

Qualification Specification

601/4374/5

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



Qualification Details

Title	iCQ Level 2 NVQ Certificate in Road Passenger Vehicle Driving (Taxi and Private Hire) (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	D. Confirm occupational competence and/or 'licence to practice'
Sub Purpose	D1. Confirm competence in an occupational role to the standards required
Total Credits	36
Min Credits at/above Level	36
Minimum Guided Learning Hours	161
Maximum Guided Learning Hours	179
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 achieve all of the mandatory units contained in Group A (30 credits). Additionally, learners must attain a minimum of 4 credits from the optional units in Group B, a minimum of 1 credit from optional units in Group C and a minimum of 1 credit from optional units in Group D. If learners are undertaking this qualification as part of the Apprenticeship Framework, they must also complete the additional 3 credit unit contained in the Additional Unit Group E.
Age Ranges	Pre-16 : No; 16-18 : No; 18+ : Yes; 19+ : Yes
Qualification Objective	This qualification is for those who carry out the role of Professional Taxi Driver or Private Hire Driver and who wish develop their skills and knowledge further and demonstrate their competence in carrying out this role

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OAG) Overarching Group	Yes	0	4	5	36	0
A) Group A - Mandatory Units	Yes	8	8	8	30	30
B) Group B - Optional Units	Yes	2	1	0	4	0
C) Group C - Optional Units	Yes	2	1	0	1	0
D) Group D - Optional Units	Yes	4	1	0	1	0
E) Group E - Additional Unit	No	1	1	0	3	0

Group A Group A - Mandatory Units

URN	Title	Level	GLH	Credit
A/602/6061	Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle	2	13	3
H/602/6054	Ensure health and safety of the taxi and private hire driver and passengers	2	21	6
K/602/6055	Drive a taxi or private hire vehicle in a professional manner	2	18	3
M/602/6056	Provide professional customer service in the taxi and private hire industries	2	16	5
R/602/6065	Transport parcels, luggage and other items in the taxi and private hire industries	2	8	2
T/602/6057	Provide a safe and legal vehicle for transporting passengers by taxi and/ or private hire	2	15	3
T/602/6060	Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance	2	16	5
Y/602/6066	Transport children and young persons by taxi, private hire or chauffeuring	2	21	3

Group B Group B - Optional Units

URN	Title	Level	GLH	Credit
A/602/6058	Carry fare paying passengers within the framework of the private hire industry	2	25	4
F/602/6059	Carry fare paying passengers within the regulatory framework of the taxi industry	2	25	4

Group C Group C - Optional Units

URN	Title	Level	GLH	Credit
J/602/6063	Process fares and charges for private hire passengers	2	4	1
L/602/6064	Process fares and charges for taxi passengers	2	4	1

Group D Group D - Optional Units

URN	Title	Level	GLH	Credit
A/602/6027	Process telephone bookings in the road passenger transport industries	2	8	2
F/602/6062	Plan routes in the taxi and private hire industries	2	4	1
K/602/6007	Develop and maintain work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries	2	10	2
M/602/6025	Manage and administer small businesses in the community transport, taxi or private hire industries	3	22	4

Group E Group E - Additional Unit

URN	Title	Level	GLH	Credit
L/602/5934	Employment Rights and Responsibilities in the Passenger Transport Sector	2	18	3

Unit Specification

A/602/6061

Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle



Qualification Framework : RQF

Title : Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle

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](#).

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.

Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: A/602/6061 : Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle**Be able to provide safe wheelchair assistance to customers who require transfer to the accessible vehicle****Assessment Criterion - The learner can:**

01.01	Correctly deploy, secure and stow the wheelchair ramp
01.02	Check the ramp incline for safe entry and exit of the wheelchair, customer and driver
01.03	Safely manoeuvre a wheelchair and its occupant into and out of the vehicle and position them in the correct orientation
01.04	Demonstrate that the brakes are applied and the wheelchair is secured by the manufacturers restraints
01.05	Correctly fit the appropriate customer seat belt and wheelchair restraint, and headrest/ backrest if fitted
01.06	Ensure that the customer is safe and secure before moving off
01.07	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

02.01	Open and fold a four wheeled wheelchair
02.02	Discuss with the customer their capabilities in safely transferring themselves from the wheelchair into and out of the vehicle
02.03	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
02.04	Select and use the correct disability aid for transfer of the customer into and out of the vehicle

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

03.01	Describe the specialist equipment that may be fitted to an accessible vehicle
03.02	Explain the importance of carrying out regular inspections and risk assessment of specialist equipment
03.03	Explain the importance of knowing the safe working loads and limits of specialist equipment and any inspection and testing regimes that must be applied
03.04	Describe how to safely restrain a wheelchair and passenger
03.05	Describe appropriate procedures for dealing with defective passenger-safety equipment
03.06	Describe the actions that can be taken to deal with situations where schedules cannot be met
03.07	Describe the action that can be taken to deal with situations where customers are not at their agreed pick-up points

Qualification Framework : RQF

Title : Ensure health and safety of the taxi and private hire driver and passengers

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 21

Unit Credit Value : 6

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

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

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.
 Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: H/602/6054 : Ensure health and safety of the taxi and private hire driver and passengers

Be able to recognise hazards and assess risks to health and safety

Assessment Criterion - The learner can:

