

**BTEC Level 2 Certificate in Introduction to the Role of the  
Professional Taxi and Private Hire Driver**

**UNIT 6**

**Taxi and private hire services for passengers who require  
assistance**



# **BTEC Unit 6**

## **Know how to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle**

- 4.1 Describe the specialist equipment that may be fitted to an accessible vehicle
- 4.2 Explain the importance of carrying out regular inspections and risk assessment of specialist equipment
- 4.3 Explain the importance of knowing the safe working loads and limits of specialist equipment and any testing regimes that must be applied
- 4.4 Describe how to safely restrain a wheelchair and passenger
- 4.5 Describe procedures for dealing with defective passenger-safety equipment
- 4.6 Describe the action that can be taken to deal with situations where schedules cannot be met
- 4.7 Describe the action that can be taken where customers are not at their agreed pick-up points
- 4.8 Explain the importance of disability training for taxi and private hire drivers

## **Be able to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle**

- 5.1 Correctly deploy, secure and stow the wheelchair ramp
- 5.2 Check the ramp incline for safe entry and exit of the wheelchair, customer and driver
- 5.3 Safely manoeuvre a wheelchair and its occupant into and out of the vehicle and position them in the correct orientation
- 5.4 Demonstrate that the brakes are applied and the wheelchair is secured by the manufacturer's restraints
- 5.5 Correctly fit the appropriate customer seat belt and wheelchair restraint, and headrest/backrest if fitted
- 5.6 Ensure that the customer is safe and secure
- 5.7 Safely reverse a wheelchair and its occupant down a ramp

## **Be able to provide safe assistance for customers who want to transfer from wheelchair to the vehicle**

6.1 Open and fold a four-wheeled wheelchair

6.2 Discuss with the customer their capabilities in safely transferring themselves from the wheelchair into and out of the vehicle

6.3 Check that the wheelchair is fit for purpose and that it is completely stable prior to the customer lifting themselves out of and into the wheelchair

6.4 Select and use the correct disability aid for transfer of the customer into and out of the vehicle

**Specialist equipment:** fitted to an accessible vehicle, including wheelchair ramps and securing clamps, winches, swivel seats, restraining harness and straps, guide rails

**Importance of regular inspections/risk assessment of specialist equipment:**  
ensuring equipment is fit for purpose and maintained correctly; reducing potential for discomfort, embarrassment, injury, invalidation of insurance, litigation, prosecution, loss of licence, loss of business

**Importance:**

**safe working loads and limits:**

for disability aids, harnesses, straps, lifts, ramps and securing clamps, ensuring that equipment is used within its designed capabilities; important to know how to reduce potential for injury or embarrassment; avoid potential litigation

**testing regimes:**

Licensing of Lifting Equipment Regulations (LOLER) inspection; initial inspection on delivery; manufacturers' or suppliers' checking and testing; routine regular checking testing; post-accident or failure procedures (reporting and impounding); dealing with defective equipment (take vehicle off road, do not use equipment, take to repair centre, report to operator); importance (reduce potential for injury or embarrassment, avoid potential litigation)

**How to restrain a wheelchair:**

fit ramp; fold seat; drive in; remove ramp; place chair; belt up

**Actions where schedules cannot be met:**

inform customer; inform operator; offer alternative; establish the priorities

**Actions where customers not at pick-up:**

inform operator; wait until confirmed actions with operator

**Importance of disability training for taxi and private hire drivers:**

poor, or no training leading to potential for discomfort, embarrassment, injury, invalidation of insurance, litigation, prosecution, loss of licence, loss of business, loss of customer confidence, damage to vehicles and equipment

**Deploy, secure and stow the ramp:**

process for different vehicles; manual handling techniques; angles of elevation; securing points; safety checks fitted well; secure and safe stowage of equipment

**Check ramp incline:**

check elevation and angles

**Manoeuvre a wheelchair into a vehicle:**

customer safety and dignity, wheelchair security, manual handling techniques

**Brake and restrain wheelchair:**

braking systems, securing/restraining systems, wheelchair positioning and wheel alignment

**Wheelchair seat belts and restraints:**

manufacturers' instructions; how to assist the passenger, maintaining customer's safety and dignity

**Safe and secure customer:**

during the loading process; during the journey; during the unloading process

**Reverse wheelchair down ramp:**

how to assist the passenger, maintaining customer's safety and dignity

**Open and fold wheelchair:**

manufacturers' instructions; advice from the customer, advice from escorts, schools, relatives, carers

