



## **Qualification Specification for:**

**Level 2 Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver**

**SQA Group Award Code: GP4Y 54**

**Ofqual Group Award Code: 603/3979/2**

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## Contents

1	Introduction .....	1
2	Qualification structure .....	1
3	Aims of the qualification .....	2
	3.1 General aim of the qualification .....	2
	3.2 Specific aims of the qualification .....	2
4	Access to the qualification .....	2
5	Additional benefits of the qualification in meeting employer needs .....	3
	5.1 Mapping of qualification aims to units .....	3
	5.2 Mapping of National Occupational Standards (NOS) and/or trade body standards .....	4
	5.3 Assessment strategy for the qualification .....	5
6	Guidance on approaches to delivery and assessment .....	6
	6.1 Medical exemption .....	6
	6.2 Delivery schedule .....	6
	6.3 Recognition of prior learning .....	6
	6.4 Opportunities for e-assessment .....	7
	6.5 Support materials .....	7
	6.6 Resource requirements .....	7
7	Occupational competence of assessors .....	7
8	General information for centres .....	8
9	Further information .....	8
10	General information for learners .....	10

# 1 Introduction

The purpose of this document is to assist centres to implement, deliver and manage the qualification.

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

The qualification was refreshed in 2018. 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, 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 nine units to achieve the Level 2 Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver. The certificate comprises eight mandatory units plus a further unit from a choice of two. In total 16 credits are required.

SQA code	Ofqual code	Title	Credit points	RQF level
J1M9 54	R/617/3969	Taxi and Private Hire: Workplace Health and Safety	1	2
J1MA 54	M/617/3980	Taxi and Private Hire: Safely Transport Passengers	1	2
J1MB 54	T/617/3981	Taxi and Private Hire: Professional Customer Service	2	2
J1MC 54	J/617/3967	Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	2	2
J1MD 54	L/617/3985	Taxi and Private Hire: Mobility and Wheelchair Assistance	3	2
J1ME 54	Y/617/3987	Taxi and Private Hire: Plan Routes and Fares	1	2
J1MF 54	D/617/3988	Taxi and Private Hire: Transport Luggage and Parcels	1	2
J1MG 54	H/617/3989	Taxi and Private Hire: Safely Transport School Age Children	2	2
Learners must select <b>one</b> of the two units below				
J1MH 54	Y/617/3990	Taxi and Private Hire: The Licensing Regulations (England)	3	2
<b>Or</b>				
J3RR 54	F/617/9069	Taxi and Private Hire: The Licensing Regulations (London)	3	2

### **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 tyre 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.

### **4 Access 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 1 year. Local Licensing conditions may apply.

## 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	✓	✓							
Taxi and Private Hire: Safely Transport Passengers	✓		✓						
Taxi and Private Hire: Professional Customer Service	✓			✓					
Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	✓				✓				
Taxi and Private Hire: Mobility and Wheelchair Assistance	✓					✓			
Taxi and Private Hire: Plan Routes and Fares	✓						✓		
Taxi and Private Hire: Transport Luggage and Parcels	✓							✓	
Taxi and Private Hire: Safely Transport School Age Children,	✓		✓						
Taxi and Private Hire: The Licensing Regulations (England)	✓								✓
Taxi and Private Hire: The Licensing Regulations (London)	✓								✓

## 5.2 Mapping of National Occupational Standards (NOS) and/or trade body standards

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 (England)	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

Taxi and Private Hire: The Licensing Regulations (London)	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
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## 5.3 Assessment strategy for the qualification

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

### 5.3.1 Multiple-choice questions

Each unit will be assessed by an online multiple-choice test available via SQA's e-assessment platform SOLAR.

<https://www.sgasolar.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 (England)	35	65
Taxi and Private Hire: The Licensing Regulations (London)	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.

### 5.3.2 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 learning 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. 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 learning 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 Outcomes 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 3 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 candidate performance in the practical assessment for the *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 on *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.

# 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 RQF level 2.
- ◆ relevant experience of the skills to be assessed in the practical test for the *Mobility and Wheelchair Assistance* unit.
- ◆ relevant training skills.

## 8 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](http://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.

### 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*  
Publication Code: AA8005

[https://www.sqa.org.uk/sqa/files\\_ccc/qualification-verification-process-guidance-centres.pdf](https://www.sqa.org.uk/sqa/files_ccc/qualification-verification-process-guidance-centres.pdf)

## 9 Further information

### What else should I read?

SQA has developed a wide range of generic guidance on assessment, verification, quality assurance, etc. The following publications provide additional information that would be beneficial in implementing regulated vocational qualifications. Details of these and other SQA publications are available on our website at [www.sqa.org.uk](http://www.sqa.org.uk) on the 'Publications, Sales and Downloads' section. They can be ordered from SQA's Business Development and Customer Support Team — telephone 0303 333 0330. Please note that there may be a charge for some of these publications.

*Guidance on assessment of Regulated Qualifications in England and Wales*

First Edition: January 2018

Publication code: DB6282

*Assessment: A Guide for Centres Offering Ofqual Accredited Qualifications*, FA5465, March 2015.

*Internal Verification: A Guide for Centres Offering Ofqual Regulated Qualifications*, FA5437, April 2010.

*Special Consideration (Vocational and Occupational Qualifications) Procedure — Guidance for SQA Centres*, FA5466A, April 2010.

*Guide to Reasonable Adjustments in Ofqual Accredited Units and Qualifications*, EA6058, March 2013.

## History of changes

It is anticipated that changes will take place during the life of the qualification and this section will record these changes. This document is the latest version and incorporates the changes summarised below. Centres are advised to check SQA's APS Navigator to confirm they are using the up to date qualification structure.

**NOTE:** Where a unit is revised by another unit:

- ◆ No new centres may be approved to offer the unit which has been revised.
- ◆ Centres should only enter candidates for the unit which has been revised where they are expected to complete the unit before its finish date.

Version Number	Description	Date
3	Additional information on medical exemption for practical wheelchair assessment – section 6.1	3/11/2020
2	Unit J3RR 54 Taxi and Private Hire: The Licensing Regulations (London) added as an alternative to the existing J1MH 54 Taxi and Private Hire: The Licensing Regulations (England).  Any centre seeking approval to offer the new unit must provide evidence of staff/trainer competence with respect to knowledge and experience of the specific taxi regulations that relate to London. Additional information about enhanced quality assurance arrangements added to Section 8 General Information for centres.	7/2/2020

## 10 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 England
- ◆ 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.