- | | |
|-------|--|
| 01.01 | Identify their responsibilities within the regulatory framework designed to protect self and passengers against potential hazards and risk |
| 01.02 | Identify hazards and risks within the work environment that could expose a driver and passenger(s) to potential danger |
| 01.03 | Carry out a risk assessment |
| 01.04 | Obtain assistance and advice from an appropriate person when the level of the risk is not certain |
| 01.05 | Take action to remove or isolate the hazard |
| 01.06 | Record and communicate details of a particular hazard and risk so that contingencies and future plans can be implemented by appropriate people |

Know how to identify hazards and assess risks to health and safety

- | | |
|-------|---|
| 02.01 | Identify the main Health and Safety frameworks and policies that protect the driver, passenger and other road users |
| 02.02 | Describe the difference between a hazard and a risk |
| 02.03 | Describe hazards a driver may face |
| 02.04 | Describe possible responses to identified hazards to limit risk to self, passengers and other road users |
| 02.05 | Describe how to undertake a risk assessment to limit the risk to self, passenger(s) and other road users |
| 02.06 | Outline the duty of care a driver has in relation to passengers and other road users |
| 02.07 | Describe consequences of not following health and safety rules and regulations |
| 02.08 | Identify the types of insurance that a driver requires for indemnifying self or customer(s) for harm or loss |
| 02.09 | Describe how to minimise physical risks as a result of manual handling, movements and postures |

Be able to prevent or protect oneself and passengers against potential hazards and risks

- | | |
|-------|---|
| 03.01 | Co-operate with people and policies designed to reduce exposure to hazards and potential risk |
| 03.02 | Follow policies or procedures designed to limit risk |
| 03.03 | Take immediate and effective action where the safety or welfare of the passenger is at risk |
| 03.04 | Take action that is within own personal limits of authority and ability |
| 03.05 | Report incidents considered serious enough to the appropriate person or body |

Understand how to prevent or protect oneself against potential hazards and risks

- | | |
|-------|---|
| 04.01 | Describe the different roles of the emergency services and personnel who can support a driver in the course of their duties |
| 04.02 | Explain how to reduce and prevent emotional stress and anger when driving |
| 04.03 | Describe how to use appropriate equipment and alarm systems to act as a deterrent and limit personal risk to a driver |
| 04.04 | Describe the use of conflict management techniques to limit personal risks |
| 04.05 | Explain the importance of healthy lifestyle in relation to their duties |
| 04.06 | Explain the importance of contingency planning when unforeseen incidents and emergencies |

Respond to an emergency affecting passengers

- | | |
|-------|--|
| 05.01 | Demonstrate how to respond to emergency situations that affect the passengers safety including:
• how to contact the appropriate service for assistance
• how to use appropriate emergency equipment |
|-------|--|

Understand how to respond to an emergency affecting passengers

- | | |
|-------|--|
| 06.01 | Explain why it is important to follow the customers instructions in an incident or emergency involving that customer |
| 06.02 | Outline the action to be taken in the event of a vehicle breakdown at the roadside |
| 06.03 | Explain the necessity of ensuring the customers safety and welfare in the event of an incident or emergency |
| 06.04 | Explain the importance of providing reassurance to passengers who may be in shock, worried or concerned |
| 06.05 | Outline the procedures that a driver can take when confronted with a road accident or other acute emergency |

Qualification Framework : RQF

Title : Drive a taxi or private hire vehicle in a professional manner

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 18

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](#).

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.

Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: K/602/6055 : Drive a taxi or private hire vehicle in a professional manner

Be able to prepare to drive the vehicle for the safe transport of passengers

Assessment Criterion - The learner can:

- | | |
|-------|---|
| 01.01 | Demonstrate they hold a current drivers licence as issued by the relevant licensing authority |
| 01.02 | Demonstrate that the vehicle has a current vehicle licence issued by the licensing authority and it is displayed correctly |
| 01.03 | Demonstrate that insurance policies in respect of third party risks are in place |
| 01.04 | Demonstrate that the vehicle operator or proprietor has a current and valid MOT or a certificate of compliance issued on behalf of the Department for Transport |
| 01.05 | Carry out a pre-drive check to ensure the licensed vehicle meets the licensing conditions in respect of transporting passengers safely |
| 01.06 | Display the drivers badge in a manner prescribed by legislation |
| 01.07 | Demonstrate the vehicle is prepared to carry passengers safely and carries emergency equipment as the licensing conditions require |

Understand how to prepare oneself to drive the vehicle for the safe transport of passengers

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|-------|--|
| 02.01 | Explain the importance of being physically and mentally fit to drive |
| 02.02 | Outline the medical criteria for fitness to drive |
| 02.03 | Describe how common ailments can affect a drivers judgement and concentration |
| 02.04 | Describe how over the counter medicines can affect a drivers judgement and concentration |
| 02.05 | Describe how alcohol and drugs affect a drivers ability to drive |
| 02.06 | Describe how the following can affect a drivers concentration and judgement:
• heavy traffic volumes
• weather conditions
• parking
• delays
• meeting unrealistic time schedules
• stress |

Be able to drive the vehicle and transport passengers safely and in comfort

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|-------|---|
| 03.01 | Ensure that passengers comply with the current Seat Belt Regulations |
| 03.02 | Interpret the journey details from passenger or booking office request |
| 03.03 | Ensure passengers are seated comfortably and any luggage is secured |
| 03.04 | Drive the vehicle in a manner that is safe for customers and other road users; adapting driving style according to the specific needs of the customer |
| 03.05 | Drive in a manner that promotes economy of fuel, tyre and brake wear |

