

Your guide to the approved driving instructor register (ADI 14)

Contents

Introduction	2
Responsibilities of an ADI	4
Applying to become an ADI	6
Training to become an ADI	10
The qualifying examination	13
Part 1 – ADI theory test	15
Part 2 – Driving ability	18
Trainee licence	21
Part 3 – Ability to instruct	24
ADI registration	32
After registration	34

Annexes

Annex A - Voluntary code of practice	41
Annex B - Driving instructors' organisations and associations	43
Annex C - Online ADI services	45
Annex D - Appeals procedure	47
Annex E - Preparation material	48
Annex F - Observer on test behaviour	49
Annex G - Copyright	50
Annex H - Filming or recording of driving tests	51

Introduction

You're thinking of becoming an approved driving instructor? This document aims to tell you everything you need to know about the qualification and registration process. Read it carefully before going ahead. If you do decide to proceed, you should keep this information for future reference.

Background

The Register of Approved Driving Instructors (ADI) was introduced in October 1964 on a voluntary basis. One-year later more than 3000 instructors had qualified and could claim the title of 'Ministry of Transport Approved Driving Instructor'.

In October 1970 new legislation was introduced requiring anyone who wished to give paid instruction in cars to qualify and have their name entered into the Register by law. There have been changes to its structure and the qualifying process over the years and driving instructors are now known as Driving Standards Agency Approved Driving Instructors (Car).

The Driving Standards Agency

The Driving Standards Agency (DSA) is an executive agency of the Department for Transport and a member of the Motoring and Freight Services Group. The Agency is responsible for conducting all statutory theory and practical driving tests in Great Britain.

The Agency also has responsibility for maintaining the Register of Approved Driving Instructors (ADIs) through the powers vested in the Registrar of ADIs.

To find out more about DSA visit our website – dft.gov.uk/dsa

The function of the Register

The Register was set up in the interests of road safety to maintain and improve the standard of car driving instruction available to the public. It ensures that the public can rely upon an acceptable minimum standard of tuition from registered driving instructors.

The DSA manage the register under the provisions of the Road Traffic Act 1988. This Act makes it illegal for anyone to charge (either money or monies worth) for instruction in driving a motor car unless their name is on the Register of Approved Driving Instructors or they hold a trainee's 'Licence to give instruction' issued by the Registrar. The legal requirements are contained in The Road Traffic Act 1988 (as amended) and The Motor Cars (Driving Instruction) Regulations 2005 (as amended).

The role and powers of the Registrar

The Registrar can:

- refuse admission to, or the right to remain on, the Register if a person fails to meet the requirements for registration
- remove an ADI from the Register in certain circumstances

Note: For example, this may be where:

- they have failed a check test (see page 36) or refused to attend for one, or
- they do not meet the 'fit and proper' requirement. Usually this is because the ADI has been convicted of an offence [motoring or non-motoring] but

it might also be when a person's professional conduct has brought the Register into disrepute.

- refuse re-admission to a person who was previously removed for any of the above reasons.

Service standards

DSA aims to give a high quality service to all our customers. The agency welcomes complaints and constructive comments, as they help it to improve its level of service. The agency has published its service standards and complaints procedure in its leaflet 'Customer Service'.

Keeping in touch

DSA issues the DSA ezine 'Despatch' to all ADIs and those taking the qualifying examinations who have provided a valid email address. You can also sign up for DSA Direct email alerts at dft.gov.uk/dsa to receive daily or weekly bulletins of the latest DSA news.

Consultation with driving instructors

We regularly consult ADIs through our customer surveys and local focus groups. We also talk with the national ADI consultative groups that represent ADIs on proposed changes to, or developments of, our service and standards. We take account of the views expressed by individual ADIs and the trade associations.

Responsibilities of an ADI

The job of an ADI is very demanding but can also be extremely rewarding. It is a very important role which extends beyond teaching the underpinning, mechanical skills of driving a car. As well as these skills an ADI is responsible for developing:

- the knowledge and understanding which will help a novice driver make sense of the roads as they start to drive on their own
- the understanding that learning-to-drive is a process which does not stop when a learner passes their test

To develop these skills and attitudes in learner drivers, many of whom are young and inexperienced, an ADI will be expected to demonstrate:

- a high regard for all aspects of road safety
- a high standard of driving and instructional ability
- a professional approach to your customers
- a responsible attitude to your pupils and profession
- that you are a fit and proper person

This document sets out the process for becoming an ADI as it currently stands. However, you should be aware that DSA has been working closely with key stakeholders to explore how the driver training industry might develop in the future. The objectives of this work are to provide an even more effective learning experience and a more fulfilling career structure for ADIs.

As part of this work DSA has published a Driver/Rider Training Standard, which can be found at

dft.gov.uk/publications/dsa-national-driver-and-rider-training-standard

This sets out the skills, knowledge and understanding required to be a fully competent driver trainer. The details of how this Standard will be applied have yet to be agreed. However, it will increasingly underpin the ADI role over the next few years and we recommend that you read through it before you decide to proceed with your application.

Deciding if this is the career for you

Being an ADI is not easy. Your job will involve mixing with all sorts of people, some of whom you may not find easy to get on with. You will need good people skills and a lot of patience and understanding, as well as:

- a thorough knowledge of the theory and practice of driving
- an ability to teach
- a facility to keep abreast of changes in the statutory regulations that govern the content and conduct of driving tests as well as driving instruction
- an ability to provide a professional service to people from very diverse backgrounds
- business acumen

The nature of the job means that you will probably have to work unsociable hours to fit in with your pupils' needs.

You will be responsible for your own safety, that of your pupil and other road users. You will need a high level of concentration throughout your working day. Your last lesson of the day has to

be conducted with the same enthusiasm and competence as your first, which can be difficult.

You might consider starting your own driving school. Having to run your own business in an effective and efficient manner will put extra demands on you and may extend your working day. You will generally need to recruit your pupils in competition with other ADIs. How busy you are and how much you earn will depend on your own ability to market your skills.

DSA and the driving instruction industry place great emphasis on professional standards and business ethics. An agreed voluntary code of practice is the framework within which an instructor should seek to operate. Details of this code are included at Annex A.

You should not embark upon this career lightly. The qualifying process is tough, the pass rate low, and it can be expensive and time consuming. You should expect the qualifying process to take many months to complete.

The benefits of becoming a fully qualified instructor are:

- you can be self-employed
- you can choose what hours you work
- if you are successful you can generate a reasonable income
- there is the opportunity for a high level of job satisfaction
- you have the opportunity of starting new drivers on the road to a safe and enjoyable motoring career

Organisations that can help

There are a number of independent organisations that represent the views of ADIs and those seeking to enter the profession, which we would encourage you to join to ensure that your interests are properly represented to DSA.

A list of those that the Agency formally consults is in Annex B.

Applying to become an ADI

You will need to apply to the Registrar to register as a Potential Driving Instructor (PDI) and start the qualifying process.

You can do this online at

businesslink.gov.uk/applyadi or download the application form (ADI 3) from **businesslink.gov.uk/potentialadi**

Criminal records

You will usually need to obtain a criminal record disclosure before you apply to register as a PDI. You can do this by contacting our contractor TMG CRB on 0845 251 5000.

Having a criminal record will not necessarily bar you from being accepted as a Potential Driving Instructor. We explain how we assess the suitability of ex-offenders to apply to join the Register of Approved Driving Instructors in our Suitability Statement. This, and our statement on how we handle disclosure information, is available on

businesslink.gov.uk/currentadi

However, if you have

- any endorsements (including disqualifications or more than three fixed penalty points) on your driving licence
- you are disabled, and/or you have not held a full UK or European Union driving licence for four out of the last six years

you should not get your criminal record check but instead send your PDI application form to DSA giving full details. You will be advised when you should obtain your criminal record disclosure. It should not be assumed

that acceptance is an automatic process. On average 8.5% of new registrations are refused by the Registrar because the application does not satisfy the criteria.

Entitlement to registration

You will be accepted onto the Register if you meet the following criteria:

- you hold a full UK or European Union (EU)/European Economic Area (EEA) unrestricted car driving licence
Note: Any EU/EEA licence must either be exchanged for a GB licence or a GB counterpart. Advice on exchange of foreign licences is available from DVLA
- you have held it for a total of at least four out of the past six years prior to entering the Register after qualifying
Note: A foreign driving licence, an automatic car driving licence or a provisional licence held after passing the driving test, all count towards the four years
- you have not been disqualified from driving at any time in the four years prior to being entered in the Register
- you are a 'fit and proper' person to have your name entered in the Register
- you pass the two qualifying practical examinations within two years of passing the theory and hazard perception tests
- you apply for registration within 12 months of passing the final part of the examination

Additionally, to accompany a learner driver you must have held a full UK or

EU/EEA driving licence in the same class of vehicle for three years and be aged 21 or over.

A full licence issued in another country will count towards this three-year period, provided it is accepted under the 'exchange' scheme

Note: For more details of the exchange scheme you should read section four of the DVLA booklet D100 'What you need to know about driving licences' available at most Post Offices.

The "fit and proper" criterion

Your name will not be entered in the register unless you can show the ADI Registrar that you are a 'fit and proper' person. The Registrar will take into account all spent and unspent convictions, motoring and non-motoring, when he assesses your suitability to be entered on the Register. This includes simple and conditional cautions and fixed penalty offences such as speeding.

Any motoring offence(s) which result in current endorsements totalling five penalty points or more will be looked at closely and could result in an application being refused.

Applications from people with disabilities

People with a disability may qualify to be an ADI in one of two ways.

