

Qualification Specification

601/4373/3

iCQ Level 2 Certificate in the Introduction to the Role of the Professional Taxi and Private Hire Driver (RQF)



Qualification Details

Title : iCQ Level 2 Certificate in the Introduction to the Role of the Professional Taxi and Private Hire Driver (RQF)
Awarding Organisation : iCan Qualifications Limited
Fees Price List Url : https://icanqualify.net
Qualification Type : RQF
Qualification Sub Type : None
Qualification Level : Level 2
Qualification Sub Level : None
EQF Level : Level 3
Regulation Start Date : 26-Aug-2014
Operational Start Date : 01-Sep-2014
Offered In England : Yes
Offered In Wales : No
Offered In Northern Ireland : Yes
Assessment Language In English : Yes
Assessment Language In Welsh : No
Assessment Language In Irish : No
SSA : 4.3 Transportation Operations and Maintenance
Purpose : B. Prepare for further learning or training and/or develop knowledge and/or skills in a subject area
Sub Purpose : B1. Prepare for further learning or training
Total Credits : 15
Min Credits at/above Level : 15
Minimum Guided Learning Hours : 79
Maximum Guided Learning Hours : 79
Diploma Guided Learning Hours : 0
Barring Classification Code : ZZZZ
Overall Grading Type : Pass
Assessment Methods : Portfolio of Evidence
Structure Requirements : To achieve this qualification learners must attain 15 credits by achieving all units contained in the Mandatory Group M
Age Ranges : Pre-16 : No; 16-18 : No; 18+ : Yes; 19+ : Yes
Qualification Objective : This qualification will introduce learners to the role of a professional taxi driver or private hire driver and develop knowledge and understanding of this role

Qualification Specification

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
M) Group M - Mandatory Units	Yes	9	9	9	15	0

Group M Group M - Mandatory Units

URN	Title	Level	GLH	Credit
A/502/5983	Taxi and private hire vehicle maintenance and safety inspections	2	10	2
D/502/5992	Health and safety in the taxi and private hire work environment	2	6	1
F/502/5984	The regulatory framework of the taxi and private hire industry	2	17	3
J/502/5985	Taxi and private hire services for passengers who require assistance	2	13	3
L/502/5986	Routes and fares in the taxi and private hire vehicle industries	2	6	1
M/502/5981	Road safety when driving passengers in a taxi or private hire vehicle	2	6	1
T/502/5982	Professional customer service in the taxi and private hire industry	2	9	2
Y/502/5988	Transporting of parcels, luggage and other items in the taxi and private hire industries	2	6	1
Y/502/5991	Transporting of children and young persons by taxi or private hire vehicle	2	6	1

Qualification Framework : RQF

Title : Taxi and private hire vehicle maintenance and safety inspections

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 10

Unit Credit Value : 2

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Industry has requested that this unit is externally assessed via a multiple choice test

Unit: A/502/5983 : Taxi and private hire vehicle maintenance and safety inspections

Know how to prepare and clean the vehicle in preparation for fare paying passengers

Assessment Criterion - The learner can:

01.01	Identify the cleaning agents most suitable for cleaning the exterior and interior of the vehicle of: •traffic grime •solid contaminants •food stains •vomit •asphalt •accumulated brake dust
01.02	Explain the relevance of the Control of Substances Hazardous to Health (COSHH) when selecting cleaning agents
01.03	Describe how to dispose of waste products safely and correctly

Know how to undertake a regular inspection regime to maintain the safety and efficiency of the licensed vehicle and to ensure it meets legal requirements

02.01	Outline the necessity of regular vehicle servicing and maintenance in terms of: •fuel economy •promoting passenger and road safety •meeting all local licensing conditions •adhering to any vehicle warranty that may be in place
02.02	State the requirements of the regulations for inspection and testing of a licensed vehicle
02.03	Describe how to carry out a routine safety inspection to ensure a licensed vehicle meets the required standard for carrying passengers including: •a daily walk round check •an end of shift inspection •prior to licensing inspection or Certificate of Compliance
02.04	Outline the requirements of the regulations in regard to the power of authorised persons to inspect and test a vehicle at any reasonable time for its fitness to operate
02.05	Explain the role of the Vehicle Operator and Services Agency (VOSA) in ensuring that National Inspection Standards are maintained
02.06	Explain the effect of the following: •compliance •immediate prohibition notice •delayed prohibition notice •defect notice •advisory note •fixed penalties •suspensions
02.07	Explain the drivers responsibility in relation to current environmental standards
02.08	Explain why accident damage needs to be reported to the licensing authority

