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LICENSING COMMITTEE TUESDAY 16TH NOVEMBER 2010

**AGENDA ITEM 7 –
SUPPLEMENTARY INFORMATION RELATING TO NVQ AND VRQ
QUALIFICATIONS**

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Agenda Item 7



To
Members of the Licensing Committee
and
All Interested parties

Democratic Services

Civic Hall
Leeds LS1 1UR

Contact: Helen Gray
Tel: (0113) 247 4355
Fax: (0113) 395 1599
Email: helen.gray@leeds.gov.uk
Our Ref: A61/hg/supp info etter
Your Ref:
Date 11 November 2010

Dear Councillor

LICENSING COMMITTEE – TUESDAY 16th NOVEMBER 2010 AGENDA ITEM 7 NVQ AND VRQ QUALIFICATIONS – SUPPLEMENTARY INFORMATION

Further to the despatch of the agenda for the meeting scheduled for Tuesday 16th November 2010, the Council has today received documentation provided by GoSkills which is considered to be relevant to the Committees' deliberation of the report on NVQ and VRQ qualifications.

When Members considered the original report in respect of NVQ's there was an example of a training document guide included in the papers to illustrate the type of training undertaken by applicants. There is now a proposed enhancement to the training modules that has been brought about as part of a continuing review of training issues relevant to the Hackney and Private Hire trades. This new training document summary has only just been presented to the Council and it is considered to be a document, along with the most recent comprehensive publication of assessment areas, relevant to the Committee's review of the existing policy.

With the agreement of the Chair I attach a copy of the documentation for your reference and would be grateful if you would collate this document within your agenda for the meeting

Yours sincerely

Helen Gray
Governance Officer
Democratic Services

Councillors Distribution

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Mrs R Feldman
R D Feldman
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website: www.leeds.gov.uk
general enquiries: 0113 222 4444

REVISED MODULES

NVQ Level 2 Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire)

NVQ has been totally redeveloped.

13 new units specifically for the taxi and private hire industry have been developed.

Assessment criteria have extra assessment guidance to ensure centres are assessing consistently to a minimum standard.

New units are listed below:

Ensure health and safety of the taxi and private hire driver and passengers	Developed to fit with taxi and private hire specific industry needs including protecting self and passengers
Drive a taxi or private hire vehicle in a professional manner	Developed to fit with taxi and private hire specific industry needs including meeting regulations and fitness to drive
Provide professional customer service in the taxi and private hire industries	Developed to fit with taxi and private hire specific industry needs including the taxi and private hire industries as part of a competitive transport market, legislation and discrimination
Provide a safe and legal vehicle for transporting passengers by taxi and/ or private hire	New unit developed to fit with taxi and private hire specific industry needs including routine inspection of the vehicle and meeting licensing requirements
Carry fare paying passengers within the framework of the private hire industry	New unit developed to fit with private hire specific industry needs including understanding licensing requirements and how to hold and retain a licence. Also includes new section on operators responsibilities
Carry fare paying passengers within the regulatory framework of the taxi industry	New unit developed to fit with taxi specific industry needs including understanding licensing requirements and how to hold and retain a licence.
Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance	Developed to fit with taxi and private hire specific industry needs including increasing understanding of anti-discriminatory legislation including the current equality legislation
Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle	New unit developed to fit with taxi and private hire specific industry needs including dealing with passengers in wheelchairs and understating how to use specialist equipment safely
Plan routes in the taxi and private hire industries	No new sections
Process fares and charges for private hire passengers	Developed to fit with private hire specific industry needs including an understanding of booking systems, pre-booking and legal

REVISED MODULES

	requirements
Process fares and charges for taxi passengers	Developed to fit with taxi specific industry needs including an understanding of how to charge out a fare and legal requirements
Transport parcels, luggage and other items in the taxi and private hire industries	Developed to fit with taxi and private hire specific industry needs including more emphasis on lifting techniques and safety
Transport children and young persons by taxi, private hire or chauffeuring	Developed to fit with taxi and private hire specific industry needs including maintaining a safe vehicle and dealing with children

New VRQ units have been developed using the knowledge and understanding sections from the new NVQ units. Awarding Organisations will now all be offering the same qualification using the same units.