Know how to transport customers in a safe and comfortable manner

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|-------|--|
| 04.01 | Outline the relevant legislation relating to the use of seatbelts |
| 04.02 | Describe how driving style should be adapted to the prevailing road conditions |
| 04.03 | Describe the elements of defensive driving |
| 04.04 | Describe the importance of mirrors and signalling to the taxi and private hire driver as they continue to stop and start from the roadside |
| 04.05 | Define the following in relation to driving safely:
• safe following distance
• thinking distance
• braking distance |
| 04.06 | Describe what a safe following distance is for all conditions |
| 04.07 | Describe how stopping distances are affected by:
• gradients
• road surface
• condition of the vehicle
• stress
• tiredness |
| 04.08 | Describe the use of safety measures to control speed, red light and traffic infringements |
| 04.09 | Describe how personal driving style affects how efficiently the vehicle runs |
| 04.10 | Describe how personal driving style can contribute to protecting the environment |
| 04.11 | Describe how personal driving style affects customer comfort |

Qualification Framework : RQF

Title : Provide professional customer service in the taxi and private hire industries

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 16

Unit Credit Value : 5

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

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

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.
 Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: M/602/6056 : Provide professional customer service in the taxi and private hire industries

Be able to demonstrate professionalism and efficiency

Assessment Criterion - The learner can:

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|-------|--|
| 01.01 | Demonstrate a professional image to customers including any legal requirements |
| 01.02 | Deal with customers needs efficiently and effectively |

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

- | | |
|-------|--|
| 02.01 | Explain how personal appearance can influence a customers first impression and generate repeat business |
| 02.02 | Describe the choices of transport provider that a customer may have |
| 02.03 | Explain why a customer would chose to travel by taxi or private hire vehicle |
| 02.04 | 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 |

Be able to deliver quality customer service to customers

- | | |
|-------|--|
| 03.01 | Meet the customers expectations in terms of arrival times |
| 03.02 | Assist customers with luggage and any other requests at start, throughout and at the end of a journey within own personal responsibilities and ability |

Know how to deliver quality customer service

- | | |
|-------|---|
| 04.01 | 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 |
| 04.02 | Describe services and facilities available and how they are delivered |
| 04.03 | Outline customer services delivered to the taxi and private hire customer |
| 04.04 | Describe the special customer guidance and welcome that a driver can offer travellers arriving and departing at transport hubs and interchanges |
| 04.05 | Explain why it is important that all customers should be treated equally when accessing passenger transport |
| 04.06 | Identify the main legislative acts that protect the taxi/ private hire customer against discriminatory practices |
| 04.07 | Describe what is meant by the terms stereotyping and harassment |
| 04.08 | Describe examples of different types of discrimination that drivers should be aware of |
| 04.09 | Outline the circumstances where a driver could be accused of discrimination |
| 04.10 | Outline how a taxi or private hire operator can amend the service to meet the relevant codes of practice, licence conditions and equality legislation |

Be able to work and communicate effectively with people who can support and assist customers

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|-------|--|
| 05.01 | Work with and alongside people who can support and share knowledge to improve service to customers |
|-------|--|

Know how to work and communicate effectively with people who can support and assist customers

- | | |
|-------|---|
| 06.01 | Describe the importance of working alongside people who can support and share knowledge to improve the business |
|-------|---|

Qualification Framework : RQF

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

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 8

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](#).

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.
 Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: R/602/6065 : Transport parcels, luggage and other items in the taxi and private hire industries

Be able to accept and load parcels, luggage and other items for transporting

Assessment Criterion - The learner can:

01.01	Follow customers instructions as to the transport and destination of luggage and other items
01.02	Check luggage and other items for damage before accepting for transport
01.03	Carry out a risk assessment before any manual handling operation is performed
01.04	Use the correct lifting technique to lift and carry luggage and other items for transport
01.05	Distribute and protect luggage and other items from the following: • stress • weight transfer • impact • crush • piercing • inclement weather
01.06	Demonstrate that precautions have been taken to secure luggage and protect against theft
01.07	Take action when luggage or items are too heavy to lift or carry
Know how to accept and load parcels, luggage and other items for transporting	
02.01	Outline the relevant regulations and insurance requirements related to transporting luggage or items
02.02	Define the terms duty of care and vicarious liability in relation to transporting parcels, luggage and other items
02.03	Describe how to deal with substances that have special requirements
02.04	Describe the precautions that have to be taken when loading and transporting personal equipment
02.05	Explain the requirements of the Manual Handling Operations Regulations 1992
02.06	Describe how to carry out a risk assessment prior to undertaking any manual handling activity
02.07	Describe the injuries that can occur when manual handling
02.08	Outline how to avoid injuries when manual handling
02.09	Describe the importance of reporting accidents
02.10	Describe the kinetic lifting principle
02.11	Explain the consequences of accepting illegal goods to transport even if the driver was unaware of the content of the package
02.12	Explain the precautions that should be taken if asked to transport goods that have no package details or tracing paperwork
02.13	Identify the authority that should be contacted if there is a suspicion that a package is illegal or contains an explosive device
02.14	Explain why it is important that drivers who are carrying out courier work have a consignment note provided by the customer
Be able to carry out lost property checks and take the appropriate steps to identify the owner	
03.01	Carry out a routine check of the vehicle for lost property
03.02	Hand over lost property to the relevant person
03.03	Collect a receipt for the lost property from the relevant person
Know how to carry out lost property checks and take the appropriate steps to identify the owner	
04.01	Describe the precautions necessary when carrying out a routine check of the vehicle
04.02	Describe what assistance can be given the operator or police to try to source the owner of lost property
04.03	Outline licence conditions in respect of delivering lost property back to the owner

Qualification Framework : RQF

Title : Provide a safe and legal vehicle for transporting passengers by taxi and/ or private hire

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 15

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](#).

