

Appendix 1

Nuneaton and Bedworth Borough Council

Hackney Carriage and Private Hire Driver Training Policy

INTRODUCTION

Nuneaton and Bedworth Borough Council recognises that the role of Hackney Carriage and Private Hire Drivers is a professional one. Hackney Carriage and Private Hire Drivers transport our most vulnerable persons and are often the first point of contact for visitors to the Borough

The reason for this policy is to ensure that the travelling public within Nuneaton and Bedworth can be confident that the drivers licensed by the authority have been trained to the highest standard.

1. REQUIREMENTS

All new applicants will have to undertake the following training and testing.

- An English test
- A Numeracy test
- Local knowledge test (may be different for taxi and private hire)
- Wheelchair users training
- Users with assistant dogs

Safeguarding training - test to include

Adults safeguarding

Vulnerable passengers

Elderly passengers

Disability awareness

Recognising nonvisible disability

Child Sexual Exploitation

Equalities / disability training

2. REQUIREMENTS OF THE TEST

The applicant will be given three attempts to complete and pass the training programme. If the applicant fails any element of the tests three times, they will not be allowed to be given the opportunity to book onto the training programme for a period of twelve months.

Each element must be passed and retests will be allowed on specific elements of the training which have been failed following retraining on the element if appropriate.

Should applicants fail the English or Numeracy tests then applicants are recommended to seek and undertake training by an external organisation themselves before resitting the test.

3. OTHER REASONS FOR HAVING TO COMPLETE MODULES

There may be occasion for the licensing authority to require an existing licensed driver to complete and pass one or more of the training modules. This may be the result of a substantiated complaint, for example, about the standard of English, the standard of driving, the standard of customer care, attitude of the driver (this list is not exhaustive) or if the licensing authority believes that a driver's standard of driving or behaviour falls below the standards required.

4. PREVIOUS QUALIFICATIONS

Candidates who can demonstrate (by producing the original certificate and/or examination transcript) that they have previously passed a relevant English language and or mathematical qualification at a suitable level, which was assessed by a recognised and accredited qualification awarding body, will not be required to take the additional speaking and listening assessment or numeracy tests. It is not possible to provide an exhaustive list of all the qualifications that will be accepted, however, typical examples may include:

- GCSE or GCE O-level (grade C or higher) or Scottish Intermediate 2
- GCE A-level or Scottish Higher
- NVQ, BTEC, City and Guilds or similar vocational qualification (level 2 or higher)
- Higher education award (for example a degree, HND or HNC)
- a TOEFL, IELTS or ESOL qualification at CEFR level B2 or higher (or equivalent)

Technical or IT-related qualifications are unlikely to be acceptable for this purpose.

We will be looking for qualifications which include a significant amount of verbal or written content in the English language.

In all cases, the Licensing Section's decision as to whether to accept a qualification not listed above will be final. If a candidate does not hold one of these qualifications, or cannot produce acceptable evidence of the qualification, they will be required to undertake the speaking and listening assessment and numeracy test.