Know how to monitor vehicle systems between service intervals and inspections

03.01	Describe the importance of vehicle monitoring systems to keep the driver informed of potential problems
03.02	Outline how the Road Vehicles (Construction and Use) Regulations 1986 may influence or direct the driver in the maintenance and selection of tyres
03.03	Outline the legal requirements regarding tyres in respect of: •tread depth •uniform wear •splits •cuts •damage •inflation pressures

Qualification Framework : RQF

Title : Health and safety in the taxi and private hire work environment

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 6

Unit Credit Value : 1

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Industry has requested that this unit is externally assessed via a multiple choice test.

Unit: D/502/5992 : Health and safety in the taxi and private hire work environment

Know how to ensure health and safety in the taxi and private hire work environment

Assessment Criterion - The learner can:

01.01	Identify the main Health and Safety Regulations and policies that protect the driver, customer and other road users
01.02	Describe the difference between a hazard and a risk
01.03	Describe hazards a driver may face during a duty
01.04	Describe possible responses to identified hazards to limit risk to self, customers and other road users
01.05	Describe how to undertake a risk assessment to limit the risk to the driver, customers and other road users
01.06	Outline the duty of care a driver has in relation to customers and other road users
01.07	Describe consequences of not following health and safety rules and regulations
01.08	Identify the types of insurance that a driver requires for indemnifying self or customer(s) for harm or loss
01.09	Describe how to prevent physical risks as a result of manual handling, movements and posture

Understand how to prevent and protect driver and customers from potential hazards and risks

02.01	Describe the role of the emergency services and personnel who can support a driver in the course of their duties
02.02	Explain how to reduce and prevent emotional stress and anger when driving
02.03	Describe how to use appropriate equipment and alarm systems to act as a deterrent and limit personal risk to a driver
02.04	Describe the use of conflict management techniques to limit personal risks
02.05	Explain the importance of a healthy lifestyle in relation to a drivers duties
02.06	Explain the importance of contingency planning when unforeseen incidents and emergencies occur

Understand how to respond to an emergency or incident when driving a taxi or private hire vehicle

03.01	Explain why it is important to follow a customers instructions in an incident or emergency involving that customer
03.02	Outline action to be taken in the event of vehicle breakdown at the roadside
03.03	Explain the necessity of ensuring the customers safety and welfare in the event of an incident or emergency
03.04	Explain the importance of providing reassurance to customers who may be in shock, worried or concerned
03.05	Outline the actions that a driver can take when confronted with a road accident or other acute emergency

Qualification Framework : RQF

Title : The regulatory framework of the taxi and private hire industry

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 17

Unit Credit Value : 3

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Industry has requested that this unit is externally assessed via a multiple choice test

Unit: F/502/5984 : The regulatory framework of the taxi and private hire industry

Understand how to meet the requirements to hold and retain a licence to drive and work within the taxi and private hire industry

Assessment Criterion - The learner can:

- 01.01 Outline the reasons why drivers, vehicles and operators are licensed in the taxi and private hire industries
- 01.02 List the types of licence required to drive and work within the taxi and private hire industry
- 01.03 Describe the process of obtaining a hackney carriage or private hire drivers licence
- 01.04 Explain the reasons why a medical exemption certificate may be granted for:
 - Group 2 medical standards
 - the carriage of assistance dogs
 - provision of assistance to disabled people under legislation
- 01.05 Explain the term fit and proper in the context of an application for a drivers licence
- 01.06 Explain the term full disclosure in the context of an application for a drivers licence
- 01.07 State the duration a drivers licence is valid as determined by the regulations or the licensing authority
- 01.08 Outline the relevant section of the Statutory Regulations that apply to the licensing of drivers
- 01.09 Explain the appeals procedure within the relevant regulations for applicants who have had their licence applications refused, suspended or revoked
- 01.10 Identify the person(s) who are permitted to drive a licensed vehicle
- 01.11 Identify the authorised persons who have the authority to request to see a drivers or operators licences
- 01.12 Describe the circumstances where a drivers licence can be immediately suspended or revoked
- 01.13 Outline driver licensing conditions

