

# **LEVEL 2 CERTIFICATE IN INTRODUCTION TO THE ROLE OF THE PROFESSIONAL TAXI AND PRIVATE HIRE DRIVER**



## **Is this course for me?**

This qualification is suitable for you if you would like to start working in the Taxi / Private Hire Industry, and would like to develop an understanding of the issues involved in providing a professional service to the public.

## **What will I learn?**

This qualification will help you to develop your skills and competencies, by incorporating organisational best practice within your role; it will give you a better understanding of all the aspects of the job, including legislation, dealing with difficult customers and route planning.

## **How do I achieve this qualification?**

This qualification is a classroom-based course, so you will have to attend college 2 times a week and take a multiple-choice test at the end of the course. To achieve this qualification you will have to gain 12 credits from 8 units.

- Health and Safety in the Taxi and Private Hire Work Environment
- Road Safety When Driving Passengers in a Taxi or Private Hire Vehicle
- Professional Customer Service in the Taxi and Private Hire Industry
- Taxi and Private Hire Vehicle Maintenance and Safety Inspections
- Routes and Fares in the Taxi and Private Hire Vehicle Industries
- Transporting of Parcels, Luggage and Other Items in the Taxi and Private Hire Industries
- Transporting of Children and Young Persons by Taxi or Private Hire Vehicle
- The Regulatory Framework of the Taxi and Private Hire Industry

## **How long will I study?**

The course lasts 10 weeks.

## **What do I need to get onto the course?**

- You must be referred by Job Centre Plus
- UK or EU passport holder, or ability to demonstrate 3 years of unbroken residency within the UK
- UK or EU driving license
- No criminal convictions
- Score at least Entry Level 2 or above on the Initial Assessment basic skills test.

## **How will I benefit from this qualification?**

- The qualification will provide a solid foundation to potential employment
- You will get recognition for your newly gained skills
- By completing this qualification, you will also develop better career progression opportunities.

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- Improved knowledge of legislation and skills
- Improved motivation and performance
- Improvements in the service being provided to service users

## **How do I enrol?**

To enrol on this course, your JSA Adviser should call a member of the Business Base team on 0208 909 6011 and arrange for you to attend an Induction at Harrow College, Harrow-on-the-Hill campus, Lowlands Road, Harrow, HA1 3AQ.