



## **Steering for Success**

**Accrington and Rossendale College & Hyndburn Borough Council are working in partnership to deliver this course for taxi drivers.**

**All new taxi drivers in Hyndburn will be required to complete the course as part of the conditions for the issue of their licence.**

**The course is designed to raise the status of drivers and increase their business potential. The aim is to give taxi drivers the extra skills and confidence to provide an essential service to the public.**

**The course runs for 27 hours, usually one session a week of three hours for 9 weeks and includes topics such as:**

- **Handling disabled clients**
- **Conflict resolution – Customer Service**
- **Vehicle maintenance & safety check/presentation of the vehicle**
- **Improving communication and maths skills**
- **Presentations from other organisations: e.g. Inland Revenue, Police and the Licensing Authority.**

**On successful completion of the course the taxi drivers will receive a certificate from Accrington and Rossendale College. Students will also complete a City and Guilds Maths assessment.**

## **Information on Steering for Success Course**

<b><u>Week 1</u></b>	<b>Induction, course overview, initial assessments, enrolments, presenting a professional image.</b>
<b><u>Week 2</u></b>	<b>Relevance of number and literacy skills to taxi driving Numeracy diagnostic.</b>
<b><u>Week 3</u></b>	<b>Tax for the self-employed. Form filling, accident reports and making an insurance claim.</b>
<b><u>Week 4</u></b>	<b>Maths for taxi drivers – identifying and developing maths skills in preparation for Entry level maths exam.</b>
<b><u>Week 5</u></b>	<b>Customer service &amp; Conflict resolution Presentation by the College's Information &amp; Guidance Service regarding further study and pathways.</b>
<b><u>Week 6</u></b>	<b>Disability awareness &amp; Disability handling – presentation and practical workshop.</b>
<b><u>Week 7</u></b>	<b>Community regulations, laws etc – input from Lancashire Police. Offences and penalties.</b>
<b><u>Week 8</u></b>	<b>M.O.T. vehicle presentation &amp; practical workshop. Full use of Accross College's Motor Vehicle Facilities.</b>
<b><u>Week 9</u></b>	<b>Input from Licensing Authority – What are their expectations of you? Course evaluation, Celebration of Learning with presentation of certificates.</b>

*\* We rely on guest speakers being available to present at several of these sessions.  
The scheduling of the weeks may therefore vary from the order listed above.*