Know the requirements of the licensing authority in relation to hackney carriage or private hire vehicles

- 02.01 Describe the regulations and conditions a hackney carriage vehicle must satisfy
- 02.02 Describe the regulations and conditions a private hire vehicle must satisfy
- 02.03 Define the terms type approval and the categories in respect of licensing a taxi or private hire vehicle
- 02.04 Outline vehicle licensing conditions
- 02.05 Describe the terms no-limit, de-regulation and restriction in relation to issuing vehicle licences for:
 - private hire vehicles
 - hackney carriage
- 02.06 Describe the type of sign that would be considered illegal if displayed on a private hire vehicle
- 02.07 Identify the types of vehicles that can be used for private hire work but are exempted from licensing
- 02.08 Explain the consequences of not exhibiting a licence plate as prescribed by the licensing authority
- 02.09 Outline the key details that can be found on a licence plate
- 02.10 Identify the time frame during which licence plates and discs have to be returned to the licensing authority on licence suspension, revocation or surrender
- 02.11 Identify the person(s) who are permitted to drive a licensed vehicle
- 02.12 Identify the circumstances where a vehicle licence can be immediately suspended or revoked
- 02.13 Outline the appeals procedure if a vehicle licence has been refused, suspended or revoked

Know how to work within the regulatory framework for carrying passengers for hire and reward

- 03.01 Explain the conditions that are attached to the term plying for hire
- 03.02 Explain the use of the taximeter or association fare booklet for journeys outside the licensing boundary
- 03.03 Explain the term pre-booking as applied to the private hire trade
- 03.04 Describe the consequences of plying for hire without a hackney carriage licence, including insurance implications
- 03.05 Explain the importance of fixing and displaying fares and charges via a fare table in the vehicle
- 03.06 Explain how hackney carriage fares and private hire fares are determined
- 03.07 Describe the statutory byelaws where they concern:
 - prescribed distance of the tow, city or borough
 - delaying, neglecting or omitting to take a hire
 - using the most direct route unless directed otherwise
 - charging a fare greater than agreed or authorised by the byelaw
- 03.08 Describe the circumstances where drivers may be liable to be charged with an offence under the local byelaws
- 03.09 Explain the difference between signage that is prohibited/curtailed on private hire vehicles and the signage and advertising permitted on hackney carriage vehicles
- 03.10 Outline the legal requirement regarding no smoking including signage

Know how to discharge the duties and responsibilities of a licensed operator

- 04.01 State the requirements for operator licensing
- 04.02 State the duration of the local operators licence
- 04.03 State who is responsible for taking private hire bookings
- 04.04 Outline how private hire bookings are discharged in line with legislation
- 04.05 Describe the requirements of a licensed operator for the following:
 - recording bookings
 - producing records
 - maintaining a register of drivers and vehicle details
 - operator licences
 - displaying a company tariff sheet
 - presenting a clean and tidy waiting room
- 04.06 Describe the legislative requirements applying to the use of vehicles and drivers used under an operator licence within the district (cross-border hiring)
- 04.07 Outline under what circumstances an operator licence can be refused, suspended or revoked
- 04.08 Outline the appeals procedure if an operators licence has been refused, suspended or revoked

Qualification Framework : RQF

Title : Taxi and private hire services for passengers who require assistance

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 13

Unit Credit Value : 3

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Industry has requested that learning outcomes 1, 2, 3 and 4 are externally assessed via a multiple choice test.

Industry has requested that learning outcomes 5 and 6 are internally assessed via simulation

Unit: J/502/5985 : Taxi and private hire services for passengers who require assistance

Understand anti-discriminatory legislation

Assessment Criterion - The learner can:

- | | |
|-------|---|
| 01.01 | Explain the vehicle accessibility provisions contained in the Equality Act 2010 |
| 01.02 | Describe the legal duties of a driver in assisting passengers in wheelchairs |
| 01.03 | Explain the reasons why a driver can be exempted from assisting passengers in wheelchairs |

Understand how to recognise when passengers require assistance

- | | |
|-------|---|
| 02.01 | Describe how to recognise when passengers may need assistance |
| 02.02 | Identify the role of different assistance dogs and their different coloured jackets |
| 02.03 | Outline the consequences of refusing an assistance dog without justification |
| 02.04 | Identify the reasons why certain drivers are exempt from transporting assistance dogs |
| 02.05 | Explain why no extra charges are applicable to the transport of assistance dogs |

