



Passenger Service Licence Instruction for Migrant Taxi Drivers



Quentin Clarkson
Tutor, Waikato Migrant Resource Centre

About the Passenger Service Licence Course



- Test set by the NZ Transport Agency
 - Allows taxi drivers to form their own taxi companies
 - Called the Certificate of Knowledge of Law & Practice
- Need a Passenger Service Licence if you
 - (a) own a taxi/shuttle company; or
 - (b) carry passengers (for hire or not in a large passenger service vehicle)
- Taxi-driving an attractive career option for migrants



Course structure



- 4 – 6 week course ideal (2-3 classes a week)
- Reliable interpreter useful, particularly for technical terms.
- Teaching aides – slides, whiteboard
 - Handouts most effective
- Suitable for students with intermediate or above standard of English
- Students motivated to learn English
 - Effective method of improving English
 - Positive feedback – motivation maintained because they realise they are improving
- Students financially motivated
 - Financial incentive to pass
 - Significant cost to student
 - Passenger Service Licence handbook \$46; test \$98.50

Handbook structure



- Passenger Service booklet –
 - about 60 pages to learn; 7 Schedules
- Not well organised for migrant students
- Is divided into rules
 - Students must be familiar with rules
- Encourage using the Index, plastic dividers for new topics & rules



Problems



- Legal language difficult
- *HOWEVER* best to stick with the legal jargon because it's used in the test
- Confusing licence placements for the students to learn
- Legal definitions
 - E.g. hours of darkness, gross laden weight, large passenger service vehicle
- 40 multiple choice questions, 2.5 hours
 - 3.75 minutes per question
- 80% to pass
- Test questions not in any order



Solutions to challenges



- Start with T/F tests at end of each lesson
 - Build to small multi-choice tests
- Students learn basic stuff, become fast at finding info in booklet
- Teach key definitions to save time
- Teach main facts and focus on key areas
 - E.g. Taxi meters, shuttles, baggage, vehicle impoundment, Infringement & Offence Notices, logbooks, Road User Charges, Distance Licences
- Highlight key phrases in the booklet (but not too much)
- Memorise key questions
 - We found about 60 key questions
- Get students involved as much as possible
- *REMEMBER* One capable student is enough to motivate everyone to pass!

Possible Improvements



- Adapt material to suit migrants?
 - Resource demanding!
- Use of more and better illustrations
 - e.g. scale model taxi to show signage, various licences
 - Invite NZ taxi driver along to speak?
- Several test practises
 - Get used to answering typical questions
 - Fixed time tests to help students to complete in time