

## Taxi driver training



Taxi drivers, just like any other road transport professionals, need to maintain high standards. Vocational training helps provide high quality service to passengers, safe and secure working conditions for drivers and increased competitiveness.

Training requirements for taxi drivers vary greatly between cities and countries. The IRU Academy Taxi driver programme provides drivers with universally applicable best practice and complements induction training covering local and company-specific requirements.

### Who is the course for?

Suitable for all taxi drivers, the course is ideal for taxi companies wanting to introduce a short and practical induction training for their drivers.

The programme is available through the IRU Academy network of Associate Training Institutes in over 40 countries and is available in English, Finnish, French, German, Greek, Italian and Spanish.

## What you will learn

Through a mix of theory and practical sessions you will learn to:

- Be aware of ergonomics and driver fitness principles
- Apply basic defensive driving and eco-driving techniques
- Follow sound procedures in case of emergencies and dangerous situations
- Apply effective communication and customer care techniques
- Prepare your vehicle for daily duties

## Course structure

The course is made up of theory and practical sessions. The theory consists of 50 'bite-size' learning units of about five minutes, grouped into modules covering all important

taxi driver issues: driver well-being, ergonomics, complacency, emergency situation management, personal safety, service orientation and social interaction, conflict management and eco-driving. This part of the course can be taken online or with an instructor.

The practical part takes place over one day combining city driving with role-playing exercises and case studies.

On successfully completing the theory test and driving assessment you will receive the IRU Academy Taxi Driver certificate.

## Requirements

Participants must have a valid driving licence for the relevant vehicle category and fulfil all other requirements set by local authorities to obtain a taxi licence.



## Why train with the IRU Academy?

All IRU Academy training programmes:

- Integrate best practice
- Guarantee compliance with international, European Union and national regulations
- Help harmonise training standards at the global level
- Are designed by internationally renowned experts
- Guarantee the highest level of quality, consistency and accuracy
- Are continually updated to reflect new and amended legislation and latest technical developments

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