

New driver training and testing

1. New applicants for driver's licences attend a full day's training course to include training in customer service, driver safety, relevant legislation, disability awareness, safeguarding and other key information required to be a competent and safe driver.
2. The training day will include a test of that knowledge for both dual/combined driver and private hire driver applicants. Applicants for dual/combined driver licences will be subject to an additional geographic test of their knowledge of the District as they are available for immediate hire.
3. Applicants will be provided with access to a comprehensive handbook at the time of booking onto the course as a study aid prior to the course and a quick reference guide to keep once they are licensed. The content the handbook will only be finalised before the course is implemented.
4. As stated above all applicants would receive the same training however the testing would differ slightly in that applicants for a private hire drivers licence would not have to sit a geographical knowledge test. All the other tested elements would remain the same:
  - Rules and regulations
  - Highway code
  - Basic arithmetic
5. The questions would be a mix of multiple choice and written answers allowing the authority to assess the ability of candidates to understand and write written English. Similarly the training requires applicants to interact with each other and the trainer which will be a test of their ability to speak and understand English language.

The proposed content of the course to include training in the following elements but is subject to change to UDC's specification:

**Customer Service**

The benefit to your business of good customer service

The impact on the trade and other parts of the business (operators) of bad service

What constitutes good customer service in a taxi or private hire vehicle

The current taxi and private hire market (apps etc) and how this impacts upon consumer choice and expectation

Practical examples of good customer service

What to do if a customer asks you to do something that is wrong or illegal

Is the customer always right?

How following rules and regulations helps to reinforce good customer service (wearing of badges, helping with luggage etc)

Customer service statistics (examples from business and surveys that show how customers react to good and bad service)

### **Rules and Regulations**

A thorough journey through all rules and regulations including:

How and where to stop safely

How to correctly identify a passenger

The risks of misidentifying a passenger (plying, insurance, driver safety, bad customer service)

Seatbelts

Smoking

Signage

Luggage

Confirming the route

Meter use

Receipts

Dealing with customer requests (windows, music etc)

Payment

Assisting with driver details in the event of the customer wishing to make a complaint

### **Driver Safety and Reporting Crime**

CCTV

Safety Screens

Credit and Debit card machines

The law and how this protects you (non-payment of fares, assault, abuse)

How to report an incident and how to ensure it is correctly investigated

Civil claims for unpaid fares

Criminal offences

Practical tips (driving at night, keeping doors locked, windows up etc)

Current trends and risks to drivers

### **Safe-Guarding**

How to spot the signs of exploitation in general.

What this means for taxi and private hire drivers specifically (training is tailored to this trade rather than generic 'safe-guarding' training)

Real examples of incidents to work through and give opinions and thoughts on Child Sexual Exploitation – definitions and signs, age of consent, the law concerning human trafficking

Extremism – definitions and signs, the dangers posed by all forms of extremism

Modern Slavery – definitions and signs, the law concerning human trafficking

County Lines (drug trafficking) – definitions and signs, children particularly at risk.

The warning signs.

How to report concerns  
What happens to your information  
Keeping yourself safe when assisting others

## **Disability and Equality Awareness**

Split in to three parts – the law, business benefits and practical assistance

### The law covers:

The Equality Act 2010

What equality means

Civil and Criminal elements of the Act

Reasonable Adjustment and what this means for drivers

The risks of non-compliance (fines, criminal offences)

### Business benefits cover:

The numbers of disabled passengers and types of disability

The growing market and the economic reasons behind this growth

The market specific to St Albans and Hertfordshire

The spending power of the disabled community

The growth in other issues such as mental health and dementia and how this will impact on the trade

County Council school contracts

### Practical assistance covers:

Assisting wheelchair users

Language to use

Language to avoid

Sighted Guiding

Assistance for passenger with learning differences

Assistance for passengers who are autistic

Assistance Dogs and other dogs that assist but are not recognised in law

Dementia, dementia friendly cities and the future of safe-guarding vulnerable adults