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your
hands

keys2drive

Accredited Driving Instructor

Code of Practice



AUSTRALIAN
AUTOMOBILE
ASSOCIATION



Australian Government



Help when you need it most.



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1. Introduction

keys2drive is an Australian Automobile Association (AAA) road safety initiative funded by the Federal Government. It aims to make the first six months of solo driving much safer than they currently are.

Currently, the moment learners gain their provisional licence and drive unsupervised their risk of being in a crash where someone is hurt increases about thirty times. The risk remains extremely high for the first six months of solo driving.

keys2drive helps new drivers learn how to be safe solo drivers **before** they drive solo. In *keys2drive* supervisors first learn how to share control and then gradually let go of control. Progressively, learners learn to **take control** and safely navigate their first six months of solo driving.

Accredited Driving Instructors play a critical role in *keys2drive*. Teaching learner drivers how to be solo drivers and coaching their supervisors requires special capabilities. Accredited Driving Instructors have a genuine commitment to road safety, superior knowledge, and a willingness to share their learning.

2. Purpose and Obligation

The purpose of this code of practice is to clearly state the standard of conduct required by the AAA of the *keys2drive* accredited Driving Instructor. This means:

- Driving Instructors know exactly what is required of them.
- Learner drivers and their supervisors can be assured they will receive the level of service the AAA has promised them.

Accredited instructors pledge to abide by this code at all times. Learner drivers and their supervisors may judge accredited *keys2drive* instructors by this code.

The requirements of this code cannot be changed or amended to suit what a Driving Instructor might see as a business approach or philosophy.

The AAA recommends that instructors make the Code of Practice available to learner drivers, their supervising drivers, and to members of the general public.

An accredited Driving Instructor must not contravene this Code of Practice.

Accredited Driving Instructors are required to support the principles in this code as part of their obligation of Accreditation of the AAA *keys2drive* program and the advancement of driver training and education.

3. Definitions:

In this code, unless the contrary intention appears:

AAA – the Australian Automobile Association

AAA keys2drive free driving lesson – a specified period of time in which teaching and support is provided to a supervising driver and learner driver by an accredited Driving Instructor

Administrator – means the AAA keys2drive Administrator appointed by the AAA

Accredited Driving Instructor – a Driving Instructor who has been accredited to participate in the AAA keys2drive program

Bribe – anything given, promised or offered to improperly influence a Driving Instructor

Code – means the AAA keys2drive Accreditation Code of Practice

Dispute Resolution Committee – means the committee established by the AAA under the Code

Driver training – advice, demonstration, instruction or training for the driving of a motor vehicle

Driving Instructor – a person who has been granted a licence as a Driving Instructor under the applicable State or Territory jurisdiction

Driving lesson – a specified period of time in which teaching and, assessment of a learner driver by a Driving Instructor occurs

Dual Controls - Devices to duplicate brake and where required, clutch and accelerator foot controls

Employ - includes any engagement whether or not for remuneration

Individual - any person of unique identity

Information agent – A person who acts on behalf of a member in order to encourage a client to use an Accredited Driving Instructor's services and also includes those individuals that work in an administrative function on behalf of an Accredited Driving Instructor

keys2drive – means the AAA keys2drive safer solo driving program and its various elements

keys2drive learner driver – means a person who is registered as a new driver at www.keys2drive.com.au

Learner driver – a person who has been granted a learner licence under the applicable State or Territory legislation, or any other person receiving pre-licence driver training

Motor vehicle - means:

- a vehicle that uses, or is designed to use, a source of power other than human or animal power as its principal means of propulsion;
- a vehicle without motive power designed for attachment to such a vehicle, or
- a piece of machinery or equipment that is equipped with wheels and designed to be towed behind such a vehicle, but does not mean a vehicle used on a railway or tramway

New driver – includes a driver who has registered at www.keys2drive.com.au as a pre-learner, learner driver, or beginning solo driver

Services - any tuition, advice and/or education provided to a client or individual by an AAA keys2drive driver trainer

Supervising driver – means the parent/supervising driver registered as such at www.keys2drive.com.au