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.

Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: T/602/6057 : Provide a safe and legal vehicle for transporting passengers by taxi and/ or private hire

Be able to clean the vehicle in preparation for transporting fare paying passengers

Assessment Criterion - The learner can:

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|-------|---|
| 01.01 | Select the appropriate equipment and cleaning agents for washing the vehicle exterior |
| 01.02 | Use washing facilities and cleaners to remove road grime and other contaminants from the vehicle body |
| 01.03 | Select appropriate equipment and cleaning agents to clean the interior of the vehicle |
| 01.04 | Use the appropriate equipment to clean the interior of the vehicle |
| 01.05 | Prepare and maintain the vehicle exterior and interior to licensing condition requirements |

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

- | | |
|-------|---|
| 02.01 | Identify the cleaning agents most suitable for cleaning the exterior and interior of the vehicle |
| 02.02 | List and describe the common vehicle contaminants |
| 02.03 | Explain the relevance of the Control of Substances Hazardous to Health (COSHH) when selecting cleaning agents |
| 02.04 | Describe how to dispose of waste products safely and correctly |

Be able to carry out a routine inspection of a licensed vehicle prior to carrying passengers

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|-------|--|
| 03.01 | Inspect the exterior of the vehicle to ensure licensing and other user regulations are met |
| 03.02 | Inspect the interior of the vehicle to ensure licensing and other user regulations are met |
| 03.03 | Inspect and check any specialist equipment on the vehicle |
| 03.04 | Inspect and check seat belts and anchorage points for operation and security |
| 03.05 | Inspect and check the operation of all lighting and signalling equipment |
| 03.06 | Inspect and check condition and operation of wipers and washers |
| 03.07 | Examine obligatory mirrors and windscreen glass for cracks, damage and discolouration |
| 03.08 | Examine for signs of water, fuel and oil leaks |

- | | |
|-------|--|
| 03.09 | Inspect wheels and tyres for the following:
• security
• under-inflation
• splits
• cuts
• tread wear |
|-------|--|

Know how to undertake a regular inspection regime to maintain the safety and efficiency of the licensed vehicle

- | | |
|-------|--|
| 04.01 | Outline the necessity of regular vehicle servicing and maintenance |
| 04.02 | State the requirements of the regulations for inspection and testing of the licensed vehicle |
| 04.03 | Describe how to carry out a routine safety inspection to ensure the licensed vehicle meets the required standard for carrying passengers |
| 04.04 | 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 |
| 04.05 | Explain the role of the Vehicle Operator and Services Agency (VOSA) in ensuring that National Inspection Standards are maintained |
| 04.06 | Explain the effect of the following terms:
• compliance
• immediate prohibition notice
• delayed prohibition notice
• defect notice
• advisory note
• fixed penalties
• suspensions |
| 04.07 | Explain the drivers responsibility in relation to current environmental standards |
| 04.08 | Explain why accident damage needs to be reported to the licensing authority |

Be able to carry out basic servicing and operational checks to maintain vehicle safety and efficiency

- | | |
|-------|---|
| 05.01 | Carry out fluid level checks and replenish including:
• engine oil
• washer fluid
• brake fluid
• coolant |
| 05.02 | Inspect and test vehicle systems prior to carrying passengers as appropriate for the vehicle being operated |

Know how to monitor vehicle systems between service intervals and inspections

- | | |
|-------|---|
| 06.01 | Describe the importance of vehicle monitoring systems to keep the driver informed of potential problems |
| 06.02 | Outline how the Road Vehicles (Construction and Use) Regulations 1986 may influence a driver in the maintenance and selection of tyres |
| 06.03 | Outline the legal requirements regarding tyres in respect of the following:
• tread depth
• uniform wear
• splits
• cuts
• damage
• inflation pressures |

Unit Specification

T/602/6060

Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance



Qualification Framework : RQF

Title : Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 16

Unit Credit Value : 5

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

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

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony, questioning, professional discussion and written evidence.

Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: T/602/6060 : Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance**Be able to identify when customers need assistance and provide appropriate assistance****Assessment Criterion - The learner can:**

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|-------|---|
| 01.01 | Demonstrate an awareness of a customers need for assistance |
| 01.02 | Offer the customer the appropriate help and assistance that they require |
| 01.03 | Offer assistance promptly and in a way that is polite and considerate and respects the dignity of the customers |
| 01.04 | Decide with the customers approval the assistance measures that are required |
| 01.05 | Assess whether the assistance required will cause any risk to themselves or the customer(s) |
| 01.06 | Refer to contingency plans when the assistance required cannot be provided |
| 01.07 | Work within the relevant legislation and codes of practice when deciding on the assistance to be given |
| 01.08 | Recognise when the customer does not want assistance |

Know how to identify when customers need assistance and provide appropriate assistance

- | | |
|-------|--|
| 02.01 | Describe how to recognise customers who may need assistance |
| 02.02 | Describe the role of assistance dogs and their coloured jackets |
| 02.03 | Outline the consequences of refusing an assistance dog without justification |

Understand anti-discriminatory legislation

- | | |
|-------|--|
| 03.01 | Explain the vehicle accessibility provisions contained in current Equality Legislation |
| 03.02 | Describe the legal duties of a driver in assisting passengers |
| 03.03 | Explain why a driver can be exempted from assisting passengers |

Be able to offer appropriate assistance to customers who may experience difficulties in using licensed vehicles

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|-------|--|
| 04.01 | Provide an appropriate service to customers who require assistance |
|-------|--|

