



## **GUIDELINES TO BECOME AN APPROVED TRAINING PROVIDER FOR TAXI DRIVERS**

**Version 3**  
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## **GUIDELINES TO BECOME AN APPROVED TRAINING PROVIDER FOR TAXI DRIVERS**

These guidelines provide details for those that are interested in delivering training that lead to the obtaining of the Taxi Driver and Area Knowledge Certificate in accordance with the Taxi Services Regulations (S.L. 499.59). Guidance is provided for prospective training providers, including employers who may wish to become approved Training Providers. The guidance provided is as comprehensive as possible but should not be taken as a complete or authoritative statement of the law.

## **SECTION A: THE TAXI DRIVER AND AREA KNOWLEDGE CERTIFICATE (TDAKC)**

Regulation 12 of the Taxi Services Regulations (S.L. 499.59) lists the attainment of a Taxi Driver and Area Knowledge Certificate (TDAKC) as one of the pre-requisites for an applicant to be considered for the issue of a taxi driver permit. The Third Schedule of the same Regulations indicates the subjects to be covered by the training courses provided to students that intend to obtain this certificate.

The introduction of the TDAKC requirement for Taxi drivers is primarily aimed at improving road safety, improving the skills of taxi drivers leading to an improvement in the professional image of industry, whilst at the same time improving environmental performance. The training leading to this certificate covers four main subjects and should be not less than 46 hours:

1. Vehicle characteristics and safety features
2. Safety of drivers, passengers and other road users;
3. Routes and destinations;
4. Customer focus

Further details of the subjects are set out in Part 1 of the Third Schedule of the Taxi Services Regulations (S.L. 499.59), and are being reproduced in Section E of these guidelines.

The TDAKC involves 2 parts:

- a. The **initial qualification** which requires the applicant to attend a Taxi Driver training course carried out by an Approved Taxi Driver Training Provider, and to pass theoretical and practical tests as detailed in Section B of these guidelines. This is not necessary for drivers who, before the 1<sup>st</sup> of November, are authorized to drive taxis, and who have been issued a Taxi driver's tag by the Authority
- b. **Periodic training** every five years.

Drivers who, by the 1<sup>st</sup> of November 2010, were already authorised by the Authority to drive taxis and held a tag in terms of regulation 131 of the Motor Vehicles Regulations, do not require the TDAKC in order to obtain a Taxi Driver Permit issued in terms of the Taxi Services Regulations, 2010, and therefore are not required to undergo the training and testing for the initial qualification.

Drivers holding a certificate of professional competence (CPC) issued in terms of the Motor Vehicles (Driving Licences) Regulations for passenger transport, shall also not be required to attend the training and sit for the written or oral examination, but shall still be required to sit for the practical examination mentioned above and described in Module 2 of Section B.

### **Initial Qualification**

Drivers shall be issued a TDAKC once they submit proof that they have undertaken the required training and passed the Theoretical and Practical tests set by Transport Malta, as defined in Section B of these guidelines.

Along with the TDAKC, and subject to good conduct requirements stipulated in the Regulations, Transport Malta will also provide the successful applicants with a Taxi Driver's Permit which shall be valid for five years. The actual Driver's Permit consists of an **Information Code 103** marked on the driving licence of the driver, indicating that the driver is permitted to drive a taxi.

Transport Malta expects a yearly average of 20 new Taxi Drivers requiring this initial qualification.

## **Periodic Training**

Periodic Training is designed to confirm and expand on the existing knowledge, understanding and skills of each driver to ensure that they continue to be confident, safe and fuel efficient drivers. It also enables drivers to keep up to date with ever changing regulations and technology.

All taxi drivers must undergo compulsory periodic training of 25 hours with approved Training Providers every five years to retain their Taxi Driver Permit. The training must be carried out by approved Training Providers in periods of at least 5 hours, based on the subjects listed in Section E of these guidelines. These periods may be held consecutively, or spread over a period of time. Whilst practical periodic training is encouraged, the minimum requirement is to provide “classroom style” periodic training. Although tests will not take place upon the completion of periodic training an evaluation of learning should take place by both the driver and the training provider; however drivers will be required to retain their training records to be able to submit them to Transport Malta when renewing their Taxi Driver Permit.

Drivers who, by the 1<sup>st</sup> of November 2010, were authorised by the Authority to drive taxis and held a tag in terms of regulation 131 of the Motor Vehicles Regulations must undergo this periodic training before the 31<sup>st</sup> October 2015. There were around 570 drivers licensed to drive Taxis by August 2010 and a good part of these are expected to apply for periodic training until 2015.

