

PPLRPVD20

Ensure health and safety of the taxi and private hire driver and passengers



Overview

This NOS is about ensuring your own health and safety and that of any passengers travelling in your vehicle.

This NOS is made up of three elements:

1. Recognise hazards and assess risks to health and safety
2. Prevent or protect yourself and passengers against potential hazards and risks
3. Respond to an emergency affecting passengers

Who this NOS is for

This NOS is for drivers of taxi and private hire vehicles.

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Performance criteria

Recognise hazards and assess risks to health and safety

You must be able to:

- P1 identify your responsibilities within the regulatory framework designed to protect you and passengers against potential hazards and risk
- P2 identify hazards and risks within the work environment that could expose a driver and passenger(s) to potential danger
- P3 carry out a risk assessment
- P4 obtain assistance and advice from an appropriate person when the level of the risk is not certain
- P5 take action to remove, isolate or remove the risk
- P6 record and communicate details of a particular hazard and risk so that contingencies and future plans can be implemented by appropriate people

Prevent or protect yourself and passengers against potential hazards and risks

You must be able to:

- P7 co-operate with people and policies designed to reduce exposure to hazards and potential risk
- P8 follow policies or procedures designed to limit risk to you and the vehicle occupants
- P9 take immediate and effective action where the safety or welfare of the passenger is at risk
- P10 take action that is within own personal limits of authority and ability
- P11 report adverse incidents to the appropriate person or body

Respond to an emergency affecting passengers

You must be able to:

- P12 respond to emergency situations that affect the passengers safety including:
 - P12.1 contact the appropriate service for assistance
 - P12.2 use appropriate emergency equipment

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Knowledge and understanding

You need to know and understand:

Recognise hazards and assess risks to health and safety

- K1 the main Health and Safety frameworks and policies that protect the driver, passenger and other road users
- K2 the difference between a hazard and a risk
- K3 hazards a driver may face
- K4 responses to identified hazards to limit risk to self, passengers and other road users
- K5 how to undertake a risk assessment to limit the risk to self, passenger(s) and other road users
- K6 the 'duty of care' a driver has in relation to passengers and other road users
- K7 the consequences of not following health and safety rules and regulations
- K8 the types of insurance that a driver requires for indemnifying self or customer(s) for harm or loss
- K9 how to minimise physical risks as a result of manual handling, movements and postures

Prevent or protect yourself and passengers against potential hazards and risks

You need to know and understand:

- K10 the different roles of the emergency services and personnel who can support a driver in the course of their duties
- K11 how to reduce and prevent emotional stress and anger when driving
- K12 how to use appropriate equipment and alarm systems to act as a deterrent and limit personal risk to a driver
- K13 the use of conflict management techniques to limit personal risks
- K14 the importance of healthy lifestyle in relation to your duties
- K15 the importance of contingency planning for unforeseen incidents and emergencies

Respond to an emergency affecting passengers

You need to know and understand:

- K16 why it is important to follow the customers' instructions in an incident or emergency involving that customer
- K17 the action to be taken in the event of a vehicle breakdown at the roadside
- K18 the necessity of ensuring the customers' safety and welfare in the event of an incident or emergency
- K19 the importance of providing reassurance to passengers who may be in shock, worried, concerned or whose first language is not English

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K20 the procedures that you can take when confronted with a road accident or other acute emergency

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Additional Information

Glossary

Taxi

Includes a licensed Hackney Carriage vehicle

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Developed by People 1st

Version number 1

Date approved March 2013

Indicative review date March 2018

Validity Current

Status Original

Originating organisation People 1st

Original URN PPLRPVD20

Relevant occupations Transportation operations and maintenance; Transport Drivers and Operatives

Suite Road Passenger Vehicle Driving

Key words Taxi; private hire; health; safety; passengers