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

- | | |
|-------|--|
| 05.01 | Explain why it is important to request the customers permission before providing assistance |
| 05.02 | Describe the particular assistance measures that a driver can take when offering assistance to customers including those who: <ul style="list-style-type: none"> • are deaf or have impaired hearing • are blind or are partially sighted • are non-ambulant or have limited mobility • have learning difficulties • have particular speech or communication difficulties |
| 05.03 | Explain the terms preserving dignity and duty of care in the context of assisting customers who have special assistance requirements |
| 05.04 | Explain why no extra charges are applicable to the transport of assistance dogs |
| 05.05 | Explain why door to door service should not be reflected in waiting charges |
| 05.06 | Explain why it is important that help and assistance is carried through at all stages of the journey |
| 05.07 | 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 |

Qualification Framework : RQF

Title : Transport children and young persons by taxi, private hire or chauffeuring

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 21

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](#).

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.

Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: Y/602/6066 : Transport children and young persons by taxi, private hire or chauffeuring

Be able to prepare a vehicle for transporting children and young persons

Assessment Criterion - The learner can:

- | | |
|-------|---|
| 01.01 | Prepare the vehicle in accordance with the licensing conditions and/or LEA (Local Education Authority) contract specifications |
| 01.02 | Carry out a vehicle inspection that may include ancillary equipment designed to assist the boarding and alighting of children and young persons who require special assistance measures |

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

- | | |
|-------|--|
| 02.01 | Explain the importance of vehicle safety checks within school and social service contracts |
| 02.02 | Describe the importance of regular vehicle inspection reporting systems |
| 02.03 | Explain the terms duty of care and negligence and how these apply when transporting children and young persons |
| 02.04 | Outline the current seat belt law relating to children and young persons |
| 02.05 | Outline the legal responsibility of the driver to children of a certain age or height |

Be able to safely pick up and transport children and young persons to an appointed destination point where they can be safely handed over to an authorised person

- | | |
|-------|---|
| 03.01 | Demonstrate that they have been contracted to transport children and young persons |
| 03.02 | Provide assistance where required for securing a seat belt or child restraint |
| 03.03 | Ensure that all children and young persons who require assistance are assisted |
| 03.04 | Arrive at the collection or destination point at the agreed time |
| 03.05 | Transport children and young persons safely in line with operator policies and LEA/licensing authority contract requirements and conditions |

Know 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

- | | |
|-------|---|
| 04.01 | Outline the Independent Safeguarding Authority in protecting children and young people |
| 04.02 | 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 |
| 04.03 | Explain the importance of informing children and young persons of the following:
• danger areas around the vehicle that can cause serious harm or injury
• when and how to enter or leave the vehicle |
| 04.04 | Explain the importance of maintaining the dignity of the child when assisting with boarding and alighting |
| 04.05 | Explain how to ensure the school, college, teachers and/or parents are confident in their abilities |
| 04.06 | Explain the term in loco parentis and how it applies to the driver in charge |
| 04.07 | Describe how to deal with the following:
• an unwell child
• travel sickness
• bullying
• misbehaviour
• a distressed child |
| 04.08 | Explain how to communicate with children and young people in a sensitive manner ensuring controls on bad behaviour and high spirits are maintained |
| 04.09 | Explain why close contact should be kept with the operator, school, college or contracting authority if a potential problem arises with the transport arrangements |
| 04.10 | Explain the importance of the handover of responsibilities to a waiting parent, guardian or school |
| 04.11 | Outline a contingency plan that could be adopted if an incident or emergency took place during the transportation of children and young persons |
| 04.12 | Explain the importance of a drivers log or diary to record incidents and allegations |

Qualification Framework : RQF

Title : Carry fare paying passengers within the framework of the private hire industry

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 25

Unit Credit Value : 4

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

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

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.

Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: A/602/6058 : Carry fare paying passengers within the framework of the private hire industry

Understand the reasons why drivers, vehicles and operators have to have a licence to operate

Assessment Criterion - The learner can:

01.01 Outline the reasons why drivers, vehicles and operators are licensed in the private hire and taxi trades

Understand how to meet the requirements to hold and retain a drivers licence

02.01 Explain how to obtain a private hire drivers licence

02.02 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

02.03 Explain the term fit and proper in the context of an application for a drivers licence

02.04 Explain the term full disclosure in the context of an application for a drivers licence

02.05 State the duration a drivers licence is valid as determined by the regulations or the licensing authority

02.06 Outline the relevant sections of the Statutory Regulations that apply to the licensing of private hire drivers

02.07 Explain the appeals procedures within the relevant regulations for applicants who have had their licence applications refused, suspended or revoked

02.08 Describe the circumstances where a drivers licence can be immediately suspended or revoked

02.09 Identify the person(s) who are permitted to drive a licensed vehicle

02.10 Identify the persons who have the authority to request to see a drivers or operators licence

Know how to provide a private hire vehicle that meets the requirements of the licensing authority

03.01 Define the terms type approval and the categories in respect of licensing a private hire vehicle

03.02 Outline vehicle licensing conditions

03.03 Describe the term no-limit when issuing private hire vehicle licences

03.04 Describe the type of sign that would be considered illegal if displayed on a private hire vehicle

03.05 Identify the types of vehicles and operations that can be exempt from licensing

03.06 Explain the consequences of not exhibiting a licence plate as prescribed by the licensing authority

03.07 Outline the key details that can be found on a licence plate

03.08 Identify the time frame during which licence plates and discs have to be returned to the licensing authority on vehicle suspension, revocation or expiry

