



**Regulated Qualifications  
Internal Assessment Report 2016  
Taxi and Private Hire (Ofqual)**

The purpose of this report is to provide feedback to centres on verification in this subject.

# **Taxi and Private Hire qualifications**

## **General comments**

All the centres have a clear and accurate understanding of the requirements of the national standards for the qualification. All the centres are very experienced and well established, with highly competent staff and well thought-out assessment and verification systems. All centres have established links to local taxi and private hire providers. In most cases, the relevant local authority has made the acquisition of taxi licence plates conditional on the driver obtaining an appropriate qualification.

## **Unit specifications, instruments of assessment and exemplification materials**

The centre assessors have a good understanding of all the units included in the qualification and also extensive experience of the taxi and private hire industry. The centres have established systems in place; all show complete and extensive records of internal verification that include feedback to the assessors. The instruments of assessment used include direct observation, video and audio recording, Q&A, witness statements, and product evidence.

## **Evidence requirements**

Assessors and verifiers at all the centres have a clear interpretation of the relevant national occupational standards they are assessing. In all centres there are regular, minuted, standardisation meetings that are extensively distributed within the centres. The centres are all using paper-based portfolios that are generally well organised and complete showing candidate progression throughout the award. Evidence is gathered, usually within the candidate's work situation although some classroom work is included. A variety of evidence-gathering processes are used (see section above). All evidence is signed by the candidate and the assessor and also dated. At one centre the external verifier observed the assessor assessing learners carrying out the practical wheelchair assessment. This was a detailed demonstration of how the passenger (in a wheelchair) should be placed in the vehicle safely, securely and in a dignified manner, which allowed the driver to demonstrate a high degree of customer service. The learners were very involved with the session and asked relevant questions of the assessor. Following the demonstration the learners returned to the vehicle in pairs and demonstrated to the assessor the process of assisting the disabled passenger into and out of the vehicle. The assessor made individual notes on the learners and confirmed they had satisfied the criteria. However, only one wheelchair was used and it is recommended that two types should be used for this assessment (see areas for improvement).

At another centre the external verifier observed internal verification feedback to an assessor. The internal verifier's report was discussed and developmental points were noted on the review form. The assessor was given the opportunity to discuss and question the report.

## **Administration of assessments**

All centres have well organised administration of assessments using well-established administrative processes.

## **General feedback**

All centres are well run with sound processes in place for delivery of this qualification. These processes ensure that candidates are well supported and feedback is comprehensive and sound. Good practice was found at all centres with some minimal recommendations also being made.

## **Areas of good practice**

Areas of good practice included:

- ◆ At one centre learner feedback forms are completed at the end of the training sessions.
- ◆ Classroom delivery materials at one centre are of a particularly high standard and are continually reviewed. The centre is in the process of developing online resources for the qualification.
- ◆ Another centre has a dedicated agenda item to review resources included in all standardisation meetings.
- ◆ The candidate portfolios at one centre contain a comprehensive set of policies and procedures, which fully explain the qualification programme to the candidate, the commitment to the candidate given by the centre, and the commitment to the qualification required from the candidate.
- ◆ At another centre the feedback required the candidate to confirm acceptance. The documentation also allowed candidate feedback to the assessor.
- ◆ One centre expects all the qualification staff to undertake the Information, Advice and Guidance (IAG) level 3 qualification.
- ◆ At another centre the use of video recording required additional questions to be answered and in some cases a written document to be produced that supported the recording.

## **Specific areas for improvement**

It is recommended that candidates be assessed using two types of wheelchair.

Where further information is requested by the assessor and provided by the learner, this should always be noted by the assessor within the original evidence.

Where candidates are requested to complete a workbook containing multiple-choice questions this could be improved by including some written answers from the candidates.