Teaching – includes any form of training, instruction, coaching, or assessment

Unacceptable behaviour – includes but is not limited to intimidation, abuse or threats to a person; offensive jokes; offensive language; suggestions or derogatory comments about a person's racial or ethnic background, sex, sexual preference, disability, physical appearance or religious preference; expressing stereotyping such as making assumptions about a person's peer group behaviour, values, culture or abilities; abusive or derogatory comments about a person's learning or driving ability; comments or questions about a person's sex life or any other personal issues; deliberate touching of the learner driver; the display of pictures or other material which can be interpreted as offensive and/or obscene; or coercive behaviour intended to inappropriately influence the learner driver or a supervisor.

4. Required behaviour

4.1 Behave with the utmost integrity

An accredited Driving Instructor will:

- behave fairly, honestly, courteously, transparently, and never engage in unacceptable behaviour.
- provide only accurate (not false or misleading) information to learner drivers, prospective learner drivers and supervising drivers;
- work in harmony with other providers of *keys2drive*;
- be the sole person responsible for facilitating any *keys2drive* lessons booked in their name;
- as soon as reasonably practicable report any impropriety, bribe, or threat they become aware of to the *keys2drive* Administrator and applicable jurisdiction.
- require staff providing administrative support for *keys2drive* lessons to comply with this code of practice;
- not charge an eligible learner driver for their free *keys2drive* lesson;
- inform the learner driver before, or at the commencement of their first driving lesson, of the normal fee structure for a lesson (or package of lessons) and of the acceptable methods of payment, as well as details about the Refund Policy, and Cancellation Policy;
- express opinions, make statements, or give evidence only on the basis of appropriate knowledge and experience;
- willingly cooperate with a person appointed by the AAA for the purposes of assessing compliance with the code of conduct, or an officer of the applicable regulatory authority.

4.2 Always exceed the minimum teaching standard expected of a Driving Instructor who has a Certificate IV in driving instruction

An accredited Driving Instructor will:

- provide a physically and emotionally safe learning environment at all times;
- follow a well-considered teaching process that's clear to the learner;
- facilitate purposeful and appropriate learning experiences;
- provide very clear instructions and directions;
- adapt learning experiences to suit the changing situation;
- deliver program relevant, valid and reliable content;

- provide timely, and meaningful feedback;
- provide meaningful practice guidelines at the end of lessons;
- reflective on, and work to improve, their teaching practice during and after lessons;
- keep complete and accurate training and assessment records.

4.3 Provide a suitable safe car for learners to learn in

An accredited Driving Instructor will utilise a vehicle for driving instruction that is:

- rated at a minimum of four stars by the ANCAP safety rating system;
- clean and tidy with no loose objects inside or out;
- maintained to the manufacturer's recommended service requirements;
- checked daily to ensure at least the following are safe and legal: windscreens, lights, tyres, mirrors, fuel, oil, and reservoirs for coolant, wipers, brakes and steering;
- in excellent body condition (no dents, broken lights or broken mirrors etc);
- fitted with dual controls;
- smelling only of fresh air (no smoking residue);
- air conditioned;
- fitted with an additional interior mirror(s) for the use of the driver trainer;
- compliant with the applicable state or territory regulations for driver training vehicles;
- compliant with the registration and insurance requirements in accordance with the applicable State or Territory Acts and Regulations.

4.4 Help new drivers become safe solo drivers

An accredited Driving Instructor will:

- integrate safe solo driving themes in to all learner driver lessons whenever practicable;
- teach only *keys2drive* content during free *keys2drive* lessons;
- at the beginning of all free *keys2drive* lessons, orientate the learner and supervising driver towards the safe solo driving target;
- fully explain how *keys2drive* can help the learner and supervising driver to achieve the safe solo driving target;
- adapt the free *keys2drive* lesson to suit the context and needs of the learner and supervisor;
- provide prompt and accurate feedback to supervising drivers and their learner;
- promptly report on lessons and provide feedback to the *keys2drive* Administrator as applicable;
- encourage on-going participation by learners and their supervisors in the *keys2drive* program in the car and online;
- mentor supervising drivers and encourage them to come back for further help and to watch lessons as their learner progresses.

