

# Instructors FAQ

Q) How are the courses structured?

A) Most of our driving courses are structured with 5 hours per day, over “X” amount of days. The driving test is arranged as the last hour on the last day. No instructor could drive for 5 hours so we tell the pupil that there will be a 15 to 20 minute break some where near the middle. This comes out of the pupil’s time as they normally want to talk about the test or something else driving related.

Q) When do I get paid?

A) The instructor always gets paid on the last day of the course by Bacs unless the course is split and then you would get paid at the end of each block, again by Bacs.

Q) What if the pupil doesn’t get to test standard before test day?

A) As the test is the 1<sup>st</sup> thing that gets booked this can e a controversial topic but the pupil’s terms and conditions do state “that the pupil and/or the driving school have the right to refuse to take the pupil to test but must give written reasons”. We use a 3 part form to ensure the pupil is given full reasons to refusal. An instructor will always be given full support by the driving school as safety is paramount.

Q) How are the courses allocated to instructors?

A) When a pupil makes an enquiry and a test has been identified we text all instructors, covering that area, at the same time. The 1<sup>st</sup> instructor to confirm they are available will be allocated to the course.

Q) What times do the courses start?

A) The office will arrange the days but do not arrange the start times **\*\*Please note we confirm the days with the pupil in writing and these should not be changed without prior agreement with the A Pass 4 U office\*\***. As soon as a course is allocated the instructor is required to contact the pupil within 24 hours to arrange start times and go over the details of the course. The days of the course cannot be rearranged without prior agreement by the office as we will have written to the pupil confirming dates and are contractually obliged to train on the agreed dates.

Q) What cost is there to me?

A) None, no instructor will be charged for a driving course as we deduct our profit before paying the instructor. We charge £x amount of money and pay the instructor £Y, the difference is normally a couple of pounds per hour.

Q) What happens if the pupil is sick and can't train or they don't turn up?

A) Simply they lose their money unless they have a really good reason, like they've broken their leg. This last scenario would mean that some of the course would be lost and some held over until they were well.

Q) What happens if the pupil is late?

A) They lose that time.

Q) What happens if a pupil fails?

A) After the test we would expect the instructor to tell us the result and if they pass their test, take a picture for Fb/Blog. If they failed their test then we can rebook a test and hours depending on what you believe they need to successfully pass. If the pupil only needs 4 or less hours we would suggest the instructor organise the hours and charge £23 per hour but if the pupil requires 5 or more then we would suggest a driving course and must be organised by the A Pass 4 U office.

Q) How many pupils or courses do I have to do work with A Pass 4 U?

A) There is no maximum or minimum amount of hours you need to do. You do what you want when you want. We will not tell you how many hours you should do, it's entirely up to you.