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.

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

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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 industry
External assessment – Multiple choice questions

Unit 8 - Transporting of parcels, luggage and other items in the taxi and private hire industry
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)

<table>
<thead>
<tr>
<th>Assessment criteria 1.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Health and Safety at Work Act</td>
</tr>
<tr>
<td>relevant Codes of Practice</td>
</tr>
<tr>
<td>Licensing Regulations re: accident reporting</td>
</tr>
<tr>
<td>Road Traffic Acts – accident reporting</td>
</tr>
<tr>
<td>COSHH Regulations, signage and symbols</td>
</tr>
</tbody>
</table>

Assessment criteria 1.6
injury and death
licence suspension or revocation
legal action, liability
financial loss

Assessment criteria 2.1
dispatch office staff
marshals controlling the ranks
police or other authorised person
traffic wardens
licensing officers
emergency services

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

When assessing this unit the following definitions should be used:
Taxi - A licensed Hackney Carriage vehicle

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
guidance specified by a sector or regulatory body (if appropriate) | 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

When assessing this unit the following definitions should be used:  
Taxi - A licensed Hackney Carriage vehicle

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**TPHV K and U Unit 3 - Professional customer service in the taxi and private hire industry**

| Assessment guidance specified by a sector or regulatory body (if appropriate) | 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

When assessing this unit the following definitions should be used:  
- Taxi - A licensed Hackney Carriage vehicle  
- Customer - Includes passengers

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**TPHV K and U Unit 4 - Taxi and private hire vehicle maintenance and safety inspections**

| Assessment guidance specified by a sector or regulatory body (if appropriate) | 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

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**TPHV K and U Unit 5 - The regulatory framework of the taxi and private hire industry**

<table>
<thead>
<tr>
<th>Assessment guidance specified by a sector or regulatory body (if appropriate)</th>
<th>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</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>English Counties, Districts and Unitary Authorities:</td>
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<tr>
<td></td>
<td>- Town Police Clauses Act 1847</td>
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<td></td>
<td>Greater London:</td>
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<td></td>
<td>- Public Carriage Office conditions or 'notices'</td>
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<tr>
<td></td>
<td>- Private Hire Vehicles (London) (Operator Licences) 2004 and amendments</td>
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<td></td>
<td>- Various Cab orders and Hackney Carriage Acts</td>
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<td></td>
<td>Northern Ireland:</td>
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<td></td>
<td>- Taxi Act (Northern Ireland) Order 2008</td>
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<td></td>
<td>Scotland:</td>
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<td></td>
<td>- The Civic Government (Scotland) Act 1982</td>
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<td></td>
<td>- SSI 145 Licensing of Booking Offices Order 2009</td>
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<td></td>
<td>All Areas</td>
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<td></td>
<td>- Construction and Use Regulations</td>
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<td></td>
<td>- Data Protection Act</td>
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<td></td>
<td>- Equalities Act 2010</td>
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<td>- Health and Safety act</td>
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<td></td>
<td>- Health Act 2006</td>
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<td></td>
<td>- Road Safety Act 2006</td>
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<td></td>
<td>- Transport Act 1985</td>
</tr>
<tr>
<td></td>
<td>Rehabilitation of Offenders Act 1974 and 2002</td>
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<tr>
<td></td>
<td>It is recommended that the following are covered when teaching and assessing this unit:</td>
</tr>
<tr>
<td></td>
<td><strong>Assessment criteria 1.1</strong></td>
</tr>
<tr>
<td></td>
<td>driver’s licence</td>
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<td></td>
<td>vehicle licence</td>
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<td></td>
<td><strong>Assessment criteria 1.2</strong></td>
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<td></td>
<td>full UK or EU licence</td>
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<td></td>
<td>group 2 medical examinations</td>
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<td></td>
<td>CRB standard or enhanced check, or Certificate of Good Conduct</td>
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<td></td>
<td>authenticated by the relevant embassy</td>
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<tr>
<td></td>
<td>ISA registration</td>
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<tr>
<td></td>
<td>age and driving experience</td>
</tr>
</tbody>
</table>
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