- | | |
|-------|--|
| 02.06 | Describe what is meant by the following terms:
<ul style="list-style-type: none"> • hidden disability • long term • chronic • empathy |
|-------|--|

Understand how to provide an appropriate service for customers who may experience difficulties in using taxis and private hire vehicles

- | | |
|-------|--|
| 03.01 | Explain the importance of the technique used by booking office telephonists when taking requests from customers who have special requirements |
| 03.02 | Explain why it is important to request the customers permission before providing assistance |
| 03.03 | Describe the particular assistance measures that a driver can take when offering assistance to customers including those who |
| 03.04 | Explain the terms preserving dignity and duty of care in the context of assisting customers who have special assistance requirements |
| 03.05 | Explain why door to door service should not be reflected in waiting charges |
| 03.06 | Explain why it is important that help and assistance is carried out at all stages of the journey |
| 03.07 | Describe how a driver can appeal against a Penalty Charge Notice (PCN) when a PCN has been received for extending a waiting period or infringing a parking restriction |

Know how to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle

- | | |
|-------|--|
| 04.01 | Describe the specialist equipment that may be fitted to an accessible vehicle |
| 04.02 | Explain the importance of carrying out regular inspections and risk assessment of specialist equipment |
| 04.03 | Explain the importance of knowing the safe working loads and limits of specialist equipment and any testing regimes that must be applied |
| 04.04 | Describe how to safely restrain a wheelchair and passenger |
| 04.05 | Describe procedures for dealing with defective passenger-safety equipment |
| 04.06 | Describe the action that can be taken to deal with situations where schedules cannot be met |
| 04.07 | Describe the action that can be taken where customers are not at their agreed pick-up points |
| 04.08 | Explain the importance of disability training for taxi and private hire drivers |

Be able to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle

- | | |
|-------|---|
| 05.01 | Correctly deploy, secure and stow the wheelchair ramp |
| 05.02 | Check the ramp incline for safe entry and exit of the wheelchair, customer and driver |
| 05.03 | Safely manoeuvre a wheelchair and its occupant into and out of the vehicle and position them in the correct orientation |
| 05.04 | Demonstrate that the brakes are applied and the wheelchair is secured by the manufacturers restraints |
| 05.05 | Correctly fit the appropriate customer seat belt and wheelchair restraint, and headrest/ backrest if fitted |
| 05.06 | Ensure that the customer is safe and secure |
| 05.07 | Safely reverse a wheelchair and its occupant down a ramp |

Be able to provide safe assistance for customers who want to transfer from wheelchair to the vehicle

- | | |
|-------|---|
| 06.01 | Open and fold a four wheeled wheelchair |
| 06.02 | Discuss with the customer their capabilities in safely transferring themselves from the wheelchair into and out of the vehicle |
| 06.03 | Check that the wheelchair is fit for purpose and that it is completely stable prior to the customer lifting themselves out of and into the wheelchair |
| 06.04 | Select and use the correct disability aid for transfer of the customer into and out of the vehicle |

Qualification Framework : RQF

Title : Routes and fares in the taxi and private hire vehicle industries

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 6

Unit Credit Value : 1

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Industry has requested that this unit is externally assessed via a multiple choice test.

Unit: L/502/5986 : Routes and fares in the taxi and private hire vehicle industries

Know how to use map reading and navigational tools

Assessment Criterion - The learner can:

01.01	Describe how to pinpoint locations on maps
01.02	Identify topographical symbols and detail from road maps including: - roads and motorways - road and motorway intersections - motorway services - transport signs - travel points - public buildings - information points
01.03	Describe the benefits of advanced communication technology available to the driver

Know rules, safety measures and restrictions related to picking up and setting down passengers

02.01	Explain the discretionary rules for drivers of taxis and private hire vehicles when setting down and picking up customers
02.02	Describe the safety measures and restrictions that drivers have to be aware of when picking up and dropping off at the following: - airports - rail stations - hospitals

Know how to accurately charge out a fare for transporting passengers within a hire and reward system

