Passenger Service Licence Instruction for Migrant Taxi Drivers

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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
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
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
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 practices
  - Get used to answering typical questions
  - Fixed time tests to help students to complete in time