

| SCHEDULE 1 | SERVICES SPECIFICATION |
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| <p style="text-align: center;"><u>Background & Purpose</u></p> <p>Following a review of licencing by Uttlesford District Council ("The Council"), it is proposed to introduce a mandatory requirement for all new and current drivers to pass an examination following their attendance at an approved training course</p> <p>All drivers currently holding licences for Private Hire Vehicles and Hackney Carriages will be required to attend an Initial face-to-face approved training course and complete an examination to demonstrate to the licencing committee that they are considered competent and safe drivers and may retain their licence.</p> <p>All new applicants for licences for Private Hire Vehicles and Hackney Carriages will also be required to attend the same Initial face to face course and complete the examination to demonstrate to the licencing committee that they are considered to be competent and safe drivers <u>before</u> a licence is granted.</p> <p>Drivers are required to renew their licence every three years. Before granting the renewal of any licence, Drivers will be required to undergo Refresher training and provide evidence to demonstrate they have passed an examination. Refresher training and the associated examination may take the form (or an option) of on-line continual professional development.</p> <p>The Council is seeking to appoint one provider of this initial and ongoing training and examinations.</p> <p>It is expected that the training shall include, but may not be limited to customer service, driver safety, relevant legislation, disability awareness, child sexual abuse and exploitation, safeguarding and other key information that the Council and/or the Training Provider considers to be required .</p> <p>The Council have approximately 2,800 drivers currently holding an applicable licence. It is expected that all existing licence holders shall attend the initial face to face course within the first 18 months of the contract</p> <p>New applicants number approximately 700 per annum</p> <p>The average renewal rate is currently 60%</p> <p>As the licensing service must ensure that it remains impartial and above reproach it is unlikely that tenders will be accepted from companies or individuals who are current holders of an operator or drivers licence issued by The Council.</p> | |

Outline of Requirements

a) Scope of Training Courses

The Training Provider will be required to devise, maintain and deliver an Initial face to face training course for all current drivers.

This should then be maintained for all new drivers.

By year 2 of the contract, refresher training is to be made available for those drivers who wish to renew their licence

Courses shall be based on Council policy and conditions which is available from our website using the following link

[Licensing Policy relating to the Hackney Carriage and Private Hire trades \[496.35KB\]](#)

The Initial face to face course content and associated testing will include coverage of the following areas:

- Current legislation, rules and regulations applicable to drivers
- Expectations for customer service
- Increasing Drivers own awareness and how to ensure their own safety
- How to report a crime and advising drivers how to deal with customer complaints
- Highway code
- Disability and equality awareness
- Safeguarding responsibilities
- Payment and basic arithmetic (as applicable)
- English language – both written, read and spoken
- The Initial face to face course shall be designed to encourage interaction between applicants and the trainer (see note below)
- An additional geographic test of knowledge of routes and landmarks within the Uttlesford Council District boundaries shall be included for those applying for the sole hackney carriage licence (when introduced)

Refresher courses will include

- Current legislation, rules and regulations applicable to licenced drivers
- Safeguarding responsibilities
- Updates to the handbook provided at the Initial Training
- Topical areas of interest
- Legislative changes

The Initial Training Course shall include provision for applicants to sit a test (of their knowledge gleaned during the course) to demonstrate they are competent and safe drivers.

The course content and test shall be subject to final approval of The Council before commencement of the contract and before the implementation of any changes during the life of the contract (other than to accommodate general legislative updates which should be notified in writing to The Council)

b) Resources

The training provider shall be responsible for providing all resources to run both training and testing.

For Initial training a comprehensive handbook shall be provided as a study aid to applicants at the time of booking the course and may be either electronically or hard copy format. The handbook shall also serve as a quick reference guide to keep once they are licensed. The training provider will be required to devise, maintain and produce the handbook, which shall be based on Council policy and conditions (as above). The handbook shall be subject to final approval of The Council before commencement of the contract and before the implementation of any changes thereafter (other than to accommodate general legislative updates)

Training venues where used shall be the responsibility of the Training Provider. It is expected that venues shall be safe and provide all amenities (including welfare facilities and parking provision) whilst limiting travel time and expense for attendees. All venues shall be subject to final approval of The Council before being used for any course.

Classroom size shall be no more than twenty individuals.

c) Tests and Test Results

The test following Initial Face to Face training shall be a written paper comprising a mix of multiple choice and short essay type written answers allowing the trainer to assess the ability of candidates to understand and write English in addition to testing their knowledge.

The test following Refresher Training may be provided on-line and should be comprised of multiple-choice questions

Candidates who fail the test shall be permitted to re-sit on no more than two further occasions (three attempts in total) unless the applicant is close to the pass mark in which event a fourth attempt shall be offered subject to the prior agreement of the lead officer/committee.

A maximum of four attempts may be undertaken in any twelve-month period. The Council will not insist on applicants attending the full course prior to re-sitting for a second attempt however advice should be offered to applicants by the provider depending on their performance and it may be a requirement prior to taking the test on the third attempt

All tests results and certification shall be issued direct to the applicants in electronic format within a maximum of 3 working days. All failures should be relayed immediately to the licensing Team. It may be acceptable for a paper certificate to be issued but only in exceptional circumstances and only when notified in advance to The Council.

Test Results are to be copied to The Council

Test results following Initial Face to Face Training shall include an assessment of the applicants' ability to speak, read and write and understand English language as evidenced by interaction with other applicants and the trainer (see note above)

d) Reporting and Quality Control

The Training Provider shall provide a range of reports including

- the total number of courses provided
- the total number of attendees
- the names of attendees, results of their test and certificate number if issued
- the pass rate

As a minimum a summary is to be provided monthly

Concerns relating to any applicant with respect to English language proficiency (reading, writing and spoken), behavioural matters or poor attitude must be reported to The Council and will inform the consideration of the applicants' suitability to hold a licence. Such feedback must therefore be provided in a timely manner.