



Information on Introduction to the Role of the Professional Taxi and Private Hire Driver (SQA Level 5/RQF Level 2)

by Dr. Deneka MacDonald
deneka@equalify.co.uk

“This Certificate provides learners with the knowledge and skills to support their professional development as a taxi or private hire driver — helping them to meet and adapt to the challenges they face on a daily basis.” (SQA)

History of the Qualification

In **2004** the National Private Hire Association developed a 7 unit EdExcel Level 3 BTEC certificate. Under GoSkills and DoT it was upgraded in **2010** to 9 units and upgraded to an award (which meant it was then available to other Awarding Organisations like the SQA and City and Guilds). In **2017** Dundee Council requested the qualification and a bespoke Scottish version was made available as SCQF Level 5. In **2019** Glasgow Council followed Dundee’s example due to poor customer service levels.

Many thousands of drivers have successfully gained the qualification throughout the UK.

The author of the qualification from 2004-now is Barry Greig.

Barry Greig is a professionally qualified subject specialist in the transport sector, including LV, PCV, and HGV for technical qualifications and driver qualifications for public and private hire vehicles. During his early career path he was a vehicle inspector for the MOD and the Scottish Office specialising in emergency vehicles and equipment. Barry is also a former member of the Road Transport Industry Training Board as a technical trainer and as Head of Department. Barry was also an external verifier with the City and Guilds.

In 2019 Barry partnered with eQualify to create an online study guide for the qualification and offer a robust approach to all 9 units through a mobile friendly application.

The Learning Breakdown:

1. Health and Safety
2. Transporting passengers
3. customer service
4. Vehicle Safety
5. Mobility and WheelChair accessibility
6. Plan Routes and Fares
7. luggage and parcels
8. Transporting school age children
9. regulatory unit (Scotland/England/London/Wales)

https://www.sqa.org.uk/sqa/files_ccc/GP3J45.pdf

How is it offered?

The qualification is currently regulated by the SQA in Scotland¹, and offered via approved SQA centres. Existing SQA centres can apply to offer the qualification providing they meet qualification approval standards which:

“confirm that your centre has the staff, reference materials, learning materials, assessment materials, equipment and accommodation needed to deliver, assess and internally verify the qualifications listed on your application”.

*** city and guilds qualification is out of date and being reviewed.

Glasgow Centres

- Glasgow Clyde College
- Glasgow Training Group (GTG)
- Glasgow Taxis Ltd.
- Glasgow Training Academy Ltd.
- Logis Tech
- Road Train

Glasgow Rollout

In 2019, following Dundee’s earlier example, Glasgow City Council’s Licensing and

¹ City and Guild’s qualification out of date and being reviewed.

Regulatory Committee confirmed the mandatory inclusion of the Taxi and Private Hire SQA course as a condition of the driver's licensing conditions, replacing the previous customer care course for all Taxi and Private Hire drivers in Glasgow.

The GCC Licensing and Regulatory Committee approved the new condition in order to clearly set out the responsibilities and standards required of drivers throughout a range of circumstances and to 'reflect the realities of being a licensed driver' whilst 'ensuring public safety' and 'comprehensive training what will help to drive standards'.

It was a welcome move toward a much enhanced regime for all taxi and private hire drivers in the city.

Originally due to come into force in April 2020, the requirement was delayed due to the COVID-19 pandemic.

eQualify's Study Guide:

- Testing and soft launch Sept-Dec 2019. Full Launch in January 2020 working with 4 approved Centres in Glasgow. 2021 and 2022 saw two new centres approved by SQA.
- Today, eQualify works with all 6 active SQA Centres offering the qualification to Taxi and Private Hire drivers across Glasgow. We have trained 4220 drivers to date.
- Because of the online nature of the course, drivers throughout Glasgow were able to continue their learning throughout the COVID-19 pandemic.

Feedback from both centres and drivers has been excellent.

The Process: How we work with the SQA and SQA approved centres

Drivers in Glasgow register with their chosen SQA Centre, who order individual usernames and passwords from eQualify.

Drivers complete the course online in their own time and return to the SQA Centre to sit their exams for each unit, as well as their practical for Wheelchair Accessibility.

Tutors from SQA Centres can monitor the progress of all drivers so they feel confident a driver is ready for the exams.

Accurate reports of the driver's full online engagement are available to allow ease of transparency and the SQA verification processes.

