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AGENDA

Committee	PUBLIC PROTECTION COMMITTEE
Date and Time of Meeting	TUESDAY, 6 OCTOBER 2020, 10.00 AM
Venue	REMOTE MEETING VIA MS TEAMS
Membership	Councillor Mackie (Chair) Councillors Sattar, Asghar Ali, Derbyshire, Goddard, Hudson, Jacobsen, Lancaster, Dianne Rees, Robson and Wood

1 **Apologies for Absence**

To receive apologies for absence.

2 **Declarations of Interest**

To be made at the commencement of the agenda item in question, in accordance with the Members' Code of Conduct.

3 **Minutes** (*Pages 3 - 10*)

To approve as a correct record the minutes of the previous meeting.

4 **Replacement of BTEC with SQA Level 2 Certificate** (*Pages 11 - 32*)

5 **Urgent Items (if any)**

Davina Fiore

Director Governance & Legal Services

Date: Wednesday, 30 September 2020

Contact: Graham Porter,

02920 873401, g.porter@cardiff.gov.uk

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PUBLIC PROTECTION SUB COMMITTEE

1 SEPTEMBER 2020

Present: Councillor Mackie(Chairperson)
Councillors Derbyshire and Robson

1 : EXCLUSION OF THE PUBLIC

The following item is confidential and exempt from publication as it contains exempt information of the description contained in paragraph 14 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A(4) of the Local Government Act 1972 during discussion of this item.

2 : HACKNEY CARRIAGE/PRIVATE HIRE MATTERS

RESOLVED – That the following matters be dealt with as indicated:

(1) Application 1

The Sub Committee received representations from a driver who had received a formal caution from South Wales Police. The Sub Committee was advised that the caution was in relation to a civil matter. The driver provided a full account of the circumstances relating to the receipt of the caution. The Sub Committee considered that the caution was not relevant to the driver's duties as a hackney carriage / private hire driver in the City.

RESOLVED – no further action be taken.

(2) Application 2

The driver did not attend the meeting. Members considered that the matters were of such concern that the driver should be asked to appear in order to give his account and answer questions in relation to the matter.

RESOLVED – that the matter be deferred for until the next meeting.

(3) Application3

RESOLVED – That the application for the grant of a hackney carriage / private hire drivers licence be refused as the Sub Committee did not consider the applicant to be a fit and proper person to hold a licence.

The meeting terminated at 2.15 pm

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PUBLIC PROTECTION SUB COMMITTEE

3 MARCH 2020

Present: Councillor Mackie(Chairperson)
Councillors Lancaster and Wood

1 : EXCLUSION OF THE PUBLIC

The following item is confidential and exempt from publication as it contains exempt information of the description contained in paragraph 14 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A(4) of the Local Government Act 1972 during discussion of this item.

2 : HACKNEY CARRIAGE/PRIVATE HIRE MATTERS

RESOLVED – That the following matters be dealt with as indicated:

(1) Application 1

The Sub Committee was asked to consider a complaint made against a Hackney Carriage / Private Hire Driver. Members were advised that a complaint was received from a member of the public who had witnessed an altercation between the driver and another party on a garage forecourt.

The Sub Committee viewed CCTV footage of the incident. The CCTV showed the driver returning to his car. He put his shopping into his vehicle and got in. Shortly afterwards he got out of the vehicle and went to the car parked behind it. The driver proceeded to open the vehicle door and lean into the vehicle. The driver repeated this several times. The driver then stood at the rear of the vehicle and appeared to be preventing the vehicle from leaving.

The Sub Committee received representations from the complainant. The complainant stated that on the day in question he became aware of a commotion taking place – raised voices and lots of swearing. His attention was drawn to the incident by members of the public in the queue at the petrol station. Staff at the petrol station advised the driver that his action were being recorded by CCTV cameras.

The witness considered that the driver's behaviour was unnecessary and that he had 'lost control'. The witness stated that the driver, as a licensed driver, has a responsibility to act in a certain manner. His actions fell well short of expectations.

The matter was reported to the Council, to the taxi company and to the operators of the petrol station. The statement provided was an honest account of the incident to the best of the witnesses knowledge, as it was provided a few weeks after the incident occurred.

Responding to questions from the Committee the witness stated that he was unsure about the driver's intentions but he recalled that he was leaning into the other party's vehicle and was shaking him. There was physical contact but no punches were thrown. He was unable to tell whether the driver or the other party had opened the vehicle door. The witness did not see the vehicle reverse into the driver.

