

Disability Awareness Training

Frequently Asked Questions for Taxi Drivers

Q. I have to work. Where will I find time to take the course?

A. We have arranged three training sessions per day to suit work and family commitments - morning, afternoon and evening.

We have considered your busiest times during the week and would ideally like training to take place on a Tuesday or Wednesday, but your input would be appreciated.

You can book a couple of months in advance to ensure you are free on that specific training day. The training lasts a couple of hours, to ensure minimal disruption to your working day.

Q. You want us to undertake the training - why don't you pay?

A. There is no requirement for our licensing authority to bear the cost of providing training. It is the drivers' responsibility.

Q. This is going to cost me money, who is going to pay for the course?

A. The cost of the in house training is £20. We have tried to keep the cost minimal as we are aware that the drivers will be paying for the training.

Q. I have been a driver for 20 years and transport disabled people on a regular basis. Why do I have to undertake this training?

A. Although you may have transported disabled persons in the past, this training may give you the peace of mind that you have been treating them correctly and that you are aware of their needs. Or the course will provide you with information on issues you may have not even considered in the past as training on the subject has not previously been available.

Q. How will I benefit from this training?

Drivers and operators

A. If you're not sure how to help or if you are not willing to help elderly or disabled passengers you may lose a significant potential market. There are almost 10 million adults in Britain covered by the DDA and many still prefer to travel with friends and family rather than on public transport.

A. Promote your services in the district by advertising that you have drivers trained in DDA.

A. Improved customer satisfaction and reduction of future customer complaints in the future due to knowledge and good customer service provided. It is more likely that problems will be resolved without recourse to the law and accusations of discrimination.

Disabled person using service

A. Improved personal mobility for disabled people.

A. Improved access to a wider range of facilities and activities (including employment) enabling disabled people to play a fuller role in economy and society.

A. Reduction in the risk of injury to a disabled person using service and an understanding of their disability.

Q. My friend is licensed with another authority they have not had to undertake training in DDA?

A. All authorities need to make training arrangements. We are not the only authority to request drivers undertake training in DDA in fact the majority of authorities after consulting with the Midlands and Leicestershire group forums already have training provisions in place.

Q. Do I have to do it? What if I don't want to or refuse?

A. A district council may attach onto a drivers licence any condition as long as we consider it reasonably necessary or it proves that a driver is a fit and proper person for that position. It can't be argued that this is an unreasonable request.