APPENDIX B

Mandatory units	45
Unit 1: Ensure the health and safety in your work environment in the Road Passenger Transport Industry	47
Unit 2: Drive Community Transport, Chauffeured, Taxi or Private Hire Vehicles Safely and Efficiently	59
Unit 3: Provide Professional Customer Service in the Community Transport, Chauffeur, Taxi and Private Hire Vehicle Industries	77
Unit 4: Deal Effectively with Difficult Passengers	92
Unit 5: Deal with Emergencies and incidents during a Journey Transporting Passengers in the Community Transport, Chauffeur, Taxi and Private Hire Vehicle Industries	101
Unit 6: Provide a Transport Service in the Community Transport, Chauffeur, Taxi and Private Hire Vehicle Industries for passengers who require assistance	112
Unit 7: Achieve Effective Working Relationships with Colleagues in the Road Passenger Transport Industry	125
Unit 8: Transport Children and Young Persons by Taxi, Private Hire or Chauffeuring	137
Option units	145
Unit 9: Operate a Community Transport Service for Children and Young Persons	147
Unit 10: Operate a Community Transport Service	161
Unit 11: Transport Passengers in the Community Transport Industry who have Special Requirements	171
Unit 12: Implement Defensive Driving in the Road Passenger Transport Industry	179
Unit 13: Support Learners by Mentoring and Coaching in the Workplace	189
Unit 14: Develop and Maintain your Work Skills and Knowledge in the Community Transport, Chauffeur, Taxi and Private Hire Vehicle Industries	199
Unit 15: Routine Cleaning of Passenger Transport Vehicles	205
Unit 16: Transport Parcels, Luggage and Other Items in the Community Transport, Chauffeur, Taxi and Private Hire Vehicle Industries	213
Unit 17: Plan Routes in the Road Passenger Transport Industry	223
Unit 18: Process Fares in the Community Transport, Chauffeur, Taxi and Private Hire Vehicle Industries	231
Unit 19: Manage and Administer Small Businesses in the Community Transport, Taxi or Private Hire Vehicle Industries	239
Unit 20: Process Telephone Bookings in the Road Passenger Transport Industry	247



Assessment Guidance

for

Level 2 Certificate in Introduction to the role of the professional Taxi and Private Hire Driver

1. Introduction

GoSkills, as the Sector Skills Council for the Passenger Transport Sector, has worked with sector representatives and awarding organisations to develop assessment guidance for the Level 2 Certificate in Introduction to the role of the professional Taxi and Private Hire Driver.

The Level 2 Certificate in Introduction to the role of the professional Taxi and Private Hire Driver has been developed to sit on the Qualification Credit Framework (QCF) to replace the following qualifications:

- Edexcel Level 2 BTEC Award in Transporting Passengers by Taxi and Private Hire
- EDI Level 2 Certificate in Road Passenger Transport (Private Hire)
- EDI Level 2 Certificate in Road Passenger Transport (Taxi)

Feedback from Industry has indicated the need for the new standardised knowledge based qualification for new entrants.

The new qualification will be used extensively across industry as a qualification for new drivers entering the industry to give a consistent starting point.

2. Background

Feedback from industry has indicated the need for a consistent qualification that can be delivered to meet the needs of the industry.

It has been indicated that there needs to be a robust assessment regime in place to protect the credibility of the qualification and guard against provider weaknesses. There is also the need to take into account the need to raise literacy and numeracy skills within the industry and ensuring that assessment methods used take into account these needs. A number of drivers in the sector also have English as a second language which needs to be taken into account when developing assessment methods for the qualification.

It has been indicated that there is a need for some practical assessment in the qualification particularly within Unit 6 - *Taxi and private hire services for passengers who require assistance* where it has been indicated that practical demonstration of dealing with a passenger using a wheelchair should be included in the assessment.

