

911 DRIVING SCHOOL POLICIES

- 1) **Policy Sheet:** This policy sheet is due on or before day one of class. For minors it needs to be initialed by a parent/guardian on sections 12 and 16 and signed at the bottom by both the parent/guardian and the student. For adults this sheet needs to be initialed on section 16 and signed at the bottom. ****You cannot schedule drives without a policy sheet on file.****
- 2) **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 120 days. A short-term extension may be available for a fee upon written request.
 - 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 late for classroom sessions.** Students arriving late will be required to take the session over, and it will count as an absence.
 - e) **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. Students who are late will be assessed a missed drive fee and must pay that fee to reschedule the drive.
- 3) **No more than 3 classroom absences will be allowed.** All absences and failed exams (score of 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 excessive absences. If classes are held in person, students must sign their attendance sheet for every class. Rosters are kept in a book in the classroom. Failure to sign the attendance sheet will result in the student being counted as absent. If classes are held by zoom students must respond to attendance prompts three times, as directed by the instructor. Failure to respond to all prompts will result in the student being counted as absent.
****Completion of this traffic safety course does not guarantee students will pass the Dept. of Licensing exams.****
- 4) **Behavior:** Students are fully accountable for their conduct. No food or gum is allowed in 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, failure to complete assigned work, and any verbal or written abuse of instructors and staff by either student or parent.
- 5) **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 with observers.
- 6) **Cell phones:** Cell phone use is prohibited during class and in instructional vehicles.
- 7) **Competence:** No one can learn to drive in 5 hours. Behind-the-wheel practice with a licensed driver, in addition to driving school drives, is critical for success. **We recommend a minimum of 5 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 discuss it with the student and family to come up with a plan to help the student succeed. Future scheduled drives may be canceled until the student meets the goals set. 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 student to practice in a parking lot with a licensed driver prior to beginning Drivers' Ed. Confidence is key. All drives must be scheduled at least 5 days apart.
- 8) **Course completion:** Following the successful completion of all required tests and activities, a course completion will be issued electronically to DOL within 14 days. 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.

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- d) All classes and drives must be completed within 120 days of when the student begins the course. A short-term extension may be available for a fee upon written request.
- e) If any of these things are not done the student will have an incomplete entered and be unable to get their license before 18 without retaking the course. A student who needs to retake the course may be eligible for a discount which will be at the discretion of the office manager.

**** A course completion must be entered before any testing can be scheduled for students under 18. ****

- 9) **Driver-Zed:** We 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.
- 10) **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 drives here. You may also make payments on your account through this portal.
- 11) **Additional Fees:** Additional fees may be charged during your driver's education course. The current amount of the fees will be provided by the school.
 - a) A fee will be charged if a student does not show up, is late for a scheduled drive, or does not cancel with at least 24 hours' notice.
 - b) A fee will be charged if a student shows up in shoes that are not fully enclosed. No slippers, crocs, sandals, heels, flip flops, or open-toed shoes are allowed.
 - c) A fee will be charged if a student shows up without a valid learner's permit for a drive. **Digital images of a permit are not allowed.**
 - d) A fee will be charged for any bounced checks.
- 12) **Graphic content:** Our curriculum includes some video content that is graphic. It's not intended to scare the students but to instill respect for the dangers involved with driving. Please let us know if you prefer to opt out.
- 13) **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 student 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; the 2nd violation the license will be suspended for 6 months or until age 18; 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 _____****
- 14) **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. **Please call the office to schedule the observation drive.**
- 15) **Organ donor:** Washington State requires our course to include optional information about the Organ Donor Program.
- 16) **Parent night:** We strongly encourage families to be actively involved, which is critical for students' success. A parent/guardian is recommended to be with the student on the first day of class for the first hour. If a parent/guardian is unable to attend the first day, a family representative over the age of 18 may attend.
- 17) **Photos:** We may take class photos for decoration, social media, or other reasons. Photos will not be used for any other reason or given to any other person or company. ****Parent Initial _____****
- 18) **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 start testing

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after the course completion is entered, adults may start testing at any time during the course if any outstanding balances are paid in full. **Students must have ID with them to present to the instructor before any state test is administered. This ID must cover three points of identity, such as name, date of birth, photo, and/or signature. If you have a non-photo ID you are required to bring in additional documentation. No digital ID is permitted.** Skills testing is available to teens once they have successfully completed our traffic safety education course and taken and passed the knowledge test. Skills testing is available to adults once they have successfully passed the knowledge test. If you did not purchase it as part of your package, there is an additional fee.

- 19) **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.
- 20) **Refunds/Failure to complete the course:** Plans and schedules change, so we offer a refund before class 1 starts, minus a withdrawal fee. No refunds will be given after the class starts. 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.
- 21) **Scheduling of Drives:** Drives can be scheduled online after the completion of the third class and if the student has obtained a learner's permit. Drives are scheduled separately from classroom time.
- a) **A policy sheet signed by the student and parent/guardian is required to be on file to schedule drives.**
 - b) Two drives should be completed prior to the last day of class.
 - c) Drives 3- 5 can be scheduled at any time but must be at least 5 days apart.
 - d) All drives must be completed within 120 days of when the student begins the course. If an extension is needed, you may be eligible for an extension of no more than 60 days and a fee will be charged.
 - e) Only one drive may be completed per day.
 - f) 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. If our local school district cancels classes for inclement weather, we will be cancelling drives on that day as well, out of an abundance of safety.

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 students' efforts to be the best possible driver.

Parent/Guardian/Adult Signature: _____

Printed Name: _____ Date: _____

I am a 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: _____