

## WEST YORKSHIRE COMBINED AUTHORITY HACKNEY CARRIAGE AND PRIVATE HIRE DRIVER TRAINING POLICY

### INTRODUCTION

The West Yorkshire Combined Authority, which consists of Bradford, Calderdale, Leeds, Kirklees Wakefield and York, 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 each of the authorities.

The reason for this policy is to ensure that the travelling public within West Yorkshire and York can be confident that the drivers licensed by each authority have been trained to the highest standard and to a standard which is consistent across the West Yorkshire and York region.

We will ensure that all applicants wishing to train as Hackney Carriage or Private Hire Drivers will know that the requirements will be the same for whichever authority they choose to apply to.

### 1 REQUIREMENTS

The requirements that all new applicants will have to undertake are:

- An Advanced Taxi driving test
- An English test
- Local knowledge test
- Regulatory framework of the private hire industry and test
- Professional standards training and test:
  - Health and safety
  - Professional customer service
  - Fares
  - How to drive safely and efficiently
  - Providing a safe and legal vehicle
  - Transport parcels, luggage and other items
- Safeguarding training and test:
  - Adults safeguarding
  - Children safeguarding
  - Vulnerable passengers
- Equalities/disability training and test
  - Wheelchair users

- Users with assistant dogs
- Elderly passengers
- Recognising non visible disability
- Practical wheelchair course (for all drivers of wheelchair accessible vehicles)

## 2 TESTING

Advanced Taxi Driving Test	Practical Assessment (any providers recognised by each authority will be acceptable)
An English Test	Practical Assessment, which may also include a test
Local Knowledge Test	Requirement to achieve a 90% pass rate (will have questions specific to each area and cannot be transferred)
Regulatory Framework of the Hackney Carriage and Private Hire Industry and Test	Requirement to achieve a 90% pass rate (these questions will cover the same topics for all authorities)
Professional Standards Training and Test	Requirement to achieve a 90% pass rate (these questions will cover the same topics for all authorities)
Safeguarding Training and Test	Requirement to achieve a 90% pass rate (these questions will cover the same topics for all authorities)
Equalities/Disability Training and Test	Requirement to achieve a 90% pass rate (these questions will cover the same topics for all authorities)
Practical Wheelchair Course (for all Drivers of Wheelchair Accessible Vehicles)	Practical Assessment

Each authority will have different providers and/or methods for delivering the training and testing procedure. However, it will cover the above requirements to the same standard. Costs at each authority may vary for each aspect of the training.

Where a module has a test associated with it, there will be, within that test, certain questions that an applicant / existing driver must answer correctly. If an applicant / existing driver fails to answer these questions correctly, then the test will be classed as a fail, irrespective of whether the pass mark has been achieved or not.

From the date the policy is adopted, all new applicants will be required to complete and pass the training programme. The aspects of the training shown in 3. below will have to be carried out by all existing drivers prior to the renewal of their application.

If the module requires the training material to be given in advance; this will be provided either by the local authority or the training provider when you confirm your booking onto the course.

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

### 3 REFRESHER TRAINING

Once completed (by new applicants or at renewal), there will be a number of the modules which will require refresher training every three years, to ensure that all current drivers remain up to date with current industry legislation and practice, these will be:-

- Regulatory Framework of the Private Hire Industry and Test
- Professional Standards Training and Test
- Safeguarding Training and Test
- Equalities/Disability Training and Test
- Practical Wheelchair Course (for all Drivers of Wheelchair Accessible Vehicles)

### 4 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.

The West Yorkshire Combined Authority firmly believes that safe, suitable and professional trained Hackney carriage and Private Hire drivers are an asset to the West Yorkshire and York region as a whole. We wish to set standards on a par or above that of our neighbouring regions to ensure the safety of the travelling public within our region.