

Worcestershire County Council on behalf of the City of Wolverhampton Council

Private Hire Taxi Driver Training Courses

Operator User Guide

This guide is for use by Operators who book course dates for their own drivers to undertake private hire training whether the Operator pays or the driver pays for the course.

The link to the system is : <https://capublic.worcestershire.gov.uk/TaxiCourseBookingsPublic/>

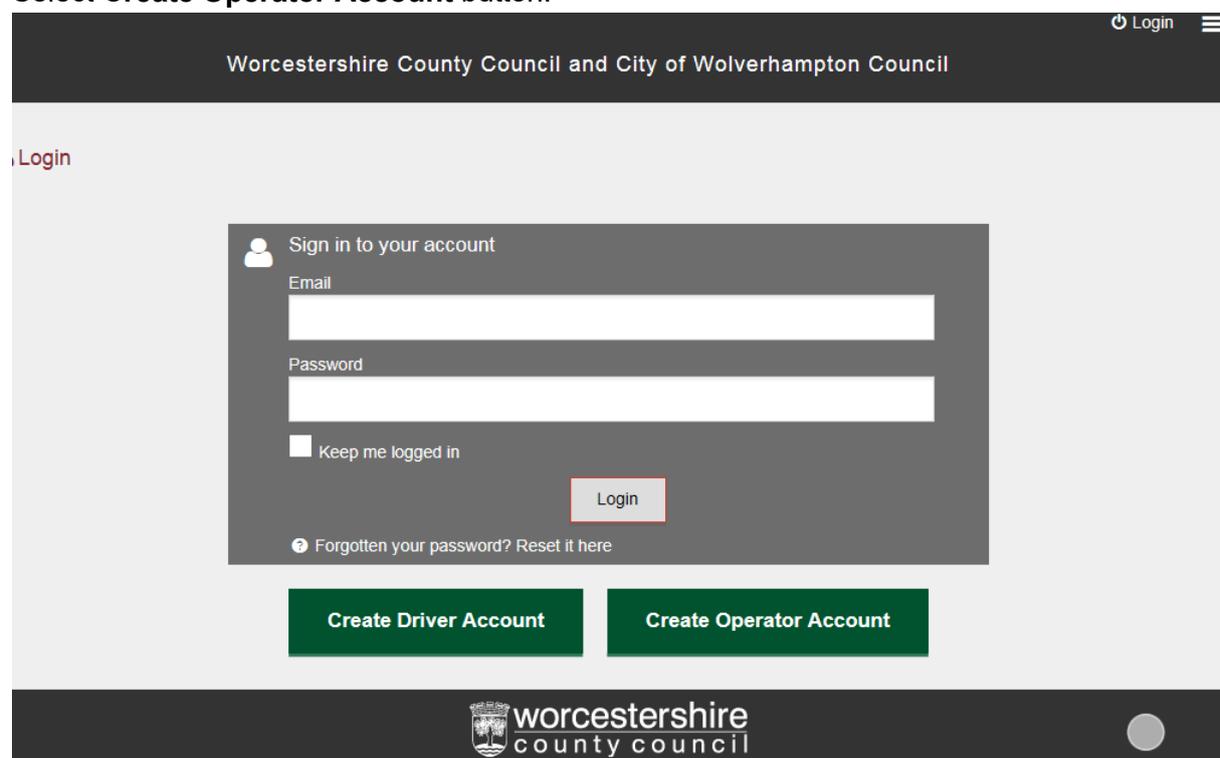
Operator registration

Your course dates cannot be added for you to view and book drivers onto until you have registered and been approved by City of Wolverhampton Licencing and Worcestershire County Council has uploaded your agreed course dates.

Please allow 2 working days for us to upload your course dates to the system after your acceptance by City of Wolverhampton Licensing which also may take 2 working days .

The Operator is required to register on first accessing the system. An email address and password will then be required for all future access to course bookings.