The Product: Our Study Guides

Our study guide allows any approved SQA Centre to offer the qualification through a system of online self study. Fully meets the learning materials content requirement for the SQA.

Written by Barry Greig, the eLearning is a fully managed turn key solution and uses engaging content with knowledge check questions throughout lessons, a set of final quizzes for each unit, completion tracking, motivational badges for milestones achieved, progress mapping, learning competency framework and learning plans and a free mobile application that allows drivers to learn whenever it is convenient for them.

The guide includes everything a Centre needs to support their learners through the qualification and ensure learners are prepared for final exam success. Tutors monitor progress and Drivers are able to revisit the learning and practice mock exams which draw from a vast robust quiz bank in order to prepare and gain confidence before sitting their final exams.

The study guide ensures all learners engage with the full course and all of the detailed content for each individual learning outcome to an extremely high standard.

Top Features

- **electronic enrolment delivery to users**
- **free mobile application**
- **full 9 units comprehensive learning materials for each learning outcome and objective**
- **green light system for progress**
- **comprehensive reporting**
- **high quality unit lessons with formative knowledge checks**
- **detailed competency framework and learning plans tied to learning content**
- **substantial quiz bank for each unit, automatically randomizing quiz questions and attempts**
- **accolades (badges) automatically earned with progress**

What Drivers are saying:

“I think the whole idea of online learning is excellent ...it lets people come and go..... learn around family commitments.”

“Kickstarted the old brain into thinking again and refreshed my memory of things I’d forgot.”

“I’ve found this course very interesting, things that I didn’t know before but I know them now, I would like to see this course offered to all councils in Scotland, it gives drivers a better view of the job involved.”

“Very easy to navigate this course and enjoyed the learning experience.”

“I thought the course was well set out and very easy to follow. The mobile app was very convenient because it made it easier to study than having to get your laptop out or go on your computer. Overall I had a very good experience using the app.”

“I feel the online training has opened my eyes to the benefits of this type of tuition and has given me great confidence to learn using technology. I found the course to be very informative and interesting. I cannot at this time think of any ways to improve it as I feel it was very straight forward.”

Scottish Government Best Practice Guide 2023

<https://www.gov.scot/publications/taxi-private-hire-car-licensing-best-practice-licensing-authorities-taxi-private-hire-car-operators-3rd-edition/>²

8.33 It is good practice for licensing authorities to have minimum training requirements for taxi drivers which require to be met at first grant of a licence or at renewal.

8.34 Such training will typically cover matters such as customer care, disability awareness, managing conflict, road safety etc.

² incorrect item: 8.36 Go Skills is the Sector Skills Council for passenger transport and can offer authorities professional advice and support on best practice in regard to vocational training for the taxi and private hire trades through its regional network of Business Advisers. Go Skills no longer exists and SQA should be consulted instead.

8.35 The Scottish Government commends as best practice the importance of such vocational training for drivers and would encourage authorities to adopt a positive approach to vocational training...

8.36 Training can cover customer care (including how best to meet the needs of people with disabilities and other sections of the community, how to defuse difficult situations and manage conflict.), relevant legislation, road safety, eco-friendly driving, the use of maps and GPS and the handling of emergencies.

Lessons Learned: Looking beyond the immediate future

The SQA qualification certainly raises industry standards, but what about changes, updates and modifications to the industry?

Glasgow and Dundee City council's require all new drivers to complete the qualification as a condition of license, but have yet to decide on how refreshing that training will fit into the licensing conditions.

A framework for maintaining basic skills and keeping up to date with changes in legislation, public concern and practices within the industry itself is an important element to get right. To that end, CPD units can assist with ensuring that skills are updated and current.

Continued Professional Development – online learning which compliments existing units

eQualify has begun to develop a series of CPD units that sit alongside the qualification and expand on specific units. We intend to grow this provision vastly in the coming months:

Safeguarding Measures to protect Drivers and their Passengers- expanding on panic alarms, tracking devices, polycarbonate safety screens and closed circuit TV (CCTV). Advice from Police Scotland and Guidance from Safe Guarding and Road Safety Act 2022 (England).

(Working towards a low Carbon future - looking at the transport changes required to bring urban transport into a low-carbon economy.

Alternative Fuelled Vehicles using advanced technology - aims to help drivers and industry make informed choices when choosing alternative fuelled green vehicles.

Further information and resources on Glasgow's rollout can be found on our website (see Case Study)
<https://equalify.co.uk>