



# hummingbird

Training Standards for  
Taxi and Private Hire drivers  
delivering NEPTS



## Introduction

The *Hummingbird* accreditation has been designed to ensure that taxi and private hire drivers delivering high-risk, non-emergency patient, community care and home to school transport services are trained to the highest level.

CQC requirements for vehicles used as part of non-emergency patient transport do not cover independent transport providers such as taxi and private hire vehicles, passenger bikes and demand responsive transport. *Hummingbird* protects against this lack of coverage by creating a specialist framework of training for providers of taxis, private hire vehicles and licensed drivers.

Experts from Mobility Exchange have compiled course learning objectives aligned with the NHS Core Skills Training Framework (CSTF), the needs and objectives of the CQC when determining and ensuring NEPTS standards, and in direct support of the stated aims of the NHS report 'Improving non-emergency patient transport services: Report of the non-emergency patient transport review'. The course content in Information Governance and Data Security ensures providers are aware of and aligned with the requirements of the latest version of the NHS Digital Data Security and Protection Toolkit. Additional modules in food and goods transport support the safe carrying of medicines and meals.

Use of the accreditation is also expected to encourage uptake of accessible electric vehicles by way of supporting drivers to access more work. This supports the Greener NHS strategy for delivering a Net Zero National Health Service along with National and Local Authority commitments to achieve carbon neutrality by 2030.

The course framework is specifically designed for taxi and private hire drivers and focuses on the skills that will be necessary and useful for providers of transport services that support community safety and health. *Hummingbird* is not suitable for generic or 'broad strokes' training content.

Current standards of training are insufficient to properly ensure the safety of drivers and passengers engaged on these contracts, or for the standard of service required on future transport networks. *Hummingbird* codifies and harmonises training providing a single accreditation recognisable to all customers and service providers.

Mobility Exchange is the national accrediting body for *Hummingbird*. Accreditation of course material is open to all training providers on submission of course content to Mobility Exchange.







## The Values of Hummingbird

The *Hummingbird* accreditation is built around the core values of care, compassion, kindness, honesty and safety. Learning outcomes and specific assessment methods are intended to test understanding and application of these core values.







## Training Requirements

Candidates undertaking an accredited course will be expected to pass written or practical assessment tests covering the following core subjects:

Subject	Frequency of Training	Acceptable Training Delivery Method
Customer Service and Conflict Resolution	Every 3 years	Classroom, online, e-learning
Equality, Diversity and Human Rights*	Every 3 years	Classroom, online, e-learning
Health, Safety and Welfare	Every 3 years	Classroom, online, e-learning
Infection Prevention and Control	Every 3 years	Classroom, online, e-learning
Information Governance and Data Security	Every 1 year	Classroom, online, e-learning
Moving and Handling	Every 3 years	Classroom
First Aid and Fire Safety	Every 1 year	Classroom
Safe-Guarding Adults and Children	Every 3 years	Classroom, online
Safe Transport of Food and Goods	Every 3 years	Classroom, online, e-learning

On completion of all modules and tests candidates receive accreditation as **Hummingbird** qualified.