Select **Create Operator Account** button.



The screenshot shows the login and registration interface for the system. At the top, there is a dark header with the text "Worcestershire County Council and City of Wolverhampton Council" and a "Login" button with a power icon. Below the header, the word "Login" is displayed in red. The main content area features a dark grey login form with the title "Sign in to your account" and a user icon. The form includes fields for "Email" and "Password", a "Keep me logged in" checkbox, and a "Login" button. Below the login form, there are two green buttons: "Create Driver Account" and "Create Operator Account". At the bottom of the page, there is a dark footer with the Worcestershire County Council logo and name, and a grey circular button on the right.

Complete all sections 1 - 5 to register your business. All fields with an asterisk * must be completed.

Scroll down using the bar on the right hand side of screen to see the next section to be completed.

Worcestershire County Council and City of Wolverhampton Council

Register Operator Account

1 Operator Details

Operator Trading Name *

Private Hire Operator Licence Number *

Licence Type *

Do you pay for the drivers attending the course? * Yes No

Licence Type

- Limited for Companies where the licence is in a company name and all directors and secretaries are responsible.
- Individual is for sole traders where the licence is in a particular person's name.

NOTE : Please ensure you tick YES if you pay for drivers and NO if your drivers pay for their own courses. This cannot be changed later once you are registered

2 Operator Contact Details

Please list below the details of any individual contacts for this operator. You must provide at least one contact.

First Name *

Last Name *

Contact Number *

Contact Email *

Is this a primary contact?

Add Contact

If you wish to have more than one contact use the Add Contact button to add in all your contacts. Ensure you tick one of the contacts as the primary contact. All contacts must have different email addresses.

3 Operator Registered Address
Property Name Or Number*
Street*
Area
Town*
County
Post Code*
Is the Trading Address the same as Registered Address?*

If you tick the box then the fields will be completed with your trading address. If these addresses are different please complete the fields.

4 Operator Trading Address

Building Name Or Number*

Street*

Area

Town*

County

Post Code*

Trading Locations

Please list below any associated trading location(s) e.g. Birmingham.

Location Name

Location
No additional locations to show...

If you only work in Wolverhampton, then add Wolverhampton and press Add Location. Add in all locations where your business has drivers who will be trained using in the system using the Add Location button.

5 Login Details for the Operator who will manage the booking

First Name*

Last Name*

Mobile Number*

Email Address*

Re-enter Email Address*

Password must be at least 8 characters long and include at least one upper-case letter, one lower-case letter, and one number or symbol

Password*

Re-enter Password*

Please also enter a security question and an answer below
You will need to remember the answer to this question in future in case you forget your password.

Security Question*

Security Answer*

Data Sharing Statement

Please tick the box to agree for the Operator information above and that of any associated driver details and bookings to be shared between Worcestershire County Council and the City of Wolverhampton Council. *

Cancel **Create Account**

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county council

Tick to agree to Data Sharing and select Create Account.

The screen will confirm you have been registered.

City of Wolverhampton Council will approve your registration within 2 working days and you will receive email confirming this.

Worcestershire County Council and City of Wolverhampton Council [Login](#)

Register Operator Account

Operator account has been registered
The reference number for your registration is #8011
The City of Wolverhampton Council will review and verify your operator details within 2 working days. Once approved, you will then receive an account activation link to begin booking courses.
Please check your Spam or Bulk Mail folder, if you do not receive a response within 2 working days of registration.

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On your first login you will be asked to change your password. Do this and press **Submit**.

