

911 DRIVING SCHOOL POLICIES

- 1) **Attendance:** Classroom and behind-the-wheel (BTW) instruction, including any make-up classes, will be completed in not less than 30 days and not more than 180 days.
 - a) **Enrollment will not be allowed after the third class has started.**
 - b) **Any student withdrawing from class after day one will be subject to a withdrawal fee.**
 - c) **Students must be 15 years old by the first day of class.**
 - d) **Students may not be more than 10 minutes late to class.** Students arriving more than 10 minutes late will be required to take the entire class over, and it will count as an absence. Students may not be late for a drive. They must have time to safely start the car, adjust mirrors, show the instructor their permit etc. Those late to a drive will be assessed a missed drive fee.
- 2) **No more than 3 classroom absences will be allowed.** All absences and failed exams (score less than 80%) must be made up. Make-ups can be done in a live class, in a zoom class, or via video recording watched at the school) only one class can be made up by video recording). All make-ups must be scheduled. Students can be dismissed without a refund from the course for excessive tardiness or unexcused absences. If classes are held in person, teens must sign their attendance sheet for every class, including make-up classes. Rosters are kept in a book in the classroom. Failure to sign the attendance sheet will result in having to take that session again. If classes are held by zoom teens must respond to attendance prompts three times, as directed by the instructor. Failure to respond to all prompts will result in the teen being counted as absent and having to take that session again. If you have concerns about the schedule, please let us help you work out a plan.
Completion of this traffic safety course does not guarantee student(s) will pass the Dept. of Licensing exam
- 3) **Behavior:** Students are fully accountable for their conduct. No food or gum is allowed in the vehicles. Students can be dismissed from the course without refund for: misbehavior, cheating (whether sharing or receiving answers), being under the influence of drugs and/or alcohol during any of the instructional phases, misuse of Traffic Safety equipment, repeated and willful violation of traffic laws, and failure to complete assigned work.
- 4) **Behind-the-wheel practice:** It is 911 Driving Schools practice to always have up to four students in the instructional vehicle at a time. By signing this form, you give 911 Driving Schools permission to conduct BTW training in a one-on-one setting and one-on-one with observer(s).
- 5) **Cell phones:** Cell phone use is prohibited during class and in the instructional vehicles.
- 6) **Competence:** No one can learn to drive in 5 hours. Behind-the-wheel practice with a licensed adult, in addition to driving school drives, is critical for success. **We recommend a minimum of 3 hours of practice time between scheduled drives.** All students must be able to demonstrate basic driving skills before we can issue a course completion. If an instructor believes that a student is not ready for the next drive, then we will contact the parent/guardian to discuss what we can do to help the student succeed. Future scheduled drives may be canceled until a resolution can be reached. Extra drives, whether desired or required, are paid for per hour. Contact the school for the current rate. The best way to help ensure success and a positive experience is for the teen to practice in a parking lot with a licensed adult prior to beginning Drivers' Ed. Confidence is key. All drives must be scheduled at least 5 days apart.
- 7) **Course completion:** Following the successful completion of all required tests and activities, a course completion will be issued electronically to DOL. For this to happen:
 - a) All tuition and fees must be paid in full.
 - b) All missed classes must be made up.
 - c) All tests must be passed with an 80% or higher.
 - d) All classes and drives must be completed within 6 months of when the student began the course unless a waiver is approved by management. Otherwise, the student may have to pay to retake the course. A

911 DRIVING SCHOOL POLICIES

student who needs to retake the course may be eligible for a discount which will be at the discretion of the office manager.

If any of these things are not done the student will have an incomplete entered and be unable to get their license before 18. The course completion must be entered before a road test can be scheduled.