03.01	Explain the legal requirements relating to the display and positioning of a fare table within a taxi or private hire booking office
03.02	Explain how a tariff system can be broken down into a number of tariffs depending on the time of day
03.03	Outline how a private hire agreement is made through a licensed private hire operator and details conveyed to the private hire driver
03.04	Describe the operation of a modern booking and dispatch system
03.05	Describe the operation of an electronic taximeter handling multiple and progressive tariffs
03.06	Explain the recalibration process of the taximeter when the tariffs are updated
03.07	Describe the payment systems that are available to the driver
03.08	Describe the benefits of auto book and call back
03.09	Describe how change is calculated and a receipt given to the customer
03.10	Describe how cash and other receipts are reconciled at the end of each working period
03.11	List common methods of driver payment when contracted to a radio circuit

Qualification Framework : RQF

Title : Road safety when driving passengers in a taxi or private hire vehicle

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 6

Unit Credit Value : 1

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Industry has requested that this unit is externally assessed via a multiple choice test.

Unit: M/502/5981 : Road safety when driving passengers in a taxi or private hire vehicle

Understand factors that can affect a drivers judgement and concentration

Assessment Criterion - The learner can:

01.01	Explain the importance of being physically and mentally fit to drive
01.02	Outline the medical criteria for fitness to drive
01.03	Describe how common ailments can affect a drivers judgement and concentration
01.04	Describe how over the counter medicines can affect a drivers judgement and concentration
01.05	Describe how alcohol and drugs affect a drivers ability to drive
01.06	Describe how the following can affect a drivers judgement and concentration: - heavy traffic volumes - weather conditions - parking - delays - meeting unrealistic time schedules - stress

Know how to transport customers in a safe and comfortable manner

02.01	Outline the relevant legislation relating to the use of seatbelts for the following: - hackney carriage driver - private hire driver - passenger - child or young person
02.02	State the exceptions when child seats are not available
02.03	Describe how driving style should be adapted to the prevailing road conditions
02.04	Describe the elements of defensive driving
02.05	Describe the importance of mirrors and signalling to the taxi and private hire driver as they continue to stop and start from the roadside
02.06	Define the following in relation to driving safely: - safe following distance - thinking distance - braking distance
02.07	Describe what a safe following distance is for all conditions
02.08	Describe how stopping distances are affected by: - gradients - road surface - condition of the vehicle - stress - tiredness
02.09	Describe the use of safety measures to control speed, red light and traffic infringements
02.10	Describe how personal driving style affects how efficiently the vehicle runs
02.11	Describe how personal driving style can contribute to protecting the environment
02.12	Describe how personal driving style affects customer comfort

Qualification Framework : RQF

Title : Professional customer service in the taxi and private hire industry

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 9

Unit Credit Value : 2

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Industry has requested that this unit is externally assessed via a multiple choice test.

Unit: T/502/5982 : Professional customer service in the taxi and private hire industry

Understand the importance of providing a professional service in a competitive passenger transport market

Assessment Criterion - The learner can:

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|-------|--|
| 01.01 | Explain how personal appearance can influence a customers first impression and generate repeat business |
| 01.02 | Describe the choices of transport provider that a customer may have |
| 01.03 | Explain why a customer would choose to travel by taxi or private hire vehicle |
| 01.04 | Explain the importance of projecting a professional image to the customer including: <ul style="list-style-type: none"> • providing a clean vehicle both inside and out • being cordial, friendly and welcoming • having professional knowledge |

Understand how to deliver quality customer service to all sections of the community

- | | |
|-------|--|
| 02.01 | Explain the effects of different levels of service quality and how they could influence: <ul style="list-style-type: none"> •customer expectations •profitability •market share |
| 02.02 | Describe services and facilities available and how they are delivered |
| 02.03 | Outline customer services delivered to the taxi and private hire customer |
| 02.04 | Describe the special customer guidance and welcome that a driver can offer travellers arriving and departing at transport hubs and interchanges |
| 02.05 | Explain why it is important that all customers should be treated equally when accessing passenger transport |
| 02.06 | Identify the main legislative acts that protect the taxi/ private hire customer against discriminatory practices |
| 02.07 | Describe what is meant by the terms stereotyping and harassment |
| 02.08 | Describe examples of different types of discrimination that drivers should be aware of |
| 02.09 | Outline the circumstances where a driver could be accused of discrimination |
| 02.10 | Outline how a taxi or private hire operator can amend the service to meet the relevant codes of practice, licence conditions and equality legislation |