Worcestershire County Council and City of Wolverhampton Council

Login

 **Change Password**
Your password has expired and must be changed now
Please enter a new password and confirm the password below

 Password must be at least 8 characters long and include at least one upper-case letter, one lower-case letter, and one number or symbol

New Password

Confirm New Password

 **worcestershire**
county council

Office PPH 0 Logout

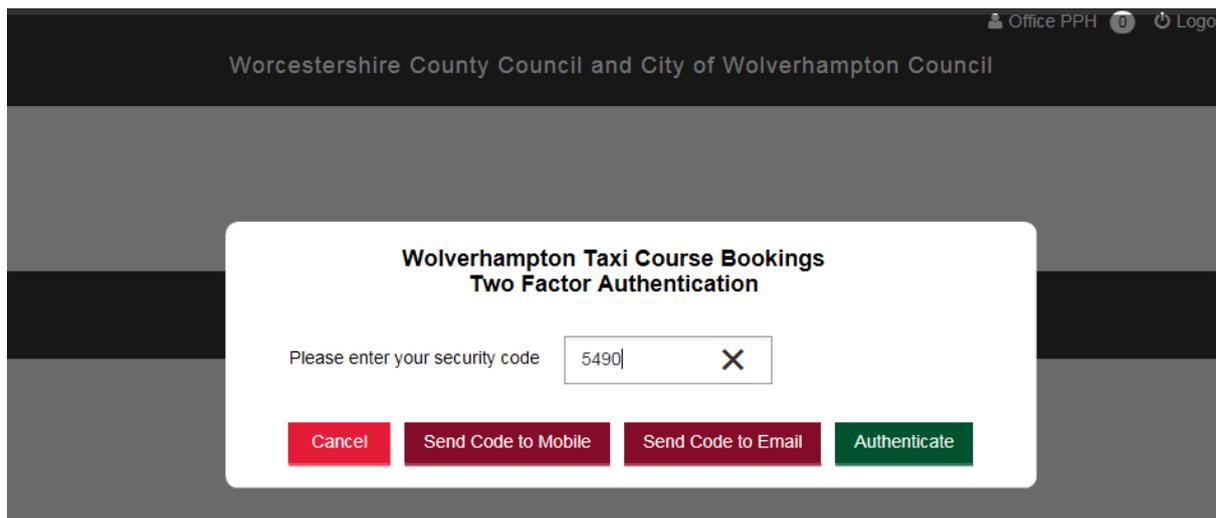
Worcestershire County Council and City of Wolverhampton Council

**Wolverhampton Taxi Course Bookings
Two Factor Authentication**

Please select one of the options.

After password change and log in Choose one of the options above and a code will be sent to you.

On receipt of code input into security code box and select Authenticate.



Office PPH 1 Logo

Worcestershire County Council and City of Wolverhampton Council

**Wolverhampton Taxi Course Bookings
Two Factor Authentication**

Please enter your security code

[Cancel](#) [Send Code to Mobile](#) [Send Code to Email](#) [Authenticate](#)

Booking Drivers on Courses

Use this link to log onto system :

<https://capublic.worcestershire.gov.uk/TaxiCourseBookingsPublic/>

All course dates for your business will be added to the system within 2 working days of your approved registration. You can then start making bookings.

If you cannot see course dates option move mouse over 3 lines on top right of screen next to Logout and select courses.

A list of the next available sessions will be displayed. This will show the date, time, cost, venue and how many places are available.

Worcestershire County Council and City of Wolverhampton Council

Office PPH Logout

Taxi Course Bookings

Operator: Primrose Private Hire

Select by preferred course type

Wolverhampton - Private Hire Taxi Driver Training

10 course results per page

Wolverhampton - Private Hire Taxi Driver Training

Training course and multi-question test paper
Trainer-led course with attendees participation

Next session

Tuesday, 09 January 2018 6 Places Available

This is a Course and a Test

- £40.00 per driver
- £93.00 Trainer expenses for the session
- 14:00 - 16:00
- Janet's Office
- Minimum Attendees: 2 Maximum Attendees: 6

Book

Click Book. The screen will list all drivers already booked on the course date.

