

# Code of Practice for Approved Driving Instructors

## Introduction

A driving instructor who gives lessons in a motorcar in return for payment must be on the 'Register of Approved Driving Instructors' (ADI's). To gain entry to the register prospective instructors need to pass a series of examinations administered by The Driving Standards Agency (DSA). People training to qualify as ADI's who have part completed the examinations can obtain from the Agency a licence to acquire practical experience which is strictly limited to six months. Once qualified and on the register, ADI's are regularly tested by the DSA to check their continued ability to give instruction to an acceptable standard

DSA and the driving instruction industry place great emphasis on professional standards and business ethics. The code of practice set out in this document has been agreed between DSA and main bodies representing ADI's; it is a framework within which all instructors should operate.

## Advertising

- The advertising of driving tuition shall be honest; claims made shall be capable of verification and comply with codes of practice set down by the Advertising Standards Authority.
- Advertising that refers to client's pass rates should not be open to misinterpretation and the basis on which the calculation is made should be made clear.

## Personal Conduct

- The instructor will at all times behave in a professional manner towards clients.
- Clients will be treated with respect and consideration.
- The instructor will try to avoid physical contact with a client except in an emergency or in the course of normal greeting.
- Whilst reserving the right to decide against giving driving tuition, the instructor will not behave in any way which contravenes legislation on discrimination.



This code is endorsed by the driving instruction industry



Full ADI Licence



Trainee ADI Licence

## Business Dealings

- The instructor will safeguard and account for any monies paid in advance by the client in respect of driving lessons, test fees or for any other purpose and will make the details available to the client upon request.
- The instructor on or before the first lesson should provide clients with a written copy of his/her terms of business to include:-
  - Legal identity of the school/instructor with full address and telephone number at which the instructor or representative can be contacted.
  - The price and duration of lessons.
  - The price and conditions for use of a driving school car for the practical test.
  - The terms under which cancellation by either party can take place.
  - Procedure for complaints.
- The instructor should check a client's entitlement to drive the vehicle and his or her ability to read a number plate at the statutory distance on the first driving lesson. When presenting a client for the practical driving test the instructor should ensure that the client has all of the necessary documentation to enable the client to take the test and that the vehicle is roadworthy.

- Instructors will advise clients when to apply for their theory and practical driving tests, taking into account of local waiting times and forecast of client's potential for achieving the driving test pass standard. The instructor will not cancel or re-arrange a driving test without the client's agreement. In the event of the instructor's decision to withhold the use of the school car for the driving test, sufficient notice should be given to the client to avoid loss of the DSA test fee.
- The instructor should at all times, to the best of his or her ability, endeavour to teach the client correct driving skills according to the DSA syllabus.

The Registrar  
Driving Standards Agency  
The Axis Building  
112 Upper Parliament Street  
NOTTINGHAM  
NG1 6LP  
0300 200 1122  
www.dsa.gov.uk

## Conciliation

- Complaints by clients should be made in the first instance to the driving instructor/driving school/contractor following the complaints procedure issued.
- Failing agreement or settlement of a dispute, reference may be made to The Liaison Officer of The Approved Driving Instructor National Joint Council (ADINJC) at 47 Sweetmans Road, Shaftsbury, Dorset, SP7 8EH, tel 01747 855091. Should that route prove unsuccessful, petition should be made to the DSA Registrar who will consider and advise accordingly.
- Should the Registrar fail to settle this dispute, he or she may set up a panel, with representatives from the ADI industry, to consider the matter further or to advise that the matter should be referred to the courts or other statutory body to be later determined.