

PPLRPVD10

Transport passengers in the community transport industry who have special requirements



Overview

This NOS is about transporting passengers who have special requirements and cannot be moved without additional support (for example, they may be a wheelchair user, confined to a stretcher or trolley). You should be able to prepare for transporting passengers and move and transport passengers safely. You should know and understand the types of problems likely to arise, how to deal with those problems and how to use any special equipment or systems required by passengers who have special requirements.

This NOS consists of two elements:

1. Prepare for the movement of passengers
2. Move and transport passengers

Who this NOS is for

This NOS is for drivers of community transport vehicles

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Performance criteria

Prepare for the movement of passengers

You must be able to:

- P1 check that you have the resources to move the passenger
- P2 confirm that you have the correct type and amount of equipment for seating and securing passengers and/or wheelchairs, stretchers or trolleys before starting your journey
- P3 carry out safety checks for any equipment used for seating and securing passengers and/or wheelchairs, stretchers or trolleys before starting your journey
- P4 communicate clearly with passengers and, where relevant, with their carer(s)
- P5 clearly explain to the passenger, and where relevant their carer(s) the procedures for moving them
- P6 treat the passengers with dignity at all times
- P7 check, where relevant, that any necessary accompanying documents are available
- P8 check that all the equipment for moving the passenger is safe and working correctly, eg wheelchair ramps/platform
- P9 co-operate with other carers where relevant to move the passenger as safely and comfortable as possible
- P10 take the appropriate action where problems arise that may affect how you transport passengers
- P11 keep to relevant legislation and codes of practice when deciding on the help you give

Move and transport passengers

You must be able to:

- P12 assist the passengers and relevant carers to get in the vehicle at the start of the journey in line with organisational procedures
- P13 give help to passengers during transportation in line with their needs
- P14 communicate effectively with passengers and, where relevant, their carers
- P15 treat the passengers with dignity at all times
- P16 make sure the passengers are safe and secure throughout the move
- P17 select the most suitable route for the passengers
- P18 co-operate with other carers where relevant to move the passengers as safely and comfortably as possible
- P19 assist the passenger and relevant carers to leave the vehicle at the end of the journey
- P20 make sure the passengers are receiving the appropriate level of support at the end of the journey (for example, making sure the passengers are transferred to suitable carers)

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P21 keep to relevant legislation and codes of practice throughout the journey

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Knowledge and understanding

Prepare for the movement of passengers

You need to know and understand:

- K1 the importance of providing help to passengers and, where relevant, their carer(s)
- K2 the requirements of relevant legislation and codes of practice relating to providing help
- K3 how to check that the passenger's support equipment can be moved safely
- K4 the limits of your ability and responsibility when providing help to passengers
- K5 how to communicate with passengers and carers who need your help
- K6 the equal opportunities and the rights of disabled passengers to travel safely, comfortably and with dignity
- K7 how to use different types of equipment for safely seating and securing passengers and wheelchairs, stretchers or trolleys

Move and transport passengers

You need to know and understand:

- K8 the importance of providing help to passengers and, where relevant, their carer(s)
- K9 how to engage and participate in risk assessment
- K10 the requirements of relevant legislation and codes of practice when providing help
- K11 how to recognise the differences in passengers' special requirements
- K12 the road conditions in the area you work in and the effect these conditions have on the welfare and comfort of severely disabled passengers
- K13 how to transport passengers safely using the special equipment and systems needed by passengers with special requirements
- K14 how to communicate with passengers and carers while giving help and making them feel at ease during the journey
- K15 the equal opportunities and the rights of passengers with disabilities to travel safely and comfortably and with dignity
- K16 the types of problems likely to arise and how to handle them
- K17 when additional assistance is needed (for example, for the safe handling of support equipment)

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Additional Information

Glossary

Passenger with a severe disability

A passenger who cannot be moved without considerable support, for example; the passenger may be a wheelchair user, confined to a stretcher or trolley

Your organisation

This would be the company you work for (including volunteers) or, if you are self employed, the rules you have set for yourself to ensure that you comply with relevant legal and licensing requirements

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