Book Taxi Driver Training

Operator: Primrose Private Hire Back to Course List

1 Wolverhampton - Private Hire Taxi Driver Training

Training course and multi-question test paper
Trainer-led course with attendees participation

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- Minimum Attendees: 2 Maximum Attendees: 6

2 Drivers already booked

Driver Name	Date of Birth	National Insurance Number	Driving Licence	Is Dyslexic
No drivers booked to show...				

Complete Section 3 to add in drivers details. All fields with an asterisk * are mandatory and must be completed. Select Add Drivers Details to add each driver.

3 **Add Driver Details**

Important
Please note that it will only be possible to edit the drivers booked upto 48 hours before the course.

Drivers will not be permitted to attend the course if the driving licence presented does not match the licence number entered below.
Any drivers that have dyslexia will be required to bring proof on the day of the course.

+
Number of places remaining: 6

First Name*

Middle Name(s)

Surname*

Email Address*

Date Of Birth* Day Month Year

Is the driver dyslexic?* Yes No

Mobile Number*

National Insurance Number* e.g. PC 11 22 33 D

Driving Licence Number*

Re-enter Driving Licence Number*

Repeat adding drivers until all your drivers have been added are shown below. If any of your drivers have special requirements please add their name and details to the special requirements box.

Driving Licence Number

Re-enter Driving Licence Number*

Full Name	Email Address	Date Of Birth	Is Driver Dyslexic	Mobile Number	National Insurance Number	Driving Licence Number	
Mike Simon Simple	mssimple@gmail.com	01/04/1997	No	01203677892	PC112233D	SIMPLE01041997SIMPL01	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
James Stuart Jones	jsjones100@gmail.com	20/11/1978	No	012345678901	PC223344C	JONES019782011JONES01	<input type="button" value="Edit"/> <input type="button" value="Remove"/>

4 Any Special Requirements?
e.g. Wheelchair access

Clicking on Terms and Conditions will allow you to open the file and view these. Close new screen .

Tick the "I agree to the Terms and Conditions" box and click on Book and Pay button.

For operators who pay for their drivers the minimum payment for your course will be shown together with any extra costs for Trainers expenses. The minimum payment will be for up to 15 drivers. Any drivers added over this total will require a further payment.

Taxi Course Bookings

Operator: Primrose Private Hire

5 Details of Payments

Number of Drivers booked	2
Course cost per driver	£40.00
Cost for 2 drivers	£80.00
Cost of Trainer Overnight Accomodation	£75.00
Cost of Trainer Mileage	£18.00
Total Price	£173.00

Complete the address details for the debit or credit card to be used for payment and click Confirm and Pay.

6 Address where payment card is registered

Property Name or Number*

Street*

Area

Town*

County

Postcode*

Please Note:
You must complete this booking payment within 20 minutes.
Please do not close down the browser window until the payment process is complete.

Complete the card details include name. if the card address is registered to is the same as the business registered address use the drop down list next to the select button to highlight the address and press select to fill in the address fields. If a different address then manually input the details.

Check the card details and click on submit to make payment.

Payment Amount: £173.00

Card Details

Enter card number without spaces
*****2346

Expiry date (month, year)
05 | 2021

Issue Number (Switch/Maestro Cards only)

Security Code
202

[Back to Top](#)

Card Account Details

Enter cardholder name and address details:
Name appearing on card *
Simple Jones

Select address from list, and click 'Select' button. Or enter details manually below.
primrose, Still street, Worcester, Worcs, WR8 9JF [Select](#)

House number/name *
primrose

Street *
Still street

Area

Town *
Worcester

County
Worcs

Postcode *
WR8 9JF

[Submit](#) [Cancel Payment](#) [Back to Top](#)

Page shortcuts
Confirmation

Payment Confirmation

Please note - information on this page will time-out after 15 minutes of inactivity
Payment Amount: £173.00

Payment Details

Card Number: *****2346

Card type: Mastercard Credit

Account Type	Amount (£)	Charge (£)	Address
Taxi Driver Training	80.00	0.00	primrose, Still street, Worcester, Worcs, WR8 9JF
Taxi Driver Training	75.00	0.00	primrose, Still street, Worcester, Worcs, WR8 9JF
Taxi Driver Training	18.00	0.00	primrose, Still street, Worcester, Worcs, WR8 9JF
Payment Amount	173.00		

Confirmation

After pressing Confirm, you will be re-posted to a holding page while your request is processed.
When your request is completed you will be redirected to the next step in the payment process.

