



Group Award Specification for:

**Certificate in Introduction to the Role of the
Professional Taxi and Private Hire Driver at SCQF
level 5**

Group Award Code: GP3J 45

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1 Introduction

This document was previously known as the arrangements document. The purpose of this document is to:

- ◆ assist centres to implement, deliver and manage the qualification
- ◆ provide a guide for new staff involved in offering the qualification
- ◆ inform course managers teaching staff, assessors, learners, employers and HEIs of the aims and purpose of the qualification
- ◆ provide details of the range of learners the qualification is suitable for and progression opportunities

Background

This qualification was developed from a QCF qualification that SQA had offered in England since 2011 and originally developed under the auspices of GoSkills the then Sector Skills Council responsible for passenger transport.

To make the qualification fit for purpose for use in Scotland minor updating was necessary. This included updating some content and the inclusion of specific aspects of regulation for example, section changes to the 2010 Equality Act, uplifts to fines and penalties, Air Weapons and Licensing (Scotland) Act 2015 and cloud based dispatch systems and applications. There is also increased emphasis around the safeguarding of school age children.

The rationale for the new award remains the same as the previous award, namely to provide learners with an appropriate mix of knowledge and skills to support their professional development in the role of a taxi or private hire driver helping them to meet and adapt to the challenges they face on a daily basis.

2 Qualification structure

Learners must complete all nine mandatory units to achieve the Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver at SCQF level 5. The certificate comprises nine mandatory units totaling 3.5 SQA credits (19 SCQF credit points).

2.1 Structure

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
J1G9	45	Taxi and Private Hire: Workplace Health and Safety	0.25	1	5
J1GA	45	Taxi and Private Hire: Safely Transport Passengers	0.25	1	5
J1GB	45	Taxi and Private Hire: Professional Customer Service	0.5	3	5
J1GC	45	Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	0.5	3	5
J1GD	45	Taxi and Private Hire: Mobility and Wheelchair Assistance	0.5	3	5
J1GE	45	Taxi and Private Hire: Plan Routes and Fares	0.25	1	5

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
J1GF	45	Taxi and Private Hire: Transport Luggage and Parcels	0.25	1	5
J1GG	45	Taxi and Private Hire: Safely Transport School Age Children	0.5	3	5
J1GJ	45	Taxi and Private Hire: The Licensing Regulations (Scotland)	0.5	3	5

3 Aims of the qualification

The overall aim of the qualification is to provide an industry relevant qualification designed to support the professional development of taxi and private hire drivers.

3.1 General aim of the qualification

- 1 The general aim of this qualification is to provide learners with the underpinning knowledge and skills for key areas relevant to the day to day duties of the professional taxi and private hire driver

3.2 Specific aims of the qualification

- 2 Promote safe working practices through the recognition of hazards and risks and how to deal with them with or without assistance
- 3 Provide essential knowledge in how to safely transport passengers and the particular issues to be considered around the safe transport of school age children
- 4 Provide an understanding of the key principles and benefits of professional customer service
- 5 Provide an understanding on how to maintain the safety of a licensed vehicle including compliance issues around critical systems, vehicle monitoring systems and the tire laws
- 6 Provide the essential knowledge and skills involved in assisting with passenger mobility and providing safe wheelchair assistance
- 7 Understand how to plan routes and fares
- 8 Provide essential knowledge to safely and efficiently transport luggage and parcels within the legal framework of customers' rights, licensing conditions and the statutory acts of parliament
- 9 Develop an understanding of the relevant licensing regulations that relate to the operation of taxi and private hire operations in Scotland

4 Recommended entry to the qualification

As with all SQA qualifications, access will be at the discretion of the centre. Wider access to the qualification is encouraged as applicants may come from a wide range of backgrounds and experiences. The ultimate criterion to be satisfied by any applicant seeking entry is that they have a realistic chance of achieving the qualification. The qualification is suitable for existing taxi and private hire drivers or those interested in pursuing a career in the passenger transport sector.

Typically learners will be over the age of 18 years old and have held a driving licence for a minimum of one year. Local licensing conditions may apply.

4.1 Core Skills entry profile

The Core Skill entry profile provides a summary of the associated assessment activities that exemplify why a particular level has been recommended for this qualification. The information would be used to identify if additional learning support needs to be put in place for learners whose Core Skills profile is below the recommended entry level or whether learners should be encouraged to do an alternative level or learning programme.

Core Skill	Recommended SCQF entry profile	Associated assessment activities
Communication	4	Communicating with customers during practical activities
Numeracy	4	Calculating fares
Information and Communication Technology	4	Working out routes, using GPS technology
Problem Solving	4	Safely transferring passengers
Working with Others	4	Mobility and wheelchair assistance practical activity

5 Additional benefits of the qualification in meeting employer needs

This qualification was designed to meet a specific purpose and what follows are details on how that purpose has been met through mapping of the units to the aims of the qualification. Through meeting the aims, additional value has been achieved by linking the unit standards with those defined in national occupational standards.

