

## 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

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	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.