



Code Of Practice

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Provides fundamental principles and operational guidelines adopted by the Licence Ready Driving School for delivering Driving lessons.

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1. Introduction

This Code of Conduct provides the fundamental principles and operational guidelines for the Licence Ready Driving School and its Driver Ed Consultants.

All enquiries regarding the code of practice should be addressed to the Managing Director, Licence Ready Pty Ltd, 22/118 Adderton Rd Carlingford NSW 2118. Phone 1300 076 971, eMail: enquiries@Licenceready.com.au.

2. Definitions

Driver Ed Consultant: The individual representing Licence Ready Pty Ltd, responsible for assessing, teaching, instructing, training and coaching learner drivers. Typically called a driving instructor or driver trainer within the driving school industry.

Occupational health and safety (OH&S): The obligation of Licence Ready and its representatives to provide a duty of care. Refer to OH&S Policy.

Regulator: State regulator responsible for assessing and issuing driving licences.

3. Fitness to Undertake Duties

The Driver Ed Consultant must be medically fit, and of good character. Driver Ed Consultant must maintain a neat, clean and tidy appearance which includes wearing clean, safe, comfortable and practical clothing and appropriate closed in footwear. Business attire is preferred.

Must:

- Comply with all current legislations applicable to the driver training industry.
- Have a current “Self Employed Working with Children” certificate from the Office of the Children’s Guardian.
- During all lessons and customer contact, always have zero blood alcohol levels and must not be under the influence of other drugs.
- Hold current, sufficient Professional indemnity and Public Liability insurance.

It is the responsibility of the Driver Ed Consultant to notify Licence Ready Pty Ltd immediately if:

- Any medical conditional or other circumstance arises that impacts their ability to fulfil their duties adequately.
- Any changes to the conditions of licence or accreditation for any reason.
- Any new complaint, charge, or conviction for any offence, is made against.
- The Office of the Children’s Guardian, withdrawn or cancels or revokes the “Self Employed Working with Children” certificate.

4. Responsibility for Business Tools

The following conditions must be met for the training vehicle:

- Registered, roadworthy, rated ANCAP 5 Star, fitted with dual controls.
- Have current comprehensive insurance.
- Comply with current legislation with regard to the displaying of “L” plates on the training vehicle.
- Be clean and tidy both inside and out, as practicable as possible to the prevailing weather conditions and must have sufficient and readily accessible seating positions for the customer, customer’s non-professional supervisor, Driver Ed Consultant and Auditor or State regulator staff.

The driving lessons are to be conducted only in the approved training vehicles except when the customer prefers to have the lesson conducted in the vehicle provided by the customer. In the event the driving lessons are conducted in the customer vehicle, it is the Driver Ed Consultants responsibility to ensure that the vehicle is suitable for conducting the driving lesson which includes being reasonably clean, roadworthy, registered, insured, have sufficient fuel to complete the lesson and displaying the ‘L Plates’ to comply with the current legislation.

The Driver Ed Consultant must ensure all other business tools (such as Computers, Laptops, Tablets, Mobile Phones, Mobile Broadband) are maintained in good operating condition, clean, tidy and not marked in any manner. This also includes keeping and maintaining a stock of business collateral such as brochures, business cards etc.

5. Customer Service Levels

In our commitment to exceed customer service level expectations, all Driver Ed Consultants must:

1. Attend appointments at the scheduled time
2. In the event of any unexpected delays in attending the scheduled booking, contact the customer to provide expected time of arrival, allow the customer to cancel with refund or reschedule if the delay is unsuitable to them.
3. Ensure OH&S Procedures are explained at the commencement of the first driving lesson.
4. Verify the identity of the customer by cross checking their licence to the booking details before commencing with the driving lesson.
5. Behave courteously towards customers and any other persons during the course of business.
6. Not smoke during the driving lessons sessions or whilst travelling to the lesson.
7. Advise the customer that the Driver Ed Consultant has the right to terminate the driving lesson without any refund, if a customer smokes during the driving lesson.

8. Provide a learning program to the customer, 48 hours prior to the scheduled lesson booking using Licence Ready.
9. Review any customer created learning programs within 24 hours of the scheduled lessons booking using Licence Ready.
10. Not disclose, or encourage or allow the disclosure of customer's confidential or personal information without the customer's written consent, unless required to do so by the law.
11. Not engage in an activity such as read material or operate any equipment including computers and mobile devices during the driving lesson or driving session except for instruction.
12. Only use the training aids when the training vehicle is parked safely in a secure location.
13. Not engage in any inappropriate or offensive behaviours including, but not limited to:
 - a. Threats and intimidation.
 - b. Demeaning or abusive language.
 - c. Offensive jokes and comments of any nature.
 - d. Discrimination on the basis of ethnic background, age, race, gender, sexual orientation, political orientation, disability or physical appearance.
 - e. Unwelcome familiarity such as touching a person unnecessarily, repeatedly, or inappropriately.

Before commencing every driving lesson, confirm to the customer the following, as per the booking:

1. Name of the package the customer has purchased
2. Package price.
3. Duration of each the driving lesson included in the package.
4. Total number of driving lessons included in the package.
5. Number of the current driving lesson.
6. Discounts received and savings made (if any).

In the event the customer enquiries on the refund, upgrade / down grade policies, the customer may be referred to the Licence Ready call centre.

In the event of a customer complaint about the service delivered or behaviour of the Driver Ed Consultant, must cooperate within capacity and advise the customer of their right to make a complaint and direct them to the complaint process on the website or explain verbally the process to follow.

6. Dealing with the state regulator staff

Driver Ed Consultants are expected to behave courteously towards the state regulator staff during the course of business. Must cooperate with state regulator staff in providing the relevant information / data/records as per their request.

7. Membership of Professional Bodies

Driver Ed Consultants must be a current financial member of a driver trainers association that is:

- Registered with the Department of Fair Trading / Australian Securities and Investment Commission.
- Has a constitution to govern the association.
- Recognised by the state regulator.

8. Record keeping

Driver Ed Consultants must maintain records relevant to the taxation and state regulatory compliance.

9. Personal Development

Driver Ed Consultants must participate in personal development activities such as:

Professional development, continuous improvements and team building activities organised by Licence Ready Pty Ltd.

Keeping abreast with recent trends related to driver training, vehicle safety, driver safety etc.

Keeping up-to-date knowledge on updates to the act/regulation.

Anything that enhances knowledge and helps in delivering better service.