Automatic licence holders - The Road Traffic Act 1988 (as amended) includes provision for a category of ADI who can only give driving instruction in cars with automatic transmission. It is only open to drivers whose driving licence is

limited to driving automatics because of a disability.

The ADI qualifying examination will be exactly the same as that for any other person except that the candidate will be able to take the practical parts in a car with automatic transmission.

If you are interested in qualifying for this category, before the Registrar considers your application, you will be required to undergo an assessment of your ability to take control of a vehicle in an emergency from the front passenger seat, with any additional controls fitted where necessary.

DSA will advise you where your assessment will be carried out. If this assessment is satisfactory you will be issued with an 'Emergency Control Certificate' (ECC) which is a pre-condition to qualifying in the restricted category of ADIs.

The certificate will state what additional controls on the front passenger side, if any, will be needed. A copy of the ECC should then be submitted with your application for registration. If you have not yet had an assessment and would like an application form, you should contact the ADI Registrar.

Once you have qualified, or if you are issued with a trainee licence, the document will show that you are restricted to giving driving instruction in automatics only and subject to the fitting of such additional controls as may be set out in the ECC.

You may be issued with an ECC which is time-limited. In such cases the ADI Registrar is empowered to require you to undergo a further ECC assessment.

The car provided for the qualifying test of instructional ability must allow the driving examiner to drive it.

Existing ADIs whose driving licence becomes restricted to automatics only because of a disability will be able to transfer to the new category without having to re-qualify, provided they have been issued with an ECC.

Adaptations to car - the Road Traffic Act 1988 has been amended by regulation to allow disabled people to accompany a learner driver, provided whatever additional controls necessary to enable the disabled person to take control of the vehicle in an emergency are fitted on the passenger side of the vehicle.

This is not only important for those referred to in the first point (see previous page), but also for **manual** driving licence holders who are subject to additional controls being fitted to overcome their disability.

These drivers were previously prevented from accompanying others (except in the case of leg disability).

After you submit your application

The Registrar's office will aim to process your application within 10 working days of receipt.

If the Registrar decides to accept your application, you will be allocated a Personal Reference Number (PRN). This will stay the same throughout your career and you should quote it in all correspondence with us.

Once you have received your letter you may book your theory test (Part 1). The letter will tell you how you can do this.

You will also be issued with an Individual Reference Number (IRN) which you will need to manage your registration online. This IRN will be your user ID for logging on to the system. More details of the online facilities are at Annex C.

Should the Registrar decide not to approve your application to join the Register, you have the right of appeal to the independent First-tier Tribunal (Transport). Details of the appeals process are at Annex D.

The qualifying process

Having been accepted, you now need to prepare for the examinations.

Most people undertake training with an organisation which specialises in this field and we would recommend that you do so. This is not a legal requirement and you can apply for the examinations without having undertaken formal training.

However, you may find it difficult to pass if you do not receive any professional training. The qualifying process is not easy, and the pass rates are not high.

Your guide to the approved driving instructor register (ADI 14)

Pass rates for each part during 2010-11 figures were:

Part 1 - Theory **47%**

Part 2 - Driving ability **51%**

Part 3 - Instructional ability **34%**

NB part 3 results accuracy level 88.9% as at 10 May 2011.

In 2010-11 some 11,500 people applied to start the ADI qualifying process but only some 4,000 were added to the Register as fully qualified ADIs.

Training to become an ADI

There are many organisations that offer training to become a driving instructor. If you decide to look for one, then the first question is how to go about it. You're advised to contact more than one company and compare what they have to offer before deciding.

Official Register of Driving Instructor Training

Although, at present, there is no statutory scheme governing the training of driving instructors, the Official Register of Driving Instructor Training (ORDIT) is a voluntary scheme administered by DSA. It comprises a list of establishments and trainers that have:

- agreed to the ORDIT terms and conditions
- been inspected by DSA
- reached the minimum standards required for them to be accepted on to the Register.

Anyone seeking ADI training or retraining can approach any of these establishments in the knowledge that they have satisfied the criteria set by the representatives of the driver training industry and DSA.

You can view a list of those trainers who are on the ORDIT Register on **dft.gov.uk/fyn/ordit.php** and find those that are nearest to you.

You can download a copy of the ORDIT terms and conditions from businesslink.gov.uk/potentialadi

Instructor training is also available from other organisations that are not on the ORDIT Register.

Having identified a trainer you are advised not to sign a contract unless you are satisfied that the training course meets your needs - seek legal advice if in doubt.

Remember, contracts are drawn up on behalf of the training organisation so their interests will be protected - make sure that yours are too.

Some questions you need to ask

The trainer

What ADI grade (see page 33) is your trainer?

What success rate does the trainer have?
Ask for evidence.

Do they know what the national ADI pass rates are for each part?

The course

How much is it going to cost, how long is it and what does it cover?

Does it include an assessment of your suitability to become an ADI?

Does it include books and test fees and does it address your particular needs?

What extra support will you get if you fail an attempt?

Will extra attempts cost you any more?

What happens if you need more training than is offered?

What teaching method is used?

Will there be any other trainees in the car with you?

Will you be given dates for each of your lessons at the start of the course?

Trainee licence

Does the course assume that a trainee licence (see page 19) will be needed, even if this may be impractical?

What guarantee is there that there will be a suitable driving school willing to take you as a trainee at the appropriate time and able to provide sufficient pupils for your needs?

Flexibility

Can you train whilst carrying on with your existing job?

Will you need longer if you are trying to do two things at once?

Payment

What is their refund policy?
Will you get any refunded fees if you fail or are unable to continue with the course at any time, particularly if it is for reasons beyond your control?

What are your commitments under the contract, and those of your trainer/franchisor?

Does the course allow you to pay for the training in stages?

If you pay for a complete course, will you get any refund of fees if you fail all three attempts at Part 2?

When you are qualified

Will you be offered work as a franchised instructor for a driving school and, if so, what will you earn and what will you be responsible for paying?

What is the market locally for your skills?

What will be your set-up costs?

Are there any grants available?

If you leave a school to operate as a self-employed ADI, are there any restrictions in your contract (for example preventing you from working in a certain area)?

Are you tied to the school for a set period?

Do not enter a franchise agreement with any operator unless you have thoroughly read the small print. If you have any doubts at all, do not sign anything without seeking professional advice from a solicitor or national association.

What to do if you are unhappy with your training

DSA does not accept responsibility for any training provided.

If you want to complain about the standard of training you have received, you must complain to the business itself.

Your guide to the approved driving instructor register (ADI 14)

If the trainer or business is on DSA's ORDIT register, and you cannot settle matters with them by complaining directly to them, you can write to

The ORDIT Secretary
Driving Standards Agency
The Axis Building
112 Upper Parliament Street
Nottingham
NG1 6LP

The qualifying examination

The qualifying examination is in three parts:

Part 1: Theory - consists of a multiple choice section and a video-based hazard perception section

Part 2: Driving technique - consists of an eyesight test followed by a practical test of driving technique

Part 3: Instructional ability - consists of a practical test of the ability to instruct.

You must pass all three parts of the examination in this order and must complete the whole examination within two years of passing the theory test (Part 1). This is to ensure that your training is structured and that the information gained from studying for the theory test is still relevant when you qualify. **There is no limit on the number of attempts you may have at the Part 1 test.**

You are only allowed **three** attempts at each of the **two** practical tests. If you do not pass either in the three attempts you must wait until the end of your two-year period before you can start again, beginning with Part 1. The two-year period cannot be extended for any reason.

If the Registrar has received a valid application for the Part 3 test from you before the two years expires, you can take the test after the expiry date. Once an appointment has been made, you will only be allowed to change the date in

exceptional circumstances and you are only allowed to have one application lodged with the Registrar at any one time. If you pass that test you are deemed to have done so within the two years.

The qualifying examinations are very demanding and you are advised not to arrange a test for a date that falls before you will be thoroughly prepared. We recommend that you take a proper structured training course before you take each part of the qualifying examination, particularly Parts 2 and 3, but remember to check with us that your application will be accepted before committing yourself to a training course.

Informational videos on the qualifying examination are available by visiting DSA's YouTube channel at [youtube.com/dsagov](https://www.youtube.com/dsagov)

Our service standards are to provide a theory test for 95 per cent of candidates within two weeks of their preferred date, and a practical test within three weeks of an application being received. However, this is measured across the year as a whole and waiting times will vary from time to time and are likely to exceed three weeks on occasion. You should take this into account when planning your training and potential test dates.

The cost of the qualifying process

In addition to the cost of any training, each attempt at each part of the qualifying examination will be subject to a fee. If you decide to apply for a trainee licence, this also carries a fee. Once you have passed all three parts of the test,

you must pay to have your name entered in to the Register.

bring your trainee licence if you have one.

Every four years you will have to pay for the renewal of your registration.

Current fees are shown on **businesslink.gov.uk/dsafees** or are available on enquiry from DSA.

Refunds

If you cannot keep an appointment for any part of the qualifying examination, provided you give the appropriate notice, which will be confirmed when you make a booking, your fee will be refunded to you. If you accept a short notice booking with an appointment date within the usual cancellation period, you will **not** be entitled to a refund if you need to cancel or reschedule.

If you do not give enough notice, or the examination does not take place or is not completed because of something which is your responsibility, or a fault with your vehicle, we will not normally give you a refund.

Tests that are cancelled do not usually count towards your three attempts.

