

# TAXI AND PRIVATE HIRE CAR DRIVER VOCATIONAL LICENCE MANDATORY PROGRAMME



## COURSE OBJECTIVE

Trainees will undergo a combination of **classroom coaching and self-study programme** to acquire all the competencies required of a **professional chauffeur**.

Trainees will be issued the **Taxi Driver's Vocational License (TDVL)** and the **Private Hire Car Driver's Vocational License (PDVL)** by the Land Transport Authority of Singapore (LTA) upon **completing** the training programme and **pass** all the prescribed tests.

Trainees will be able to earn a living by providing a **professional chauffeured car service** using a **Taxi** or a **Private Hire Car** that is licensed by the Land Transport Authority of Singapore.

## COURSE PRE-REQUISITE

- LTA approval letter to attend the Vocational License course.
- Certified by doctor to be medically fit (VL medical examination report and Chest X-ray examination report).
- GCE N or O level English (Grade D7 and above) or WSQ Conversational English (Competency level 3).

## COURSE SCHEDULE

Total training hours	: 25 hours (16 classroom hours with at least 9 self-study hours)
Total number of Modules	: 2 Modules / 8 classroom hours per module
Full-time course	: 2 days / 8 classroom hours per day
Part-time course	: 8 days / 2 classroom hours per day
Number of trainees per class	: 20 trainees (minimum) to 25 trainees (maximum)

Trainees must **attend all the lessons** and **complete all the classroom exercises** before they can proceed to take the prescribed tests.

## COURSE ASSESSMENT PROGRAMME

Test Paper	No. of Questions	Duration	Passing Marks / Percentage
Paper 1 - Service Quality, Health & Safety	50 MCQ	1 hour	40 correct answers / 80%
Paper 2 – Taxi and Private Hire Car Rules & Regulations	50 MCQ	1 hour	43 correct answers / 86%
Paper 3 - Route Planning	40 MCQ	1 hour	33 correct answers / 82%

## COST

Course Fee	: \$200.00 per trainee
Test fee	: \$10 per registration, \$5 per test paper
Training materials	: \$50 per set
	<ul style="list-style-type: none"><li>• 1 copy of the latest edition of street directory.</li><li>• 1 copy of the textbook – Driving in Singapore.</li><li>• 1 set of Notes, Worksheets, Area Maps and Routes Maps.</li><li>• 1 folded Singapore Map and CBD Map.</li></ul>

## COURSE OUTLINE

<p><b>MODULE 1</b></p>	<p><b>PROVIDE CHAUFFEURED CAR SERVICES USING TAXI AND PRIVATE HIRE CAR</b></p> <p>Trainees will learn all the required knowledge, skills, attitude and habits of a professional chauffeur who is able to use a taxi or a private hire car to serve the evolving needs of the public commuters while complying with the rules and regulations set by LTA.</p> <p>Trainees will learn what they must know and do to make a living out of the chauffeured car services they are licensed to provide.</p>	<p><b>DURATION</b></p> <p>8 classroom hours (480 min)</p> <p>5 self-study hours (at least)</p>
<p><b>CONTENT</b></p> <ol style="list-style-type: none"> <li>1. Appreciate the attributes of a professional and successful chauffeur in Singapore. - 20 min</li> <li>2. Know the operating environment of providing chauffeured car service. - 20 min</li> <li>3. Know the generic processes of fulfilling the demand for chauffeured car service, understand and practice the principles of service quality in providing chauffeured car service. - 60 min</li> <li>4. Understand the costs and revenues of chauffeured car service. - 20 min</li> <li>5. Know and apply the principles behind the pricing of chauffeured car service. - 10 min</li> <li>6. Know and comply with the safety standards of providing chauffeured car service which involves the nation, the road traffic, the cars, the drivers, the passengers on board and the other roads users. - 30 min</li> <li>7. Able to avoid accidents and traffic summons. - 30 min</li> <li>8. Able to comply with the hygiene, fitness and health standards of the mandatory medical checkup for Vocational License holders. - 110 min</li> <li>9. Able to serve all commuters with consistent service standards without rejecting fares: - 60 min             <ul style="list-style-type: none"> <li>• Standard procedures in getting driver and car fit to serve;</li> <li>• Standard procedures in engaging passengers onboard, passengers with luggage and passengers with special needs, handicaps and wheelchair.</li> </ul> </li> <li>10. Know and comply with all the rules and regulations on Public Service Vehicles (PSV): - 120 min             <ul style="list-style-type: none"> <li>• PSV – taxis and private hire cars;</li> <li>• Drivers’ conduct – PSV drivers (include taxi and private hire car drivers);</li> <li>• Owners of PSV;</li> <li>• Service providers – taxi and private chauffeured car service companies;</li> <li>• Pick up and drop off points;</li> <li>• Charging method – taximeter and taxi fare structure;</li> <li>• Booking service providers.</li> </ul> </li> </ol>		<p><b>DURATION (classroom)</b></p>