03.09 Describe the circumstances where a vehicle licence can be immediately suspended or revoked

03.10 Outline the appeals procedure if a vehicle licence has been refused, suspended or revoked

Be able to work within the regulatory framework for carrying passengers for hire and reward

04.01 Successfully respond to a booking from an operator

04.02 Successfully respond to a booking via a radio request or the sending of data

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

05.01 Explain the term pre-booking

05.02 Explain how hackney carriage and private hire fares are determined

05.03 Describe the statutory legislation where it concerns illegal plying for hire, including touting for business

05.04 Describe the consequences of plying for hire without a hackney carriage licence including insurance implications

05.05 Describe the circumstances where drivers may be liable to be charged with an offence under local byelaws

05.06 Explain the difference between signage that is prohibited/curtailed on private hire vehicles and the signage and advertising permitted on hackney carriage vehicles

05.07 Outline the legal requirement regarding no smoking including signage

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

06.01 State the requirements for operator licensing

06.02 State the duration of the operators licence

06.03 State who is responsible for taking private hire bookings

06.04 Outline how that booking is discharged in line with legislation

06.05 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 suitable waiting room

06.06 Describe the legislative requirements applying to the use of vehicles and drivers used under an operator licence within the district (cross-border hiring)

06.07 Outline under what circumstances an operator licence can be refused, suspended or revoked

06.08 Outline the appeals procedure if an operators licence has been refused, suspended or revoked

Qualification Framework : RQF

Title : Carry fare paying passengers within the regulatory framework of the taxi industry

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 25

Unit Credit Value : 4

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

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

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.

Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: F/602/6059 : Carry fare paying passengers within the regulatory framework of the taxi industry

Understand the reasons why drivers and vehicles have to obtain a licence

Assessment Criterion - The learner can:

01.01 Outline the reasons why drivers, vehicles and operators are licensed separately in the private hire and taxi trades

Know how to meet the requirements to hold and retain a drivers licence

02.01 Explain how to obtain a hackney carriage drivers licence

02.02 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

02.03 Explain the term fit and proper in the context of an application for a drivers licence

02.04 Explain the term full disclosure in the context of an application for a drivers licence

02.05 State the duration a drivers licence is valid as determined by the regulations or the licensing authority

02.06 Outline the relevant section of the Statutory Regulations that apply to the licensing of hackney carriage drivers

02.07 Explain the appeals procedure within the relevant regulations for applicants who have had their licence applications refused, suspended or revoked

02.08 Describe the circumstances where a drivers licence may be immediately suspended or revoked

02.09 Identify the person(s) who are permitted to drive a licensed vehicle

02.10 Identify the authorised persons who have the authority to request to see a drivers licence

Know how to provide a hackney carriage that meets the requirements of the licensing authority

03.01 Define the terms type approval and the categories in respect of licensing a taxi

03.02 Outline vehicle licensing conditions

03.03 Describe the terms de-regulation and restriction when issuing vehicle licenses

03.04 Explain the consequences of not exhibiting a licence plate as prescribed by the licensing authority

03.05 Outline the key details that can be found on a licence plate

03.06 Identify the time frame during which licence plates and discs have to be returned to the licensing authority on vehicle suspension, revocation or expiry

03.07 Identify the circumstances where a vehicle licence can be immediately suspended or revoked

03.08 Outline the appeals mechanism if a vehicle licence has been refused, suspended or revoked

Be able to work within the regulatory framework for carrying passengers for hire and reward

04.01 Successfully respond to a flag down

04.02 Successfully respond to a request at an authorised rank

04.03 Successfully respond to a request for an estimate for a journey outside the licensing boundary

04.04 Successfully respond to a booking from an operator

04.05 Successfully respond to a booking via a radio request or the sending of data

04.06 Process a hackney carriage fare from the taximeter to the customer receipt

04.07 Process a fare where an extra charge is applied from the fare table

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

05.01 Explain the conditions that are attached to the term plying for hire

05.02 Explain the use of the taximeter or association fares booklet for journeys outside the licensing boundary

05.03 Explain the term pre-booking

05.04 Describe the consequences of plying for hire without a hackney carriage licence including insurance implications

05.05 Explain the requirement for a metered vehicle to display fares and charges via a prescribed fare table or board in the vehicle

05.06 Explain how hackney carriage and private hire fares are determined

05.07 Describe the statutory byelaws where they concern the following:

- conduct on the ranks
- prescribed distance of the town, city or borough
- delaying, neglecting or omitting to take a hire
- using the most direct route unless directed otherwise
- charging a fare greater than that agreed or authorised by the byelaw

05.08 Describe the circumstances where drivers may be liable to be charged with an offence under the local Byelaws

05.09 Explain the difference between signage that is prohibited/curtailed on private hire vehicles and the signage and advertising permitted on hackney carriage vehicles

05.10 Outline the legal requirement regarding no smoking including signage

Qualification Framework : RQF

Title : Process fares and charges for private hire passengers

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 4

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](#).

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.

Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: J/602/6063 : Process fares and charges for private hire passengers

Be able to carry out private hire work on behalf of an operator

Assessment Criterion - The learner can:

01.01	Accept and complete a private hire fare which has been pre-booked through a private hire operator
01.02	Recognise and accept when a concessionary travel pass or card has been offered

Know how to carry out private hire work when contracted to a private hire operator

02.01	Outline how a private hire agreement is made through a licensed private hire operator and details conveyed to the private hire driver
02.02	Describe the operation of modern booking and dispatch system
02.03	Describe the payment systems that are available to the driver
02.04	Describe the benefits of auto book and call back
02.05	Describe how change is calculated and a receipt given to the customer
02.06	Describe how cash and other receipts are reconciled at the end of each working period
02.07	List common methods of driver payment when contracted to a radio circuit

Qualification Framework : RQF

Title : Process fares and charges for taxi passengers

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 4

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](#).

