

Delayed Driver Training Course Policy

If a student's course progress is excessively delayed, we may need to enter it into the DOL database as incomplete. The DOL recognizes an incomplete course as a failed course, and the incomplete course cannot be removed from a student's DOL record. This does not prevent the student from subsequently passing the course and having the completion entered in their DOL record. A completed Driver Training Course is required for any student under the age of 18 to obtain a Driver's License. It is not required for anyone over 18.

Any student whose course has been entered as incomplete must pay an additional \$100 fee to re-enroll in the course and resume driving lessons.

The following policies and procedures outline the circumstances under which a student's course may be entered as incomplete.

Unable to Schedule

- If a student is unable to schedule their next drive (e.g., due to health/medical concerns, unknown schedule or scheduling conflicts, concerns about driving progress/lack of practice) we will ask the student to set a date for us to contact them again to see if they are able to resume driving lessons.
- We will attempt to contact the student using phone, email, and text at least once a week for 3 weeks after that date. If we are unable to connect with the student and don't hear back from them after 3 weeks, the course will be entered as incomplete.

Leaving without Scheduling

- If a student leaves a driving lesson without scheduling their next lesson, we will attempt to contact them within 24 hours to schedule.
- If we are unable to connect with them and don't hear back, we will continue to attempt to contact them once a week for one month. If we are unable to connect with the student and don't hear back from them after 1 month, the course will be entered as incomplete.

Cancellations/No Shows

- If a student misses a driving lesson or cancels a driving lesson without rescheduling, we will attempt to contact the student using phone, email, and text at least once a week for 1 month past the date of the missed driving lesson. If we are unable to connect with the student or don't hear back from them after 1 month, the course will be entered as incomplete.

Prolonged Family Emergencies

- If a student misses a driving lesson or cancels a driving lesson without rescheduling, due to a family emergency, and is unable to set a date when they might be available again, we will attempt to contact the student using phone, email, and text after 1 month from the date of the missed driving lesson. If they are still unable to give a time frame of when they will be able to resume drives, we will continue to contact them once a month for 6 months, until they are able to schedule.
- If we are unable to connect with the student, we will continue to attempt to contact the student at least once a week for 1 month past the first attempted contact. If we are unable to connect with the student or don't hear back from them after 1 month, the course will be entered as incomplete.

Revoked Permit

- If a student is unable to continue driving lessons because their permit has been revoked, they will be immediately removed from enrollment and their course will be entered as incomplete.

Unpaid Tuition

- If a student is unable to schedule their driving lessons due to unpaid tuition, their course will be entered as incomplete 60 days after the last classroom date.
 - We will attempt to contact the student/parent to receive payment once a week until the 60-day time limit is reached.

Unpaid Fees

- If a student misses a driving lesson, or cancels without at least 48 hours of notice, they will be assessed a \$35 fee. This fee will be due when they come in for their next driving lesson. If the fee is not paid at that time, we will be unable to schedule any further lessons until it is paid.
- The student will have 60 days past the due date to pay the fee and schedule their next driving lesson. If the student has not paid the fee by that time, the course will be entered as incomplete.
 - If the student is unable to pay the \$35 fee, we can accept 1 hour of cleaning the school in lieu of payment.
 - We will attempt to contact the student/parent to receive payment once a week until the 60-day time limit is reached.

Missed Classes (Unresolved)

- Students are permitted to miss up to 3 classroom sessions, as long as all missed classes are made up. We send out emails regarding missed classes regularly. If a student misses a class and has not completed the make up work by the time they complete their driving lessons, we will attempt to contact the student and parents via email, phone, and text to remind them of the need to make up missing classes.
- We will continue to attempt contact at least once a week for 1 month past the date of the last driving lesson. If the make up class is not completed within 1 month, the course will be entered as incomplete.

Observation Drives

- The DOL requires students to complete 1 Observation Drive as part of the Driver Training course. We remind students regularly about the need to complete the Observation Drive. If a student has not completed the Observation drive by the time they have completed their driving lessons, we will attempt to contact the student and parents via email, phone, and text to schedule the Observation.
- We will continue to attempt contact at least once a week for 1 month past the date of the last driving lesson. If the Observation Drive is not completed within 1 month, the course will be entered as incomplete.

****All contact discussed above will be attempted through email, text, and phone at each instance.**