

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 **Taxi Driver’s Vocational Licence (TDVL)** and 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 **Taxi** or 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 : 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 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 - 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%

**MCQ – Multiple Choice Questions.*

COST (SkillsFuture Credits Online Payments Accepted)

- Course fee : \$200 per trainee.
- Test fee : \$10 per registration, \$5 per test paper.
- Training materials : \$50 per set:
 - 1 copy of the latest edition of street directory.
 - 1 copy of the textbook – Driving in Singapore.
 - 1 set of Notes, Worksheets and Mock Test Questions.
 - 1 set of Town Maps and Route Maps.
 - 1 folded Singapore Map and CBD Map.
 - 1 Pick-Up and Drop-Off (PUDO) points Map.

COURSE OUTLINE

MODULE 1	<p>PROVIDE CHAUFFEURED CAR SERVICES USING TAXI AND PRIVATE HIRE CAR</p> <p>Trainees will learn the knowledge, skills, attitude and habits required of a professional chauffeur before using a taxi or 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 licensed chauffeured car services.</p>	DURATION
		8 classroom hours. (480 mins)
		5 self-study hours. (at least)
CONTENT		DURATION (classroom)
1. Appreciate the attributes of a professional and successful chauffeur in Singapore.		- 20 mins.
2. Know the operating environment of providing a chauffeured car service.		- 20 mins.
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.		- 60 mins.
4. Understand the costs and revenues of a chauffeured car service.		- 20 mins.
5. Know and apply the principles behind the pricing of a chauffeured car service.		- 10 mins.
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 road users.		- 30 mins.
7. Ability to avoid accidents and traffic summons.		- 30 mins.
8. Ability to comply with the hygiene, fitness and health standards of the mandatory medical checkup for Vocational License holders.		- 110 mins.
9. Ability to serve all commuters with consistent service standards without rejecting fares:		- 60 mins.
<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):		- 120 mins.
<ul style="list-style-type: none"> • PSV – Taxis and private hire cars (including private cars for carpooling services). • Drivers' conduct – PSV drivers. • Owners of PSVs. • Service providers – Street hail, ride-hail, carpooling and delivery services. • Pick-up and drop-off points. • Charging method. • Booking service providers. 		

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

TUTORIAL CLASS

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

<p>TUTORIAL MODULE 1</p>	<p>PROVIDE CHAUFFEURED CAR SERVICE</p> <p>Trainees will be drilled into acquiring the knowledge on health, safety, service processes and the rules and regulations of providing a chauffeured car service using a Taxi or a Private Hire Car.</p>	<p>DURATION</p> <p>8 hours</p>	<p>CLASS SIZE</p> <p>20 - 25 trainees</p>	<p>COST</p> <p>Free</p>
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<p>TUTORIAL MODULE 2</p>	<p>ROUTE PLANNING</p> <p>Trainees will be drilled into acquiring the skills required to transfer commuters from one place to any given destination.</p>	<p>DURATION</p> <p>8 hours</p>	<p>CLASS SIZE</p> <p>20 - 25 trainees</p>	<p>COST</p> <p>Free</p>
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TPDVL

REFRESHER COURSE

- Holders of a valid Taxi and Private Hire Car Driver's Vocational Licence are required:
 - To **renew** their VL **once every 3 years** and to revalidate their **credentials** as VL holders.
 - To attend a **mandatory refresher course once every 6 years** and to revalidate and update their mandatory vocational skills, based on the **current TDVL and PDVL course**.
 - To attend a **3-hour mandatory refresher course** if the VL holders fall within the service record criteria set by LTA for **Active Taxi Drivers**.
 - To attend a **5-hour mandatory refresher course** if the VL holders fall within the service record criteria set by LTA for **Non-active Taxi Drivers and/or with navigational related offences**.
 - Number of trainees per class : 20 trainees (minimum) to 40 trainees (maximum).
 - **3-hour** mandatory Refresher Course Fee : \$40.00 per trainee.
 - **5-hour** mandatory Refresher Course Fee : \$45.00 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, Midview City, 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

Taxis and Private Hire Cars are both Public Service Vehicles (PSV) which are used to provide public transport services.

Drivers of public service vehicles are expected to dress in a way that will maintain decorum and the professionalism expected by commuters, to avoid complaints and to drive safely.

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 : Collared shirt or collared t-shirt.

Examples of unacceptable attire:

Feet : Slippers, sandals, high heel shoes.

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.