4.5 Be an ambassador for *keys2drive*

An accredited Driving Instructor will;

- display a sign on the premises and/or vehicle, which indicates that the Driving Instructor is accredited to participate in the AAA *keys2drive* program and will display a summary of this Code of Practice;
- actively promote the *keys2drive* program and its purpose to learner drivers and their supervisors;
- utilise *keys2drive* resources, training materials, and the *keys2drive* website;
- supply *keys2drive* information to learners and their supervisors;
- report *keys2drive* related problems, incidents, or issues using the correct process and channels;
- where an accredited Driving Instructor is an owner or manager of a driving school or other business conducting *keys2drive* free lessons, ensure that all staff and contractors understand and promote the *keys2drive* program in a positive and professional manner.

4.6 Model excellent driving behaviour at all times

An accredited Driving Instructor will:

- have a comprehensive knowledge of, and obey the road rules;
- model accurate, smooth, systematic and courteous driving behaviour;
- model safe driving behaviour and maintain a speed and position that minimises the chance of a crash;
- have safety as their strongest motivator whenever in a vehicle and manage competing needs;
- critically review the role they played in any driving near miss or crash incident whether or not they are legally in the right;
- reflect on, willingly talk openly about, and fix their own mistakes;
- be medically fit to drive;
- be competent to use the various training controls and to drive the motor vehicle should they have to at any stage during the course of a driving lesson.

4.7 Keep learning through formal and informal education

An accredited Driving Instructor will:

- Meet the pre-entry requirements for accreditation training;
- Satisfactorily complete the accreditation training course;
- Satisfactorily complete post-course self coaching tasks;
- Promptly and satisfactorily complete *keys2drive* professional development activities.

4.8 Follow professional business practices:

An accredited Driving Instructor will:

- obey all relevant State and Federal legislation and guidelines pertaining to business management, they can include but are not limited to; privacy, OH&S, Road and Child Protection legislation.
- keep sensitive client information private and abide by privacy laws;
- have in place insurance that fully indemnifies the client against all liabilities;

- keep and maintain accurate business records;
- provide a tax receipt for all monies received for the provision of services;
- have a policy, written in plain English, in relation to refunds, the collection of advanced payments, and cancellation fees for services to be rendered;
- use a diplomatic response to any complaint;
- use a complaints resolution/recording procedure that is consistent with the outline in Appendix A;
- willingly participate in an audit by authorised AAA personnel or officers of the applicable regulatory authority.

4.9 Follow professional industry practices

An accredited Driving Instructor will:

- display their current Driving Instructor's licence and their authority to train for the respective vehicle classes so it can be clearly seen by the learner and supervising driver;
- turn off or divert their mobile phone during driving lessons;
- focus solely on teaching activities during driving lessons and not perform other activities such as shopping or errands;
- ensure that the only third parties in the car will be the supervising driver, assessor, or other person involved in the lesson and only with the permission of learner;
- dress in neat, conservative and tidy apparel, and wear safe and practical footwear;
- have good personal hygiene;
- be prompt and punctual for appointments with customers. Where a delay or cancellation is unavoidable, endeavour to contact the client and advise him or her of the extent of the delay. The instructor shall provide an opportunity for the learner to cancel the appointment and make other arrangements without any financial;
- identify the general geographical locations (such as streets and suburbs) where the training will occur. If the learner driver is under the age of 18 then this information must also be provided to a parent or guardian, if requested;
- only employ or contract a person to give pre-licence driver training for a fee or reward when that person is licensed as a Driving Instructor in the applicable State or Territory;
- comply with all relevant regulatory requirements applicable to the operation of the registered training organisation where he or she is an assessor for vehicle licensing purposes.

5. Failure to abide by the code

The Code of Practice is administered by the AAA *keys2drive* Administrator.

An accredited Driving Instructor must comply with this Code of Practice.

A breach of any Code of Practice conditions as detailed in section 4 of this document may result in the Driving Instructor being cautioned in writing, counselled or accreditation under the AAA *keys2drive* program being suspended or cancelled.