Documents you should bring with you

When you attend for your theory or practical tests, you must bring with you your valid GB or Northern Ireland driving licence. If you have a photocard-style licence, you must bring both parts of the licence (photocard and paper counterpart) to the test. If your licence does not have your photograph on it, you will also need to bring a current passport. For part 3 tests only, you can

Part 1 - Approved Driving Instructor (ADI) theory test

The test for potential driving instructors requires a higher standard of knowledge than that expected of a learner driver. The test, which is conducted on a computer, is carried out in two parts; a multiple-choice section and a hazard perception part. Both parts are taken at the same sitting. The test is available in English and Welsh.

Multiple-choice questions

These questions test your knowledge of:

- the Highway Code
- the rules of the road
- your knowledge of instructional techniques

You can work through a practice session lasting up to 15 minutes to get used to the system before starting the actual test. Staff at the test centre will be on hand to help with any difficulties in using the system.

The screens are easy to read. Only one question appears on the screen at a time, and it is possible to move backwards and forwards through the questions. You can also go back to any questions that you want to look at again, and it is easy to change any answers. The system also alerts you to the fact that you have not completely answered a question.

You will have 90 minutes to answer 100 questions, which are split into four bands.

The purpose of the banding is to ensure candidates have a comprehensive knowledge spread across the whole of the syllabus.

The four bands are:

1. road procedure
2. traffic signs and signals, car control, pedestrians, mechanical knowledge
3. driving test, disabilities, law
4. publications, instructional techniques

You answer the questions by touching the computer screen to select the answer from the selections shown.

Hazard perception

After a break of up to three minutes, the hazard perception part will start. This is designed to test your ability to identify hazards which arise while you are driving. You will be shown a tutorial video first. This uses sample footage with a sound track (headphones supplied), which will explain how to complete this part of the test. You may repeat the tutorial once more if you wish.

The test itself consists of 14 video clips, each lasting about one minute. The clips feature various types of hazards, such as vehicles, pedestrians and road conditions. You should respond by pressing a mouse button as soon as you see a hazard developing that may result in you, the driver, having to take some action, such as changing speed or direction.

The earlier the developing hazard is spotted, and a response made, the higher the score. The test contains 15 scoreable hazards and candidates can score up to five marks on each hazard.

Pass marks

You need to pass both parts of the theory test at the same sitting to obtain an overall pass result.

The overall pass mark for the multiple-choice part of the test is 85 per cent (85 questions answered correctly). However, you must reach a minimum mark of 80 percent (20 correct questions) in each of the four bands given above.

It is therefore possible for you to get an overall mark of 85 per cent or higher but still fail the examination because you have not gained the minimum of 80 percent in any one or more of the four bands. For the hazard perception test the pass mark is 57 out of a possible 75.

The results of your theory test are usually given before you leave the test centre along with details about applying for the test of driving ability if you are successful. You will be advised of the bands in which any errors have been made. You will not, however, be given details of individual questions.

How to book

The theory part of the ADI qualifying examination can be taken in the same centres and in the same towns and cities as the ordinary learner driver theory test.

Details of the booking arrangements will be sent to you when your application to start the qualifying process has been approved.

Appointments for the ADI theory test can only be made when your application form has been processed and a letter of acceptance issued.

Number of attempts

There are no restrictions on the number of attempts you may have at the theory test.

How to prepare

DSA has compiled the list of books at Annex E which you may find useful to help you study for the multiple choice part of the theory have been based on information contained in these books.

In order to help you prepare for the hazard perception part, DSA has developed a modular DVD called 'The Official Guide to Hazard Perception'. It has been designed to be used by you and your trainer and incorporated into your practical on-road training, to maximise the road safety benefits. Publications and training aids produced by other organisations are also available.

Being a safe driver with good hazard perception skills means:

- being able to use speed correctly
- keeping the correct distance between yourself and other road users
- scanning the road effectively, anticipating and planning for potential hazards

All these skills can be taught effectively. You should prepare with a professional instructor as part of a structured programme of in-car tuition.

Special needs provisions

Every effort has been made to ensure that the test can be taken by all candidates. If you have special needs, it is important that you state them when booking so that the necessary arrangements can be made.

There is an English language voiceover on a headset to support candidates with dyslexia and other reading difficulties. You can also ask for additional time to take the multiple-choice part of the test.

As evidence of this requirement, you will be asked to provide a letter from a teacher or educationalist, a psychologist or a doctor (if appropriate). If it isn't possible to get this information from a relevant professional, DSA will consider a letter from an independent person who knows about your reading ability, such as an employer.

Part 2 - Driving ability

Part 2 consists of an eyesight test and a test of your ability to drive to a very high standard. It will prove whether or not you have a thorough understanding of good safe driving techniques, and that you can also demonstrate them.

How to book

You can book your test online at direct.gov.uk.

The vehicle

You must provide a car for the test, which is properly taxed and insured and has a valid MOT if necessary. It must be a saloon car or hatchback/estate car in good working condition with a rigid roof, with or without a sliding panel and with seat belts in working order.

It must be capable of the normal performance of vehicles of its type with a manual transmission (with the exception of disabled applicants, see pages 7-8) right-hand steering, and a readily adjustable seat with a head restraint for a forward-facing front passenger, and an adjustable interior rear view mirror for use by the examiner.

Most hatchbacks, saloons and estate cars are suitable for the test, but some models with good forward vision have large blind spots to the rear, giving problems with observation for a pupil and the tutor / examiner. Examples of this are convertible vehicles and panel vans, which have restricted rear and rear side vision. Most are unsuitable for test due to the inability for the examiner to see directly behind.

The car must not display L-plates or be fitted with a 'space-saver' tyre for the test.

If your vehicle does not meet the above requirements it will not be possible to carry out the test and you will lose your fee.

The test

The test lasts for about one hour. You must pass the eyesight test and driving ability test at the same attempt. All candidates are encouraged to have their trainer on test or to listen to the end of the test debrief.

The eyesight test - You must be able to read in good daylight, with the aid of glasses or contact lenses if worn, a motor vehicle registration mark containing letters and figures:

- 79 mm in height and 50 mm wide at a distance of 26.5 metres
- 79 mm in height and 57 mm wide at a distance of 27.5 metres

If you do not pass the eyesight test, you will not be allowed to take the driving technique element. The test will be marked as a fail and will count towards your three attempts.

Test of driving technique

This test is far more difficult than the learner test. It is of an advanced nature and a very high standard of competence is required. You must show that you have a thorough knowledge of the principles of good driving and road safety and that you can apply them in practice. At the start of the test you will

be asked questions on basic vehicle safety, based on a Show me/Tell me format.

In particular, you must satisfy the examiner on all of the following subjects:

- expert handling of the controls
- use of correct road procedure
- anticipation of the actions of other road users and the taking of appropriate action
- sound judgement of distance, speed and timing
- consideration for the convenience and safety of other road users
- driving in an environmentally friendly manner

You will be asked to drive independently for approximately 10 minutes by following:

- traffic signs to a destination, or
- a series of verbal directions, or
- a combination of both

You will be asked to carry out several exercises which will involve taking direct observation. You must not rely on mirrors during these exercises.

The routes used for the test will cover varying road and traffic conditions and, where possible, include motorways or dual carriageways. The routes will cover both urban and rural conditions.

Standard required to pass

Make sure your vehicle control, judgement and forward planning are developed to a high standard of competence. You should aim to drive as you normally do and if you think you have made a mistake, try not to let it worry you. Think about what you are

doing, not what you have done. You must display the ability to perform any or all of the following manoeuvres:

- move away straight ahead or at an angle
- overtake, meet or cross the path of other vehicles and take an appropriate course without undue hesitancy
- turn left-hand and right-hand corners correctly without undue hesitancy
- stop the vehicle as in an emergency
- drive in reverse gear and whilst doing so enter a limited opening to the right and to the left with reasonable accuracy and effective all-round observation
- reverse park the vehicle into the space behind a parked car, within the space of about two car lengths and close to and parallel with the kerb with reasonable accuracy and effective all-round observation
- reverse park into a parking bay, with reasonable accuracy and effective all-round observation
- turn the vehicle to face in the opposite direction by the use of forward and reverse gears with reasonable accuracy and effective all-round observation

To pass the test you must drive to a high standard of competence, demonstrating the principles of eco-friendly driving, and a well-planned positive, progressive drive, adhering to and attaining national speed limits when safe and where possible.

Note: Remember, you are limited to three attempts at this test.

Supervision

A supervising officer may come along as well. Don't worry, they will not be concerned with your performance, but with that of the examiner. They will take no part in the conduct of the test.

Assessment and marking

Any faults are recorded on the examiner's test report form DL25. If your action or reaction to a situation is incorrect it will be assessed and marked accordingly.

You are allowed a maximum of six driving faults throughout the test. Seven or more will result in a failure. One or more serious or dangerous faults will also result in a fail.

Your result

At the end of the test, the examiner will offer a:

- debrief on all driving faults (your trainer can be present)
- copy of the test report
- explanatory notes
- letter confirming the result

Next steps

If you pass, there is an application form for the Part 3 test on the back of the result letter. When you are fully prepared for the test of ability to instruct, you should apply in one of the ways described in the letter.

You will also be offered a trainee licence application form. A trainee licence can

help you gain experience in instructing pupils to drive.

Further details can be found in the section on trainee licences (see pages 20 - 22).

If you fail, the result letter contains an application form to re-sit the Part 2 test, provided you have not used up your three attempts.

Appeals

You may appeal to a Magistrate's Court or, in Scotland, the Sheriff's office, if you consider your test was not conducted properly.