Transport Malta will be approving Training Providers to offer the above mentioned training courses to taxi drivers.

## **Wheelchair Accessible Taxis**

The Taxi Service Regulations require that drivers of Wheelchair Accessible Taxis receive special training on the use of such vehicles and the related peripheral equipment free of charge. The content of such training is detailed in part 6 of Section E of these guidelines. The cost of such training may be financed by Transport Malta.

## **SECTION B: OBTAINING THE TAXI DRIVER AND AREA KNOWLEDGE CERTIFICATION**

Part 2 of the Third Schedule of the Regulations define the minimum requirements of the theoretical and practical tests to establish whether the trainee driver has achieved the level of knowledge required for the subjects and objectives listed in Section E of these guidelines.

The tests include the following Modules:

**Module 1** shall consist of a theoretical (touch screen) examination of 45 minutes establishing whether the applicant has achieved the required level of knowledge and understanding in the subjects listed in Part 1 of the Third Schedule. This examination will consist of 35 multiple choice questions, of which 30 must be answered correctly to pass. Transport Malta shall provide the necessary resources to assist persons with literacy problems, throughout this written examination.

- **Module 2** shall consist of a practical examination of 45 minutes in which the applicant must demonstrate:
  - Ability to drive a route, chosen by the Authority, while respecting the road safety regulations and adopting the most effective route, including at least one prime tourist and one prime commercial locations; using a safe, systematic approach with consideration for the safety and comfort of passengers and reducing the adverse effect on the environment where possible.
  - Ability to perform a safety check of the vehicle;
  - Ability to perform a compliance check of the vehicle;
  - Ability to use the Taximeter and other peripheral equipment.

Applicants will need to pass Module 1 before being able to sit for Module 2. Both Modules must have been passed within not more than 12 months between each other. Each candidate will be allowed a maximum of 3 attempts at each test within a period of 12 months.

Further details on the various tests will be published by Transport Malta in the coming months.

## **SECTION C: REQUIREMENTS TO BECOME AN APPROVED TRAINING PROVIDER FOR TAXI DRIVERS**

Transport Malta is issuing these guidelines to ensure that training providers are approved in accordance with Regulation 12(1)(a) of the Taxi Services Regulations. Any training provider taking part in the initial qualification and/or periodic training leading to the Taxi Driver and Area Knowledge Certificate must be approved by Transport Malta.

The aim of these guidelines is to ensure that training providers deliver the training in line with the requirements. Any organisation can apply to become an approved training centre, providing it meets certain criteria listed below. Taxi Operators who would like to deliver their own training can apply to become an approved training provider. Once they are approved, Operators can offer training on a commercial basis in the same way as other approved training providers.

Approvals will last for a period of three years from the date of approval. During that period, approved training providers will be required to comply continuously with the conditions set out in Section E of these guidelines.

Interested parties may apply to become approved Taxi Driver Training Providers by submitting a written request detailing, as a minimum, the following information, together with the applicable fee set out in Section E. Transport Malta may require further details, and may also carry out an inspection visit before granting the approval.

### **Part 1: The Organisation**

- a) The name of the organisation and name of person making the application;
- b) Description of organisation including organisation structure and profile;
- c) The type of organisation e.g. a transport operator, training provider, educational establishment;
- d) Details of experience in training, and any current training provided, including reference to any prior approvals or accreditations from other awarding bodies;
- e) Details of experience in passenger transport.

### **Part 2: The Proposed Training Programme**

This part should include sufficient detail to prepare the candidates for the tests listed in Section B, covering the subjects in Section E of these guidelines.

- a) A detailed qualification and training programme specifying how each of the subjects listed in Section E will be taught. This must include an explanation on the use of training aids, providing samples of these training aids and also samples of the handouts or notes to be given to the candidates. Separate training programmes are to be submitted for the initial qualification and for the periodic training;
- b) A lesson plan indicating the proposed amount of hours for each subject included in the training programme, distinguishing between theory and practical training;
- c) Details on types of assessment and evaluation (including self evaluation) of courses that will be used to ensure teaching objectives and aims are achieved;
- d) The proposed structure of the training programme indicating the duration of the lessons, the frequency of the lessons (per day/week) and the overall duration of the training programme.