The driver was invited to address the Sub Committee. The driver highlighted a number of inconsistencies between the witnesses statement and details provided at the hearing. The driver stated that he did not swear at the petrol station attendant. He admitted swearing at the other party.

The driver referred to his statement. He stated that he returned to his car with his shopping when the other party started to shout and swear at him. The driver stated that he was embarrassed and angry as he was bullied about his weight in school. He went to the other vehicle to remonstrate. The driver stated that he was very angry at this point and he had 'lost it' momentarily.

Responding to a question, the driver stated that he has never acted in such a way with passengers in his vehicle. This included occasion when transporting school children who were abusive and making comments about his weight. The driver stated that he did not plan for the incident to happen. He was asking the other party to get out of his vehicle to repeat what he had said. At the time he was continually being told 'fuck off you fat cunt'.

The Sub Committee viewed the CCTV footage a second time.

Members asked the driver what would have happened if the other party had got out of his vehicle. The driver stated that he didn't know what would have happened. He denied touching the other party. He did not accept that it was reasonable for the other party to assume that he would have resorted to violence.

The Sub Committee considered that the driver's conduct was unacceptable and there were no mitigating circumstances. Members were not reassured that the driver wouldn't repeat those actions in similar circumstances.

RESOLVED – That the Hackney Carriage / Private Hire Drivers licence be revoked for unacceptable behaviour.

(2) Application 2

Deferred for 1 month

(3) Application 3

Withdrawn

(4) Application 4

Deferred for 1 month

*Councillor Lancaster joined the meeting at this point

(5) Application 5

RESOLVED – That the application for a Hackney Carriage / Private Hire Drivers licence be refused.

(6) Application 6

RESOLVED – That the application for a Hackney Carriage / Private Hire Drivers licence be refused.

The meeting terminated at 12.30 pm

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PUBLIC PROTECTION SUB COMMITTEE

1 SEPTEMBER 2020

Present: Councillor Mackie(Chairperson)
Councillors Derbyshire and Robson

1 : EXCLUSION OF THE PUBLIC

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RESOLVED – That the following matters be dealt with as indicated:

(1) Application 1

The Sub Committee received representations from a driver who had received a formal caution from South Wales Police. The Sub Committee was advised that the caution was in relation to a civil matter. The driver provided a full account of the circumstances relating to the receipt of the caution. The Sub Committee considered that the caution was not relevant to the driver's duties as a hackney carriage / private hire driver in the City.

RESOLVED – no further action be taken.

(2) Application 2

The driver did not attend the meeting. Members considered that the matters were of such concern that the driver should be asked to appear in order to give his account and answer questions in relation to the matter.

RESOLVED – that the matter be deferred for until the next meeting.

(3) Application3

RESOLVED – That the application for the grant of a hackney carriage / private hire drivers licence be refused as the Sub Committee did not consider the applicant to be a fit and proper person to hold a licence.

The meeting terminated at 2.15 pm

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**CARDIFF COUNCIL
CYNGOR CAERDYDD**

Agenda No.

PUBLIC PROTECTION COMMITTEE: 6 OCTOBER 2020

Report of the Head of Shared Regulatory Services

**REPLACEMENT OF BTEC QUALIFICATION WITH; SQA LEVEL 2
CERTIFICATE IN INTRODUCTION TO THE ROLE OF THE PROFESSIONAL
TAXI AND PRIVATE HIRE DRIVER**

1. Background

- 1.1 At its meeting of 3 November 2009 the Committee first agreed to introduce a requirement that all applicants for the grant of a Hackney Carriage/Private Hire Driver's Licence, who have not previously held a licence in the past twelve months, be required to produce evidence of having successfully completed a BTEC qualification in 'Transporting Passengers by Taxi and Private Hire'.
- 1.2 On 8 February 2011 the Public Protection Committee agreed to replace the BTEC qualification with a new BTEC accredited qualification in the 'Introduction to the Role of the Professional Taxi or Private Hire Driver'.

2. The Report

- 2.1 The current provider of the BTEC qualification; Pearson have advised that they are withdrawing the qualification.

The last test date will be 31 January 2021 and the last certification date will be 28 February 2021.

