

**What to expect: -**

Whether you are a new applicant or an existing driver, the course will provide you with relevant information required to carry out your role.

Please ensure you book the appropriate type of course.

New driver applicants - book The Initial Course for **new** Private Hire Vehicle and Hackney Carriage drivers

Renewals (existing drivers) - book The Initial Course for **existing** Private Hire Vehicle and Hackney Carriage drivers

The course will cover: -

- current legislation, rules and regulations applicable to drivers
- customer service expectations
- how to ensure your own safety
- how to report a crime and deal with customer complaints
- relevant sections of The Highway Code
- disability and equality awareness
- safeguarding responsibilities
- payment and basic arithmetic

You can book the course by clicking on the following link: -

<https://www.greenpenny.co.uk/taxi-and-private-hire-driver-knowledge-course/>

or by calling on 0330 111 7230