

# Taxi Training Programme

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## *Course Outline*

### Target audience and pre-requisites

This course provides taxi drivers with universally applicable best practice and is intended as a complement to induction training covering local and company-specific requirements.

In order to attend this course, participants must meet the following pre-requisites:

- Have a valid driving licence for the adequate vehicle category
- Fulfil all other requirements set by local authorities in order to obtain a taxi licence

### Infrastructure requirements

This course includes practical exercises that require access to a vehicle and to a driving range. Access to a classroom equipped with computer, beamer and flipchart is also required. The driving range should preferably be fenced, and its dimensions should be approximately 100m x 25m. 15 traffic cones are required as well. The vehicle should match that used by the drivers in their daily job and should accommodate at least 4 people comfortably. A driving route through the city should be defined in advance.

### Number of participants

The number of participants is limited by the number of passengers that can reasonably fit in the training vehicle. For a four-seat car, the number of participants would for example be limited to 3 taking into account that one seat is needed for the instructor.

### Objective

At the end of the course, participants will:

- be aware of ergonomics and driver fitness principles
- be able to apply basic defensive driving and eco-driving principles
- be able to apply basic procedures in case of emergencies and dangerous situations
- be able to apply basic communication and customer care techniques
- be able to prepare their vehicle for their daily duties

### Course structure

#### Complementary induction training

This course is meant as a complement to a separate induction training covering the topics which are specific to the workplace of the driver. Therefore, this course does not cover:

- the local taxi regulations
- the local geography
- the specific equipment used by the taxi company (communication and navigation devices, taximeter, panic button, etc.)

## Course formats

This course can be delivered in 2 formats:

- Blended format:  
This is the recommended format, consisting in a 1<sup>st</sup> part in distance self-learning format, followed by a 2<sup>nd</sup> part in instructor-led format.
- Purely instructor-led:  
It is also possible to deliver the course entirely in instructor-led format.

### Blended format

In this format the first phase, **theory**, is not delivered in the classroom. Instead, participants are required to take the theory lessons on their own by following the “TAXIstars” online course (see below). **The agenda outlined below is based on this blended format.** Alternately, the training centre can (at its own expense) print the “TAXIstars” booklet and require students to read the print version of the course.

The second phase, **practice**, takes place in a traditional instructor-led format. This phase is subdivided into:

- An interactive classroom session:  
Participants validate their understanding of the concepts presented in “TAXIstars” through a variety of practical exercises, role playing games and group discussions under the guidance of the instructor.
- In-vehicle exercises:  
Participants put various driving and vehicle-related techniques into practice.

### Instructor-led format

In this format the first phase, **theory**, is also delivered in the classroom, and based on the same training material, i.e. the “TAXIstars” course. It should be noted that TAXIstars is not available in PowerPoint format, so an internet access in the classroom may be required.

The agenda outlined below should be correspondingly extended if the training centre opts for this delivery method.

## Practical phase agenda

### Morning: vehicle + driving range required

<b>Duration</b>	<b>Activity</b>
15'	Welcome + presentation of the course agenda
55'	Classroom and in-vehicle exercises on <b>ergonomics and driver well being</b>
135'	<b>Defensive &amp; eco driving</b> practice on the open road (city itinerary) and on a driving range (emergency braking, lane changing, slalom drive)

### Afternoon: vehicle required

<b>Duration</b>	<b>Activity</b>
60'	Classroom exercises and group discussions on <b>emergencies &amp; personal safety</b>
60'	Classroom exercises and group discussions on <b>communication skills &amp; customer care</b>
15'	General question & answer session
15'	Multiple Choice Questions (MCQ) test Preparation of driving assessment scores (instructor activity)
45'	Recap

## Training material

### TAXIstars

The TAXIstars self-learning course can be accessed either on a computer with internet access or an iOS / Android mobile device (tablet, smartphone) after downloading the appropriate “app”.

The “TAXIstars” course can be accessed by following this link: <http://training.taxistars.eu/>

### Practical exercises and tests

The various practical exercises and tests used during the instructor-led phase of this course can be downloaded from the IRU Academy’s content management portal by following the link below and providing the username and password provided to the Associate Training Institution.

Download link: <http://academytraining.iru.org/>

## Certification

Upon successfully completing the MCQ test and the driving assessment, participants are entitled to receive an IRU Academy Taxi Driver Certificate as evidence of their participation and successful completion of the course.

## Any questions?

For additional information about this course, please contact [academy@iru.org](mailto:academy@iru.org).