3. Assessment methods

This guidance has been developed in consultation with awarding organisations and industry representatives to ensure consistency in assessment methodologies across the awarding organisations developing the Level 2 Certificate in Introduction to the role of the professional Taxi and Private Hire Driver.

Unit Title	Assessment method
Unit 1 - Health and safety in the taxi and private hire work environment	External assessment – Multiple choice questions
Unit 2 - Road safety when driving passengers in a taxi or private hire vehicle	External assessment – Multiple choice questions
Unit 3 - Professional customer service in the taxi and private hire industry	External assessment – Multiple choice questions
Unit 4 - Taxi and private hire vehicle maintenance and safety inspections	External assessment – Multiple choice questions
Unit 5 - The regulatory framework of the	External assessment – Multiple choice questions

taxi and private hire industry	
Unit 6 - Taxi and private hire services for passengers who require assistance	Internal assessment – Practical assessment on dealing with a wheelchair user. External assessment – Multiple choice questions
Unit 7 - Routes and fares in the taxi and private hire vehicle industries	External assessment – Multiple choice questions
Unit 8 - Transporting of parcels, luggage and other items in the taxi and private hire industries	External assessment – Multiple choice questions
Unit 9 - Transporting of children and young persons by taxi or private hire vehicle	External assessment – Multiple choice questions

4. Assessment Guidance

Assessment guidance has been removed from the new Regulatory Information Technology System (RITS) and has not been transferred from the Web Based Accreditation (WBA) System. Employers in the sector have indicated specific assessment criteria where they have included specific assessment guidance to ensure that the units of assessment are being delivered consistently across all Awarding Organisations centres. This guidance is listed below and should be referred to when producing centre guidance.

TPHV K and U Unit 1 - Health and safety in the taxi and private hire work environment	
Assessment guidance specified by a sector or regulatory body (if appropriate)	<p>It is recommended that the following are covered when teaching and assessing this unit:</p> <p>Assessment criteria 1.1 The Health and Safety at Work Act relevant Codes of Practice Licensing Regulations re: accident reporting Road Traffic Acts – accident reporting COSHH Regulations, signage and symbols</p> <p>Assessment criteria 1.6 injury and death licence suspension or revocation legal action, liability financial loss</p> <p>Assessment criteria 2.1 dispatch office staff marshals controlling the ranks police or other authorised person traffic wardens licensing officers emergency services</p> <p>Assessment criteria 2.3 personal alarms and panic switches to base personal radio, private line contact security cameras and their privacy laws datahead/GPS safety guards and screens swipe card reader to limit the monies carried four door security lock</p> <p>When assessing this unit the following definitions should be used: Taxi - A licensed Hackney Carriage vehicle</p>
TPHV K and U Unit 2 - Road safety when driving passengers in a taxi or private hire vehicle	
Assessment	It is recommended that the following are covered when teaching and

<p>guidance specified by a sector or regulatory body (if appropriate)</p>	<p>assessing this unit: Assessment criteria 2.4 take in information by continually scanning the environment use that information to plan a response give information to other road users</p> <p>When assessing this unit the following definitions should be used: Taxi - A licensed Hackney Carriage vehicle</p>
TPHV K and U Unit 3 - Professional customer service in the taxi and private hire industry	
<p>Assessment guidance specified by a sector or regulatory body (if appropriate)</p>	<p>It is recommended that the following are covered when teaching and assessing this unit: Assessment criteria 2.3 maintaining punctuality providing safety and security for vulnerable customers honesty and truthfulness cultivating relationships drive with care and consideration Assessment criteria 2.5 Examples must include: Equalities Act 2010 Disability Discrimination Act 1995 Race Relations Act 1976 Health Act 2006 Assessment criteria 2.7 age racial religious sexual orientation nationality gender and gender reassignment disability Assessment criteria 2.8 refusing a fare based on own personal prejudice refusing a fare without justification refusing a fare because of a persons disability making it unreasonably difficult or impossible for a customer to make use of any such service providing a service which is on inferior terms to that on offer to other members of the public Assessment criteria 3.1 share knowledge and information promote a policy or procedure benefits of working as a team who people are including other drivers</p> <p>When assessing this unit the following definitions should be used:</p> <ul style="list-style-type: none"> • Taxi - A licensed Hackney Carriage vehicle • Customer - Includes passengers
TPHV K and U Unit 4 - Taxi and private hire vehicle maintenance and safety inspections	
<p>Assessment guidance specified by a sector or regulatory body (if appropriate)</p>	<p>It is recommended that the following are covered when teaching and assessing this unit: Assessment criteria 1.2 PPE: masks, gloves, eye protectors warning symbols instructions, data sheets, dilution quantities</p>