However, you cannot appeal against the examiner's decision.

Trainee licence

A trainee licence allows you to be legally paid for giving driving instruction, but should not be regarded as a sole means of making a living or as an alternative to registration as an ADI. It is not essential to have one in order to prepare for the Part 3 examination, but it is an option that is available to assist in preparing for the examination.

How to apply

You can apply for a trainee licence after you pass the Part 2 driving ability test. You can apply online (see Annex C for details) or by submitting an application form (ADI 3L) which you can download from businesslink.gov.uk/potentialadi

Please note that the relevant section in the ADI 3L must be signed by the manager or owner of your driving school or establishment. If you apply online, your manager or owner will need to download and print the Manager's Declaration form ADI 3L (MD) form on businesslink.gov.uk/potentialadi

You will need to send in a recent passport style photograph and a completed ADI 21T form (see below). You should write your ADI personal reference number on the back of the photograph.

Your application will only be accepted for processing when you provide means of payment.

Instructor training declaration

This form (ADI21T) is a declaration that you have already undertaken a training programme of at least 40 hours with a

qualified ADI. At least 25 per cent of the training must be practical in-car training, with no more than two trainees to one ADI.

This training must have been received within the six months before the date of application.

This benefits you, guaranteeing that you are receiving adequate, up-to-date training and are well on the way to being ready to undertake a Part 3 test. Also, in the interests of road safety and customer protection, we must ensure that untrained instructors are not teaching novice drivers.

Entitlement for a trainee licence

When you apply for a trainee licence the Registrar is obliged to ensure that you continue to meet the conditions to become an ADI (set out on pages 6 -7).

In addition, you must:

- be eligible to take the Part 3 test - the licence will be revoked if you are unsuccessful three times
- not have exceeded the two-year qualification period starting from the date you passed the theory test.

Duration of the licence

If you meet all the requirements you will be issued with a trainee licence which lasts for six months. Further licences are only issued in exceptional circumstances.

If you are not using the licence for any reason, you should return it to us. Although you will not receive a refund for lost training time, we will know that

you have not had full use of the licence and this will be a factor in deciding whether to issue a subsequent licence.

If you feel that you have not had the full benefit from your trainee licence due to exceptional circumstances, you can apply for a further one. Your first licence remains in force whilst a decision on a further licence is made, if a valid application is received before its expiry. The Registrar considers each application on its merits.

However, you should note that licences are not granted for as long as it takes to pass the test of instructional ability, but to enable you to gain experience of giving instruction. It is likely that any application for a further licence would be refused. Should this happen in your case, or your licence be revoked, you have the right of appeal to the independent First-tier Tribunal (Transport). Details of the appeals procedure are set out in Annex D.

Holders of a trainee licence should be aware that the licence is deemed to have lapsed on the day following a third unsuccessful attempt at the Part 3 examination.

Displaying the licence

You must display the licence on the nearside edge of the front windscreen of the car, whilst you are giving instruction.

The licence shows the name and address of your training establishment. You can only give instruction from there. You are not allowed to work independently of your supervisor, for example, to set up your own school.

If you change your driving school

If you change your school you must complete a new application form and send it to us, together with recent passport style photograph. We will issue you with a new licence showing the revised establishment details. On receipt of your new licence, you should return the old one to us. You can continue giving instruction throughout this process.

Conditions of the trainee licence

You are responsible for the use of your licence. You must not advertise yourself as if you were a fully qualified instructor.

The Registrar must be assured that a driving school has sufficient qualified ADIs to provide its trainees with adequate training for the Part 3 test.

Training requirements

You must receive supervision or further training from your school after your licence is issued. You have two options, but once you have selected your option, you are not allowed to change to the other.

You can choose **either**:

- **Supervision** from your sponsoring ADI for 20 per cent of all lessons you give. A record must be kept on the form 'Licensed Trainee Supervision Record' (ADI 21S) which will be issued with the licence. This must be signed by both you and your ADI and returned to DSA when the licence expires

or

- **Additional training** - Take a minimum of 20 hours in the topics contained in the training programme. This extra training must take place within the first three months of the licence or before you take your first attempt at Part 3, whichever is sooner.

A record must be kept on the Instructor Training Declaration form (ADI 21AT), which will be issued with the licence. The completed form must be sent to DSA before the end of the three-month period, or presented to the examiner conducting your Part 3 test, whichever is sooner. At least 25% of the training must be practical in-car training, with no more than two trainees to one ADI.

If you fail your first or second attempt at the Part 3 you must provide evidence that you have taken five hours' additional training at the time of your next test, otherwise your trainee licence may be revoked.

The syllabus has been designed to ensure you have received the assistance you need to pass the Part 3 test. You should not sign the declaration on the form unless you have had the training or supervision described, or you and the sponsoring ADI will be committing an offence under Section 174 of the Road Traffic Act 1988. Remember, in no circumstances should you sign a blank form.

Lost or stolen licences

Should you lose your licence, or have it stolen, you should inform the police, obtain a crime reference number and then write to us requesting a duplicate licence, together with a recent passport style photograph and the fee.

Revoked licences

Your licence can be revoked before it expires if:

- any of the conditions under which the licence was granted are not kept
- the licence was issued by mistake or gained by fraud
- three attempts at the Part 3 test have been failed

Part 3 - Ability to instruct

This test measures your ability to give effective instruction and is generally considered the most difficult of the three qualifying tests. Make sure you are well prepared before attempting the test. Remember, you are limited to three attempts.

How to book

You can book your test online at direct.gov.uk.

The vehicle

You must provide a car, which is properly taxed, with a valid MOT if necessary, and insured, including any liability of the examiner as a driver or person in charge of the vehicle (see Insurance). It must be a saloon or hatchback/estate car with a rigid roof (with or without a sliding panel) in a roadworthy, clean condition, with seat belts in working order. It should have manual transmission, right-hand drive, a readily adjustable driving seat and a seat for a forward-facing front passenger both with head restraints and an internal rear view mirror for use by the examiner sitting in the driving seat. It should not be fitted with a 'space-saver' tyre.

Most hatchbacks, saloons and estate cars are suitable for the test, but some models with good forward vision have large blind spots to the rear, giving problems with observation for a pupil and the tutor / examiner. Examples of this are convertible vehicles and panel vans, which have restricted rear and rear side vision. Most are unsuitable for

test due to the inability for the examiner to see directly behind.

You must also provide and display two L-plates for the test, (or D-plates in Wales) which must comply with Regulation 16 (Schedule IV) of the Motor Vehicles (Driving Licences) Regulations 1999 (as amended). If the examiner plays the qualified driver role, the L-plates should be removed, if possible.

Insurance

Your insurance must cover, for the time during which the examiner is driving, any liability that the examiner may have for all third party and damage risks and for liability to any passenger, including any official passenger. The insurance cover should not name a specific examiner as the driver because we cannot guarantee that a particular examiner will conduct the test.

DSA will not accept responsibility for risks not covered by insurance, including the loss of any no-claims bonus or the cost of repairing any minor damage. If either the car itself or the insurance does not meet with these requirements, the test will not be conducted and the fee will be forfeited.

DSA is aware that insurance companies sometimes ask for certain information about examiners. It is the Agency's policy for data protection and security reasons not to disclose personal information about examiners. However, in exceptional circumstances, the examiner will provide you with their

name and confirm that they are over 25 years old on the morning of the test, but no further personal details will be made available.

Objective of the test

The objective of the test is to assess the quality of your instruction and your ability to pass your knowledge on to pupils. The test is in two parts, each of which lasts about half an hour. You must pass both parts on the same test. You will be asked to demonstrate your knowledge and ability by giving practical driving instruction to the examiner who will take the role of a pupil.

The examiner will select two of the following options:

- a beginner or partly-trained pupil
- a pupil who is about test standard
- a qualified driver undertaking driver development training.

The test

For each of the roles the examiner will select a test which will include a pre-set combination of two of the exercises listed below:

- safety precautions on entering the car and explanation of the controls
- moving off and making normal stops
- driving the vehicle backwards and while so doing entering limited openings to the right or left
- turning the vehicle round in the road to face the opposite direction, using forward and reverse gears

- parking close to the kerb, using reverse gears
- practical instruction in how to use mirrors and how to make an emergency stop
- approaching and turning corners
- judgement of speed and general road positioning
- dealing with coming out onto T-junctions
- dealing with all aspects of crossroads
- dealing with pedestrian crossings and giving appropriate signals by using your indicator and your arm in a clear and unmistakable manner
- meeting, crossing the path of and overtaking other vehicles, including allowing enough clearance to include following distance for other road users

It is essential that you understand what is required in this test. You should listen very carefully when the examiner explains what is required for each part. If you don't understand, say so and the examiner will repeat the explanation. Remember, during the exercises the examiner is portraying a pupil at various levels of experience.

The examiner will remain in character in order to maintain, as far as possible, a realistic learning environment. This is to help you forget they are an examiner. However, there may be occasions when they have to come out of role to help clarify instructions or for road safety issues.

The instruction you give should be tailored to the time available (ie about 30 minutes for each part) and to the standard of the 'pupil' being role-played by the examiner. You will probably find it helpful to establish the depth of the 'pupil's' knowledge in each phase, by asking questions and observing the 'pupil's' performance as you would with a real pupil you had not taught before. You should remember that asking how many lessons a pupil has had previously does not establish their ability.

You are allowed to use lesson plans and training aids and you may refer to brief notes or subject headings, but you should not read at length, word for word, from notes or books. The 'pupil' must be given a chance to demonstrate what has been taught, and any faults must be corrected.