5.1 Mapping of qualification aims to units

Unit title	Aims								
	1	2	3	4	5	6	7	8	9
Taxi and Private Hire: Workplace Health and Safety	X	X							
Taxi and Private Hire: Safely Transport Passengers	X		X						
Taxi and Private Hire: Professional Customer Service	X			X					
Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	X				X				
Taxi and Private Hire: Mobility and Wheelchair Assistance	X					X			
Taxi and Private Hire: Plan Routes and Fares	X						X		
Taxi and Private Hire: Transport Luggage and Parcels	X							X	
Taxi and Private Hire: Safely Transport School Age Children	X		X						
Taxi and Private Hire: The Licensing Regulations (Scotland)	X								X

5.2 Mapping of National Occupational Standards (NOS)

Unit title	National Occupational Standard
Taxi and Private Hire: Workplace Health and Safety	PPLRPVD20 Ensure health and safety of the taxi and private hire driver and passengers
Taxi and Private Hire: Safely Transport Passengers	PPLRPVD21 Drive a taxi or private hire vehicle in a professional manner
Taxi and Private Hire: Professional Customer Service	PPLRPVD22 Provide professional customer service in the taxi and private hire industries PPLRPVD26 Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance
Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	PPLRPVD23 Provide a safe and legal vehicle for transporting passengers by taxi and/or private hire
Taxi and Private Hire: Mobility and Wheelchair Assistance	PPLRPVD26 Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance PPLRPVD27 Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle
Taxi and Private Hire: Plan Routes and Fares	PPLRPVD30 Process fares and charges for taxi passengers PPLRPVD28 Plan routes in the taxi and private hire industries
Taxi and Private Hire: Transport Luggage and Parcels	PPLRPVD31 Transport parcels, luggage and other items in the taxi and private hire industries
Taxi and Private Hire: Safely Transport School Age Children	PPLRPVD32 Transport children and young persons by taxi, private hire or chauffeuring
Taxi and Private Hire: The Licensing Regulations (Scotland)	PPLRPVD25 Carry fare paying passengers within the regulatory framework of the taxi industry PPLRPVD24 Carry fare paying passengers within the framework of the private hire industry

5.3 Mapping of Core Skills development opportunities across the qualification

Unit title	Communication			Numeracy		ICT		Problem Solving			Working with Others	
	Written (Reading)	Written (Writing)	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
Taxi and Private Hire: Workplace Health and Safety	S					S		S				
Taxi and Private Hire: Safely Transport Passengers	S			S		S		S				
Taxi and Private Hire: Professional Customer Service	S			S		S						
Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	S			S		S						
Taxi and Private Hire: Mobility and Wheelchair Assistance	S		S			S		S	S	S	S	S
Taxi and Private Hire: Plan Routes and Fares	S			S		S			S			
Taxi and Private Hire: Transport Luggage and Parcels	S					S			S			
Taxi and Private Hire: Safely Transport School Age Children	S					S		S				
Taxi and Private Hire: The Licensing Regulations (Scotland)	S					S						

5.4 Assessment strategy for the qualification

There are two assessment elements for this qualification, multiple choice questions and a practical test.

5.4.1 Multiple choice questions

Each unit will be assessed by an online multiple-choice test available via SQA's e-assessment platform SOLAR <https://www.sqasolar.org.uk/mini/27322.html>

Each test will comprise of a set number of questions for each unit and the grid below outlines the number of questions and time allowed for each test:

Title	No of questions	Time allowed
Taxi and Private Hire: Workplace Health and Safety	25	45
Taxi and Private Hire: Safely Transport Passengers	25	45
Taxi and Private Hire: Professional Customer Service	25	45
Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	25	45
Taxi and Private Hire: Mobility and Wheelchair Assistance	25	45
Taxi and Private Hire: Plan Routes and Fares	25	45
Taxi and Private Hire: Transport Luggage and Parcels	25	45
Taxi and Private Hire: Safely Transport School Age Children	25	45
Taxi and Private Hire: The Licensing Regulations (Scotland)	35	65

Each test provides a broad assessment of the key principles and typical circumstances/situations that may face today's professional taxi drivers or private hire drivers.

Prior to sitting the multiple-choice tests, centres should ensure that learners have covered all knowledge and understanding required in each unit specification.

To successfully pass each test, the learner must achieve 60% of the marks available.

