

# Professional Standards for the Taxi Trade

Taxi centric practical driver training  
support to reduce complaints, meet  
compliance guidelines & reduce road risk

- Duration 2.5 hours
- Delegate numbers 15 online : 20 classroom
- Formats available

Virtual classroom live

Classroom workshop ( by request )



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# Overview

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A diverse and inclusive program designed to increase and develop drivers' awareness of road risk, to identify potential causes for passenger complaints and practical solutions to remedy issues.

It is aimed at supporting Local Authorities with discipline & enforcement regarding breaches of a driver's licence conditions, offer a reasonable solution to passenger complaints and encourage a culture of safer driving and attitude to road risk through a process of behavioural change techniques.



# Benefits to your authority

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## **Reduce your licensed drivers' risks**

Course material is specifically tailored to reduce driver risk and develop understanding, knowledge & ability in the safe transport of passengers in a professional manner



## **Helps fulfil your duty of care with enforcement and discipline**

The course content is designed to help you meet your legal, moral and financial duty of care whilst offering a supportive approach to discipline & enforcement without the need for draconian punitive measures



## **Supports**

Drivers with a history of complaints, singular significant events warranting action or a culmination of warnings without obvious improvement

# Who should engage in these services?

Any operator, office staff, passenger assistants or drivers who may have cause to come to your attention for disciplinary or enforcement action.

Course is not restricted to these personnel and may form part of an induction or periodic training program to support the duty of care process within your authority.





# Confirmation & Confidence

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We would initially invite members of Local Authorities to observe a presentation (FOC) to understand the course from the perspective of a delegate and offer an opportunity for your feedback.

Where appropriate, we would undertake a training needs analyses and identify the key learning outcomes you may wish to add within the time and budget available.

To complete the course attendees will complete an assessment of learning at the conclusion, successful delegates will receive a certificate of completion.

The course is designed to meet your Local Authority duty of care and/or compliance in this topic. To further support this aspect please see our course details for Safeguarding, Disability Awareness, Driver Assessments, Theory tests and licence checking that compliment this program.

Moving forward it would be proposed to develop a training program to incorporate key elements of the courses in one package as a periodic refresher session.



# Workshop outline

## Introduction to your workshop

- Using your microphone and video camera
- Interacting with your trainer and the online voting
- Analysing data relative to the industry

## Learning outcomes and objectives

- Getting to know reasons for complaints
- Developing cause and consequence of actions
- Analysing data relative to the industry

## Case studies

- A look at drivers who flout the rules
- Facts concerning the impact of non-compliance of rule
- You never know who's watching you
- Opportunity to develop the cascade of events leading to issues

## Understanding perspective

- Of how others see the profession
- Of how they debase the profession

## Inappropriate speed

- What is inappropriate speed and how could the use of it have severe impacts if left to run unchecked?

## Consequences of speeding

- An in-depth look at the consequences of speeding, how speed is perceived by other road users and the impact when it goes wrong

## Identifying speed limits & Purpose

- Drivers are shown a variety of road types and asked to identify speed limit, discuss why it is a limit and not a target

## Smart motorways

- Basic introduction to how smart motorways work and how to manage speed when on one

## Developing a safe driving strategy

- Understanding of our own fragility around our ability to use:
  - Concentration
  - Observation
  - Anticipation
  - Space
  - Time
- What techniques we can put in place to help improve them
- Understanding the futility of breaking the rules and guidelines to gain time and how you can use your strategy to your advantage

## Score and analysis of your session

- How well did you score?
- What could you have done better?
- What changes could your character make to their driving ?
- What changes will you make in your own driving ?
- **Feedback**
- Online poll on various aspects of the workshop

# Logistics

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The workshop is facilitated by a professional driver trainer who will fully engage with participants to maximise the learning experience and draw out their views and opinions.

Duration: 2.5 hours + registration (15 delegates max)

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

Access to a **Computer, Laptop or Tablet**

(Mobile phones are not recommended due to the size of the screen)

All devices must have:

- Internet access & Web camera
- Microphone & Speakers or headphones
- Stable internet connection with enough battery charge for at least 3 hours





# To book

TTC Fleet and Driver Risk Management Services

T: 03330 113 113

E: [drivertraining@ttc-uk.com](mailto:drivertraining@ttc-uk.com)

[www.thettcgroup.com](http://www.thettcgroup.com)

Tailored to meet your organisational needs to improve driver and passenger safety and complement your compliance requirements.