You should note that, because there is only a short time for each part, you should limit the amount of stationary instruction and pre-briefing. You should also be prepared for the 'pupil' to ask questions.

Supervision

Just as in the Part 2 test, a supervising officer may come along as well. They are there to monitor the performance of the examiner. They will take no part in the conduct of the test.

Assessment

The examiner assesses the method, accuracy and clarity of instruction given for the stated subject matter to be covered and how well it is linked to the ability of the pupil portrayed at that time, during each phase.

Key subject areas

There are three main key subject areas, with which you need to be familiar:

- core competencies
- instructional techniques
- instructor characteristics

These three subjects cover the range of skills needed by you if you are to be successful in the Part 3 examination and qualify as an Approved Driving Instructor.

Core competencies

You need to identify, analyse and remedy a pupil's faults. The aim is to help the pupil improve their performance.

Fault identification - You must be able to clearly identify, at appropriate times, the important areas of a pupil's performance in need of development. You must be able to prioritise and decide whether the fault was serious enough to bring to the pupil's attention at the time or was of a very minor nature and not worthy of mention. Recognising faults is the very first step towards correction. You must be able to switch between observation of the pupil and what is happening outside the car. This can be done directly by eye and with the use of strategically placed mirrors. Watching the pupil will help you identify faults.

Fault analysis - Faults in either procedure or control that have been identified and brought to the pupil's attention must be analysed to see why they have occurred and/or what effect they could have on other road users.

You must explain why the fault has occurred and ensure that the fault analysis is accurate. The pupil needs to know what went wrong and why. Analysis need not be immediate, if this proved to be dangerous, but you should give it at the first safe opportunity.

Remedial action - Having identified and analysed the fault, the pupil will now need to know how to avoid repeating it (the remedy). Driving is a practical skill and it is most important that any verbal remedy be followed by positive instruction and practice as soon as is practicable. Use your instructional techniques to best advantage and avoid late or retrospective instruction, which is of little value. The use of training aids may be helpful in some situations.

Instructional techniques

The following listed headings are used to measure the way in which you plan and deliver your instruction to cover the examination subject matter for each phase.

Level of instruction - Your instruction must be flexible and matched to the ability and experience of the pupil picture portrayed and displayed by the examiner.

When meeting a new pupil it is a good idea to establish any prior knowledge and/or understanding they may have before training begins. This should help you to assess where they are in the learning process and pitch the level of your instruction as appropriate. During any training session you should observe your pupil's performance and adjust the level and style of your instruction to suit

that pupil's ability. One of the more common reasons for failing the instructional technique examination is that of not being able to pitch the level of instruction accurately. Candidates either over-instruct or under-instruct.

Over-instruction can be...

- continuous talk-through leading to over control of the pupil
- not giving opportunities to transfer responsibility to the pupil when appropriate
- telling a pupil to make an action or reaction when they display competence

Under-instruction can be...

- allowing a pupil to get into situations beyond their ability without any guidance
- repeatedly dealing with faults in retrospect
- simply not giving instruction when required at an appropriate time

Planning - The lesson should be structured and presented in an orderly manner, following a clear and logical pattern. You should consider the allocation of time between theory and practice, taking due account of the subject matter to be covered.

A briefing given to a pupil on a new subject should be just that. It should be sufficient to have a basic understanding of what is to be covered. Avoid excessive stationary instruction by including every conceivable situation or circumstance that may arise in a driver's career. There is only so much verbal information a pupil can take in and understand at any one time. The theory

and your practical training session should be relevant to the pupil's ability.

Control of lesson - Directions on route and instruction must be clear and concise, given in the correct manner and in good time, neither too early nor too late.

Instructions must be given in good time and related to the prevailing road and traffic conditions. You must be aware of what is happening inside and outside the vehicle at all times to retain control of the lesson and prevent your pupil from entering into potentially dangerous situations. Failing to give instruction in good time will not help your pupil and has the potential for poor or late and inaccurate reactions to changing situations. It will also mean you have less time to give guidance as and when required.

Communication - The language you use must be clear and easily understood. Avoid the use of technical terms and jargon where possible. If technical terms are necessary you must make sure that the pupil understands them and be able to recognise any change in a pupil's body language or facial expression which could signal that they do not understand or appreciate what you have attempted to cover.

Establish whether your pupil fully understands what you have tried to discuss and be prepared to adapt or adjust your style of communication to suit their needs.

While you know what you are talking about it is very important that they

understand your feedback. Communication is a two-way process but it must be pitched at the pupil's level.

Question and answer technique - At appropriate points during the lesson you should ask questions that contribute towards meeting the objectives of the lesson. Ideally the questions should be simply-worded, well-defined, reasonable and relevant. At some stages during training there is a need to ask questions that are thought-provoking and challenging as well as ones that simply test a pupil's memory. Pupils should also be encouraged to ask questions at appropriate times as well.

Feedback and encouragement - This refers to your response to a pupil's performance in order to inform them of their progress. It may be feedback in a theoretical or practical part of the training process. For example, having asked a question, you must listen carefully to the pupil's answer and correct any misunderstandings. You should respond to a pupil's questions at the appropriate time and give all necessary information clearly and accurately.

Feedback is also necessary for you to judge how well the pupil is doing. The pupil should be encouraged and congratulated when deserved. However, they should not be told that they have done well when they have not. Feedback at the end of each individual phase should be a summary of pupil strengths and any weaknesses that will require further development. The

comments made should be the basis for the next lesson.

Instructor's use of controls - Any driver-operated control should only be used by an instructor when it is necessary for them to intervene and the pupil should be told immediately why they were used. You must not use the dual controls to control the pupil all or most of the time. However, there can be occasions when it is acceptable for an instructor to use the controls as an effective aid during training.

Instructor characteristics - attitude and approach to pupil

As an instructor you should be able to demonstrate an enthusiastic and supportive learning environment. You should have a relaxed and friendly manner, but not over-familiar. You should appear self-confident with the ability to transfer confidence to your pupil, in a patient and tactful manner.

Appeals

You may appeal to a Magistrate's Court or, in Scotland, the Sheriff's office, if you consider your test was not conducted properly. However, you cannot appeal against the examiner's decision.

Ten useful tips for the Part 3 examination

One - Ensure that you have had plenty of training and practice at giving instruction at varying levels of pupil ability. You should be able to give a lesson on any aspect of the learner driver-training syllabus. In doing so you should be more than just familiar with any of the pre-set tests that you may be asked to cover.

Two - Listen carefully to the description of each pre-set test on which you will be asked to give instruction, and to the description of the 'pupil' that the examiner intends to portray. Should you have any queries about the format of the examination, ask the examiner before they go into role.

Three - Generally speaking, the beginner or partly-trained 'pupil' will need positive instruction and guidance to establish correct driving procedures, whereas the trained 'pupil' often benefits more from thought-provoking questions. This process is often referred to as the question and answer technique.

Four - The test consists of two half-hour phases. The length of briefings should be appropriate to the 'pupil's' knowledge and geared to that time. This may mean that you will need to adjust your normal briefing time. Briefings should 'brief' and be given when appropriate. They should clearly relate to the subject matter expected to be covered.

Five - Remember that you are in charge of the lesson; watch how the 'pupil' is responding to your instruction and adjust your instruction to meet the 'pupil's' needs.

Six - It is important that you respond to pupil performance. You will be expected to correct other driving faults in addition to those included in the specific exercises.

Seven - It is not always necessary to stop to deal with some driving faults. Consider what will need to be the appropriate level of instruction for your pupil. Some faults can be corrected more effectively on the move.

Eight - Pupils will benefit from appropriate praise and encouragement.

Nine - There are no tricks or traps in the Part 3 examination. The examiner is playing the part of a pupil; their job is to test your instructional ability. Listen carefully to questions and comments when they are in pupil role; if they suggest 'getting on the move' for example; ask yourself whether you are giving too much stationary instruction.

Ten - The test of instructional ability is recognised as the most difficult of the three parts of the ADI qualifying process. It is important that you do not attempt this part of the examination until you are confident that you can give instruction on all of the pre-set tests to a satisfactory standard.

Common problems

The most common contributory factors for failing the examination are:

- briefing which is too long, muddled or repetitive
- expecting too high a standard from the 'pupil' in the beginner or part-trained stage
- not instructing at a level appropriate to your 'pupil's' needs, for example over - instruction or under-instruction
- inability to recommence instruction at a different point or to go back and explain again
- weaknesses in one or more of the core competencies - fault identification, fault analysis or remedial action
- treating a 'pupil' as a beginner in the trained/full licence holder stage

Approved Driving Instructor (ADI) registration

After you pass the Part 3 test you can apply to join the Register. You cannot give instruction until you are registered unless you still have a valid trainee licence. The examiner will have the appropriate form.

Application

You must **apply within one year** of passing your Part 3 test or your qualification will become invalid and you would have to restart qualification with the Part 1 theory test.

You can apply online (see Annex C for details) or by submitting an application form (ADI 12) which you can get on request from your examiner.

You must enclose payment and a recent passport-style photograph with your application. You should write your ADI personal reference number on the back of the photograph. The Registrar is obliged to ensure that you continue to meet the entitlement criteria and conditions, such as being a 'fit and proper person' (see pages 6-7) before accepting your application.

Registration

Once you have passed the qualification process and are registered, you can legally give paid driving tuition. Registration lasts for four years.

Unless you have signed an agreement which contracts you to a trainer, you are not tied to a particular training school. You are officially a 'Driving Standards

Agency Approved Driving Instructor (Car)' and entitled to use this title for as long as your name is on the Register. It is illegal for anyone not registered to describe themselves as such.