5.4.2 Practical test — *Taxi and Private Hire: Mobility and Wheelchair Assistance*

In addition to the multiple-choice tests, the assessment for the above unit includes a practical test for two outcomes. This is a practical assessment dealing with customers who require the use of a wheelchair.

A wheelchair accessible taxi should be used in completing the assessment. However in some circumstances a realistic simulated environment, using appropriate equipment and protocols and backed up with visual learning aids (such as DVDs, websites, etc) may be acceptable.

The assessment includes the use of more than one type of wheelchair.

This assessment consists of a practical exercise undertaken by the learner with an observational checklist completed by the assessor. Learners should be fully trained in all relevant activities in the two outcomes before completing their assessment.

Whilst there is no requirement for the test to be completed within a particular timescale, it would be expected that learners undertake this assessment in approximately 30–45 minutes.

6 Guidance on approaches to delivery and assessment

This qualification has been designed for learners currently working or preparing to work as drivers within the taxi and/or private hire industry. It has been designed to provide a theoretical approach that will underpin the understanding of the role and responsibilities of the taxi and private hire driver.

There are two outcomes in the unit *Taxi and Private Hire: Mobility and Wheelchair Assistance* for which the learner must complete a practical assessment covering the transfer of a passenger in a wheelchair. Full details are provided in the unit specification.

6.1 Medical exemption

Within Section 166 of the Equality Act 2010 there is provision to allow licensing authorities to exempt drivers from their duties to assist passengers in wheelchairs. Learners who can produce a medical certificate issued by the relevant licensing authority can be excused from the practical assessment of Unit 5, Outcome 5 and 6 of the above unit. This will normally only be possible for drivers renewing their licence.

As the exemption certificate may be temporary it would be incumbent on the centre to ensure that the licensing authority is informed that the wheelchair training and assessment may have to be undertaken at a future date.

For drivers making a new licence application to a licensing authority, it may not be possible for them to provide an exemption certificate as described above. In this circumstance if the prospective driver requires an exemption from the SQA wheelchair demonstration he or she will have to provide a medical exemption certificate from their GP stating that the loading and unloading of wheelchairs and occupants is detrimental due to an underlying medical condition.

This GP certificate will have to be handed over to a responsible person at the SQA centre as evidence that the candidate is now exempted from the wheelchair demonstration and assessment. If the condition is 'chronic' usually two years or more the candidate will usually be exempted 'long term' from wheelchair duties.

As most conditions are temporary the wheelchair assessment should be deferred for up to three months for the condition to be resolved. The candidate should produce a short note from the GP to the effect that the medical condition is now remedied before the wheelchair assessment is attempted.

When seeking a medical exemption certificate from a GP, candidates should be advised to provide the GP with the following information:

That they are requesting an exemption (Section 166) from the Equality Act 2010 from the loading and unloading of wheelchairs and occupants from a Wheelchair Accessible Vehicle (WAV).

This exemption requires a medical note/certificate from a GP declaring that the candidate has an underlying medical condition that makes them unfit to carry out wheelchair duties either on a temporary basis or long term as required under Section 165 of the Equality Act 2010.

If it is a temporary condition, SQA will defer the candidate's practical demonstration and assessment of competence in loading and unloading wheelchairs and occupants for three months, perhaps longer if requested. Therefore, some guidance on how long the temporary condition is likely to last would be appreciated.

6.2 Delivery schedule

This certificate can be delivered on a unit to unit basis, assessing at the end of each unit. It could also be delivered in short programmes, for example concentrated delivery over a week or sessions blocked over three weeks to suit driver work commitments. There may also be scope for online delivery where appropriate materials are developed and used.

6.3 Recognition of prior learning

SQA's policy is to recognise prior learning as a method of assessing whether a learner's experience and achievements meet the evidence requirements (ie, the standard) of a SQA unit or units and which may or may not have been developed through a course of learning.

For Unit 5, Outcomes 5 and 6 recommended prior learning may be acceptable for learners who have received training and assessment in safe wheelchair assistance or similar operated by or on behalf of a local authority. A certificate outlining the course objectives and the competencies achieved would be expected as supporting evidence.

Recommended prior learning may be acceptable for Outcome 3 in the unit *Taxi and Private Hire: Safely Transport School Age Children* for learners who have undertaken a course of learning in safeguarding children, young people and adults operated by or on behalf of a local authority. A certificate outlining the course objectives and the passes achieved would be expected as supporting evidence.

Further details of SQA's recognition of prior learning can be found on the SQA website.

6.4 Opportunities for e-assessment

The units within this award are assessed through online multiple choice question assessments, which are only available via SOLAR.

6.5 Support materials

A checklist that can be used for the assessor to record learner performance in the practical assessment for the *Taxi and Private Hire: Mobility and Wheelchair Assistance* unit is available as an appendix to the unit specification.

