

LMC Certificate – Introduction to the Role of the Professional Taxi and Private Hire Driver

Day	Unit	Title	Start time	Content
Day 1	1	Health & safety in the taxi and private hire work environment	9.30 am – 5.00pm	<ul style="list-style-type: none"> • Hazards and Risks • Insurance requirements • Safe lifting and carrying • Accidents and emergencies
	2	Road safety when driving passengers in a taxi or private hire vehicle		<ul style="list-style-type: none"> • Medical requirements • Seat belt law • Stopping distances • Vehicle maintenance and inspections
	3	Professional customer service in the taxi and private hire industry		<ul style="list-style-type: none"> • Customer expectations • Core services • Transporting children and young people • Routes and fares
	Exams	Testing Units 1, 2 and 3		60 questions (20 on each unit) 70% pass rate
Day 2	4	Regulatory Framework for carrying passengers for Hire & Reward	9.30 am – 5.00pm	<ul style="list-style-type: none"> • Holding and retaining a driver licence • Licensing Authority requirements for HCVs and PHVs • Carrying passengers for hire and reward • Discharging the duties of an Operator
	5	Transporting Passengers who require assistance		<ul style="list-style-type: none"> • Anti-discriminatory legislation • Recognising disabilities and impairments • Communicating with passengers who require assistance • Practical assistance for wheelchair users
	6	Child Sex Exploitation		<ul style="list-style-type: none"> • Child Sex Exploitation • Child Criminal Exploitation • County Lines • Taxi and Private Hire Drivers role in supporting our community
	Exams	Testing Units 4, 5 and 6		60 questions (20 on each unit) 70% pass rate