

# Driver Training

Train the Trainer  
Taxi Modules



# Driver Training

This module is for **taxi and private hire vehicle (PHV) drivers**. You will find useful additional content throughout the training package, for example in the core modules **What is Disability?** and **Inclusive Communication**.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 110–215 minutes.

# Learning Objectives

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Ensuring that taxi and PHV drivers comply with their legal duties and provide an inclusive and accessible service to disabled passengers

# Guidance to Accompany Slides

# Discussion

**Suggested timings:** 10–20 minutes

**Purpose:** To understand how knowledgeable and positive drivers are about providing inclusive and accessible services.

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## What the Law Says

**Suggested timings:** 5–10 minutes

**Purpose:** To understand the **definition of disabled** as it applies in the Equality Act 2010.

Use this slide to explore the law as it affects taxi drivers.

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You can review the material in the taxi and PHV module **Rights and Duties** first and encourage questions about the implications of the law.

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Make sure drivers understand the breadth of the definition of disability and also that when it comes to disability, there are duties to do more or to treat people differently on the grounds of disability.

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It isn't about treating people the same. It's about people having an equivalent service.

# Videos

**Suggested timings:** 10 - 30 mins

As well as the animated videos that are part of the REAL training package, you could also share the training videos for taxi drivers at [www.ddsg.org.uk/taxi/videos](http://www.ddsg.org.uk/taxi/videos), during the training or by signposting drivers to these materials.

You could ask drivers to review them before the session and come with any questions.

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## Picking Up Passengers

**Suggested timings:** 5–10 minutes

**Purpose:** To **explore what the law says** about refusing a service to a disabled passenger.

The taxi and PHV module **Rights and Duties** has further information on the legal background, but you can use these two slides to emphasise that drivers cannot refuse to stop for or to carry a passenger solely because the person is disabled.

# Assisting Passengers

**Suggested timings:** 5–10 minutes

**Purpose:** To **explore the concept of providing additional assistance to disabled passengers**, as a ‘reasonable adjustment’ in law, but also as a principle of good customer service.

Explain that offering assistance that you might not automatically offer to all passengers is an important element of an inclusive and accessible service.

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## Visual Impairments

**Suggested timings:** 5–10 minutes

**Purpose:** To **explore good practice** in carrying a passenger who has a visual impairment.

Explore ways to make someone with a visual impairment feel safe and comfortable throughout a journey.

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Encourage contributions from drivers about their experiences and what tips they have to share with others.

# Wheelchairs

**Suggested timings:** 5–10 minutes

**Purpose:** To **explore good practice** in carrying a passenger who uses a wheelchair.

Discuss how to ensure that passengers who use wheelchairs feel safe and travel in a dignified way.

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Ask delegates to think about how someone might feel if a driver was uncommunicative, made no eye contact and acted as though dealing with the wheelchair was a chore that they were unwilling to perform.

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Ask how it would feel to be supported with something fundamental and essential for getting around, in a positive and humane way.



# Mobility Scooters

**Suggested timings:** 5–10 minutes

**Purpose:** To explore good practice in carrying a passenger who uses a mobility scooter.

Discuss how to ensure that passengers who use a mobility scooter feel safe and travel in a dignified way.

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Ask delegates to think about how someone might feel if a driver was uncommunicative, made no eye contact and acted as though dealing with the mobility scooter was a chore that they were unwilling to perform.

.....

Ask how it would feel to be supported with something fundamental and essential for getting around, in a positive and humane way.

# Seatbelts

**Suggested timings:** 5 minutes

**Purpose:** To remind drivers to ensure that passengers are safe and comfortable before setting off, and to offer any necessary assistance.

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# Driving

**Suggested timings:** 5 minutes

**Purpose:** To remind drivers to consider their way of driving and the impact it could have on someone who experiences pain or doesn't feel as safe as others might when travelling.

# Assistance Dogs

**Suggested timings:** 10–20 minutes

**Purpose:** To **explain the legal duties** of companies and drivers in relation to passengers with assistance dogs.

Explore the rights of disabled people with assistance dogs, why the laws governing this area exist and why drivers must comply.

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Ensure this is included explicitly in driver training.

# Charging Policies

**Suggested timings:** 5–10 minutes

**Purpose:** To **explain the law on charging policies**.

Emphasise that neither drivers nor companies should penalise disabled passengers in any way that relates to disability.

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Encourage drivers not to switch on meters until a disabled passenger is safely within the vehicle.

# Assistance to and from Your Vehicle

**Suggested timings:** 5 minutes

**Purpose:** To **enable a discussion** on how to support passengers to and from the vehicle.

Ask delegates for their experiences of supporting passengers such as, pushing a wheelchair and using a ramp, offering their arm to a person with a visual impairment to guide them to the vehicle and carrying luggage.

# Communicating During the Journey

**Suggested timings:** 5 minutes

**Purpose:** To remind delegates that disabled passengers may not understand or be able to see where they are going and that they may need reassurance.

Ensure that delegates understand the impact of daily barriers on disabled people — feeling unsafe or being in pain or unsure about whether support will be available can make people feel anxious.

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Encourage drivers to think about how they can support and reassure passengers.

# Damage to Mobility Equipment

**Suggested timings:** 5–10 minutes

**Purpose:** To **enable discussion of processes for resolving issues** to do with damage to mobility equipment.

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## Summary

**Suggested timings:** 5–10 minutes

**Purpose:** To **summarise why it matters to disabled people that they get an inclusive and accessible service**, and why the law underpins this approach.

Use this as a discussion point to encourage delegates to think about the impact of getting things wrong on disability, and of getting things right.

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Encourage delegates to consider how it would feel for them to receive a positive, supportive service and what they would want for their family and friends.

# Remember

**Suggested timings:** 5–10 minutes

**Purpose:** To leave delegates with an understanding of how **good service to disabled people is central to good overall customer service.**

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# Your Role

**Suggested timings:** 5–15 minutes

**Purpose:** To **check delegates' understanding** of the key messages.

Ask delegates to state for themselves the key messages of the training.

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Depending on numbers, you can call on one or two delegates to provide answers or ask them to split into pairs to discuss the answers to each question.

# REAL

**Suggested timings:** 5–20 minutes

**Purpose:** Depending on the time available, use this slide to **summarise key messages**, and remind people about the Respect, Empathise, Ask, Listen theme of the training.

You can use the train the trainer notes on REAL here and/or in other sections of the training.





REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department  
for Transport