Assessment criteria 1.3
Local driver licensing conditions

Assessment criteria 2.1
Local licensing conditions

Assessment criteria 2.2
Local licensing conditions

Assessment criteria 2.4
Local licensing conditions

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

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

| TPHV K and U Unit 6 - Taxi and private hire services for passengers who require assistance |
| Assessment guidance specified by a sector or regulatory body (if appropriate) |
| It is recommended that the following are covered when teaching and assessing this unit: |

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
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
Learners should show an awareness of the terms:
Impairment
Hidden disability
Long term disability
Chronic disability
Empathy
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)

Assessment criteria 5.1
The ramp could be one of the following types:
- Suitcase folding
- Telescopic
- Channel type
- Platform type

Assessment criteria 6.4
A learner could use:
- Swivel seat
- Drop down steps

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

When assessing this unit the following definitions should be used:
Taxi - A licensed Hackney Carriage vehicle

<table>
<thead>
<tr>
<th>Assessment guidance specified by a sector or regulatory body (if appropriate)</th>
<th>It is recommended that the following are covered when teaching and assessing this unit:</th>
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<tbody>
<tr>
<td>Assessment criteria 1.1</td>
<td>This should include using both maps and navigational aids</td>
</tr>
<tr>
<td>Assessment criteria 1.3</td>
<td>bluetooth (mobile phone)</td>
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<td></td>
<td>personal digital assistant (PDA)</td>
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<td></td>
<td>global positioning satellite (GPS)</td>
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<td></td>
<td>general packet radio service (GPRS)</td>
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<td></td>
<td>professional mobile radio (PMR)</td>
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<td></td>
<td>short message service (SMS)</td>
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<tr>
<td>Assessment criteria 2.2</td>
<td>flag/initial distance/running mile</td>
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<tr>
<td></td>
<td>day and night tariffs</td>
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<td></td>
<td>unsocial hours, e.g. Christmas</td>
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<td></td>
<td>extras</td>
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<tr>
<td>Assessment criteria 2.4</td>
<td>electronic taximeter</td>
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<td></td>
<td>data head</td>
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<tr>
<td></td>
<td>radio link</td>
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<tr>
<td></td>
<td>mobile phone</td>
</tr>
<tr>
<td></td>
<td>satellite navigation</td>
</tr>
<tr>
<td>Assessment criteria 2.6</td>
<td>charged through or via the private hire operator</td>
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<td></td>
<td>card reader linked to the taximeter</td>
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<td></td>
<td>cash as determined by the taximeter reading</td>
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<tr>
<td></td>
<td>corporate client accounts</td>
</tr>
</tbody>
</table>
When assessing this unit the following definition should be used:
- **Taxi** – A licensed Hackney Carriage Vehicle

### TPHV K and U Unit 8 - Transporting of parcels, luggage and other items in the taxi and private hire industries

<table>
<thead>
<tr>
<th>Assessment guidance specified by a sector or regulatory body (if appropriate)</th>
<th>It is recommended that the following are covered when teaching and assessing this unit:</th>
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</thead>
</table>
| | **Assessment criteria 1.1**  
Public Liability Insurance  
Public and Employer Liability Insurance to insure against injury, damage and loss  
**Assessment criteria 1.3**  
Examples include:  
- Transporting hospital goods under contract  
- Transporting blood bank items between NHS locations  
**Assessment criteria 1.4**  
- school bags and lunch boxes  
- sports equipment  
- musical instruments  
**Assessment criteria 2.3**  
Local licensing conditions |

When assessing this unit the following definitions should be used:
- **Taxi** – A licensed Hackney Carriage vehicle  
- **Items** - When stated in the Learning outcomes this means parcels and luggage

### TPHV K and U Unit 9 - Transporting of children and young persons by taxi or private hire vehicle

| Assessment guidance specified by a sector or regulatory body (if appropriate) | **Assessment criteria 2.1**  
enhanced CRB check  
ISA registered  
**Assessment criteria 2.2**  
maintaining punctuality at stops and destinations  
maintaining a communications link  
knowing essential contact names and phone numbers |
|---|---|

When assessing this unit the following definitions should be used:
- **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