

Beyond Driving and Beyond4x4 Code of Practice:

At Beyond Driving we work to the highest standards of training, and as such we will always work within the Codes of Practice for the two main bodies with whom we work – the DSA and LANTRA Awards.

We have included both of these codes of practice in this document:

DSA - Code Of Practice For Approved Driving Instructors

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

The code leaflet can be obtained from any theory test and driving test centres. Your Driving Instructor should be able to obtain a leaflet for you. It is hoped that ALL Driving Instructors will formally agree to adhere to the terms of the Code.

Phone 0115 901 2618 for an information leaflet.

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 normal course of greeting.

Whilst reserving the right to decide against giving tuition, the instructor will not act in any way which contravenes legislation on discrimination.

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 on 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 his/her representative can be contacted.*
- *The price and duration of lessons.*
- *The price and conditions for use of a driving school car for the practical driving test.*
- *The terms under which cancellation by either party may 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 lesson. When presenting a client for the practical driving test the instructor should ensure that the client has all 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 local waiting times and forecast of clients' 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 DSA's recommended syllabus.

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 clients' pass rates should not be open to misinterpretation and the basis on which the calculation is made should be made clear.

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 DSA's Registrar of Approved Driving Instructors who will consider the matter and advise accordingly.

Should the Registrar not be able to settle the dispute he or she may set up a panel , with representatives from the ADI industry, to consider the matter further or advise that the matter should be referred to the courts or other statutory body to be determined.

LANTRA - CODE OF PRACTICE

The Code of Practice has been developed so that approved centres and instructors work to an agreed standard. The standard places emphasis on areas of best practice which are key to delivering quality training.

Health and Safety

- *Comply with the Health and Safety at Work Act 1974 and subsequent legislation and provide a safe and healthy working environment*
- *Take reasonable care of own and other peoples welfare*
- *Ensure adequate emergency procedures are in place before training commences, including knowing the whereabouts of the nearest telephone and where appropriate, the grid reference of the training location*
- *Ensure the training site and all equipment conforms to current legal requirement*
- *Ensure that no learner undertakes any activity beyond his/her physical ability and aptitude*
- *Maintain a level of physical fitness appropriate to the skills taught*
- *Conform to a dress code of safe clean and well-maintained clothing and PPE appropriate to the skills being taught*
- *Approved centres and instructors to liaise to ensure that an adequate risk assessment has taken place and that records of that risk assessment are kept*
- *All accidents, however minor, must be reported to Lantra Awards*

Professional Conduct

- *Respect the copyright of training materials used*
- *Conduct themselves with integrity, courtesy, honesty and respect learners' confidentiality*
- *Comply with the Lantra Awards quality assurance processes*
- *Participate in updating, standard setting and re-certification events to maintain and update technical expertise, knowledge and instruction competencies*
- *Carry out course administration as specified in the current Administration Catalogue*
- *Settle all accounts promptly*
- *Comply with the Malpractice Procedure within the Lantra Awards Policies document*

Child Protection/Vulnerable Adults

- *All instructors and approved centres to comply with both the law and good practice with regard to child protection*
- *All approved centres involved in training children (and/or vulnerable adults) under the age of 19 are legally required to make checks on all trustees, employees, volunteers and subcontractors (including instructors) against the information held by the Criminal Records Bureau (CRB) in the Protection of Children Act List and List 99*
- *Ensure that the welfare of the child is the paramount consideration*
- *Ensure that children are protected from harm and abuse*
- *Comply with the Protection of Children Act 1999 or successor legislation*

Training Needs Analysis

- *Analyse learners' training needs using recognised training needs assessment techniques and processes*
- *Centres to ensure that candidates attend training courses appropriate both to their individual needs and abilities and those of their employers*

Customer Care

- *Ensure training facilities are safe and appropriate to the course of study and the learning environment is conducive to learning*
- *Deliver training adopting a participative instructional style based on proven training methodology and taking account of individual trainees' learning styles and abilities*
- *Assess learner competence (where applicable) in accordance with the quality standards and procedures set by Lantra Awards*
- *Instructors to deliver the full Technical Awards course except by prior arrangement with Approved Centre and Lantra Awards*
- *Within two weeks of a course taking place, all certificate claim forms and accompanying paperwork to be checked and returned to Lantra Awards for processing*
- *In the event of an appeal or complaint, follow the procedures with the Lantra Awards Policies document*

Equal Opportunities

- *Staff, contractors, candidates and trainees will be treated solely on the basis of their merits, abilities and potential, regardless of gender, colour, ethnic or national origin, race, disability, age, sexual orientation, gender reassignment, socio-economic background, religious or political beliefs, trade union membership, family circumstances, or other irrelevant distinction*
- *Protect all learners from discriminatory action through the application of complaints and grievance policies including systematic monitoring*
- *Endeavour, wherever and whenever practically possible, to use learner support or promotional materials that provide for the whole range of potential learners*

Complaints Procedure:

- All complaints will be dealt with in the strictest confidence and within the shortest possible timescale
- If you have any complaint about your training, please speak to your trainer in the first instance
- If we cannot immediately address your grievance, please contact Beyond Driving with the full details of your complaint
- If you feel that Beyond Driving have not been able to address your grievance to your satisfaction you can contact either the DSA or LANTRA directly, depending on which body is overseeing the course that you were on.

If you have any further queries regarding our Equal Opportunities, Health and Safety or Children and Vulnerable Adults policies, or our Complaints and Grievance Procedures, please contact us directly.

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