- 8) **Driver-Zed:** We frequently participate in DOL's "Driver-Zed" program. This includes 4 hours of classroom simulation training in lieu of a 6th drive behind the wheel and is included in the regular classroom schedule. This allows us to cover dangerous driving conditions, as well as events that aren't common, but could occur.
- 9) **DSS:** DSS is the name of our online scheduling and database program. Once your enrollment is activated you will have access to the student portal. A username and password will be emailed. A full classroom schedule and all open drives will be visible in this portal. You can schedule, reschedule, and cancel all drives here. You may also make payments on your account through this portal.
- 10) **Additional Fees:** Additional fees may be charged during your drivers education course. The current amount of the fees will be provided at enrollment and posted in the office.
 - a) A fee will be charged if a student does not show up or late for a scheduled drive without at least 24 hours' notice.
 - b) A fee will be charged if a student shows up in shoes that are not fully enclosed.
 - c) A fee will be charged if a student shows up without a valid learner's permit for a drive.
 - d) A fee will be charged for any bounced checks.
 - e) A fee will be charged if the student does not complete the course within 6 months of the first class.
- 11) **Graphic content:** Our course curriculum includes some video content that is graphic. It's not intended to scare the students, but rather to instill respect for the dangers involved with driving. Please let us know if you prefer to opt out.
- 12) **Intermediate drivers' license regulations:** For the first 6 months, new drivers cannot drive with passengers who are under the age of 20. For the next 6 months, they may not carry more than 3 passengers who are under the age of 20. Exceptions are immediate family members. For the first 12 months, new drivers cannot drive between 1am and 5am unless accompanied by a licensed driver aged 25 or older. Cell phone use, including talking and sending or receiving text messages, even with handsfree devices, is prohibited. These restrictions won't apply after the teen turns 18 years old. Penalties for violations and accidents: For the 1st violation a warning letter will be sent to the student and parent/guardian; for the 2nd violation the license will be suspended for 6 months or until age 18; for the 3rd violation the license will be suspended until age 18. For a full review of all DL rules and regulations, please visit the DOL website at dol.wa.gov.
WAC 308-108-120 Statement of Acknowledgment- WAC guidelines- Parent Initial _____
- 13) **Observation:** A minimum of one observation session while another teen driver is learning is required to complete this course. Additional optional observations may be scheduled at no charge.
- 14) **Organ donor:** Washington State requires our course to include optional information about the Organ Donor Program.
- 15) **Parent night:** We strongly encourage parents to be actively involved, which is critical for student's success. A parent is recommended to be with the student on the first day of class for the first hour. If a parent is unable to attend the first day, a grandparent or sibling over the age of 18 may attend, however, we will need a policy sheet signed by the student and parent before the first day of class.
- 16) **Photos:** We take class photos for: classroom decoration, the 911 website, Google, Facebook, Instagram, Tik Tok and other social media reasons. Photos will not be used for any other reason or given to any other person or company. ***Parent Initial _____.***

911 DRIVING SCHOOL POLICIES

- 17) **Washington State Driver's License Testing:** Knowledge Testing is available upon completion of the course. If you did not purchase it as part of your package, there is an additional fee. Teens are eligible to take the knowledge (written) test upon course completion as long as their tuition and any outstanding balances are paid in full. **Students must have ID with them to present to instructor before any state test is administered.** Skills (driving) test is available to the teens once the student has successfully completed our traffic safety education and taken the knowledge test. If you did not purchase it as part of your package, there is an additional fee.
- 18) **24-hour Cancellation Policy:** All knowledge and skill tests must be cancelled or rescheduled at least 24 hours before the appointment. Failure to do so will require the student to pay the full amount again to take the test. All behind the wheel drives must be cancelled or rescheduled at least 24 hours before the appointment. Failure to do so will require payment of the cancellation fee before the drive can be rescheduled.
- 19) **Refunds/Failure to complete the course:** Plans and schedules change, so we offer a refund through class one, minus a withdrawal fee. No refunds will be given after the first class. 911 Driving Schools reserves the right to make changes to dates and times of courses due to unforeseen, rare circumstances. Notification of any changes will be communicated as soon as possible via email to cause the least amount of inconvenience to our customers.
- 20) **Scheduling of Drives:** Drives can be scheduled online after the completion of the third class and receipt of a learner's permit. Drives are scheduled separately from classroom time.
- One drive should be completed prior to the last day of class.
 - Drives 2- 5 can be scheduled at any time but must be at least 5 days apart.
 - All drives must be completed within 180 days of when the student began the course, or a fee will be assessed. (Please see section 10)
 - Only one drive may be completed per day.
 - We reserve the right to cancel any drive for rare occasions when an instructor or a vehicle is unexpectedly unavailable. We will make every attempt to provide as much notice as possible.

I am the legal guardian/parent of the enrolling student and give my legal consent for him/her to participate in the Traffic Safety Education Program. I have read the fees and fine print and will be responsible for the payment of all tuition and fees due. I understand that for my teen to receive credit for this course we must follow the policies outlined above. I further agree to assist with home practice and support my student's efforts to be the best possible driver.

Parent/Guardian/Adult Signature: _____

Printed Name: _____ Date: _____

I am the student taking this Traffic Safety Education Program. I have read and understand the course requirements. I further agree to practice driving at home whenever possible.

Student Signature: _____

Printed Name: _____ Date: _____