- 2.2 As a result of the withdrawal of the BTEC qualification the Licensing Authority has been researching alternative qualifications.
- 2.3 The qualification found to most suit the needs of the Licensing Authority is provided by the Scottish Qualifications Authority (SQA) and is a Level 2 Certificate in 'Introduction to the Role of the Professional Taxi and Private Hire Driver'.

SQA describe the qualification as providing *“learners with an understanding of current legislation and good customer service. It develops and enhances the range of skills and techniques required to deliver high-quality services to the travelling public”*.

2.4 To obtain the qualification, learners would have to achieve the following modules:

- Workplace Health and Safety
- Safety Transport Passengers
- Professional Customer Service
- Maintain the Safety of the Licensed Vehicle
- Mobility and Wheelchair Assistance
- Plan Routes and Fares
- Transport Luggage and Parcels
- Safely Transport School Age Children
- The Licensing Regulations

2.5 This SQA qualification will not only continue to contain key elements necessary for training applicants for the grant of a licence but has the added benefit of including safeguarding as part of the ‘Safely Transport School Age Children Module’. This includes:

- Know the types of illegal activity that perpetrators use for personal satisfaction or monetary gain:
 - sexual gratification
 - use of drug mules
- Identify the common feature of perpetrator behaviour and grooming
- Describe the impact of exploitation on a school age child
- Understand the importance of Codes of Conduct and values that underpin the rights of school age children
- Describe how contact or referrals can be made if school age child requires support for contact or non-contact abuse

2.6 Although this qualification has been available since 2011, the content was refreshed in 2018. This encompassed changes to the Equality Act, uplifts to fines and penalties, cloud-based dispatch systems and an increased emphasis around the safeguarding of school age children.

The full qualification structure can be found in **Appendix A**.

3. Consultation

- 3.1 The Licensing Authority has consulted with known local training providers along with Cardiff Hackney Carriage Association on the proposal to adopt the SQA Level 2 Certificate in 'Introduction to the Role of the Professional Taxi and Private Hire Driver'.
- 3.2 Three responses were received in relation to the consultation all of which were in favour of the proposed SQA qualification.

The full consultation responses can be found in ***Appendix B***.

4. Achievability

- 4.1 This report contains no equality personnel or property implications.

5. Legal Implications

- 5.1 The Council should only grant a Hackney Carriage/Private Hire Driver's Licence if it is satisfied that the applicant is a fit and proper person to hold such a licence. The Council's requirement for applicants to pass a qualification is one element of ensuring that they are fit and proper persons.

6. Financial Implications

- 6.1 There are no financial implications arising directly from this report.

7. Recommendation

- 7.1 That the for the purposes of applying for the grant of a Hackney Carriage and Private Hire Driver's Licence, the production of the SQA Level 2 Certificate in 'Introduction to the Role of the Professional Taxi and Private Hire Driver' be accepted as satisfactory evidence of the applicant having undertaken a suitable training course.

8. Reasons for Recommendation

- 8.1 To ensure that applicants are fit and proper persons to hold a Hackney Carriage and Private Hire Driver's Licence.

Dave Holland
HEAD OF SHARED REGULATORY SERVICES

1 September 2020

This report has been prepared in accordance with procedures approved by Corporate Managers.



Qualification Specification for:

Level 2 Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver

SQA Group Award Code: GP4Y 54

Ofqual Group Award Code: 603/3979/2

Date of original publication: 1 February 2019

Version: 02

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1 Introduction

The purpose of this document is to assist centres to implement, deliver and manage the qualification.

This qualification was developed from a QCF qualification that SQA has offered since 2011 and originally developed under the auspices of Goskills the then Sector Skills Council responsible for passenger transport.

The qualification was refreshed in 2018. This included updating some content and the inclusion of specific aspects of regulation for example, section changes to the 2010 Equality Act, uplifts to fines and penalties, cloud based dispatch systems and applications. There is also increased emphasis around the safeguarding of school age children.

The rationale for the new award remains the same as the previous award, namely to provide learners with an appropriate mix of knowledge and skills to support their professional development in the role of a taxi or private hire driver helping them to meet and adapt to the challenges they face on a daily basis.

2 Qualification structure

Learners must complete nine units to achieve the Level 2 Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver. The certificate comprises eight mandatory units plus a further unit from a choice of two. In total 16 credits are required.

