

## Driver Skills Development Program (DSDP)

### Foundation Course

### Booking Form

**Please note** - due to the high level of demand for this course, it is not possible to guarantee your place on the course dates below. We will confirm your course dates once your booking has been received and processed.

The course fee is £98, and we can only accept electronic booking forms and payments, submitted using our on-line submission form. You should upload your completed booking form and make payment by debit or credit card only, using the link below:

[Taxi and PHC submission form](#)

<b>PERSONAL DETAILS – All boxes <u>must</u> be completed</b>	
Forename/s	
Surname	
Date of Birth	
Place of Birth	
Home Address	
Postcode	
DVLA Driver Licence Number	
Contact telephone number	
Contact email address	
APP reference number - <i>(if known)</i>	

<b>COURSE DETAILS</b>	
Date of Course	Monday 21 & Tuesday 22 October 2024
Duration	Approx. 8hrs: 4hrs per day, 9.30am – 12noon & 1.30pm – 4pm
Assessment Date	Thursday 24 October 2024: @ 9.30am, 11.30am or 2pm

## DSDP Foundation Online Training Course

Training will be delivered online in a series of four, live presentations with a trainer. After attending all presentations, you will be invited to attend an online multiple choice assessment.

Passing the assessment is a requirement prior to the grant of a Taxi or Private Hire Car Driver licence.

### Your schedule for training and assessment

<b>Online Module 1:</b>	<b>Monday</b>	<b>21 October 2024</b>	<b>9.30am – 12pm</b>
<b>Online Module 2:</b>	<b>Monday</b>	<b>21 October 2024</b>	<b>1.30pm – 4pm</b>
<b>Online Module 3:</b>	<b>Tuesday</b>	<b>22 October 2024</b>	<b>9.30am – 12pm</b>
<b>Online Module 4:</b>	<b>Tuesday</b>	<b>22 October 2024</b>	<b>1.30pm – 4pm</b>
<b>Assessment</b>	<b>Thursday</b>	<b>24 October 2024</b>	<b>9.30am, 11.30am or 2pm</b>

The **Foundation Course Training Workbook** plus a copy of the **Licensing Conditions for Taxi and Private Hire Cars and Drivers** will be sent to you approx. 7 days in advance of the course start date

It will help the learning experience if you read through these documents before the training starts.

**If you require any special arrangements to be put in place for the training or assessment please inform the licensing training team at [licensing.training@edinburgh.gov.uk](mailto:licensing.training@edinburgh.gov.uk) as soon as possible and prior to attending.**

## DSDP Foundation Online Training Course

This online training program will deliver structured training for new Taxi and Private Hire Car driver licence applicants. It covers the core skills and knowledge required to enter the trade with a focus on safety, quality of service and compliance with local licensing conditions.

### Online Modules

- |           |   |              |
|-----------|---|--------------|
| <b>M1</b> | <b>The regulatory framework of the taxi and private hire industry</b>   | <b>2 hrs</b> |
|           | <ul style="list-style-type: none"><li>• Meeting the criteria to obtain or renew a vehicle and driver licence</li><li>• Complying with local conditions of licence</li><li>• Grounds for the refusal to grant a new or renewal licence application</li><li>• Reasons a licence would be suspended or revoked</li><li>• Offences associated with breaching licensing conditions</li></ul> |              |
| <b>M2</b> | <b>Vehicle Compliance, Conditions and Best Practice</b>   | <b>2 hrs</b> |
|           | <ul style="list-style-type: none"><li>• Obtaining a vehicle Certificate of Compliance</li><li>• Conditions related to signage, advertising and use of CCTV</li><li>• Servicing and maintenance requirements</li><li>• Routine vehicle inspections</li><li>• Offences associated with breaching the licensing conditions</li></ul>   |              |
| <b>M3</b> | <b>Driver Compliance and Operational Best Practice</b>  | <b>2 hrs</b> |
|           | <ul style="list-style-type: none"><li>• Factors affecting driver judgement and concentration</li><li>• Transporting customers in a safe and comfortable manner</li><li>• Main principles of anti-discriminatory legislation</li><li>• Supporting customers who have special assistance requirements</li></ul>   |              |
| <b>M4</b> | <b>Delivering Service Excellence</b>  | <b>2 hrs</b> |
|           | <ul style="list-style-type: none"><li>• Providing a professional and high quality service</li><li>• Rules and best practice related to picking up and setting down</li><li>• Charging out a fare accurately</li><li>• Communication skills to avoid conflict and minimise personal risk</li><li>• Dealing with customer grievance and handling complaints effectively</li></ul>         |              |

### Prerequisites

- attendees require suitable hardware to access online training including speaker and microphone capability and good internet connectivity
- detailed joining instructions will be provided prior to class
- training and written materials will be delivered in English
- some self-study of the course materials is encouraged prior to class start

*Note: Training is specific to the Edinburgh Taxi and Private Hire industry, providing learners with the relevant provisions of the Civic Government (Scotland) Act 1982 as amended*

## FAQ's

Information on this page may be a useful guide of what to expect on the day of the assessment.

### **1. How will the assessment be delivered?**

- a. The assessment is completed in-person at the Licensing Hub, 33 Murrayburn Road Edinburgh, EH14 2TF

### **2. How long will the assessment last?**

- a. The assessment will last for 45 minutes

### **3. Is the assessment open or closed book?**

- a. The assessment is closed book - meaning you cannot refer to any books or notes and the use of phones or electronic devices are prohibited during the assessment

### **4. What type of questions are in the assessment?**

- a. There are a series of multiple choice questions - based on subjects covered in the online presentations, the foundation course training workbook and licensing conditions documents

### **5. What is the pass mark for the assessment?**

- a. You will need to achieve a score of 75% or more correct answers to pass

### **6. How long will it take to find out if I passed?**

- a. The results will be communicated to you within 2 weeks

### **7. What happens if I pass the assessment?**

- a. A certificate of achievement will be posted to the home address given on this booking form
- b. If you have submitted your Licence application, or at the time when you do so, the licensing database will be updated to record the successful completion of your training

### **8. What happens if I fail the assessment?**

- a. You will have an opportunity to re-sit a different test at a future date