



Trusted Training
& Compliance



Professional Standards for the Taxi Trade

Workshop Overview

- A diverse and inclusive program designed to increase and develop delegates awareness of road risk.
- Understanding causation of passenger complaints.
- Supports driver skills development in the safe transportation of passengers.
- Meets government guidelines for local authority licencing officers, taxi operators and drivers in provision of driver training.
- Provides licencing officers with an alternative solution to revoking a driver's PH or HC licence following passenger or member of the public complaint.

Delivery Formats

Classroom Workshop

up to
2.5
hours

up to
20
delegates

Virtual Live Classroom

up to
2.5
hours

up to
15
delegates

Workshop Outline

Introduction

- Housekeeping, introductions and learning objectives.
- Delegate identification.

Professional standards in driving

- Acknowledging how the standard of driving from a professional driver can promote or debase the industry.
- Risk and consequences of losing a PH or HC driver licence.
- What is inappropriate speed?
- Consequences of speed.
- Identifying speed limits and purpose.
- How to employ COAST techniques to improve the passenger experience – Concentration, Observation, Anticipation, Space & Time.
- Hazard awareness.

To book...

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Workshop review

- What could be done to improve passenger experience?
- What changes to driving style are needed?
- How best to avoid discipline & enforcement breaches of a driver's licence conditions.

Logistics

Online Delivery

For online workshops our preferred option is to use Zoom or Teams.

In order to facilitate the workshop via our virtual classroom format all attending will need:

A Computer, Laptop or Tablet.

(Mobile phones are not suitable to undertake the course due to the size of the screen).

All devices must have:



Internet Access



Web camera



Microphone



Speakers or headphones



Stable internet connection



Enough battery charge for at least 3 hours

In Person

For real time classroom workshops, we request that clients confirm they have:

- A suitable room is available for up to 20 delegates.
- The ability to project onto a clear white wall.
- Internet access.