Please confirm the payment for the items listed above.
[Back To Payment Details](#) [Confirm](#) [Cancel](#) [Back to Top](#)

If correct, click on confirm.

Taxi Course Bookings



Thank you for booking your course

The reference number for your request is #5556

We have sent a confirmation email to Janet.james@jamesonline.uk as your receipt.

Please join the NHS Organ Donor Register
If you needed an organ transplant would you have one? If so please help others.
<https://www.organdonation.nhs.uk/register-to-donate/>

[Download Booking Confirmation](#)

[Close](#)

[Back to Course List](#)

You can download the booking confirmation form if required but it is automatically emailed to the registered main contact email address.

You will need to advise your drivers of the details of the confirmation email including date, time, venue, Guideline 4.8 and joining instructions. Please ensure they understand that late arrival will mean refusal to attend the course. Documents must be provided to allow the Instructor to verify the driver's identity.

Sample of confirmation email

Subject: Reference: #5556 Confirmation of Booking Course



Thank you for your booking.

Please see the summary of your booking:

Course booked by operator: [Primrose Private Hire](#)

Your Reference: [#5556](#)

Course booked: [Wolverhampton - Private Hire Taxi Driver Training](#)

Course Date: **Tuesday 09 January 2018**

Time: **14:00 to 16:00**

Venue: **Janet's Office, Clifton House, Main Road, Kempsey WR8 9JF**

Total Invoiced: **£173.00**

Number of Drivers booked: **2**

Payment Reference: **RECD00000947**

Course Details

Training course and multi-question test paper
Trainer-led course with attendees participation

Drivers Booked

Mike Simple

James Jones

If you arrive late, you will not be accepted on the course, and will have to pay again to attend at a future date.

Guideline 4.8 states:

Hackney Carriage and Private Hire Vehicle drivers should be able to communicate satisfactory in English with customers, in order to be considered a fit and proper person to hold a licence.

Should in our opinion you fail to meet this basic standard you will NOT be able to take the written test until we believe you meet the standard required.

You must ensure you meet this basic standard before proceeding through the application process as NO REFUND can be given once you have attended the course.

If your query does not relate to a Theory Test booking and concerns for example, a Badge, DBS, Medical, please contact Wolverhampton City Council Licensing Department on 01902 551155

JOINING INSTRUCTIONS

VENUE

Allow plenty of time to park vehicle and get to venue.

ATTENDANCE

- For ALL courses, drivers must be at the venue no later than 10 minutes before the course is due to complete course registration.
- Any driver arriving late after the course has started will not be allowed to join and will be required to attend a further course. There is no refund of fees. The Course fee will need to be paid again for the rebooked course date.

DOCUMENTS

- The documents listed below must be produced to the Trainer during the registration process or the driver may be refused attendance on the course.
 - o Printed copy or electronic copy (on smartphone) of this email confirming booking for course.
 - o Produce a valid photocard driving licence checked against data held for them.
 - o Produce evidence of National Insurance Number to be checked against data held for them.

This email address is not monitored , please do not reply

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Monitoring of Email

Worcestershire County Council may monitor traffic data and the content of email for lawful business purposes.

Course Results

The course results will be uploaded within 2 working days of receipt of the results and the system will email these results to you for each of your course dates.

If you wish your drivers to have the results as well, please confirm this to the Taxi Driver Training team by email Taxidrivertraining@worcestershire.gov.uk. The team will then email your drivers with their results as well as yourselves.