<b>MODULE 2</b>	<b>ROUTE PLANNING</b>  Trainee will learn the required skill to bring the commuters from one place to any given destination. This defines the value of chauffeured car service.  It is mandated that taxi driver must take the most direct route to complete the taxi journey with commuters onboard and will only be paid according to the taximeter at the end of the journey.	<b>DURATION</b>  8 classroom hours (480 min)  4 self-study hours (at least)
<b>CONTENT</b>		<b>DURATION (classroom)</b>
11. Master the generic method to become familiar with the roads and built up areas in the whole of Singapore.		- 60 min
12. Practice the method route by route, area by area to build up your mental maps of Singapore.		- 180 min
13. Master the generic principles of route planning.		- 60 min
14. Apply the principles by using the printed street directory and the digital navigational tool using Global Positioning System (GPS).		- 60 min
15. Able to locate any road or building in 15 seconds and plan a route linking two exact locations in 30 seconds.		- 120 min

## TUTORIAL CLASS

Trainees who require more coaching may opt to attend any of the two following tutorial classes:

TUTORIAL MODULE 1	PROVIDE CHAUFFEURED CAR SERVICE	DURATION	CLASS SIZE	COST
	Trainee will be <b>drilled</b> to acquire the knowledge on the health, the safety, the service processes and the rules and regulations of providing chauffeured car service using a Taxi or a Private Hire Car.	8 hours	20 - 25 Trainees	\$50.00 per Trainee

TUTORIAL MODULE 2	ROUTE PLANNING	DURATION	CLASS SIZE	COST
	Trainee will be <b>drilled</b> to acquire the skills to bring the commuters from one place to any given destination.	8 hours	20 - 25 Trainees	\$50.00 per Trainee

## REFRESHER COURSE

- Holders of the valid Taxi and Private Hire Car Drivers Vocational License are required:
  - To **renew** their VL **once every 3 years** so as to revalidate their **credentials** as VL holders.
  - To attend a **mandatory refresher course once every 6 years** so as to revalidate and update the mandatory vocational skills they are licensed to perform according to the **current TDVL and PDVL course**.
  - To attend a **3-hours mandatory refresher course** if the VL holders fall within the service record criteria set by LTA as an **Active Taxi Driver**.
  - To attend a **5-hours mandatory refresher course** if the VL holders fall within the service record criteria set by LTA as **Non-active Taxi Driver and/or with navigational related offences**.
  - Number of trainees per class : 20 trainees (minimum) to 40 trainees (maximum)
  - **3-hours** mandatory Refresher Course Fee : \$40.00 per trainee
  - **5-hours** mandatory Refresher Course Fee : \$45.00 per trainee
  - Training materials : 1 set of Notes and Worksheets.

## COURSE AND TEST REGISTRATION VENUE

Trainees can register for the course at the following venue:

Singapore Taxi Academy, 46, Kim Yam Road, #04-15, The Herencia, Singapore 239351

Tel: 6472 7351 | Email: sta@taxi.org.sg | Web: www.taxi.org.sg

## CLASSROOM CONDUCT

To complete the course, trainees are expected to be **punctual**, to be **attired as expected of a Public Service Vehicle Driver**, and to complete all **classroom exercises**.

## ADVICE ON THE ATTIRE OF TRAINEES

Both Taxi and Private Hire Car are public service vehicles used to provide public transport services.

Drivers of public service vehicles (PSV) are expected to dress according to the common decency perceived by the public commuters so as not to attract complaints and that it is safe for driving.

As a general rule for both female and male PSV drivers, the attire should be:

Feet : driving shoe (flat heel and cover the feet);

Bottom : long pants;

Top : collar shirt or collar t-shirt.

Examples of unacceptable attire:

Feet : slippers, sandals, high heel shoe;

Bottom : mini skirt, hot pants, shorts, knee length or three quarter pants;

Top : round neck t-shirt, singlet, offensive prints, and other casual or revealing top.

**Trainees are required to be properly attired as mentioned above, failing which they will not be allowed to attend training classes or to attempt the prescribed tests.**