

## **Worcester and District Driving Instructors' Association – Code of Conduct**

This is a code of professional conduct which all members abide by.

- I will inform clients of my terms of business during or before their first lesson. This will include the price of lessons, conditions for using the school car for the practical test, requirements for cancelling booked lessons and the procedure for complaints.
- I will not mislead clients or the public over my services.
- I will ensure that my tuition vehicle is suitable for lessons and the practical test and that it is maintained in a safe and legal roadworthy condition, serviced according to the manufacturer's schedule and reasonably clean and tidy. This does not imply accepting any liability for mechanical breakdown which, by its nature, is unpredictable.
- Whilst retaining the right not to provide lessons to any individual, I will not discriminate against any section of society, whether this is prohibited by law or not. I will treat all clients with respect and consideration.
- I will behave in a professional manner with suitable standards of dress and personal hygiene and avoid improper language or unnecessary physical contact with pupils.
- I will not disclose clients' personal information including anything discussed during lessons except with their consent; it is often helpful to keep parents or other family members informed of a pupil's progress.
- I will account for any money taken in advance for lessons and keep the client informed of their status.
- I will check the pupil's eyesight and entitlement to drive before commencing lessons and remind them to bring the correct documents to a practical test.
- I will endeavour to teach pupils all the skills needed to become safe and considerate drivers and to meet the standards required to be able to pass the practical test. I will advise clients when it is appropriate for them to apply for theory and practical tests.
- I will conduct lessons with consideration for other instructors, candidates on test, other road users and local residents.