

Appendix 2 – Content of the BTEC qualification

Title: Introduction to the Role of the Professional Taxi and Private Hire Driver, with additional safeguarding training.

The course covers a range of topics which include:

- Unit 1: Health and safety in the taxi and private hire work environment
- Unit 2: Road safety when driving passengers in a taxi or private hire vehicle
- Unit 3: Professional customer service in the taxi and private hire industry
- Unit 4: Taxi and private hire vehicle maintenance and safety
- Inspections
- Unit 5: The regulatory framework of the taxi and private hire industry
- Unit 6: Taxi and private hire services for passengers who require assistance – Disability Awareness
- Unit 7: Routes and fares in the taxi and private hire vehicle industries
- Unit 8: Transporting of parcels, luggage and other items in the taxi and private hire industries
- Unit 9: Transporting of children and young/vulnerable persons by taxi or private hire vehicle - Safeguarding

Course duration – 18 hours