Certificate of registration

You will be sent an official certificate of registration showing your name, photograph and ADI number - the personal reference number (PRN) allocated to you on first application. You must not give instruction for money until you receive your ADI certificate, unless you still have a valid trainee licence.

You must display your certificate on the nearside edge of the front windscreen of the car while you give instruction and are encouraged to display your certificate whilst your pupils are on test. This helps us keep accurate records so that we may give you a proper analysis of your pupils' performance on test over time. You should be aware that the police and authorised officers of the Department for Transport may ask you to produce your certificate on demand.

Your certificate should not be displayed when another ADI or trainee is using your car. An ADI or trainee giving instruction in a vehicle displaying another person's certificate or licence may be considered by the Registrar not to be a fit and proper person to have their name entered in the ADI Register.

Lost or stolen certificates

If you lose your certificate or it is stolen you must report it immediately to the police to obtain a crime reference number and then report to us. We have no legal obligation to issue a duplicate

certificate, but if you satisfy us that the original has been lost, stolen, or destroyed, a new one will be issued to you on payment of a fee. You will also need to provide a recent passport style photograph. The new certificate will invalidate the previous one. If the original is found, it must be returned to us. The fraudulent use of such a certificate is a serious offence and can result in prosecution.

ADI voluntary code of practice

The Registrar, in consultation with the driver training industry, has introduced a voluntary code of practice to help raise standards of professionalism within the industry. It covers such things as personal conduct, business practice, advertising and complaint conciliation. The code is reproduced in this document at Annex A.

We recommend that all ADIs agree to abide by the code when registering.

After registration

During your registration, you will be expected to ensure that all your pupils are properly prepared and ready for the driving test when they take it. You should therefore ensure that you keep your skills up-to-date and continue to be a 'fit and proper' person.

Standard of pupils

Your pupils should be trained to a level of competence which enables them to drive safely on their own.

You should not teach them just to pass the driving test. Your pupils should realise that driving is a life-long skill.

Driver's Record

DSA has worked in partnership with trainers and the training industry to develop a recognised syllabus to learn to drive. As a result the Driver's Record was produced. This syllabus provides a structure and provides the pupil with documentary evidence of their personal progress. From an instructional point, the Driver's Record is a useful teaching tool. It provides a record of progress and promotes professional instruction. Once the record is fully completed it will show that all the skills linked to safe driving have been covered to a satisfactory level and that the pupil is ready to take the test.

Copies of the Driver's Record can be downloaded from the Directgov website.

National Driving Standards

Under the Learning to Drive programme, DSA has created and introduced a set of national standards covering driving

and riding. The national driving standards set out in a structured way the knowledge, skills and understanding that we believe people need to have to be safe and responsible drivers. They describe good practice in the field of driving as well as providing a benchmark for performance in underpinning lifelong driver and rider development. The standards have been published on DSA's website.

Accompanying your pupils on tests

We recommend that ADIs accompany their pupils on tests if the pupil gives their permission. This gives instructors the opportunity to better support candidates' ongoing learning and development. If they fail, this can help you to develop your future lesson plans with them, or if they pass you can give feedback about what they can do to further improve their driving, for example Pass Plus, or agreeing an individually tailored post test driver development plan.

Guidance on what you should do when observing your pupils' tests is given at Annex F.

Pass Plus

ADIs may register with DSA to deliver Pass Plus to newly qualified drivers. Pass Plus is a six-module training syllabus designed by the DSA and aimed primarily at developing the skills and knowledge of young drivers in their first year of motoring. It has the support of the driving instruction and insurance industries, and pupils who have successfully completed the course may

benefit from discounts on premiums by participating insurance companies. You can use our online service to register for Pass Plus, order your starter pack and refill packs and view the details of your pupils' certificates - see Annex C for details.

Continuing Professional Development (CPD)

Success in the ADI examination process is the first stage in your development as an ADI. Continuing Professional Development (CPD) will further enhance the skills and knowledge you have achieved.

CPD is a repeated process of reflection, planning, action and evaluation. It includes everything that you learn which enables you to follow your career more effectively. CPD helps all ADIs to maintain and improve standards and helps to ensure that the general public will then receive a quality service in terms of technical expertise and best business practice.

Some of the national ADI consultative groups listed in Annex B may have up-to-date details of CPD events. Before choosing an activity you should ensure it meets your learning needs and will inspire public confidence in your skills and knowledge. The ADI Register should offer the public well-trained and motivated instructors who are interested in raising their own standards.

If you are committed to one day's CPD per year and to abiding by the ADI Code of Practice, you can indicate this using our online service (see Annex C for details). Public using the Find Nearest

Driving Instructor facility on direct.gov.uk will see that you have indicated your commitment to CPD.

Check tests

During your period of registration you will be required to take a test of 'continued ability and fitness to give instruction' - commonly known as a check test – when called by the Registrar. At the check test, one of our specially trained examiners assesses an ADI's instructional ability and grades it according to the standards laid down by DSA. Grade one is the lowest grade and grade six the highest. Grades four to six are satisfactory, whilst one to three are unsatisfactory.

If your performance is unsatisfactory and you have been on the Register less than a year you will be graded with an 'E' which is 'Educational'. You will be seen again within three months when you will have a further opportunity to demonstrate your instructional ability.

Check tests are designed to ensure that proper standards are being maintained. The tests are normally conducted Mondays to Fridays during normal working hours and last about 60 minutes, with 15 minutes for a debrief afterwards. You must bring your ADI certificate with you. The tests are usually conducted by an examiner observing a normal lesson that you give to one of your pupils.

There will be occasions when, for genuine reasons, the ADI cannot provide a pupil for the purposes of the check test. On these occasions the

examiner can act as the pupil and carry out a role-play check test. Your check test can therefore be conducted in two ways:

- an observed lesson with a pupil during which the examiner assesses your instructional ability
- or
- the examiner can 'role-play' a pupil while assessing your instructional ability

Either way, you are in control of the lesson at all times.

The examiner is not looking to catch you out on a check test. The mutual aim of examiners and instructors should be to raise the standard of driver competence and encourage safe driving as a lifetime skill. The check test is an opportunity for you to have your instructional ability assessed and to obtain professional guidance on any areas where it could be improved. You will not gain any benefit by changing your normal way of instructing or 'putting on an act'.

ADIs are legally obliged to undertake check tests. If you do not attend when invited, the Registrar will require you to attend on a stated date. You would face removal from the Register if you fail to attend such a 'Registrar's requirement' check test without good reason.

Whilst you hold a Certificate of Registration, not having a pupil, not working as an ADI and not having a car are not acceptable reasons for failing to attend for a check test.

Vehicle requirements for check tests

The car used for test must be roadworthy, safe and reliable. Most hatchbacks, saloons and estate cars are suitable, but some models with good forward vision have large blind spots to the rear, giving problems with observation for a pupil and the tutor / examiner. Examples of this are convertible vehicles and panel vans, which have restricted rear and rear side vision. Most are unsuitable for test due to the inability for the tutor / examiner to see directly behind.

Soft-top convertibles are not acceptable, nor are '2 + 2' vehicles such as a Vauxhall Tigra, as the seating arrangement is inadequate. L-plates (or D-plates in Wales) should be fitted if you are teaching a learner. Rear seat belts in working order must be fitted.

You should contact the check test booking team if you have any doubts about the car's suitability for a check test. If the car does not meet requirements the test will be cancelled, and a further appointment made as soon as possible.

It would be sensible to ensure the car meets test requirements if it is not your own, because persistent failure to attend in a suitable car could result in removal from the Register.

Content of check tests

The following is a list of the headings the examiner will use to record and assess the content of the lesson.

- controls

- moving away/stopping (can include hill starts)
- emergency stop
- reverse right/left
- turn in the road
- reverse park
- mirrors
- signals
- planning
- use of speed
- junctions
- roundabouts
- meet /cross/overtake
- positioning
- adequate clearance
- pedestrian crossings
- anticipation and awareness
- dual carriageway / motorway
- Pass Plus module

You will be rated for each subject covered.

The descriptions for each rating are:

- fault(s) identified and correct instruction given
- fault(s) identified but unsatisfactory or incomplete instruction offered
- fault(s) not identified or incorrect instruction given

The examiner will also assess the quality of your instruction in each of these subjects and evaluate your performance in three categories.

Core competencies

Fault identification - you should watch the pupil to identify all important weaknesses which need further

guidance at appropriate times. This includes prioritising of faults.

Fault analysis - you should explain to the pupil what went wrong and why.

Remedial action - you must teach the pupil how to avoid committing the same fault, at the earliest opportunity, including possible consolidation with practice.

Instructional techniques

- recap at start
- aims/objectives of lesson
- level of instruction
- planning of lesson
- control of lesson
- communication
- question and answer techniques
- feedback/encouragement
- instructor's use of controls (if necessary)
- recap at end

Instructor characteristics - Attitude and approach to pupil.

Overall assessment

- method, clarity, adequacy and correctness of instruction
- observation and proper correction of the pupil's errors
- manner, patience, tact and ability to inspire confidence

Grading

You will be graded from one to six in your check tests. Six is the highest grade, one to three are substandard.

The frequency of your check tests will generally depend on your previous

grade. If you are marked as substandard on a check test you should seek retraining immediately, as you will be required to reach the required standard to remain on the Register.