Know how to work and communicate effectively

- | | |
|-------|--|
| 03.01 | Explain the importance of working alongside people who can support and share knowledge to improve services to customers |
| 03.02 | Describe different forms of body language and facial expressions |
| 03.03 | Describe how to communicate a response in circumstances where: <ul style="list-style-type: none"> •a customer is confrontational •a misunderstanding has arisen •the customer has language or speech difficulties |
| 03.04 | Explain the importance of summarising |

Qualification Framework : RQF

Title : Transporting of parcels, luggage and other items in the taxi and private hire industries

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 6

Unit Credit Value : 1

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Industry has requested that this unit is externally assessed via a multiple choice test.

Unit: Y/502/5988 : Transporting of parcels, luggage and other items in the taxi and private hire industries

Understand how to accept and load parcels, luggage and other items for transporting

Assessment Criterion - The learner can:

01.01	Outline the relevant regulations and insurance requirements related to transporting luggage or other items
01.02	Define the terms duty of care and vicarious liability in relation to transporting parcels, luggage and other items
01.03	Describe how to deal with substances that have special requirements
01.04	Describe the precautions that have to be taken when loading and transporting personal equipment
01.05	Outline the requirements of The Manual Handling Operations Regulations 1992
01.06	Describe how to carry out a risk assessment prior to undertaking any manual handling act
01.07	Describe injuries that can occur when manual handling
01.08	Outline how to avoid injuries when manual handling
01.09	Describe the use of the Accident Book for employed drivers
01.10	Describe the kinetic lifting principle
01.11	Explain the consequences of accepting illegal goods to transport, even if the driver was unaware of the content of the package
01.12	Explain the precautions that should be taken if asked to transport goods that have no package details or tracing paperwork
01.13	Identify the authority that should be contacted if there is a suspicion that a package for transport is illegal or contains an explosive device
01.14	Explain why it is important that drivers carrying out courier work have consignment notes provided by the customer

Know how to carry out lost property checks and take the appropriate steps to source the owner

02.01	Describe precautions necessary when carrying out a routine check of the vehicle for lost property
02.02	Describe assistance that can be given to the operator or police to try to source the owner of lost property
02.03	Outline licence conditions in respect of delivering lost property back to the owner

Qualification Framework : RQF

Title : Transporting of children and young persons by taxi or private hire vehicle

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 6

Unit Credit Value : 1

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Industry has requested that this unit is externally assessed via a multiple choice test

Unit: Y/502/5991 : Transporting of children and young persons by taxi or private hire vehicle

Understand the role of the driver in ensuring that the vehicle and its ancillary components are fit for purpose

Assessment Criterion - The learner can:

01.01	Explain the importance of vehicle safety checks within school and social service contracts
01.02	Describe the importance of regular vehicle inspection reporting systems
01.03	Explain the terms duty of care and negligence in relation to transporting children and young persons
01.04	Outline the current seat belt law relating to children and young persons
01.05	Outline the legal responsibility of the driver to children of a certain age or height
Understand how to safely pick up and transport children and young persons to a destination point where they can be safely handed over to an authorised person	
02.01	Outline how the Independent Safeguarding Authority carry out their role to protect children and young people
02.02	Describe the role and responsibilities of a driver and an escort when transporting children and young persons within a contract supplied by a local authority or LEA (Local Education Authority)
02.03	Explain the importance of informing children and young persons of: •danger areas around the vehicle that can cause serious harm or injury •when and how to enter or leave the vehicle
02.04	Explain the importance of maintaining the dignity of the child when assisting with boarding and alighting
02.05	Explain how to ensure the school, college, teachers and /or parents are confident in the drivers ability
02.06	Describe the term in loco parentis and how it applies to the driver in charge
02.07	Describe how to deal with the following: •an unwell child •travel sickness •bullying •misbehaviour •a distressed child
02.08	Explain how to communicate with children and young people in a sensitive manner ensuring controls on bad behaviour and high spirits are maintained
02.09	Explain why close contact should be kept with the operator, school, college or contracting authority if a potential problem arises with the transport arrangements
02.10	Explain the importance of the handover of responsibilities to a waiting parent, guardian or school
02.11	Outline a contingency plan that could be adopted if an incident or emergency took place during the transportation of children and young persons
02.12	Explain the importance of a drivers log or diary to record incidents and allegations