SQA code	Ofqual code	Title	Credit points	RQF level
J1M9 54	R/617/3969	Taxi and Private Hire: Workplace Health and Safety	1	2
J1MA 54	M/617/3980	Taxi and Private Hire: Safely Transport Passengers	1	2
J1MB 54	T/617/3981	Taxi and Private Hire: Professional Customer Service	2	2
J1MC 54	J/617/3967	Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	2	2
J1MD 54	L/617/3985	Taxi and Private Hire: Mobility and Wheelchair Assistance	3	2
J1ME 54	Y/617/3987	Taxi and Private Hire: Plan Routes and Fares	1	2
J1MF 54	D/617/3988	Taxi and Private Hire: Transport Luggage and Parcels	1	2
J1MG 54	H/617/3989	Taxi and Private Hire: Safely Transport School Age Children	2	2
Learners must select one of the two units below				
J1MH 54	Y/617/3990	Taxi and Private Hire: The Licensing Regulations (England)	3	2
Or				
J3RR 54	F/617/9069	Taxi and Private Hire: The Licensing Regulations (London)	3	2

3 Aims of the qualification

The overall aim of the qualification is to provide an industry relevant qualification designed to support the professional development of taxi and private hire drivers.

3.1 General aim of the qualification

- 1 The general aim of this qualification is to provide learners with the underpinning knowledge and skills for key areas relevant to the day to day duties of the professional taxi and private hire driver.

3.2 Specific aims of the qualification

- 2 Promote safe working practices through the recognition of hazards and risks and how to deal with them with or without assistance.
- 3 Provide essential knowledge in how to safely transport passengers and the particular issues to be considered around the safe transport of school age children.
- 4 Provide an understanding of the key principles and benefits of professional customer service.
- 5 Provide an understanding on how to maintain the safety of a licensed vehicle including compliance issues around critical systems, vehicle monitoring systems and the tyre laws.
- 6 Provide the essential knowledge and skills involved in assisting with passenger mobility and providing safe wheelchair assistance.
- 7 Understand how to plan routes and fares.
- 8 Provide essential knowledge to safely and efficiently transport luggage and parcels within the legal framework of customers rights, licensing conditions and the statutory Acts of Parliament.
- 9 Develop an understanding of the relevant licensing regulations that relate to the operation of taxi and private hire operations.

4 Access to the qualification

As with all SQA qualifications, access will be at the discretion of the centre. Wider access to the qualification is encouraged as applicants may come from a wide range of backgrounds and experiences. The ultimate criterion to be satisfied by any applicant seeking entry is that they have a realistic chance of achieving the qualification. The qualification is suitable for existing taxi and private hire drivers or those interested in pursuing a career in the passenger transport sector.

Typically learners will be over the age of 18 years old and have held a driving licence for a minimum of 1 year. Local Licensing conditions may apply.

5 Additional benefits of the qualification in meeting employer needs

This qualification was designed to meet a specific purpose and what follows are details on how that purpose has been met through mapping of the units to the aims of the qualification. Through meeting the aims, additional value has been achieved by linking the unit standards with those defined in national occupational standards.

5.1 Mapping of qualification aims to units

Unit title	Aims								
	1	2	3	4	5	6	7	8	9
Taxi and Private Hire: Workplace Health and Safety	✓	✓							
Taxi and Private Hire: Safely Transport Passengers	✓		✓						
Taxi and Private Hire: Professional Customer Service	✓			✓					
Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	✓				✓				
Taxi and Private Hire: Mobility and Wheelchair Assistance	✓					✓			
Taxi and Private Hire: Plan Routes and Fares	✓						✓		
Taxi and Private Hire: Transport Luggage and Parcels	✓							✓	
Taxi and Private Hire: Safely Transport School Age Children,	✓		✓						
Taxi and Private Hire: The Licensing Regulations (England)	✓								✓
Taxi and Private Hire: The Licensing Regulations (London)	✓								✓