### **Part 3: The Trainers**

- a) The name and CV of each of the trainers;
- b) A detailed profile of each of the trainers indicating their experience, field of activity, qualifications, and language with which they will be providing training;
- c) A copy of each trainer's teaching qualifications and/or experience;
- d) Any personal references received by a trainer from educational establishments;
- e) A table indicating which trainers will provide training on which subjects, also indicating those that will be providing practical instruction;
- f) As regards the practical part of the training, the practical trainers or instructors should:
  - possess, or have possessed a Taxi Driver licence or permit with Transport Malta or any other international licensing body for at least one year; OR
  - possess, or have possessed a Driving Instructor licence with Transport Malta or any other international licensing body for at least one year and have proof of experience in the Taxi Service industry and; OR
  - have the respective driving licence category for at least 3 years.

They must provide (in addition to the above requirements), their name, identity card number, and the Taxi Driver licence or permit number (where applicable).

### **Part 4: The Training Centre and Equipment**

- a) Detailed information (including address) about the premises where the training will be provided, including class rooms, waiting areas, sanitary facilities, and parking facilities;
- b) Details on the resources that will be made available for the practical work, including details of the vehicle fleet to be used (copy of registration certificates, and interior/exterior pictures). When training candidates or submitting them for the initial certification practical test, Training Providers must ensure that the vehicles used are M1 vehicles capable of a maximum speed of at least 100 km/h and meet all the requirements set out for Taxis in the Taxi Services Regulations, including the peripheral devices. However vehicles need not be licensed for use as Taxis.
- c) Vehicles used during the practical training shall clearly display at all times the text 'Taxi Driver Training Vehicle' on all 4 sides of the vehicle. This text shall be placed on the taxi via magnetic strips that shall be removed for the duration of the practical driving test.
- d) Details on the administrative functions and procedures that will be adopted.

### **Part 5: General**

- a) Any conditions regarding students' participation in the courses;
- b) The minimum and maximum number of participants for each course;
- c) An explanation of what guarantees will be offered to candidates to ensure courses will take place as agreed once they have been booked;
- d) System to be used to show driver attendance and number of hours of attendance;
- e) Notification of planned training courses as and when requested by Transport Malta
- f) Whilst training fees are not regulated by Transport Malta, details on fees to be charged for the various training programmes should be submitted as part of the application.

## **Part 6: Security (only applicable for Periodic Training)**

Since the periodic training requirement does not include a test, Transport Malta will be retaining records of periodic training provided to every professional driver. This will require Approved Training Providers to submit training records indicating the amount of training that has taken place for each candidate, with details on the subject, the date/time, and the amount of hours. Training Providers must ensure that there are adequate security measures in place to ensure that the records are accurate. Interested parties are to submit the following information as a minimum:

- a) The procedure for identity checking of trainees;
- b) The type of computer system that will be used to record driver attendance, and the ability to transfer this information securely and within 24hrs to a controlled database of Transport Malta;
- c) Security arrangements to prevent fraudulent submissions of training records to Transport Malta.



## **SECTION D: MINIMUM CONDITIONS FOR APPROVED TRAINING PROVIDERS**

The following minimum conditions must be complied with by all Training Providers:

1. Approvals will be issued by the Land Transport Directorate, and will last for a period of three years from the date of approval. The criteria for the renewal of approval for a further three years will be based on the track record of the training provider. It will be a straightforward procedure for organisations who have maintained standards.
2. Training must be given in accordance with the documents accompanying the application. Any changes must be approved by Transport Malta before being implemented. Such requests for approval are to be submitted at least eight weeks in advance.
3. Ideally, the majority of training should be provided in Maltese to ensure a thorough understanding of the subject by candidates. However, Training Providers may provide training in English provided that they themselves assess the effectiveness of the delivery of training when this is done in English.
4. Training must be in accordance with the approval and must cover the subjects in the list in Section E of these guidelines.
5. Training Providers must submit on an annual basis, copies of their insurance documents of vehicles used in training, the premises, and the employer's and public liability insurance.
6. Transport Malta is entitled to monitor the training being provided, either directly or indirectly.
7. The approval may be withdrawn or suspended if the conditions of approval are no longer complied with.
8. The approved Training Provider must guarantee that the trainers and instructors have a sound knowledge of the most recent regulations and training requirements. Any changes in trainers must be notified to Transport Malta.
9. Each trainer must be suitably qualified as described in Part 3 of Section C of these guidelines.
10. Training Providers must retain records on driver feedback for three years. Each driver should complete a feedback form at the end of each course. The centre must retain this feedback for inspection.
11. It is important that the quality and relevance of training is continually monitored. As a result, all approved Training Providers will be required to build into each approved course a method of evaluation that will demonstrate the effectiveness of the course. Training Providers are required to retain records on the assessment of progress of each candidate in terms of active participation. These records will need to be kept for three years, for checking by Transport Malta.

