

# Company Training

Train the Trainer  
Taxi Modules



# Company Training

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

.....

Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 125–220 minutes.

# Learning Objectives

1

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

# Guidance to Accompany Slides

# Are You Ready?

**Suggested timings:** 5–10 minutes

**Purpose:** To **encourage a forward-thinking approach**, with regular reviews of how services operate and are communicated.

This approach of learning and review will help to ensure that services are legally compliant and offer inclusive and accessible services.

.....

## Bookings

**Suggested timings:** 5–10 minutes

**Purpose:** To **consider barriers** in the booking process.

Use these slides to encourage delegates to think about how bookings are made at the moment, what the barriers are from different perspectives and how this can be improved.

# Printed Material

**Suggested timings:** 5–10 minutes

**Purpose:** To **consider barriers** within company printed materials.

Encourage delegates to think about how printed materials can be made more accessible to older and disabled people and how they can carry more useful information about access.

.....

# Driver Training

**Suggested timings:** 5–10 minutes

**Purpose:** To **emphasise the importance of the driver's role** in access and inclusion.

Ask delegates why drivers' understanding of disability issues is so important.

.....

What can go wrong?

.....

What happens if drivers are knowledgeable and confident?

# What is an ‘Accessible Vehicle’?

**Suggested timings:** 5–10 minutes

**Purpose:** To **explore different passengers’ needs**.

Explore the fact that many people think of wheelchairs when they think of disability.

.....

A far broader range of people, whom we might not immediately consider to be disabled people, nevertheless are affected by how inclusive services are, what support is offered and what vehicle options are available.

.....

## Picking Up Passengers

**Suggested timings:** 5–10 minutes

**Purpose:** To **explore the concept of direct discrimination** by refusing a service to a passenger.

The taxi and PHV module **Rights and Duties** has further information on the legal background, but you can use this slide to emphasise that companies must make clear to drivers that they 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 can be a legal duty, but also an important element of an inclusive and accessible service.



# 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.

.....

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.

.....

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.

.....

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 delegates** that drivers need to know that they must ensure passengers are safe and comfortable before setting off, and to offer any necessary assistance.

.....

# 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.

.....

Encourage delegates to find ways to remind drivers to think about how they can support and reassure passengers.

# Driving

**Suggested timings:** 5 minutes

**Purpose:** To **remind delegates** to consider how they can influence drivers about the impact their way of driving 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.

.....

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.

.....

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

.....

## Insurance

**Suggested timings:** 5 minutes

**Purpose:** To **enable a discussion** on an appropriate approach to insurance.

# 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.

.....

## Getting it Right

**Suggested timings:** 5–10 minutes

**Purpose:** To explain why a proactive approach that anticipates disabled passengers' needs is good for business.

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.

# Your Role

**Suggested timings:** 10 minutes

**Purpose:** To **summarise the role and responsibilities** of taxi and PHV companies.

Ask delegates to discuss this and to think of anything else companies can do to improve practice.

.....

# How Would you Handle These Issues?

**Suggested timings:** 10 minutes

**Purpose:** To **enable discussion** of challenging scenarios.

Ask delegates to work in pairs and to explore how they think their company would respond currently to these issues, and what could be improved.

# Next Steps

**Suggested timings:** 10–20 minutes

**Purpose:** To **create an action plan** for delegates and to summarise key messages.

A final discussion opportunity with delegates working as a whole group or in pairs.

---

## 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