5.2 Mapping of National Occupational Standards (NOS) and/or trade body standards

Unit title	National Occupational Standard
Taxi and Private Hire: Workplace Health and Safety	PPLRPVD20 Ensure health and safety of the taxi and private hire driver and passengers
Taxi and Private Hire: Safely Transport Passengers	PPLRPVD21 Drive a taxi or private hire vehicle in a professional manner
Taxi and Private Hire: Professional Customer Service	PPLRPVD22 Provide professional customer service in the taxi and private hire industries
	PPLRPVD26 Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance
Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	PPLRPVD23 Provide a safe and legal vehicle for transporting passengers by taxi and/ or private hire
Taxi and Private Hire: Mobility and Wheelchair Assistance	PPLRPVD26 Provide a transport service in the taxi and private hire vehicle industries for customers who require assistance
	PPLRPVD27 Provide a service to customers using a wheelchair in an accessible taxi or private hire vehicle
Taxi and Private Hire: Plan Routes and Fares	PPLRPVD30 Process fares and charges for taxi passengers
	PPLRPVD28 Plan routes in the taxi and private hire industries
Taxi and Private Hire: Transport Luggage and Parcels	PPLRPVD31 Transport parcels, luggage and other items in the taxi and private hire industries
Taxi and Private Hire: Safely Transport School Age Children	PPLRPVD32 Transport children and young persons by taxi, private hire or chauffeuring
Taxi and Private Hire: The Licensing Regulations (England)	PPLRPVD25 Carry fare paying passengers within the regulatory framework of the taxi industry
	PPLRPVD24 Carry fare paying passengers within the framework of the private hire industry

Taxi and Private Hire: The Licensing Regulations (London)	PPLRPVD25 Carry fare paying passengers within the regulatory framework of the taxi industry PPLRPVD24 Carry fare paying passengers within the framework of the private hire industry
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5.3 Assessment strategy for the qualification

There are two assessment elements for this qualification, multiple-choice questions and a practical test.

5.3.1 Multiple-choice questions

Each unit will be assessed by an online multiple-choice test available via SQA's e-assessment platform SOLAR.

<https://www.sgasolar.org.uk/mini/27322.html>

Each test will comprise of a set number of questions for each unit and the grid below outlines the number of questions and time allowed for each test:

Title	No of Questions	Time allowed
Taxi and Private Hire: Workplace Health and Safety	25	45
Taxi and Private Hire: Safely Transport Passengers	25	45
Taxi and Private Hire: Professional Customer Service	25	45
Taxi and Private Hire: Maintain the Safety of the Licensed Vehicle	25	45
Taxi and Private Hire: Mobility and Wheelchair Assistance	25	45
Taxi and Private Hire: Plan Routes and Fares	25	45
Taxi and Private Hire: Transport Luggage and Parcels	25	45
Taxi and Private Hire: Safely Transport School Age Children	25	45
Taxi and Private Hire: The Licensing Regulations (England)	35	65
Taxi and Private Hire: The Licensing Regulations (London)	35	65

Each test provides a broad assessment of the key principles and typical circumstances/situations that may face today's professional taxi drivers or private hire drivers.

Prior to sitting the multiple-choice tests, centres should ensure that learners have covered all knowledge and understanding required in each unit specification.

To successfully pass each test, the learner must achieve 60% of the marks available.

5.3.2 Practical test — Taxi and Private Hire: Mobility and Wheelchair Assistance

In addition to the multiple-choice tests, the assessment for the above unit includes a practical test for two learning outcomes. This is a practical assessment dealing with customers who require the use of a wheelchair.

A wheelchair accessible taxi should be used in completing the assessment. In some circumstances a realistic simulated environment, using appropriate equipment and protocols and backed up with visual learning aids (such as DVDs, websites, etc) may be acceptable.

The assessment includes the use of more than one type of wheelchair.

This assessment consists of a practical exercise undertaken by the learner with an observational checklist completed by the assessor. Learners should be fully trained in all relevant activities in the two learning outcomes before completing their assessment.

Whilst there is no requirement for the test to be completed within a particular timescale, it would be expected that learners undertake this assessment in approximately 30–45 minutes.

6 Guidance on approaches to delivery and assessment

This qualification has been designed for learners currently working or preparing to work as drivers within the taxi and/or private hire industry. It has been designed to provide a theoretical approach that will underpin the understanding of the role and responsibilities of the taxi and private hire driver.

There are two outcomes in the unit *Taxi and Private Hire: Mobility and Wheelchair Assistance* for which the learner must complete a practical assessment covering the transfer of a passenger in a wheelchair. Full details are provided in the unit specification.

6.1 Medical exemption

Within Section 166 of the Equality Act 2010 there is provision to allow licensing authorities to exempt drivers from their duties to assist passengers in wheelchairs. Learners who can produce a medical certificate issued by the relevant licensing authority can be excused from the practical assessment of Unit 5 Outcomes 5 and 6 of the above unit.

As the exemption certificate may be temporary it would be incumbent on the centre to ensure that the licensing authority is informed that the wheelchair training and assessment may have to be undertaken at a future date.