\*Includes Disability, Dementia and Mental Health Awareness

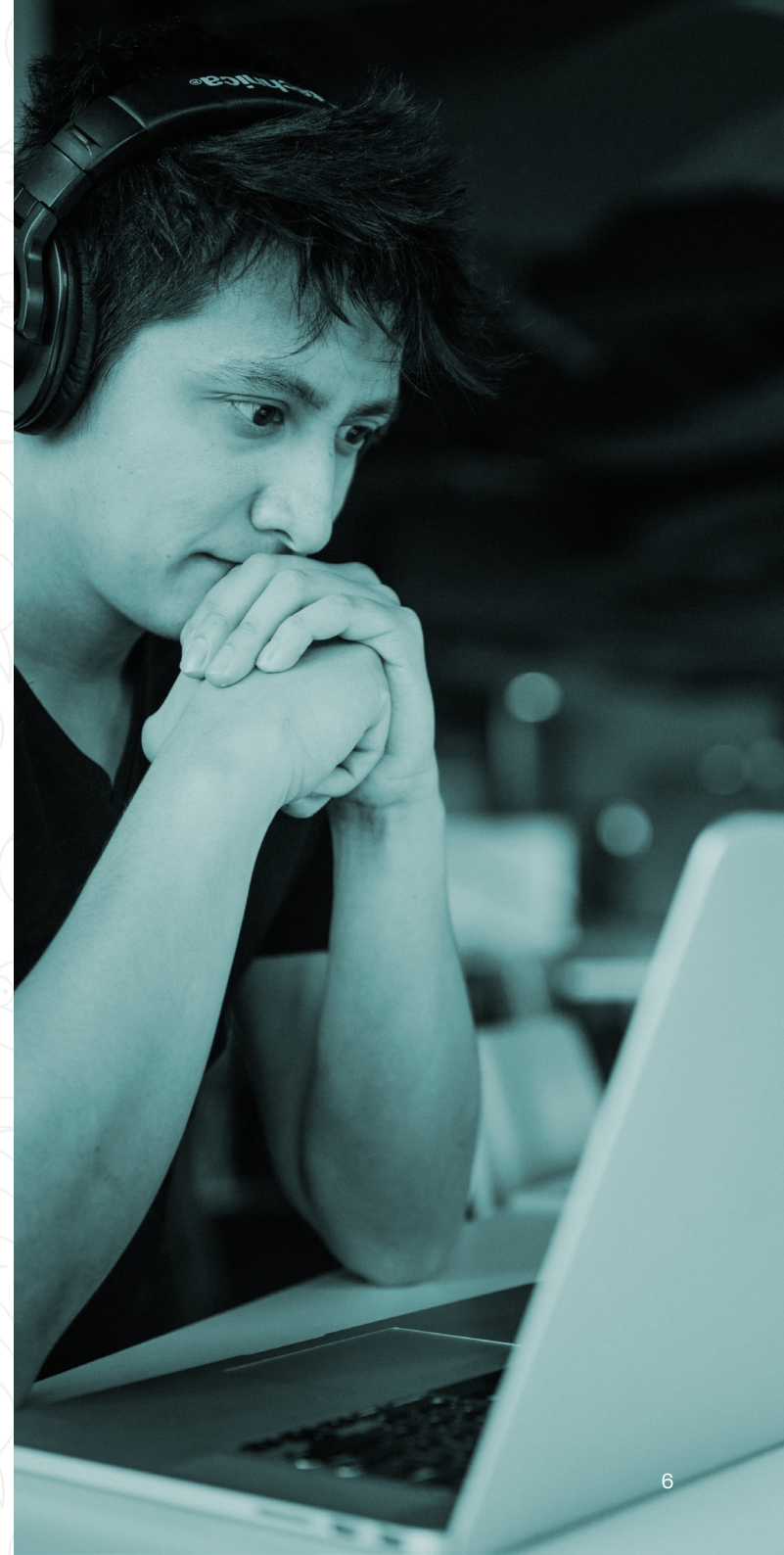


## Process of Accreditation for Training Providers

Organisations seeking to achieve the *Hummingbird* accreditation must submit course content for consideration by the Mobility Exchange Accreditations Panel (The Panel).

The Panel is made up of industry and sector experts who will accredit training that passes the training requirements. These include those with senior experience of clinical commissioning, education, local authority regulation, safeguarding, equality and data security.

Details of module headings, learning outcomes, specific delivery and assessment criteria are available on request for prospective course providers, commissioners and/or other relevant stakeholders.





## General standards for all training delivery

The *Hummingbird* framework provides a detailed list of learning outcomes. Training delivery that simply seeks to match these learning outcomes with the provision of information is unlikely to achieve the desired aims of helping learners to demonstrate an understanding and belief in the core values which underpin the *Hummingbird* accreditation.

Most importantly, regardless of training method or assessment type, candidates must be able to demonstrate not only a knowledge of the information forming the basis of each learning outcome, but they must also demonstrate an understanding of why this learning outcome is important in making sure service provision to customers is person-centred and based upon the values of care, compassion, kindness, honesty and safety.

In keeping with these values, and in understanding that learners have different needs, most modules of *Hummingbird* can be delivered in a variety of ways. Any chosen delivery method must take into account the needs of learners to ensure that maxi-



imum benefit and value is obtained. Chosen methods are likely to include a consideration of access to resources such as classrooms, literature, audio/visual facilities and appropriately qualified trainers, and any consideration of adjustment to any standard procedures to account for and allow for individual learner needs. It is clear to The Panel that certain modules will benefit from use of a specific delivery method and where this is the case this is detailed in the Specific Training and Assessment section of each individual module.



It is understood that duration of length of training modules will vary between providers and it is up to providers to show that the length of time spent on each module is sufficient to impart the knowledge and the values behind the knowledge.

Given the nature of taxi and private hire businesses, it is likely that e-learning will feature highly as a delivery method and this is entirely acceptable providing assessment learning outcomes have been satisfactorily met. It is clear to The Panel that some modules or parts of modules are not suitable for delivery by e-learning and where this is the case, this is detailed in the Specific Training and Assessment section of each individual module.

### **Important note on Module and Unit labelling**

Modules are divided into suggested Units for ease of displaying Learning Outcomes and in listing Specific Delivery/ Assessment Criteria. It is not necessary that any course provision is divided into these Units. It is for providers to demonstrate that all Learning Outcomes have been covered by content and this may mean delivering content in an alternative way.





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