**Discuss customer capabilities:**

sensitively with empathy; maintaining customer's dignity and safety; securing the customer's trust; offer assistance; determine what customer requires; confirm with customer

**Check wheelchair is fit for purpose and stable:**

condition of the wheelchair; security; brakes; slope and condition of the ground; nearness to the vehicle

**Select and use correct disability aid:**

where passenger is capable of helping themselves; where the driver can assist, where specialist assistance is required (escorts, schools, relatives, carers) where mechanical equipment is used to include a hoist

**WHEELCHAIRS****Providing Safe Wheelchair Assistance*****Discuss customer capabilities:***

- Sensitively with empathy
- Maintain the customer's dignity and safety
- Secure the customer's trust
- Offer assistance that is within your capabilities
- Determine what customer requires
- Confirm your actions with the customer

**Deploying, securing and stowing a ramp:**

- Think about your manual handling techniques
- Check ramp incline: Check elevation and angles
- All disability aids and equipment must be secured against damage and weight transfer
- Loose equipment is a hazard and there may be a risk of injury to the passengers

**Manoeuvring a wheelchair into a vehicle:**

- Customer safety and dignity
- Wheelchair security

**Manoeuvring a wheelchair out of a vehicle:**

- Reverse wheelchair down ramp
- Customer's safety and dignity

**Technology and Equipment**

Many manufacturers of vehicles and disability equipment have responded to the introduction of the Part 3 and the Part 5 of the DDA by introducing new technology and equipment tailored to driver and passenger in terms of safety, ease of use and comfort.

The wheelchair restraints and user restraint installation should comply with the positional requirements of ISO10542.

Special restraints have been designed for the smaller vehicle such a taxi.

### **Restraining a wheelchair and passenger**

The system usually employs three or four metal blocks fitted through the floor of the vehicle into which the restraining harnesses are clipped. The rearmost belt is adjustable and the buckles provide tensioning of the system to prevent movement of the wheelchair.

The wheelchair restraints must be secured to a strong part of the wheelchair frame, in a position that does not allow them to fall off or work loose.

With the restraining harnesses properly tensioned in the 'V' position and the brake applied, the wheelchair will be stable and secure. (Always follow the manufacturer's instructions)  
A separate seatbelt with its own securing point will also be available.

### **Disability aids and equipment**

Know the load limits of all equipment for when you are carrying obese passengers.

All equipment must be regularly inspected for defects and a report kept for service records.  
In particular the driver should inspect:

- frayed or damaged restraining harnesses
- buckles and rings for damage and security
- slack bolts or nuts
- operational faults in locking devices

### **Safe Assistance for Customers who wish to transfer from a Wheelchair**

Where the passenger is capable of helping themselves or where the driver can assist within his/her capabilities they may have to select and use a disability aid such as a **Transfer Board**.

- 6.1** If you are using a wheelchair ramp what do you have to consider when deploying?  
How should a ramp be stowed when not in use?  
(5.2)

- 6.2** In what direction should you take a wheelchair passenger out of an accessible vehicle?  
(5.7)

- 6.3** What should you discuss before providing assistance for a passenger to transfer from a wheelchair into or out of a vehicle?  
(6.2)

- 6.4** What specialist equipment could be fitted or might you require on an accessible vehicle?  
(4.1)

- 6.5** Why is it important to carry out regular inspections and risk assessment of specialist equipment?  
(4.2)

- 6.6** Why is it important to know the safe working loads and limits of any specialist equipment?  
Why is it important to know the inspection and testing regimes that are to be applied?  
(4.3)

- 6.7** Where would you expect to find instructions on how to safely secure a wheelchair in a vehicle? Describe how to safely restrain a wheelchair and passenger.  
(4.4)

- 6.8** What are your procedures for dealing with defective passenger-safety equipment?  
(4.5)

- 6.9** What type of disability aid could you use to transfer a customer into and out of a vehicle?  
(6.4)



**6.10** What action would you take if you found yourself in a situation where you could not keep to a schedule on a planned pick up?  
(4.6)

**6.11** Describe what action would you take where a customer was not at their agreed pick-up point?  
(4.7)

**6.12** Why is it important that Taxi and Private Hire drivers receive disability training?  
(4.8)