6.2 Delivery schedule

This certificate can be delivered on a unit to unit basis, assessing at the end of each unit. It could also be delivered in short programmes, for example concentrated delivery over a week or sessions blocked over 3 weeks to suit driver work commitments. There may also be scope for online delivery where appropriate materials are developed and used.

6.3 Recognition of prior learning

SQA's policy is to recognise prior learning as a method of assessing whether a learner's experience and achievements meet the evidence requirements (ie the standard) of a SQA unit or units and which may or may not have been developed through a course of learning.

For Unit 5, Outcomes 5 and 6 recommended prior learning may be acceptable for learners who have received training and assessment in safe wheelchair assistance or similar operated by or on behalf of a local authority. A certificate outlining the course objectives and the competencies achieved would be expected as supporting evidence.

Recommended prior learning may be acceptable for Outcome 3 in the unit *Taxi and Private Hire: Safely Transport School Age Children* for learners who have undertaken a course of learning in safeguarding children, young people and adults operated by or on behalf of a local authority. A certificate outlining the course objectives and the passes achieved would be expected as supporting evidence.

Further details of SQA's recognition of prior learning can be found on the SQA website.

6.4 Opportunities for e-assessment

The units within this award are assessed through online multiple-choice question assessments, which are only available via SOLAR.

6.5 Support materials

A checklist that can be used for the assessor to record candidate performance in the practical assessment for the *Mobility and Wheelchair Assistance* unit is available as an appendix to the unit specification.

6.6 Resource requirements

The units within this award will be assessed through online multiple-choice question tests. It is therefore vital learners have access to online resources which support this method of assessment.

For the unit on *Mobility and Wheelchair Assistance* learners will need to know how to safely transport passengers who use wheelchairs. This will be assessed through simulation; as such learners must have access to different types of equipment to allow them to demonstrate their competence in this task.

7 Occupational competence of assessors

Assessors in centres will be asked by SQA to prove they have the appropriate occupational competence to deliver and assess this qualification. They should have:

- ◆ relevant occupational experience and knowledge of the taxi industry. Their knowledge must be to the same level as the training being delivered, ie RQF level 2.
- ◆ relevant experience of the skills to be assessed in the practical test for the *Mobility and Wheelchair Assistance* unit.
- ◆ relevant training skills.

8 General information for centres

Equality and inclusion

The unit specifications making up this group award have been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners will be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

All assessments used within this/these qualification(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications. Appropriate internal verification should be in place for the practical test for the *Mobility and Assistance* unit.

Enhanced quality assurance arrangements

This qualification is subject to enhanced quality assurance arrangements as set out in Appendix 1 and 2 of *Qualification Verification Process: Guidance for Centres*
Publication Code: AA8005

https://www.sqa.org.uk/sqa/files_ccc/qualification-verification-process-guidance-centres.pdf

9 Further information

What else should I read?

SQA has developed a wide range of generic guidance on assessment, verification, quality assurance, etc. The following publications provide additional information that would be beneficial in implementing regulated vocational qualifications. Details of these and other SQA publications are available on our website at www.sqa.org.uk on the 'Publications, Sales and Downloads' section. They can be ordered from SQA's Business Development and Customer Support Team — telephone 0303 333 0330. Please note that there may be a charge for some of these publications.

Guidance on assessment of Regulated Qualifications in England and Wales

First Edition: January 2018

Publication code: DB6282

Assessment: A Guide for Centres Offering Ofqual Accredited Qualifications, FA5465, March 2015.

Internal Verification: A Guide for Centres Offering Ofqual Regulated Qualifications, FA5437, April 2010.

Special Consideration (Vocational and Occupational Qualifications) Procedure — Guidance for SQA Centres, FA5466A, April 2010.

Guide to Reasonable Adjustments in Ofqual Accredited Units and Qualifications, EA6058, March 2013.

10 General information for learners

This section will help you decide whether this is the qualification for you by explaining what the qualification is about, what you should know or be able to do before you start, what you will need to do during the qualification and opportunities for further learning and employment.

The Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver has been developed to provide you with an appropriate mix of skills and knowledge, designed to allow you to work safely and successfully within the industry.

It will help to support you in your career through providing you with skills, knowledge and technological awareness to effectively and efficiently navigate the different scenarios you will face on a day-to-day basis.

The award has been developed to enhance your skills and understanding in a number of areas vital to your role.

