

Disability Awareness Training for the Taxi Trade

Tailored specifically for all workers linked to
the Taxi profession

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

Virtual classroom live

Classroom workshop (by request)



Overview

A diverse and inclusive program designed to increase and develop delegates awareness of disabilities within the Taxi profession and how to correctly support and interact with those passengers.

The session will help delegates develop their knowledge and to support the enforcement of disability compliance as it pertains to the Health and Safety at Work Act 1974 & the Equality Act 2010.

This course is not limited to drivers of WAV's, but for all workers as the scope encompasses many elements of disability.



Benefits to your authority



Improves a safer and comfortable journey for all passengers

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



Complies with current legislative and LGA guidance towards disability

The course content is designed to help you meet your legal, moral and financial duty of care to satisfy the HASAW, Equality Act & LGA Councillors' Handbook and the wider recommendations in the statutory Taxi and PHV vehicle standards.



Supports

- Driver skills development to meet current legislation challenges
- Professional trade behaviour aligned with your council's public image

Who should engage in these services?

Any operator, office staff, passenger assistants or drivers who may have cause to come into contact (direct or indirect) with passengers with disabilities.

Course is not restricted to drivers of WAV's but includes elements of working with Guide and Assistance Dogs, passengers with hidden disabilities, mobile and non-mobile disabilities amongst many.



Confirmation & Confidence

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 at the conclusion. Successful delegates will receive a certificate of completion (rather than a certificate of attendance).

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, Remedial training, 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 any online voting

Learning outcomes & objectives

- Understanding terminology
- Course process
- Explain sensitivity of content delivered empathetically

Compliance process

- Create workbooks to support legislative compliance
- Reasoning behind daily and weekly vehicle checks
- The importance of evidencing implementation of knowledge

The scope of disability

- Understanding the range of disabilities
- Develop a systematic approach to supporting disability equality

Understanding perspective

- Recognise the needs of the disabled in more detail
- Understanding the need for conformity in process
- Why workbooks are important

Consequences of failure to comply with legislation

- Understand it is a moral duty care to make change
- Penalty range of failure to comply

Identifying risk

- Disabled passenger risk assessments
- Vehicle risk assessments
- Difference between motor and equality legislation

Developing Safe Systems of Working

- Ability to create and develop workbooks
- Confidence to use records as evidence of compliance

Support to create simple reasonable solutions

- identify disabilities common to delegates environment
- Recognise the signs and symptoms
- Develop simple and reasonable techniques that can be introduced to support a safe and comfortable passenger experience for all

Score and analysis of your session

- How well did you score?
- What could you have done better?
- What changes could you make to your operation?

Feedback

- Online/face to face poll on various aspects of the workshop

Logistics

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

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