Although the Registrar may remove your name from the Register after one substandard check test, if you are graded two or three you will usually be given a further two attempts to meet the required standards. A third test will be conducted by a different, more senior examiner, to ensure transparency and fairness. If you do not demonstrate an acceptable standard in those three consecutive check tests, the Registrar will commence removal proceedings and you could be removed from the Register. You would then need to retake and pass the qualifying examination before being allowed to re-enter the Register.

Grade one is considered to be dangerous instruction. You would only be given one further attempt with a different, more senior examiner to demonstrate you can meet the required standard, before action to remove your name from the Register was taken.

Appeals

You may appeal to a Magistrate's Court or, in Scotland, the Sheriff's office, if you consider your test was not conducted properly. However, you cannot appeal against the examiner's decision.

Driver Training Assessment Manager (DTAM)

A DTAM is allocated to your local area. They are available to give help and advice on instructional matters and will

often be responsible for conducting your check tests.

As part of DSA's quality assurance, examiners are sometimes supervised by a senior officer. If this happens on your check test, you will be informed in advance or time will be allowed on the day for you to explain the implications to your pupil. The senior officer will not take any part in the test and is there to ensure uniform standards amongst examining staff. In addition, the lesson may include inflating the tyres at a garage if you are concerned about the additional weight in the car.

If you fail a supervised check test, you will not have subsequent tests supervised.

Removal from the Register

You can resign from the Register at any time by returning your certificate with a covering letter. You are not legally entitled to a refund in respect of any remaining time of registration, because the fee you pay is for registration itself, regardless of how long you hold your certificate. However, the Registrar may consider an ex-gratia payment if you resign from the Register due to ill health, which is substantiated by medical evidence. In addition to check test failure, you can be removed from the Register at any time if the Registrar is not satisfied that you still meet the requirements for registration (see pages 6 - 7).

You must notify the Registrar within seven days if you are convicted of any motoring or non-motoring offences. If you fail to disclose this information, this

could affect the Registrar's decision about renewing your registration or retaining you on the Register.

Appealing against the Registrar's decision

Should the Registrar decide to remove your name from the Register, you have the right of appeal to the independent First-tier Tribunal (Transport). Details of the appeal process are given at Annex D.

Renewing your registration

Registration lasts for four years. Before it expires, you can apply to be registered for a further four years. You can apply online (see Annex C) or by downloading the form to apply for an extension of your registration (ADI 37A) from businesslink.gov.uk/currentadi

At renewal the Registrar must be satisfied that you continue to meet the conditions to be an ADI. You must not have failed or refused to undergo a check test.

You will need to obtain a criminal record disclosure before you apply for renewal **unless** you have any endorsements on your driving licence.

Please apply for your disclosure in good time. As a courtesy, we aim to send out a renewal reminder to your last known address about six months before your registration runs out. You will also be advised how to apply for your disclosure. It may take several weeks for it to be provided to you, and then we will need time to consider your application. If the Registrar has not been able to make a decision before your

current registration expires you may not be able to continue giving paid instruction.

However, it is your responsibility to note the expiry date and apply to the Registrar for renewal, whether or not you receive a reminder.

If you have any endorsements (including fixed penalty points) on your driving licence the way in which your application is processed may be affected. You should instead apply to the Registrar for renewal and give full details. You will then be advised when you should obtain a criminal record disclosure.

Re-registration

If you let your licence lapse, you have one year from the date your name is removed from the Register to apply for re-registration without having to retake the qualifying examination. If your name has been removed by the Registrar then it is unlikely that your application would be accepted within this twelve-month period.

You will need to have obtained a criminal record disclosure within the previous six months before you submit your application form. To obtain your disclosure you should contact our Criminal Records Team on **0121 556 5570**.

If your registration is allowed to lapse for more than a year or you are removed for check test failure, you must pass all three parts of the qualifying examination again, before you can re-enter the Register.

Change of details

You will be responsible for notifying the Registrar (within seven days) of any change in your personal circumstances which affects your entitlement to become or remain an ADI.

These include:

- any caution or conviction, either motoring or non-motoring including being bound over, having your name entered in the sex offenders register or being banned or barred from working with children
- a change of name, permanent home or business address - your personal records on the Register must be updated

Note: If you do not do so, you may not receive notification of a check test or renewal. This may result in removal from the Register, and possible proceedings against you for illegal instruction. Your address will be checked against your driving licence record held at the Driver and Vehicle Licensing Agency (DVLA) Swansea, which should also be kept up-to-date. You can amend your contact details online – see Annex C for details.

- a decision to stop giving instruction at any time, either permanently or temporarily, because of illness or living abroad for example. In such circumstances you must return your certificate to the Registrar

If you are in any doubt, contact your local Driver Training Assessment

Manager (DTAM) or the DSA contact centre.

As well as changing your address details online yourself, you can also notify us by e-mail, telephone or in writing, quoting your personal reference number (PRN). Motoring or other convictions must be notified in writing.

Use of DSA and ADI logo

The DSA and ADI logos are subject to copyright so you cannot use them without prior approval from DSA. Further information about copyright is given in Annex G.

Filming or recording of driving tests

DSA has a general policy of not allowing the filming or recording of driving tests. Further information about this policy is given in Annex H.

Annex A - Voluntary code of practice

Personal conduct

- the instructor will at all times behave in a professional manner towards clients
- clients will be treated with respect and consideration
- the instructor will try to avoid physical contact with a client except in an emergency or in the normal course of greeting
- whilst reserving the right to decide against giving tuition, the instructor will not act in any way which contravenes legislation on discrimination

Business dealings

- the instructor will safeguard and account for any monies paid in advance by the client in respect of driving lessons, test fees or for any other purpose and will make the details available to the client on request
- the instructor on or before the first lesson should provide clients with a written copy of his/her terms of business to include:
 - legal identity of the school/instructor with full address and telephone number at which the instructor or his/her representative can be contacted
 - the price and duration of lessons
 - the price and conditions for use of a driving school car for the practical driving test

- the terms under which cancellation by either party may take place
- procedure for complaints
- the instructor should check a client's entitlement to drive the vehicle and his or her ability to read a number plate at the statutory distance on the first lesson. When presenting a client for the practical driving test the instructor should ensure that the client has all the necessary documentation to enable the client to take the test and that the vehicle is roadworthy.
- instructors will advise clients when to apply for their theory and practical driving tests, taking account of local waiting times and forecast of clients' potential for achieving the driving test pass standard. The instructor will not cancel or re-arrange a driving test without the client's agreement. In the event of the instructor's decision to withhold the use of the school car for the driving test, sufficient notice should be given to the client to avoid loss of the DSA test fee.
- the instructor should at all times, to the best of his or her ability, endeavour to teach the client correct driving skills according to DSA's recommended syllabus.

Advertising

- the advertising of driving tuition shall be honest; claims made shall be capable of verification and comply with codes of

- practice set down by the Advertising Standards Authority
- advertising that refers to clients' pass rates should not be open to misinterpretation and the basis on which the calculation is made should be made clear

Conciliation

- complaints by clients should be made in the first instance to the driving instructor/driving school/contractor following the complaints procedure issued
- failing agreement or settlement of a dispute, reference may be made to DSA's Registrar of Approved Driving Instructors who will consider the matter and advise accordingly
- should the Registrar not be able to settle the dispute he or she may set up a panel, with representatives from the ADI industry, to consider the matter further or advise that the matter should be referred to the courts or other statutory body to be determined

Annex B - Driving instructors' organisations and associations

DSA formally consults the following organisations and associations on matters affecting driving instruction and the driving test.

AA Driving School

Fanum House
Basing View
Basingstoke
Hampshire
RG12 4EA
tel: 0800 316 0331
email: drivings@theaa.com
web: AAdrivingschool.co.uk

Approved Driving Instructors National Joint Council

General Secretary
16 Grosvenor Close
Lichfield, Staffordshire
WS14 9SR
tel: 01543 256578
fax: 01747 855091
email:
adinjc_liaisonofficer@hotmail.co.uk
web: adinjc.org.uk

Delivering Information Developing Understanding (DIDU)

Secretary
PO Box 165
Northallerton, N Yorks DL6 2WX
tel: 0800 6226027
email: info@didu.co.uk
web: didu.co.uk

Driving Instructors Association

Safety House
Beddington Farm Road
Croydon CRO 4XZ
tel: 020 8665 5151
fax: 020 8665 5565
email: training@driving.org
web: driving.org

Driving Instructor's Branch of Unite the Union

10 Hendomen Drive
New Acre Wood
Montgomery
Powys
SY15 6RB
tel: 07812 644825
email: rob@dib-unite.co.uk
web: unitetheunion.com

Driving Instructors Scottish Council

4 Burnside Road
Uphall
West Lothian EH52 5DE
tel: 01506 855455
email: aeneas.disc@tiscali.co.uk
web: d-i-s-c.org.uk

Your guide to the approved driving instructor register (ADI 14)

Motor Schools Association

The Motor Schools Association
of Great Britain

101 Wellington Road North

Stockport

Cheshire SK4 2LP

tel: 0800 026 5986 or

0161 429 9669

fax: 0161 429 9779

email: mail@msagb.co.uk

web: msagb.com

Annex C – Online ADI services

DSA has a range of online services for ADIs. They are available from 6.00 am to midnight, seven days a week.

What you need

- **PRN** – personal reference number – also known as your ADI number
- **User ID** – your unique ID to use online ADI services (also known as your Individual Reference Number, IRN), which you will have received from DSA when your first application to become a PDI was accepted. It is also quoted on any subsequent correspondence from the Registrar.
- **Password** – your password to use online ADI services. When you use the system for the first time you will be asked to confirm your personal details after you have entered your user ID. Select a memorable phrase as a security measure and create a password. The password needs to be at least nine characters long and should incorporate upper and lower case characters, numeric digits and special characters (eg £, %, &).