	<p>application, exposure and disposal</p> <p>Assessment criteria 2.5 MOT Testing Stations PCO accredited testing centres spot checks for roadworthiness</p> <p>Assessment criteria 2.7 Euro Standards 3,4 and 5 alternative fuels hybrid vehicles retro fitting of emission control devices (London)</p>
TPHV K and U Unit 5 - The regulatory framework of the taxi and private hire industry	
<p>Assessment guidance specified by a sector or regulatory body (if appropriate)</p>	<p>When assessing this unit, reference should be made to the Regulations and conditions that apply within the relevant licensing area, that could include, but not be confined to the</p> <p>English Counties, Districts and Unitary Authorities:</p> <ul style="list-style-type: none"> • Local Government (Miscellaneous Provisions) Act 1976 • Town Police Clauses Act 1847 <p>Greater London:</p> <ul style="list-style-type: none"> • Public Carriage Office conditions or 'notices' • Private Hire Vehicles (London) Act 1998 • Private Hire Vehicles (London) (Operator Licences) 2004 and amendments • Various Cab orders and Hackney Carriage Acts <p>Northern Ireland:</p> <ul style="list-style-type: none"> • Taxi Act (Northern Ireland) Order 2008 <p>Scotland:</p> <ul style="list-style-type: none"> • The Civic Government (Scotland) Act 1982 • SSI 145 Licensing of Booking Offices Order 2009 <p>All Areas</p> <ul style="list-style-type: none"> • Construction and Use Regulations • Data Protection Act • Equalities Act 2010 • Health and Safety act • Health Act 2006 • Road Safety Act 2006 • Transport Act 1985 <p>Rehabilitation of Offenders Act 1974 and 2002</p> <p>It is recommended that the following are covered when teaching and assessing this unit:</p> <p>Assessment criteria 1.1 driver's licence vehicle licence</p> <p>Assessment criteria 1.2 full UK or EU licence group 2 medical examinations CRB standard or enhanced check, or Certificate of Good Conduct authenticated by the relevant embassy ISA registration age and driving experience</p>

	<p>hire and reward insurance – public and private hire and all other pre-conditions as may be required by the licensing authority and the statutory acts</p> <p>Assessment criteria 1.3 Local driver licensing conditions</p> <p>Assessment criteria 2.1 Local licensing conditions</p> <p>Assessment criteria 2.2 Local licensing conditions</p> <p>Assessment criteria 2.4 Local licensing conditions</p> <p>Assessment criteria 3.8 breach of licensing conditions misconduct, including being intoxicated on duty refusing to drive without good reason obstructing authorised officers over charging by hackney carriage drivers driving without insurance running a defective vehicle</p> <p>Assessment criteria 4.1 being a fit and proper person CRB check holding Public Liability Insurance relevant planning permission Health & Safety regulations fire regulations in respect of running a business from a premises other details as may be prescribed by the licensing authority</p>
<p>TPHV K and U Unit 6 - Taxi and private hire services for passengers who require assistance</p>	
<p>Assessment guidance specified by a sector or regulatory body (if appropriate)</p>	<p>It is recommended that the following are covered when teaching and assessing this unit:</p> <p>Assessment criteria 2.1 Customers who require assistance could include: Mobility or ambulant disabled Hearing loss Blindness or partially sighted Physical injury Learning difficulties Disfigurement</p> <p>The following indicators may indicate a customer requires assistance: Ear and body worn hearing aids Support stick Crutch Walking frame Dark or tinted glasses Plaster casts Prosthetic limbs Speech difficulties</p> <p>Learners should show an awareness of the terms: Impairment Hidden disability Long term disability Chronic disability Empathy</p>

