

PHA Policies

Privacy Policy

Private Hire Academy takes privacy very seriously and we would like to reassure you that we will do everything possible to ensure that the information we keep on file about you is secure. We are committed to protecting and respecting your privacy at all times and we do not store or share payment details with any third parties.

This policy should be read in conjunction with our terms of use and all other policies on the website. The policy sets out how we collect personal information from you, why we collect it and how we store it. By using Private Hire Academy's website you are agreeing that you have read and accepted the practices outlined in this policy.

Although we endeavour to protect your privacy at all times we cannot be held responsible for the use of personal information which has been accessed through links to third party websites which we do not have any control over. It is therefore essential that you are aware that, should you provide information to these third parties that you accept that this policy does not protect you in this instance and you need to be confident that you are happy with the privacy given by the third party websites.

How your personal information is collected?

When you visit our website it is possible that you will be asked to provide personal details which may include your name, address, email address, telephone number and date of birth. When using the website you are agreeing to the terms and conditions stipulated within and, before creating an account, you must tick the box which states your agreement to this. You do, of course, have the right to withdraw your consent at any time and this should be done either in writing to our head office or by emailing us on admin@phac.co.uk

Private Hire Academy uses your personal information in a number of ways predominantly to enable us to provide you with the service you have requested, to allow you access to our online learning platform, to allow you access to any promotions we may run from time to time and to review our online courses in order that we can develop and improve the service we offer you.

Please note that we will sometimes need to share your personal details with others such as assessors and product providers. However, we confirm that we will not disclose any personal

information submitted by you to any third party without your prior consent or unless we are obliged to do this by law in circumstances where you have breached the terms and conditions of the training centre or the terms of use of Private Hire Academy's website. Any disclosures we do make will be done so in accordance with the Data Protection Act 1998.

You have the right to access any information which Private Hire Academy holds for you and this can be done by sending a cheque for £10, to cover administration and postage costs, to Private Hire Academy, 8 Park Road South, Havant, PO9 1HB.

Security is very important to us and all account information is password protected. Our site uses industry leading SSL encryption to protect personal data from third parties. Security monitoring is carried out regularly in order to ensure that there have been no breaches however Private Hire Academy cannot be held responsible for privacy of a learner's username or password and it is the responsibility of the individual to ensure that these are kept safe to avoid misuse of your account which we do not take any responsibility for. Anyone who submits personal information to our centre on behalf of someone else must have the individual's consent to do so and this will be assumed by the training centre.

Changes to our privacy policy

We reserve the right to make changes to our privacy policy and these changes will be displayed on our website and we strongly recommend that you check the site regularly to make yourself aware of any such changes.

Rest assured – payment methods of any kind are not stored by Private Hire Academy and we do not share the details of any of our customers with any third parties.

Cookies Policy

Cookie information and information pertaining to IP addresses may be recorded either by our training centre or by third parties from your browser. Third parties will be subject to their own policies with regard to privacy and Private Hire Academy accept no responsibility of liability of any third parties. Cookies can be removed from your PC with the use of your web browser however it is worth bearing in mind that the usability of some of the website functions may be impeded if this is done permanently.

Enrolment Policy

Enrolments

Students of Private Hire Academy receive automatic enrolment to certain courses immediately after purchase. This creates a student account within an online course and sends an email with their login/password details so that access can be granted. If in any circumstances immediate enrolment cannot be granted Private Hire Academy will create an account for a user within 2 working days and send login details to the learner in question.

Once enrolled learners can access all parts of the selected course and upload assignments holistically in any order. Students can access course materials 24/7 and work through their lessons and assignments at their own pace.

Equality and Diversity Policy

For Private Hire Academy the categories of people covered through this policy are:

- Prospective students
- Current Students
- Former Students
- Visitors
- Staff

Characteristics protected by equality legislation are:

- age
- disability
- gender reassignment
- marriage/civil partnership
- pregnancy/maternity leave
- race
- religion or belief
- sex
- sexual orientation

We will follow best practice in all equality areas and work to:

- eliminate unlawful discrimination;

- promote equality of opportunity;
- eliminate bullying and harassment;
- promote good relations between different groups;
- celebrate what we have in common and capitalise on our diversity; and
- recognise and take account of people's differences.