6.6 Resource requirements

The units within this award will be assessed through online multiple choice question tests. It is therefore vital learners have access to online resources which support this method of assessment.

For the unit *Taxi and Private Hire: Mobility and Wheelchair Assistance* learners will need to know how to safely transport passengers who use wheelchairs. This will be assessed through simulation; as such learners must have access to different types of equipment to allow them to demonstrate their competence in this task.

6.7 Occupational competence of assessors

Assessors in centres will be asked by SQA to prove they have the appropriate occupational competence to deliver and assess this qualification. They should have:

- ◆ Relevant occupational experience and knowledge of the taxi industry. Their knowledge must be to the same level as the training being delivered ie, SCQF level 5.
- ◆ Relevant experience of the skills to be assessed in the practical test for the *Taxi and Private Hire: Mobility and Wheelchair Assistance* unit.
- ◆ Relevant training skills.

7 General information for centres

Equality and inclusion

The unit specifications making up this group award have been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners will be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

All assessments used within this/these qualification(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications. Appropriate internal verification should be in place for the practical test for the mobility and assistance unit.

Further information on internal and external verification can be found in SQA's *Guide to Assessment* (www.sqa.org.uk/GuideToAssessment).

Enhanced quality assurance arrangements

This qualification is subject to enhanced quality assurance arrangements as set out in Appendix 1 and 2 of *Qualification Verification Process: Guidance for Centres*

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https://www.sqa.org.uk/sqa/files_ccc/qualification-verification-process-guidance-centres.pdf

8 Glossary of terms

Finish date: The end of a group award's lapsing period is known as the finish date. After the finish date, the group award will no longer be live and the following applies:

- ◆ learners may not be entered for the group award
- ◆ the group award will continue to exist only as an archive record on the Awards Processing System (APS)

Lapsing date: When a group award is entered into its lapsing period, the following will apply:

- ◆ the group award will be deleted from the relevant catalogue
- ◆ the group award specification will remain until the qualification reaches its finish date at which point it will be removed from SQA's website and archived
- ◆ no new centres may be approved to offer the group award
- ◆ centres should only enter learners whom they expect to complete the group award during the defined lapsing period

SQA credit value: The credit value allocated to a unit gives an indication of the contribution the unit makes to an SQA group award. An SQA credit value of 1 given to an SQA unit represents approximately 40 hours of programmed learning, teaching and assessment.

SCQF: The Scottish Credit and Qualification Framework (SCQF) provides the national common framework for describing all relevant programmes of learning and qualifications in Scotland. SCQF terminology is used throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk.

SCQF credit points: SCQF credit points provide a means of describing and comparing the amount of learning that is required to complete a qualification at a given level of the Framework. One National Unit credit is equivalent to 6 SCQF credit points. One National Unit credit at Advanced Higher and one Higher National Unit credit (irrespective of level) is equivalent to 8 SCQF credit points.

SCQF levels: The level a qualification is assigned within the framework is an indication of how hard it is to achieve. The SCQF covers 12 levels of learning. HNCs and HNDs are available at SCQF levels 7 and 8 respectively. Higher National Units will normally be at levels 6–9 and graded units will be at level 7 and 8. National Qualification Group Awards are available at SCQF levels 2–6 and will normally be made up of National Units which are available from SCQF levels 2–7.

Signposted Core Skills: refers to opportunities to develop Core Skills arise in learning and teaching but are not automatically certificated.

9 General information for learners

This section will help you decide whether this is the qualification for you by explaining what the qualification is about, what you should know or be able to do before you start, what you will need to do during the qualification and opportunities for further learning and employment.

The Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver has been developed to provide you with an appropriate mix of skills and knowledge, designed to allow you to work safely and successfully within the industry.

It will help to support you in your career through providing you with skills, knowledge and technological awareness to effectively and efficiently navigate the different scenarios you will face on a day-to-day basis.

The award has been developed to enhance your skills and understanding in a number of areas vital to your role.

You must successfully complete all nine mandatory units to achieve this certificate. The units cover key issues in the taxi and private hire work environment such as:

- ◆ health and safety
- ◆ road safety
- ◆ professional customer service
- ◆ vehicle maintenance and safety inspections
- ◆ the regulatory framework (ie, legal requirements) in Scotland
- ◆ services for passengers requiring assistance
- ◆ routes and fares
- ◆ transporting parcels, luggage, etc
- ◆ safely transporting passengers including school age children

This certificate can be delivered by a variety of methods including day release at college/training provider, in-house training, etc. There are two forms of assessment for this qualification, online multiple choice tests for each unit and a practical test for helping passengers who require wheelchair assistance.