	<p>Assessment criteria 3.1 Specialist equipment could include: Disability aids Harnesses Straps Lifts Ramps Inspection and testing regimes could include: Licensing of lifting equipment regulations (LOLER)</p> <p>Assessment criteria 5.1 The ramp could be one of the following types: Suitcase folding Telescopic Channel type Platform type</p> <p>Assessment criteria 6.4 A learner could use: Swivel seat Drop down steps</p> <p>Learning outcome 5 It is recommended learners are assessed dealing with more than one type of wheelchair which could include: self propelled wheelchair, transit wheelchair</p> <p>When assessing this unit the following definitions should be used: Taxi - A licensed Hackney Carriage vehicle</p>
TPHV K and U Unit 7 - Routes and fares in the taxi and private hire vehicle industries	
<p>Assessment guidance specified by a sector or regulatory body (if appropriate)</p>	<p>It is recommended that the following are covered when teaching and assessing this unit:</p> <p>Assessment criteria 1.1 This should include using both maps and navigational aids</p> <p>Assessment criteria 1.3 bluetooth (mobile phone) personal digital assistant (PDA) global positioning satellite (GPS) general packet radio service (GPRS) professional mobile radio (PMR) short message service (SMS)</p> <p>Assessment criteria 2.2 flag/initial distance/running mile day and night tariffs unsocial hours, e.g. Christmas extras</p> <p>Assessment criteria 2.4 electronic taximeter data head radio link mobile phone satellite navigation</p> <p>Assessment criteria 2.6 charged through or via the private hire operator card reader linked to the taximeter cash as determined by the taximeter reading corporate client accounts</p>

	<p>When assessing this unit the following definition should be used:</p> <ul style="list-style-type: none"> • Taxi – A licensed Hackney Carriage Vehicle
<p>TPHV K and U Unit 8 - Transporting of parcels, luggage and other items in the taxi and private hire industries</p>	
<p>Assessment guidance specified by a sector or regulatory body (if appropriate)</p>	<p>It is recommended that the following are covered when teaching and assessing this unit:</p> <p>Assessment criteria 1.1 Public Liability Insurance Public and Employer Liability Insurance to insure against injury, damage and loss</p> <p>Assessment criteria 1.3 Examples include: Transporting hospital goods under contract Transporting blood bank items between NHS locations</p> <p>Assessment criteria 1.4 school bags and lunch boxes sports equipment musical instruments</p> <p>Assessment criteria 2.3 Local licensing conditions</p> <p>When assessing this unit the following definitions should be used:</p> <ul style="list-style-type: none"> • Taxi - A licensed Hackney Carriage vehicle • Items - When stated in the Learning outcomes this means parcels and luggage
<p>TPHV K and U Unit 9 - Transporting of children and young persons by taxi or private hire vehicle</p>	
<p>Assessment guidance specified by a sector or regulatory body (if appropriate)</p>	<p>Assessment criteria 2.1 enhanced CRB check ISA registered</p> <p>Assessment criteria 2.2 maintaining punctuality at stops and destinations maintaining a communications link knowing essential contact names and phone numbers</p> <p>When assessing this unit the following definitions should be used:</p> <ul style="list-style-type: none"> • Taxi - A licensed Hackney Carriage vehicle • Incident - An unplanned, uncontrolled event, which could have led to injury to persons or damage to vehicles and equipment, or some other loss • Emergency - A sudden unforeseen occurrence needing immediate action