You must successfully complete all nine mandatory units to achieve this certificate. The units cover key issues in the taxi and private hire work environment such as:

- ◆ health and safety
- ◆ road safety
- ◆ professional customer service
- ◆ vehicle maintenance and safety inspections
- ◆ the regulatory framework (ie legal requirements) in England
- ◆ services for passengers requiring assistance
- ◆ routes and fares
- ◆ transporting parcels, luggage, etc
- ◆ safely transporting passengers including school age children

This certificate can be delivered by a variety of methods including day release at college/training provider, in-house training, etc. There are two forms of assessment for this qualification, online multiple-choice tests for each unit and a practical test for helping passengers who require wheelchair assistance.

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From: Peter Renwick

Sent: 10 September 2020 09:36

To: Evans, Kirsty

Subject: Re: SQA - Introduction to the Role of the Professional Taxi and Private Hire Driver - Consultation

EXTERNAL: This email originated from outside Cardiff Council, take care when clicking links.

ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio ar ddolenni.

Good morning Kirsty,

We have supported the BTEC in the past as we found it produced a driver who has a knowledge and understanding of what we expect of them to undertake their duties whilst working at Premier Cars.

The SQA route seems to be a good way forward to ensuring standards remain consistent within the City.

Kindest regards

Peter Renwick

From: Steven Russell
Sent: 09 September 2020 19:23
To: Evans, Kirsty
Subject: RE: SQA - Introduction to the Role of the Professional Taxi and Private Hire Driver - Consultation

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ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio ar ddolenni.

Hi Kirsty

I've reviewed the qualification structure from the SQA and made a comparison against the original BTEC provided by Pearson.

The SQA have incorporated within their qualification the 'safeguarding of child exploitation' which wasn't available with Pearson and is a welcome addition to the course.

I have been in discussions with SQA over a period of months and I am satisfied that their Level 2 Certificate in 'Introduction to the Role of the Professional Taxi and Private Hire Driver' as mentioned in your email below is of a high standard and meets the criteria provided to previous candidates.

If you require any further information or my assistance in any way then please do not hesitate to contact me.

Regards

Steve Russell
Independent Taxi Training Company



From: chris alexander

Sent: 08 September 2020 16:15

To: Evans, Kirsty

Subject: Re: SQA - Introduction to the Role of the Professional Taxi and Private Hire Driver - Consultation

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ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio ar ddolenni.

Dear Kirsty, Firstly may I congratulate on you having the foresight, common sense and good manners to ask training facilities for their feedback. This has been sadly missing from some other LA's.

Scribes Cardiff and its team have been providing BTEC level 2 for The Introduction to role of a professional taxi and private hire driver for over 10 years since its inception in fact. This has been done under the guise of one or more "holding companies".

Scribes Cardiff is now working within The Dominion learning Centre a stand alone facility for the provision of differing qualifications one of which is the afore mentioned. We are a Pearson approved centre. I have already been in touch with SQA and have made enquiries as to becoming an approved centre and delivering the Taxi qualification. The SQA basically provides the exact same syllabus as Pearson, their Solar system for online testing is equivalent to Pearsons Edexcel online. I have seen nothing problematic about SQA in fact they offer fast track switching for established training facilities. My slight concern is around devolved power of licensing and how this may eventually impact the qualification. As you can see from the course details students must choose one option from London /or England. The Welsh Parliament and Mr Skates may have differing ideas on implementation as we move forward. This may need clarification. For example is the Local Government (Miscellaneous provisions) act 1976 and the Town police clauses act 1974 remain the same in the future. Just something to consider.

As both RCT and Cardiff have decided to use SQA (no idea what Newport or Vale are doing tbh) then it would seem I will follow suit. I have said for a long time that an all Wales approach is needed to standardise training and raise standards within the industry. This could also help to alleviate the ludicrous position of app based companies incentivising drivers to obtain a license in anywhere where it is easy and thus actually working where they are not licensed.

It actually seems so obvious to me, yet I have had no positive feedback from LA's that I've spoken to or actually from Ken Skates. We should all be pushing to raise standards for all customers especially disabled and elderly who rely on Taxis. I can show evidentially how these basic standards are not being adhered to by many Taxi drivers all over Wales (The case of Craig Gough in Bridgend is particularly apposite).

Its a great shame that Pearson have decided to pull this qualification however having researched SQA I am sure they will make an excellent replacement.

Kind Regards Chris Alexander
Scribes Cardiff Ltd.

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