

CODE OF CONDUCT

Instructors will be professional, comply with the law, keep clients safe and treat them with respect.

The Instructor/Assessor agrees to:

- At all times behave in a professional manner towards clients
- At all times comply with legislative requirements including:
 - the protection of personal freedoms
 - the prevention of discrimination based on age, disability, gender, race, religion or sexual orientation
- Not using mobile devices like phones when driving or supervising client's driving and only when parked in a safe and legal place
- Demonstrate a high standard of driving and instructional ability upholding safety standards including showing consideration for all other road users particularly pedestrians, cyclists, motorcyclists and horse riders
- Consumer, workplace and data protection regulations, the handling, storing, use and dissemination of video or audio recordings made in or around their tuition vehicle
- Avoid inappropriate physical contact with clients
- Avoid the use of inappropriate language to clients
- Not initiate inappropriate discussions about their own personal relationships and take care to avoid becoming involved in a client's personal affairs or discussions about a client's personal relationships, unless safeguarding concerns are raised
- Instructors shall not smoke or partake of intoxicating liquor or drugs, even if invited by the student to do so. Nor shall any instructor be under the influence of intoxicating liquor or drugs when instructing.
- Avoid circumstances and situations which are or could be perceived to be of an inappropriate nature
- Respect client confidentiality whilst understanding the actions to take if a client reveals concerns about their private lives
- Treat clients with respect and consideration and support them to achieve the learning outcomes as efficiently and effectively as possible
- Ensure that their knowledge and skills on all matters relating to the provision of driver training comply with current practice and legislative requirements

- Use social network sites responsibly and professionally:
 - Ensuring that client's personal information is not compromised
 - Ensuring when using social media for marketing purposes that what is written is compliant with privacy and data protection legislation pertaining to digital communications, the laws regarding spam, copyright and other online issues
 - Treating other users of social media including clients, colleagues and their views with respect
 - Be careful not to defame the reputation of colleagues, brand or business
 - Not distribute, circulate or publish footage taken of driving tests from in-car cameras, without permission from Expert Driver Training and the client

The Instructor/Assessor agrees to:

- On or before the first lesson check a client's entitlement to drive the vehicle and current conditions on that license/permit.
- Make a record of a client's progress, which will include the number of lessons provided, and ensure that the client is aware of their progress and future training requirement to achieve their driving goals.
- Not cancel or rearrange a Lesson or Assessment without the client's knowledge and agreement.
- Ensure that when presenting a client for the practical driving test:
 - The client has all the necessary documentation to enable the client to take the test
 - The vehicle complies with all aspects of motoring law, displays the instructor's certificate or license correctly and is fitted with correctly positioned L or P plates
- Instructors shall ensure any vehicle driven or used for driver training is maintained in good mechanical order and condition. Is properly insured and certified as roadworthy and all reasonable care is taken to keep it clean and tidy.
- Instructors shall always keep a professional standard of dress and maintain proper standards of personal hygiene.

Advertising

Driver trainers will take care to advertise and promote business in a clear and fair manner.

The Instructor/Assessor agrees that:

- The advertising of driving tuition shall be clear, fair and not misleading
- Any claims made in advertising shall be capable of verification
- Advertising that refers to pass rates should not be open to misinterpretation and the basis on which the calculation is prepared should be made clear

The Student agrees to:

- At all times behave in a professional manner towards Instructors/Assessors
- At all times comply with legislative requirements including:
 - the protection of personal freedoms
 - the prevention of discrimination based on age, disability, gender, race, religion or sexual orientation
- Not using mobile devices like phones when driving
- Avoid inappropriate physical contact with Instructors/Assessors
- Avoid the use of inappropriate language to Instructors/Assessors
- Not initiate inappropriate discussions about their own personal relationships and take care to avoid becoming involved in an Instructors/Assessor's personal affairs or discussions about a Instructors/Assessor's personal relationships, unless safeguarding concerns are raised
- Students must disclose if there they are impaired by any physical or medical condition that may effect the driving of the vehicle.
- Students shall not smoke or partake of intoxicating liquor or drugs, even if invited by the Instructor/Assessor to do so. Nor shall any instructor be under the influence of intoxicating liquor or drugs when under tuition.
- Avoid circumstances and situations which are or could be perceived to be of an inappropriate nature
- Respect Instructor/Assessor confidentiality whilst understanding the actions to take if an Instructor/Assessor reveals concerns about their private lives