



QCF Unit and Assessment Specification

Unit title	Ensure Health and Safety of the Taxi and Private Hire Driver and Passengers
Ofqual Unit code	H/602/6054
SQA Unit code	FF96 66

History of changes

Publication date: completed by SQA

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Version number	Date	Description	Authorised by

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QCF Unit specification

Title	Ensure Health and Safety of the Taxi and Private Hire Driver and Passengers	
Level	2	
Credit value	6	
Learning Outcomes	Assessment Criteria	
The learner will:	The learner can:	
1 Be able to recognise hazards and assess risks to health and safety.	1.1	Identify their responsibilities within the regulatory framework designed to protect self and passengers against potential hazards and risk.
	1.2	Identify hazards and risks within the work environment that could expose a driver and passenger(s) to potential danger.
	1.3	Carry out a risk assessment.
	1.4	Obtain assistance and advice from an appropriate person when the level of the risk is not certain.
	1.5	Take action to remove or isolate the hazard.
	1.6	Record and communicate details of a particular hazard and risk so that contingencies and future plans can be implemented by appropriate people.

2	Know how to identify hazards and assess risks to health and safety.	2.1 Identify the main Health and Safety frameworks and policies that protect the driver, passenger and other road users.
		2.2 Describe the difference between a hazard and a risk.
		2.3 Describe hazards a driver may face.
		2.4 Describe possible responses to identified hazards to limit risk to self, passengers and other road users.
		2.5 Describe how to undertake a risk assessment to limit the risk to self, passenger(s) and other road users.
		2.6 Outline the 'duty of care' a driver has in relation to passengers and other road users.
		2.7 Describe consequences of not following health and safety rules and regulations.
		2.8 Identify the types of insurance that a driver requires for indemnifying self or customer(s) for harm or loss.
		2.9 Describe how to minimise physical risks as a result of manual handling, movements and postures.

<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

6	Understand how to respond to an emergency affecting passengers.	<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>
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Additional information about the Unit
Unit purpose and aim(s)
The purpose of this Unit is for learners to demonstrate occupational competence in ensuring health and safety of themselves and their passengers. This Unit is particularly suitable for learners who work as drivers of taxis and private hire vehicles.
Unit expiry date
30 September 2015
Details of the relationship between the Unit and relevant national occupational standards (if appropriate)
This Unit is mapped to the National Occupational Standards for Road Passenger Vehicle Driving Unit 1 - Ensure the health and safety in your work environment in the Road Passenger Transport Industry.
Details of the relationship between the Unit and other standards or curricula (if appropriate)
Assessment requirements specified by a sector or regulatory body (if appropriate)
<p>When assessing the unit the following points should be covered as a minimum:</p> <p>Assessment criteria 1.1</p> <ul style="list-style-type: none"> ◆ Health and Safety at Work Act ◆ Licensing conditions ◆ Equalities Act 2010 ◆ Corporate Manslaughter Act ◆ Relevant codes of practice <p>Assessment criteria 1.6</p> <p>The following could be appropriate people:</p> <ul style="list-style-type: none"> ◆ The operator ◆ The proprietor ◆ Other drivers <p>Assessment criteria 2.1</p> <ul style="list-style-type: none"> ◆ Health and Safety at Work Act ◆ Relevant codes of practice ◆ Licensing conditions ◆ Road Traffic Act ◆ COSHH regulations on signage and symbols ◆ Local Government (Miscellaneous Provisions) Act 1976 ◆ Highway Code <p>Assessment criteria 2.6</p> <p>Must include:</p> <ul style="list-style-type: none"> ◆ Legislation covering consumption of alcohol and drugs

Assessment criteria 2.7

Examples could include:

- ◆ Injury and death
- ◆ Legal action
- ◆ Liability
- ◆ Financial loss
- ◆ 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
- ◆ Company policies and procedures

Assessment criteria 3.2

Examples include as a minimum:

- ◆ Barring customers who are considered a risk
- ◆ Terminating a fare
- ◆ Refusing a fare
- ◆ Using appropriate conflict management techniques

Assessment criteria 4.1

Services and personnel include:

- ◆ Dispatch office staff
- ◆ Marshalls controlling ranks
- ◆ Police
- ◆ Traffic wardens
- ◆ Licensing officers
- ◆ 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
- ◆ Four door security lock

When assessing this unit the following definition should be used:

Taxi - A licensed Hackney Carriage vehicle.

This Unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.

Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

If this Unit is used in an NVQ qualification linked to GoSkills National Occupational Standards the overarching assessment strategy must be followed. This can be accessed via the GoSkills website at the link below:

http://www.goskills.org/index.php/standards_qual/52

Endorsement of the Unit by a sector or other appropriate body (if required)

GoSkills

Location of the Unit within the subject/sector classification system

4.3 Transportation Operations and Maintenance

Name of the organisation submitting the Unit

People 1st

Availability for use

01 February 2011

Availability for delivery

Shared

Guided Learning Hours

21

QCF Assessment specification

Assessment (evidence) Requirements

The evidence requirements for this Unit are shown in the main body of the Unit under the section titled 'Assessment requirements specified by a sector or regulatory body'.

Guidance on Instruments of Assessment

For a detailed guide to assessment please use SQA's Guide to Assessment, which is designed to provide support for everyone who assesses for SQA qualifications. It looks at the principles of assessment, and brings together information on assessment in general as well as on best practice in assessment. *Assessment: A Guide for Centres Offering Ofqual Accredited Qualifications* can be downloaded free from SQA's website www.sqa.org.uk