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.
 Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: L/602/6064 : Process fares and charges for taxi passengers

Be able to accurately charge out a fare for transporting passengers within a hire and reward system

Assessment Criterion - The learner can:

- | | |
|-------|---|
| 01.01 | Use a taximeter that is fitted to a hackney carriage to demonstrate to the customers the hire period charge that may also include other charges that are within the remit of the licensing conditions |
| 01.02 | Offer a quotation for a hackney carriage hire outside of the licensing boundary |
| 01.03 | Recognise and accept when a concessionary travel pass or card has been offered |

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

- | | |
|-------|--|
| 02.01 | Explain the legal requirements relating to the display and positioning of the fare table or board for the benefit of customers |
| 02.02 | Explain how a tariff system can be broken down into a number of tariffs depending on the time of day |
| 02.03 | Describe the operation of a modern booking and dispatch system |
| 02.04 | Describe the operation of an electronic taximeter handling multiple and progressive tariffs |
| 02.05 | Explain the recalibration process of the taximeter when the tariffs are updated |
| 02.06 | Describe the payment systems that are available to the driver |
| 02.07 | Describe the benefits of auto book and call back |
| 02.08 | Describe how change is calculated and a receipt given to the customer |
| 02.09 | Describe how cash and other receipts are reconciled at the end of each working period |
| 02.10 | List common methods of driver payment when contracted to a radio circuit |

Qualification Framework : RQF

Title : Process telephone bookings in the road passenger transport industries

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 8

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](#).

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony, questioning and written evidence.

Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: A/602/6027 : Process telephone bookings in the road passenger transport industries

Be able to identify the prospective passengers transport requirements

Assessment Criterion - The learner can:

- 01.01 Use the telephone and any associated IT equipment
- 01.02 Accurately identify the prospective passengers transport needs including any particular needs that would need to be accommodated
- 01.03 Check whether the prospective passengers needs can be met, where relevant clearly confirming the agreed transport arrangements, and confirming/checking their understanding of them
- 01.04 Give clear explanations and suggestions to the prospective passenger about alternative transport arrangements if their requirements cannot be met and give the caller enough time to seek clarification of these alternatives
- 01.05 Confirm clearly to the prospective passenger the agreed alternatives and check that they understand and agree them
- 01.06 Identify, within the limits of own personal responsibility, when a caller needs help beyond that provided by the organisation and take appropriate action in agreement with the caller
- 01.07 Make a correct record of all telephone conversations, in particular the agreed transport arrangements, or other help offered, in line with organisational procedures

Know how to identify the prospective passengers transport requirements

- 02.01 Describe how to use the telephone and any associated IT equipment
- 02.02 List the transport services offered by the organisation and contact points in other support organisations
- 02.03 Explain how to listen effectively and question prospective passengers in a way that is seen as supportive and helpful
- 02.04 Explain the importance of tone of voice and giving a good impression of the organisation
- 02.05 Explain how to communicate with callers who have speech or hearing difficulties or language/dialect differences to their own
- 02.06 Describe how to check that a prospective passengers understands the agreed transport arrangements
- 02.07 Describe how to identify and communicate with callers who need assistance over and above arranging transport

Be able to communicate changes to transport arrangements

- 03.01 Call prospective passengers if previously agreed transport arrangements cannot be met in line with organisational procedures
- 03.02 Make sure that the prospective passenger is aware of the change of plan to the transport arrangements
- 03.03 Identify any problems likely to arise to the prospective passenger as a result of the change of transport arrangements
- 03.04 Give clear suggestions about alternative transport arrangements and give the prospective passenger enough time to seek clarification of these alternatives
- 03.05 Confirm clearly to the prospective passenger the agreed alternatives and check that they understand them
- 03.06 Contact as appropriate, in line with organisational procedures, other staff to help ensure agreed transport arrangements with the prospective passenger are taken forward
- 03.07 Make a correct record of all telephone conversations, in particular the agreed transport arrangements, or other help offered, in line with organisational procedures

Know how to communicate changes to transport arrangements

- 04.01 Describe organisational operational activity and implications for pre-booked passenger journeys
- 04.02 Describe the action that should be taken if prospective passengers cannot be contacted by telephone
- 04.03 Describe how to summarise operational difficulties in an understandable way and the various alternatives that might apply
- 04.04 Explain how to listen effectively and question prospective passengers in a way that is seen as supportive and helpful
- 04.05 Explain the importance of tone of voice and giving a good impression of the organisation
- 04.06 Explain how to communicate with callers who have speech or hearing difficulties or who speak a language or dialect different to their own
- 04.07 Describe how to check a prospective passengers understanding of the revised transport arrangements
- 04.08 Describe organisational arrangements for recording the telephone contact and progressing agreed arrangements

Qualification Framework : RQF

Title : Plan routes in the taxi and private hire industries

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 4

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](#).

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence including, witness testimony and questioning.
 Realistic workplace simulation may be used to assess areas that cover non routine situations with the agreement of the awarding organisation.

