

Policies and Procedures - Promoting Safety

locations Driving Training

- The driver trainer will identify the general geographical locations where driving lessons will take place. This may include specific streets, suburbs, or surrounding areas relevant to the planned training routes.
- If the learner driver is under the age of 18, these location details will also be provided to a parent or guardian upon request.

Pickup/Drop of location

- Parents or guardians are responsible for nominating safe pickup and drop-off locations, such as the learner's home address or school.
- When lessons begin or end at a TMR Customer Service Centre or a Police Station, it is recommended that a parent or guardian be present at the pickup time.
- All pickup and drop-off points must be in a safe, suitable environment that allows the learner to enter and exit the vehicle safely.

Expectation of the Driver Trainer

- Learners must carry their physical Learner Licence or Digital Licence during every lesson. If awaiting the card in the mail, a valid Driver Licence Receipt must be carried.
- Closed-in footwear (such as runners) is preferred, especially when learning clutch control.
- Thongs are not permitted. Bare feet may be used if necessary.
- Learners must follow the trainer's instructions at all times to ensure safety and effective learning.
- Listen carefully to all instructions and ask questions whenever clarification is needed.
- If feeling stressed or overwhelmed, learners are encouraged to request a short time-out to regain focus.
- No use of mobile phones when driving or under driving instruction

Rest Stops & Breaks

Learner drivers are welcome to take rest stops or short breaks during their lesson when needed. During these breaks, learners may:

- Bring and drink from **water bottles**
- Have **light refreshments**
- **Use their mobile phones**
- Request a stop to use **toilet amenities**

Breaks are encouraged if the learner needs a moment to reset, hydrate, or regain focus.

Emergency Plan:

- In the event of an accident involving the learner driver, parents or guardians must be contactable at all times during the lesson.
- If the learner begins to feel unwell or sick during the session, the lesson will stop, and parents or guardians must be reachable to arrange pickup if required.
- A first aid kit remains in the vehicle at all times

Termination of training

- The learner driver continues to operate the vehicle in a manner that is clearly against the trainer's instructions and is considered unsafe or dangerous.
- Wilful misuse, mistreatment, or abuse of the training vehicle.

- Smoking during the training session.
- Any form of unacceptable, inappropriate, or disruptive conduct by the learner.

If a lesson is terminated for any of the above reasons, the session may be ended immediately, and lesson fees may still apply.

1. Cancellations

- must be made between 24 hours and up to 5 hours before the scheduled lesson.
- If a cancellation is made **within 5 hours of the lesson**, the lesson fee is **forfeited** and **cannot be refunded or rescheduled**.
- This policy also applies if the learner has **misplaced or forgotten their licence**.

2. Sickness

- If a learner becomes sick, they must contact the Driving School **as soon as possible** on **0494 181 104** to reschedule.
- If the learner is visibly unwell at pickup (e.g., coughing, runny nose, fever-like symptoms), the lesson will be **cancelled**, and the **lesson fee will be forfeited**.

3. Medication, Alcohol & Drugs

- Learners who are under medical restrictions or taking medication that affects their ability to drive will **not** be permitted to proceed with the lesson. They must contact the Driving School **as soon as possible** to reschedule.
- If a learner is under the influence of alcohol or drugs, or is hungover from the previous night or weekend, the lesson will be **cancelled**, and the **lesson fee will be forfeited**.

4. Rescheduling Lessons

- Lessons may be rescheduled if changes are needed, but learners must contact the Driving School **as soon as possible**.
- At times, the Driving Instructor may also need to reschedule due to unforeseen circumstances. Learners are encouraged to maintain communication with the instructor.