



## QCF Unit and Assessment Specification

<b>Unit title</b>	Provide a Service to Customers Using a Wheelchair in an Accessible Taxi or Private Hire Vehicle
<b>Ofqual Unit code</b>	A/602/6061
<b>SQA Unit code</b>	FF9C 66

## History of changes

**Publication date:** completed by SQA

**Version:** completed by SQA

<b>Version number</b>	<b>Date</b>	<b>Description</b>	<b>Authorised by</b>

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## QCF Unit specification

<b>Title</b>	Provide a Service to Customers Using a Wheelchair in an Accessible Taxi or Private Hire Vehicle	
<b>Level</b>	2	
<b>Credit value</b>	3	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
<b>The learner will:</b>	<b>The learner can:</b>	
1	Be able to provide safe wheelchair assistance to customers who require transfer to the accessible vehicle.	<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 manufacturers 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>
2	Be able to provide safe assistance for customers who want to transfer from wheelchair to the vehicle.	<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>

3	Know how to provide safe wheelchair assistance to customers who require transfer to the accessible vehicle.	3.1 Describe the specialist equipment that may be fitted to an accessible vehicle.
		3.2 Explain the importance of carrying out regular inspections and risk assessment of specialist equipment.
		3.3 Explain the importance of knowing the safe working loads and limits of specialist equipment and any inspection and testing regimes that must be applied.
		3.4 Describe how to safely restrain a wheelchair and passenger.
		3.5 Describe appropriate procedures for dealing with defective passenger-safety equipment.
		3.6 Describe the actions that can be taken to deal with situations where schedules cannot be met.
		3.7 Describe the action that can be taken to deal with situations where customers are not at their agreed pick-up points.

<b>Additional information about the Unit</b>
<b>Unit purpose and aim(s)</b>
This Unit covers how to provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle. It covers how to safely manoeuvre and secure a wheelchair to the vehicle, as well as the importance of ensuring that specialist equipment is maintained and is fit for purpose.
<b>Unit expiry date</b>
30 September 2015
<b>Details of the relationship between the Unit and relevant national occupational standards (if appropriate)</b>
<b>Details of the relationship between the Unit and other standards or curricula (if appropriate)</b>
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>
<p>When assessing the Unit the following points should be covered as a minimum:</p> <p><b>Assessment criteria 1.1</b> The ramp could be one of the following types:</p> <ul style="list-style-type: none"> <li>◆ Suitcase folding</li> <li>◆ Telescopic</li> <li>◆ Channel type</li> <li>◆ Platform type</li> </ul> <p><b>Assessment criteria 2.4</b> A learner could use:</p> <ul style="list-style-type: none"> <li>◆ Swivel seat</li> <li>◆ Drop down steps</li> </ul> <p><b>Assessment criteria 3.1</b> Specialist equipment could include:</p> <ul style="list-style-type: none"> <li>◆ Disability aids</li> <li>◆ Harnesses</li> <li>◆ Straps</li> <li>◆ Lifts</li> <li>◆ Ramps</li> </ul> <p>Inspection and testing regimes could include: Licensing of lifting equipment regulations (LOLER)</p> <p>When assessing this Unit the following definition must be used: Taxi - A licensed Hackney Carriage vehicle</p>

<p>This Unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.</p> <p>Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.</p> <p>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:</p> <p><b><a href="http://www.goskills.org/index.php/standards_qual/52">http://www.goskills.org/index.php/standards_qual/52</a></b></p>
<b>Endorsement of the Unit by a sector or other appropriate body (if required)</b>
GoSkills
<b>Location of the Unit within the subject/sector classification system</b>
4.3 Transportation Operations and Maintenance
<b>Name of the organisation submitting the Unit</b>
People 1st
<b>Availability for use</b>
Shared
<b>Availability for delivery</b>
01 February 2011
<b>Guided Learning Hours</b>
13

## 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](http://www.sqa.org.uk)