

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

COPY OF PREVIOUS TRAINING MODULE