12. Training providers are required to retain full records of each course held in the previous two years so that the Transport Malta can inspect:

- The total number of candidates;
- The names of those attending and ID card number;
- The date, title and number of the course delivered together with the name(s) of the trainer(s);
- The evaluation papers of the courses delivered, including assessment of progress of candidates;
- The driver feedback forms.

13. Training providers must issue a receipt to each participant confirming attendance. This must confirm the date of attendance and the number and title of the course

14. Training providers are to submit an annual report to Transport Malta within 60 days after each year from the date of approval. This annual report should including the following:

- Number and types of courses held including the number of candidates in each course
- Number and types of courses planned for the following year
- Summary of driver feedback
- Summary of assessments carried out to ensure quality of training

15. The following fees will be payable to apply for granting of approvals:

- |   |      |
|---|------|
| - Approval to become Training Provider                      | €250 |
| - Renewal of Training Provider approval (every three years) | €100 |
| - Approval of changes to training programme                 | €25  |

16. When training candidates or submitting them for the initial certification practical test, Training Providers must ensure that the vehicles used are M1 vehicles capable of a maximum speed of at least 100 km/h and meet all the requirements for Taxis specified in the Taxi Services Regulations.

17. Any communications should be addressed to the Chief Officer - Land Transport Directorate.

## **SECTION E: MINIMUM SUBJECTS (taken from Third Schedule of LN369 of 2010)**

The knowledge to be taken into account when establishing the driver's initial qualification and periodic training must include at least the subjects in this list. Trainee drivers must reach the level of knowledge and practical competence necessary to drive taxis safely. The minimum level of knowledge may not be less than **level 1** of the training-level structure provided for in Annex I to Decision 85/368/EEC on the comparability of vocational training qualifications between the Member States of the European Community, i.e. the level reached during compulsory education, supplemented by professional training.

1. Knowledge of vehicle characteristics and safety features including, *inter alia*:
  - a. Knowledge of the characteristics of the transmission (gear) systems enabling a driver to make the best possible use of them;
  - b. Knowledge of the technical characteristics and operation of the safety controls in order to control the vehicle (compliance with safety and security procedures), minimize wear and tear and prevent vehicle malfunction;
  - c. Ability to optimise fuel consumption and reduce harmful emissions whilst driving in a safe systematic manner.
  
2. Safety of driver, passengers and other road users including:
  - a. Ability to ensure passenger comfort and safety including particular behaviour with elderly and passengers with special needs;
  - b. Knowledge of legislation regulating the carriage of passengers, including a thorough knowledge of the Taxi Services Regulations;
  - c. Ability to assess and deal with emergency situations, including:
    - i. First aid/CPR (cardiopulmonary resuscitation);
    - ii. Aggressive or drunken behaviour by passengers;
    - iii. Dealing with accidents.
  - d. Ability to prevent and deal with criminality, including:
    - i. Refusal by the passenger to pay the fare or tariff;
    - ii. Passengers requesting information on illegal activities;
    - iii. Passengers requesting over-speeding;
    - iv. Passengers requesting overloading of passengers.
  - e. Correct use of speed;
  - f. Physical fitness to drive a taxi;
    - i. Self evaluate performance and know when to adjust / seek development;
    - ii. Understand when it is not appropriate to drive (ongoing awareness of the risks related to substances abuse as part of Periodic Training)
  - g. Awareness of the risks on the road and accidents at work.
  
3. Routes and destinations
  - a. Thorough knowledge of routes, including the ability to provide shortest route and alternate routes;
  - b. Basic knowledge of prime tourist and commercial locations across Malta and Gozo;
  - c. Knowledge of basic functions of the taximeter and other equipment installed in the taxi in pursuance of the Taxi Services Regulations.
  
4. Interpersonal skills including:
  - a. Customer Care;
  - b. Politeness;
  - c. Personal cleanliness

5. Languages
  - a. Fluency in Maltese and the ability to communicate in basic English.
  
6. Optional training with respect to the use of a wheelchair accessible taxis:
  - a. Maintaining wheel belts or wheel clamps in good working order;
  - b. Ability to safely install the wheelchair in the taxi, backing the chair to the 'fold down' seats, then securing both wheelchair brakes, secure seat belts/safety harness and also secure wheel belts/clamps if fitted to vehicle, ensure that the wheelchair and disabled person are secure.