Unit: F/602/6062 : Plan routes in the taxi and private hire industries

Be able to transport the customer by the most direct and recognised route possible

Assessment Criterion - The learner can:

01.01	Use a variety of tools to determine a booking address
01.02	Select and interpret a road map to determine a destination location
01.03	Identify from local knowledge or a map common pick up points and destination locations
01.04	Use appropriate equipment to calculate approximate distances and journey time between locations
01.05	Offer the customer an alternative choice of route if there is a delay due to road works, accidents or any other incidents

Know how to transport customers by the most direct and recognised route possible

02.01	Describe how to pinpoint locations on maps
02.02	Identify a range of 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
02.03	Explain the benefits of advanced communication technology available to the driver
02.04	Explain the discretionary rules for drivers of taxis and private hire vehicles when setting down and picking up customers
02.05	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

Unit Specification

K/602/6007

Develop and maintain work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries



Qualification Framework : RQF

Title : Develop and maintain work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries

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](#).

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence such as, witness testimony, questioning, written evidence, product evidence and professional discussion.

Simulation must not be used to assess this unit.

Unit: K/602/6007 : Develop and maintain work skills and knowledge in the community transport, chauffeur and taxi and private hire vehicle industries**Be able to develop and maintain work skills and knowledge****Assessment Criterion - The learner can:**

01.01	Carry out activities to develop personal skills
01.02	Balance personal needs and the needs of the organisation
01.03	Discuss and agree with the appropriate person in the organisation how personal development needs will be met and get feedback
01.04	Take action if progress is below the necessary standard

Know how to develop and maintain work skills and knowledge

02.01	Identify and describe the standards of skills and knowledge needed in the role
02.02	Describe how to measure current skills and identify areas needing development
02.03	Describe process within the organisation for discussing and agreeing personal development plans and getting feedback
02.04	Describe how to monitor progress against personal development plans
02.05	Identify the main providers of passenger transport related to the role
02.06	Describe the make up of the passenger transport industry at national and local level

Qualification Framework : RQF

Title : Manage and administer small businesses in the community transport, taxi or private hire industries

Unit Level : Level 3

Unit Sub Level : None

Guided Learning Hours : 22

Unit Credit Value : 4

SSAs : 4.3 Transportation Operations and Maintenance

Unit Grading Structure : Pass

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

This unit should be assessed predominantly in the workplace through observation, along with other sources of evidence such as, witness testimony, questioning and professional discussion.
 Simulation must not be used to assess this unit.

Unit: M/602/6025 : Manage and administer small businesses in the community transport, taxi or private hire industries

Be able to plan and operate a small business

Assessment Criterion - The learner can:

01.01	Develop a basic plan for setting up and running the business
01.02	Identify the demand for the business, and estimate the potential levels of income
01.03	Identify how and when the business will operate to achieve those levels of income
01.04	Estimate the costs of running the business
01.05	Prepare a financial forecast showing costs, earnings, wages etc. by week and month
01.06	Identify the appropriate sources for loans and grants
01.07	Identify strengths, weaknesses, opportunities and threats for the business
01.08	Identify opportunities for development of the business

Know how to plan and operate a small business

02.01	Describe the differences between the following: • sole traders • partnerships • limited companies • franchises • co-operatives
02.02	Describe the responsibilities and duties of running a business
02.03	Describe the responsibilities and duties of the various regulatory bodies
02.04	Describe the terms and conditions of trading and managing contracts
02.05	Describe the costs and overheads associated with running the business
02.06	List the sources of finance and advice for small businesses
02.07	Describe the outside influences that may affect the business and personal earnings
02.08	Describe how to identify and bid for contract work

Be able to manage accounting and administration functions

03.01	Maintain financial records for the business
03.02	Make NI, TAX and VAT payments in accordance with statutory requirements and procedures
03.03	Identify the type and level of appropriate insurances for the business
03.04	Maintain and process customer information that complies with legislative requirements

Know how to manage accounting and administration functions

04.01	Describe the importance and legal obligations of keeping and maintaining financial records for the business
04.02	Describe the different methods by which book-keeping can be done
04.03	Explain how to work out earnings, costs, cash-flow and profit
04.04	Outline the requirements concerning payment of NI, Tax, and VAT and other statutory payments
04.05	Explain the importance of the Data Protection Act
04.06	Explain the role of the banks, different bank accounts, bank interest and charges
04.07	Describe the levels of protection provided by different insurance policies

Qualification Framework : RQF

Title : Employment Rights and Responsibilities in the Passenger Transport Sector

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 18

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](#).

This unit should be assessed predominately in the workplace. Observation, witness testimony, questioning, professional discussion, written and product evidence are all sources of evidence which can be used.

Unit: L/602/5934 : Employment Rights and Responsibilities in the Passenger Transport Sector

Know employment rights and responsibilities of the employee and employer

Assessment Criterion - The learner can:

01.01	Identify the main points of legislation affecting employers and employees and their purpose relevant to own role, organisation and within own industry
01.02	Identify where to find information and advice on employment rights and responsibilities both internally in own organisation and externally
01.03	Identify sources of information and advice on own industry, occupation, training and own career pathway
01.04	Identify sources of information on the different types of representative bodies related to own industry and their main roles and responsibilities
01.05	Identify any issues of public concern that may affect own organisation and own industry

Understand employment rights and responsibilities and how these affect organisations

02.01	Describe organisational procedures, policies and codes of practice used by own organisation on employment rights and responsibilities
02.02	Explain the purpose of following health, safety and other procedures and the effect on own organisation if they are not followed
02.03	Describe employer and employee responsibilities for equality and diversity within own organisation
02.04	Explain the benefits of making sure equality and diversity procedures are followed
02.05	Describe the career pathways available within own organisation and own industry