

Rights and Duties

Train the Trainer
Taxi Modules



Rights and Duties

This module is for **taxi and private hire vehicle (PHV) companies and drivers**. It can be used alone or as part of a broader package of briefing or training. There is additional content specifically for each of these audiences.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 50–100 minutes.

Learning Objectives



Understanding rights and duties affecting travel
by taxi and PHV

Guidance to Accompany Slides

What the Law Says

Suggested timings: 5–10 minutes

Purpose: To **explain the provisions of the Equality Act 2010** in brief.

Use the content of this slide to provide an outline of the provisions of the Equality Act 2010. Take questions and answer as appropriate.

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Where questions are beyond the legal knowledge of the trainer, they can be referred to guidance on the Equality and Human Rights Commission's website.

What are the Duties?

Wheelchair Users

Suggested timings: 5–10 minutes

Purpose: To **explain the legal duties** of companies and drivers in relation to wheelchair users.

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What are the Duties?

Passengers with Assistance Dogs

Suggested timings: 5–10 minutes

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

What are the Duties?

Disabled Passengers

Suggested timings: 5–10 minutes

Purpose: To give examples of some adjustments that companies and drivers may need to make, and to make clear that disabled passengers must not be charged more for a journey.

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Legal Penalties

Wheelchair Users

Suggested timings: 5–10 minutes

Purpose: To explain the possible penalties for drivers for failing to fulfil their duties in relation to wheelchair users.

Legal Penalties

Passengers with Assistance Dogs

Suggested timings: 5–10 minutes

Purpose: To **explain the possible penalties** for drivers for failing to fulfil their duties in relation to passengers with assistance dogs.

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Legal Penalties

Disabled Passengers

Suggested timings: 5–10 minutes

Purpose: To **explain the possible penalties** for drivers for failing to fulfil their duties in relation to disabled passengers.

Role of Licensing Authorities

Suggested timings: 10 minutes

Purpose: To summarise the role and responsibilities of taxi and PHV licensing authorities.

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REAL

Suggested timings: 5–20 minutes

Purpose: Depending on the time available, use this slide to **summarise key messages**, and remind people of 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