<p>2.1 Describe how to use the telephone and any associated IT equipment</p> <p>2.2 List the transport services offered by the organisation and contact points in other support organisations</p> <p>2.3 Explain how to listen effectively and question prospective passengers in a way that is seen as supportive and helpful</p> <p>2.4 Explain the importance of tone of voice and giving a</p>

	<p>good impression of the organisation</p> <p>2.5 Explain how to communicate with callers who have speech or hearing difficulties or language/dialect differences to their own</p> <p>2.6 Describe how to check that a prospective passenger understands the agreed transport arrangements</p> <p>2.7 Describe how to identify and communicate with callers who need assistance over and above arranging transport</p>
<p>3. Be able to communicate changes to transport arrangements</p>	<p>3.1 Call prospective passengers if previously agreed transport arrangements cannot be met in line with organisational procedures</p> <p>3.2 Make sure that the prospective passenger is aware of the change of plan to the transport arrangements</p> <p>3.3 Identify any problems likely to arise to the prospective passenger as a result of the change of transport arrangements</p> <p>3.4 Give clear suggestions about alternative transport arrangements and give the prospective passenger enough time to seek clarification of these alternatives</p> <p>3.5 Confirm clearly to the prospective passenger the agreed alternatives and check that they understand them</p> <p>3.6 Contact as appropriate, in line with organisational procedures, other staff to help ensure agreed transport arrangements with the prospective passenger are taken forward</p> <p>3.7 Make a correct record of all telephone conversations, in particular the agreed transport arrangements, or other help offered, in line with organisational procedures</p>
<p>4. Know how to communicate changes to transport arrangements</p>	<p>4.1 Describe organisational operational activity and implications for pre-booked passenger journeys</p> <p>4.2 Describe the action that should be taken if prospective passengers cannot be contacted by telephone</p> <p>4.3 Describe how to summarise operational difficulties in an understandable way and the various alternatives that might apply</p> <p>4.4 Explain how to listen effectively and question</p>

	<p>prospective passengers in a way that is seen as supportive and helpful</p> <p>4.5 Explain the importance of tone of voice and giving a good impression of the organisation</p> <p>4.6 Explain how to communicate with callers who have speech or hearing difficulties or who speak a language or dialect different to their own</p> <p>4.7 Describe how to check a prospective passenger’s understanding of the revised transport arrangements</p> <p>4.8 Describe organisational arrangements for recording the telephone contact and progressing agreed arrangements</p>
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Unit 16 Assessment Guidance

- When assessing this unit, the following definitions should be used:
 - The Organisation - This would be the company the learner works for or, if they are self-employed, the rules they have set for themselves to ensure that they comply with relevant legal and licensing requirements; and
 - Prospective passenger is used to denote both a single individual or a group.

Unit 17: Employment Rights and Responsibilities in the Passenger Transport Sector

Unit number: L/602/5934

Credit: 3

GLH: 18

Level: 2

Learner Outcomes	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
<p>1. Know employment rights and responsibilities of the employee and employer</p>	<p>1.1 Identify the main points of legislation affecting employers and employees and their purpose relevant to own role, organisation and within own industry</p> <p>1.2 Identify where to find information and advice on employment rights and responsibilities both internally in own organisation and externally</p> <p>1.3 Identify sources of information and advice on own industry, occupation, training and own career pathway</p> <p>1.4 Identify sources of information on the different types of representative bodies related to own industry and their main roles and responsibilities</p> <p>1.5 Identify any issues of public concern that may affect own organisation and own industry</p>
<p>2. Understand employment rights and responsibilities and how these affect organisations</p>	<p>2.1 Describe organisational procedures, policies and codes of practice used by own organisation on employment rights and responsibilities</p> <p>2.2 Explain the purpose of following health, safety and other procedures and the effect on own organisation if they are not followed</p> <p>2.3 Describe employer and employee responsibilities for equality and diversity within own organisation</p> <p>2.4 Explain the benefits of making sure equality and diversity procedures are followed</p> <p>2.5 Describe the career pathways available within own organisation and own industry</p>

Appendix 3: Sample assessment material

Please see below example assessment paperwork. This paperwork is downloadable from the member’s area of the Highfield Qualifications website in the Assessment Pack:

Assessment/Action Plan Sheet

Learner Name		Assessor Name			
Target set Learning Outcome/ Assessment Criteria	Agreed activity/evidence	Target date	Assessment Method	Target Achieved	Completed (assessor signature)
Learner Signature		Date		Planned next visit:	
Assessor Signature		Date			

Evidence Tracking Sheet - Example

Learner Name			
Centre Name			
Unit 1: Unit name (Unit no)			
Knowledge Assessment Criteria			
Learning Outcome	Assessment Criteria	Evidence Type	Evidence Reference
1.	1.1	Obs	1
2.	2.1	D, Wt	2
	2.2	Sim	3, 5
4.	4.1	Q, D	8

Assessment method key:

- Obs Observation
- Pe Product evidence
- Q Questioning
- Sim Simulation/assignment
- Wt Discussion
- R
- O
- PD

Once all assessment criteria and range have been met, the learner and assessor must sign and date this tracking sheet

Assessor Signature _____ Date: _____

IQA Signature (if sampled) _____ Date: _____

EQS Signature (if sampled) _____ Date: _____

If sampled, the IQA/EQS must also sign and date this tracking sheet

Fill in each assessment method used using the key

Insert the date that the Assessment Criteria was fully met

Fill in the portfolio reference for each assessment criteria

Assessment Record Sheet

Learner		Assessor	
Date		Location	
Assessment Method			
EV Ref	Details of the type of evidence and assessment criteria covered		
Assessor Signature: <input type="text"/>			
Learner/Witness Signature: <input type="text"/>			

Assessment method key:					
Ob	Observation	Sim	Simulation/assignment	O	Other
Pe	Product evidence	WT	Witness testimony	PD	Professional
Q	Questioning	R	RPL		Discussion