All staff, learners and users of the e learning platform, including contractors are expected to adhere to this policy. Breaches of this policy will be taken seriously and may lead to disciplinary proceedings.

Complaints Policy

Private Hire Academy is committed to dealing with any complaints in a quick and effective manner. Any complaints regarding support should be addressed in the first instance to your tutor. If you are unhappy with the outcome of their response then you are requested to put your complaint in writing to the Course Director and send to the company's head office.

If, after contact with your tutor, you are still unhappy please put your complaint in writing and send to Private Hire Academy's head office – address details are shown on the website – within seven days of receiving your reply from your tutor.

Please note that the decision of Private Hire Academy's Head of Company is final.

Appeals Procedure

It is the intention of Private Hire Academy that where there are circumstances of a learner being dissatisfied in relation to assessments, an attempt should be made to resolve the issue in the first instance at a local level.

Grounds for Appeal

- The conduct of the assessment
- The adequacy of the range, nature and comprehensiveness of the evidence when set against the Learning Outcomes and evidence requirements
- The adequacy of the opportunities offered in order to demonstrate competence

Such appeals will only be allowed to proceed if:

1. They are lodged within the time limit, currently 20 working days of the assessment result being fed back
2. That, if additional evidence is being used in support of an appeal, there is proof that such

evidence was available at the time the disputed assessment took place

3. An appeal is in relation to up to one unit of competence only.

Outcomes of an Appeal

These can be:

- Confirmation of the original decision
- Instructions that the competence be reassessed by the same or a different assessor
- A judgement that the evidence presented is an adequate demonstration of competence and a recommendation that the assessment decision be reconsidered.

How to lodge an Appeal

In the first instance write to your tutor stating:

- your name, address for correspondence and daytime telephone number
- the name of your assessor
- why you are appealing
- the element or unit to which the appeal relates
- where and when the disputed assessment took place
- If you are unhappy with the outcome you may then refer your appeal to the Centre's Head Office, again stating the above information.

A final decision will be made within ten working days of receipt of your appeal.

Please note that all the above procedures must be followed.

Please note that the decision of Private Hire Academy's Director is final.

International Students

Private Hire Academy offer courses only to UK based students. However, as we do not offer any paper based courses, our training centre is extremely accessible to students travelling or moving abroad.

It is however, important to consider that all official assignments are being held either at the councils premises or at our office based on 8 Park Road South, Havant, PO9 1HB, United Kingdom. Therefore, it is essential that you are physically present in UK at the time of the tests.

Private Hire Academy only provides courses written in English and all feedback and guidance is given in the same way. It is therefore essential that learners have a good knowledge and understanding of

the English language in order to be able to complete the work to the required standard. If English is your second language please ensure that you inform your tutor.

Enrolment Policy

Enrolments

Private Hire Academy is dedicated to offer an equal opportunity for all prospective students.

However, we strongly advise you to consult the links to the borough councils regarding the eligibility criteria for the candidates applying for a taxi driver license. Summing up, these criteria refer to:

1-Being a "fit and proper" person to hold a private hire driver's licence.

2-Being over 18 years of age or even 21 for some council.

3-Holding a full driving licence, issued by DVLA, for at least 12 months or, in some council, over 24 months.

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Transferring units from past qualifications

Learners who wish to transfer units from past qualifications must inform the centre prior to enrolment and all units and certification will be judged against current course criteria and a decision made on an individual basis by Private Hire Academy.

Un-enrolments

Upon completion of a course students are un-enrolled from their qualification but their account within e-learning platform is still active. Students will not have access to their course any more after this process. Should PHA need to review any work of prior students for assessment or IQA purposes a learner can be temporarily re-enrolled on to the course in question and their assignments, grades and feedback will be available to view again.