Accredited Driving Instructors shall have a customer complaints procedure as outline in the annexed Appendix A. Upon receipt of a complaint from a learner driver, parent/guardian or supervising driver

that breaches this Code, the *keys2drive* Administrator will contact the instructor via email or telephone and request a formal response. If the complaint is of a serious nature the Instructors accreditation will be suspended and their details removed from the AAA *keys2drive* website until the complaint is resolved.

If the complaint is proven to be unfounded the Instructors accreditation will be reinstated.

If the complaint is proven the Instructor will have their accreditation cancelled or suspended depending on the seriousness of the complaint.

All complaints will be handled in strict confidence.

Any complaint relating to impropriety, criminal activity and/or relating to sexual misconduct will immediately be referred to an appropriate Authority.

6. Dispute Resolution

The AAA will appoint a Dispute Resolution Committee when a dispute is logged with the *keys2drive* Administrator in relation to the suspension or cancellation of the accreditation of a Driving Instructor

The Dispute Resolution Committee shall consist of:

- A Chairperson appointed by the AAA;
- The *keys2drive* Administrator;
- A person appointed by the applicable AAA Constituent in the applicable state or territory where the Driving Instructor logging the dispute operates;
- A person appointed by the applicable Australian Driver Trainer's Association in the applicable state or territory.

A member of the Dispute Resolution Committee shall advise the Chairperson and take no further part in the proceedings as a member of the Dispute Resolution Committee, where he/she has:

- a direct interest, pecuniary or otherwise; or
- an interest which could otherwise conflict or appear to conflict with the proper performance of his or her duties as a member of the Committee in a matter before the Dispute Resolution Committee.

A member or former member of a Dispute Resolution Committee shall ensure confidentiality and shall not, unless required by law, disclose any information acquired by him or her as a consequence of his or her position.

A member or former member of a Dispute Resolution Committee shall not be liable for anything done or omitted to be done in good faith in or in connection with the exercise or purported exercise of any duties conferred on him or her under this Code.

The Chairperson may appoint eligible persons as alternates in the event that the Chairperson has reasonable grounds to believe that a member has a conflict of interest.

The appointment of a member of a Dispute Resolution Committee is not invalidated, and shall not be called into question, by reason of a defect or irregularity in, or in connection with, the appointment of the member.

The decision of the Dispute Resolution Committee will be final.

7. Acknowledgement

In developing this Code, reference has been made to Codes of Conduct and Codes of Ethics of various driver training professional associations in Australia and in particular the Code of Conduct developed by the Australian Driver Trainer's Association (NSW). The support and assistance of the various driver training professional associations is much appreciated.

APPENDIX A:

Customer complaints procedures

Accredited *keys2drive* Instructors are required to have a complaints resolution/recording procedure that is consistent with the outline below.

- Instructors should advise the learner driver, before or at the commencement of the first driving lesson that a procedure is in place in case the learner driver has a complaint about the Driving Instructor. The complaints procedure should also be made available to the parent, guardian or supervising driver of the learner driver if requested;
- For complaints regarding the quality of the training, the conduct of a Driving Instructor, fees or service contract matters, the learner driver should direct their complaint to the Driving Instructor or the employer of the Driving Instructor in the first instance. If no resolution of the complaint is achieved satisfactorily, then the learner driver is to be directed to the AAA *keys2drive* Administrator for review and adjudication;
- At all times, a learner driver may make a complaint about a Driving Instructor to the applicable driver training professional association and/or the applicable regulatory authority, or the applicable Office of Fair Trading. A complaint to the applicable regulatory authority or Office of Fair Trading should be made in writing providing all pertinent details;
- For complaints raising issues of a criminal nature, such as assault, the complaint should be reported to the applicable Police Force. Advice of the complaint made should be given to the AAA *keys2drive* Administrator and to the applicable regulatory authority, and be made in writing providing all pertinent details;
- For issues regarding discrimination, the learner driver may contact the applicable Anti Discrimination Commissioner or Police Force. Advice of the complaint made should be given to the AAA *keys2drive* Administrator and to the applicable regulatory authority, and be made in writing providing all pertinent details.

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