

PRIVATE HIRE CAR DRIVER VOCATIONAL LICENCE MANDATORY PROGRAMME



COURSE OBJECTIVE

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

Trainees will be issued the **Private Hire Car Driver's Vocational Licence (PDVL)** by the Land Transport Authority of Singapore (LTA) upon **completion** of the training programme and after **passing** all the prescribed tests.

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

COURSE PRE-REQUISITES

- LTA approval letter to attend the Vocational Licence course.
- Certified by a registered 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	: 10 hours (8 classroom hours with at least 2 self-study hours).
Total number of Modules	: 1 Module.
Full-time course	: 1 day - 8 classroom hours.
Part-time course	: 4 days - 2 classroom hours per day.
Number of trainees per class	: 20 trainees (minimum) to 25 trainees (maximum).

Trainees are required to **attend all the lessons** and **complete all the classroom exercises** before being allowed 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 - Private Hire Car Rules & Regulations	50 MCQ	1 hour	43 correct answers / 86%

*MCQ – Multiple Choice Questions.

COST (SkillsFuture Credits Online Payments Accepted)

Course Fee	: \$100 per trainee.
Test fee	: \$10 per registration, \$5 per test paper.
Training materials	: \$25 per set: <ul style="list-style-type: none"> • 1 copy of the textbook – Driving in Singapore. • 1 copy of the latest edition of street directory. • 1 set of Notes, Worksheets and Mock Test Questions. • 1 folded Singapore Map and CBD Map. • 1 Pick Up and Drop Off points Map.

COURSE OUTLINE

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

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TUTORIAL CLASS

Trainees who require more coaching may opt to attend the tutorial class:

TUTORIAL MODULE 1	PROVIDE CHAUFFEURED CAR SERVICE	DURATION	CLASS SIZE	COST
	Trainee will be drilled into acquiring the knowledge on the health, safety, service processes and the rules and regulations of providing a chauffeured car service using a Private Hire Car.	8 hours	20 - 25 Trainees	Free

REFRESHER COURSE

- Holders of the valid PDVL are required:
 - To **renew** their VL **once every 3 years** and to revalidate their **credentials** as VL holders.
 - To attend a **mandatory 3-hour Refresher Course once every 6 years** and to revalidate and update their mandatory vocational skills, based on the current PDVL course.
 - Number of trainees per class : 20 trainees (minimum) to 40 trainees (maximum).
 - **3-hour** mandatory Refresher Course Fee : \$40.00 per trainee.
 - Training materials : 1 set of Notes and Worksheets.

ONLINE COURSE AND TEST REGISTRATION

   Website: WWW.TAXI.ORG.SG

Address: Singapore Taxi Academy, 40 Sin Ming Lane, Singapore 573958.

Tel: 6472 7351

Email: sta@taxi.org.sg

CLASSROOM CONDUCT

To complete the course, trainees are expected to be **punctual (15 minutes before class starts)**, **attired as expected of a Public Service Vehicle Driver** and to complete all **classroom exercises**.

ADVICE ON THE ATTIRE OF TRAINEES

Both Taxis and Private Hire Cars are public service vehicles which are used to provide public transport services.

Drivers of public service vehicles (PSV) are expected to dress in a way that will maintain decorum and professionalism as expected by the public commuters, to avoid complaints and is safe for driving.

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

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

Bottom : long pants;

Top : collar shirt or collar t-shirt.

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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 tops.

Trainees are required to be properly attired as specified, failing which they will not be allowed to attend the training classes or take the prescribed tests.