
Overview

This unit is about recognising and responding to passengers who have special needs. You should be able to offer help where possible. You should know and understand the requirements of any relevant legislation and codes of practice when providing help.

This unit comprises two elements:

1. Recognise passengers' special needs

This element is about how you recognise when a passenger needs help and decide on the help you will give. You will need to know and be able to follow the requirements of relevant laws and codes of practice, while knowing the limits of your ability and responsibility when you consider what help to give. You should offer help where possible, before you are asked, and communicate with passengers in a polite and considerate way. At all times you should treat passengers who need your help in a way that promotes good customer service.

2. Respond to passengers who have special needs

This element is about how you help passengers with special needs by giving them appropriate help. You will need to keep to any relevant legislation and codes of practice, while keeping within the limits of your ability and responsibility. You should give help where possible, before you are asked, and communicate with passengers in a polite and considerate way. You should be able to use special equipment or systems where necessary, and get advice or help when you cannot give suitable help by yourself. You should treat passengers in a way that promotes good customer service.

This unit is for anyone who drives buses or coaches

PPLPCVD05 - SQA Code HC8T 04

Help passengers who have special needs

Performance criteria

You must be able to:

Recognise passengers' special needs

- P1 recognise when it is obvious that someone needs your help, before you are asked
- P2 offer your help promptly and in a way that is polite and considerate
- P3 treat passengers who need help in a way that promotes good customer service
- P4 decide on the type and amount of help you will give, which should be within your ability and responsibility
- P5 take appropriate action when you cannot provide the help needed
- P6 keep to relevant legislation and codes of practice when deciding on the help you will give

You must be able to:

Respond to passengers who have special needs

- P7 give help to passengers in line with relevant legislation and codes of practice
- P8 give help promptly and in a way that promotes good customer service
- P9 follow accepted procedures for giving help to passengers, and keep within the limits of your ability and responsibility
- P10 use special equipment or systems as needed in line with approved methods
- P11 confirm that passengers' needs are met after giving help
- P12 get appropriate advice or help when you cannot meet passengers' needs

PPLPCVD05 - SQA Code HC8T 04

Help passengers who have special needs

Knowledge and understanding

You need to know and understand:

Recognise passengers' special needs

- K1 the importance of providing help to passengers when necessary to ensure comfort and safety
- K2 the needs of passengers who may need help including those who use wheelchairs; people who are partially sighted or blind; people who have hearing difficulties or are deaf; people who have difficulty walking; people who have learning difficulties and; people who have physical disabilities or speech difficulties
- K3 the requirements of relevant legislation and codes of practice when providing help
- K4 the limits of your ability and responsibility when providing help to passengers
- K5 how to communicate with passengers who need your help
- K6 equal opportunities and the rights of all passengers to travel in safety and comfort
- K7 how to implement techniques that enable you to concentrate on safe driving, whilst ensuring the safety and comfort of passengers

You need to know and understand:

Respond to passengers who have special needs

- K8 the importance of giving help to passengers when needed
- K9 the requirements of relevant legislation and codes of practice when providing help
- K10 the needs of passengers who may need help including: passengers who use wheelchairs; people who are partially sighted or blind; people who have hearing difficulties or are deaf ; people who have difficulty walking; people who have learning difficulties; people who have physical disabilities or speech difficulties
- K11 how to use special equipment and systems for giving help to passengers
- K12 how to communicate with passengers while giving help
- K13 equal opportunities and the rights of disabled passengers to travel in safety and comfort

PPLPCVD05 - SQA Code HC8T 04

Help passengers who have special needs

Additional Information

Links to EU Directives

The knowledge and understanding requirements in this unit relate to the following objectives of the EU Directive for Driver Training:

Objective 1.5 – Ability to ensure the comfort and safety of your passengers

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

Unit assessed as being complete

Candidate's Name:	
Candidate's Signature:	
Date submitted to assessor as complete:	

Assessor's Name:	
Assessor's Signature:	
Date assessed as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	