Services for new ADIs

Apply to start the qualifying process
businesslink.gov.uk/applyadi

- Apply for a trainee licence
businesslink.gov.uk/traineelicence
- Apply for your first ADI certificate
businesslink.gov.uk/newadi

Update your registration

You can use this service to:

- update your address, phone number and email address
- show your details on the 'find your nearest driver instructor' service
- commit to the voluntary code of practice and continuing professional development
- view your check test history

businesslink.gov.uk/manageadi

Pass Plus

You can use this service to:

- register to be a Pass Plus instructor
- order Pass Plus refill packs
- track to see if your pupils' Pass Plus certificates have been issued

businesslink.gov.uk/passplus

Renew or re-register

You can use this service to:

- renew your ADI registration
- re-register as an ADI if your registration has lapsed

businesslink.gov.uk/renewadi

Other services available online

- **View and amend your personal contact details** - by clicking on the Instructor home page tab you will be able to update details of your address, telephone number and email address. You can also indicate if you would like your contact details (name, telephone and email address) to be published on our website so that the public can see them when using the Find Nearest Driving Instructor facility on direct.gov.uk.
- **Continuing Professional Development (CPD)** - On your Instructor home page you will find a box to tick to confirm that you are committed to one day's CPD per year and to abiding by the voluntary ADI Code of Practice. This information will also be visible to the public using the Find Nearest Driving Instructor facility.

Locked out of your account?

If you enter an incorrect user ID or password three successive times, the system will lock your account. Please wait 30 minutes for the system to verify your access and try again.

Don't know your User ID?

If you do not have your user ID, email DSA at IRDT@dsa.gsi.gov.uk For security reasons you will need to provide two of the following identifiers:

- Personal Reference Number (PRN)
- Driver Number
- Date of birth.

Forgotten your password?

If you have forgotten your password, go to the service you want to use. When you reach the login screen, click on the 'Forgot password'. You'll then need to type in your user ID – DSA will then email you a new password.

Keep a note

You can download a guide to using online ADI services. It also includes space for you to make a note of your user ID and a reminder of your password.

Download the guide

<http://assets.dft.gov.uk/dsa-bl/dsa-adi-online-services-guide.pdf>

Annex D - Appeals procedure

If you feel aggrieved by the Registrar's decision to:

- refuse your application for registration
- refuse to grant a trainee licence
- remove your name from the Register
- revoke an existing trainee licence

you have the right of appeal to the independent First-tier Tribunal (Transport)

The Registrar will notify you of his intention and you are entitled to make representations to him about it. If, following your representations, the Registrar does not change his mind, you then have the right of appeal to the First-tier Tribunal (Transport).

On receiving the appeal, the Tribunal will arrange to hold a hearing into the matter, normally in London or Edinburgh. They will take all of the evidence into account at this hearing and make a decision as to whether the Registrar's decision should be upheld or overturned.

You should be aware that the Tribunal has the power to award costs to the DSA, if the decision goes against you, although this will not normally happen if your appeal is a reasonable one.

You can get further information from a separate booklet, 'First-tier Tribunal (Transport) Guidance Notes for Appellants', on application to the Registrar. This is sent automatically with

the Registrar's decision letter where he has refused an application for registration, removed someone's name from the Register or refused or revoked a trainee licence. Further information is also available on the Tribunal's website at tribunals.gov.uk

Annex E - Preparation material

These publications can be obtained direct from DSA Merchandising on 0870 241 4523

The Official Highway Code

published by The Stationery Office (also available as an interactive CD Rom)

The Official DSA Guide to Driving - the essential skills

published by The Stationery Office

The Official DSA Guide to Learning to Drive

published by The Stationery Office

Helping Learners to Practise - the official guide

published by The Stationery Office

Know Your Traffic Signs

published by The Stationery Office

The Official DSA Guide to Hazard Perception DVD

published by The Stationery Office

Prepare for your Practical Driving Test DVD

published by The Stationery Office

The ADI Theory Test Question Bank

available from ADI Section DSA 0300 123 1126

D100 Leaflet - What you need to know about Driving Licences

published by DVLA. Available from most Post Offices or DVLA

These publications can be obtained from other retailers

The Motor Vehicles (Driving Licences) Regulations 1999 (as amended)
legislation.hmso.gov.uk

Instructional Techniques and Practice for Driving Instructors

by L Walklin - published by Stanley Thornes (Publishers) Ltd.

The Driving Instructor's Handbook
by J Miller and M Stacey - published by Kogan Page

Practical Teaching Skills for Driving Instructors

by J Miller, M Stacey and T Scriven - published by Kogan Page

Please make sure that you obtain the latest edition of these publications

Annex F - Observer on test behaviour

Get the best performance out of your pupils by brushing up on your observer etiquette. Your 'observer on test' behaviour could help or hinder your pupils.

Mobile phone use

Your pupil may be startled and their concentration interrupted if the ring tone shrills out, so turn your phone off.

Lend a helping hand

Helping your pupil to lift the bonnet if they are struggling is fine, but don't interfere unnecessarily.

Take a back seat

Examiners usually regard sitting behind the pupil as the least intrusive. However, the best position for you is wherever it's the most comfortable, providing you can sit upright with the seatbelt correctly fitted.

Mirror, signal, manoeuvre

Contrary to popular belief, you will not have your candidate's test terminated for naturally looking left, right and behind you. However, try not to put your pupil off.

Try not to accidentally cheat

Be aware that overzealous nodding coupled with excessive eye contact with your pupil could be seen as some sort of pre-arranged code. Prompting pupils by coughing, or nudging the back of their seat can lead to test termination. Do not be tempted.

Moving about

Changing position to improve your pupil's visibility during the manoeuvre exercises is acceptable. Constantly moving from side to side is very distracting, so keep movement to a minimum.

Taking notes

You can take notes to help your pupil. However, remember that if your pupil sees you taking notes it might worry them and fill their head with negative thoughts - when actually they might be doing fine.

No comment

At the end of the test listen carefully to the feedback so that you and your pupil can work together. Do not be tempted to involve the examiner in discussion. If you have genuine concerns about the test, speak to the local manager, or follow the complaints procedure.

Annex G - Copyright

DSA's Intellectual Property Team deals with a multitude of Crown Copyright issues, ranging from the protection of our brand to the issuing of Crown Copyright licences for re-use of the theory test question banks and hazard perception clips.

In terms of our logo and its usage, it is a registered trademark and is protected by law. It is often assumed that our logo can be used without our prior permission. This is untrue; without prior approval from us, the logo cannot be used. Misuse of a trademark can incur criminal and civil sanctions which allow us to protect our logos and 'branding'. Logos are also protected by corporate guidelines designed to reinforce the integrity of a company. For example, only individual Approved Driving Instructors and DSA approved training bodies and instructors can apply to use our logo.

Crown Copyright materials such as the theory test question banks are also protected under copyright law and if someone wishes to use the theory test questions, a Crown Copyright licence is required. This licence allows someone to reproduce the licensed material into a variety of formats, providing wider distribution of road safety knowledge.

The formats for information are quickly evolving in today's world, ranging from books, DVDs and CD-ROMs to iPhone applications and other mobile phone downloads. Whilst we actively encourage the licensed re-use of theory test question bank material, we also protect it against any unlicensed use. In addition, we constantly monitor the use of our material to ensure that the public has the most up-to-date information.

For further information regarding the use of any of our logos, or to apply for a Crown Copyright licence, please visit the DSA website at dft.gov.uk/dsa and click on About DSA and then Reuse of DSA information..

For any further questions about this please contact the Intellectual Property team:
email: Crowncopyright@dsa.gsi.gov.uk
phone: 0115 936 6272/6271

Annex H - Filming or recording of driving tests

DSA has a general policy of not allowing the recording or filming of driving tests. For the purpose of this policy, recording means the use of any type of audio or visual recording equipment and covers all theory and practical driving and riding tests. This includes recording inside the test vehicle or outside (for example during a motorcycle test).

Currently DSA allows:

- filming or recording by bona fide external media, such as broadcasters, with DSA's permission. Further conditions apply and all applications to film tests for media purposes should be made through DSA's press office
- filming by DSA officials for promotional/educational purposes for internal/external customers and with the permission of all involved

DSA does not allow any other recording of driving tests.

If an examiner knows a test is to be recorded without DSA permission, the test will not proceed. If the test has already begun before the examiner becomes aware that it is being recorded, the examiner will stop the test. The examiner will then give the candidate the chance to turn off the recording equipment. If the candidate cannot do this quickly or easily the examiner will stop the test and the candidate will lose any fee paid.

The Driving Standards Agency (DSA)

DSA's primary aim is to promote road safety through Improving driving standards; testing drivers, motorcyclists and driving instructors fairly and efficiently through the theory and practical driving tests; maintaining the registers of Approved Driving Instructors and Large Goods Vehicle Instructors; and supervising training for learner motorcyclists.

Valuing our customers

DSA recognises and values its customers. We will treat all our customers with respect, and deliver our services in an objective, polite and fair way.

Useful contacts

Driving Standards Agency (DSA)

The Axis Building
112 Upper Parliament Street
Nottingham NG1 6LP

0300 200 1122

Email: adireg@dsa.gsi.gov.uk
www.businesslink.gov.uk/transport
www.dft.gov.uk/dsa
www.twitter.com/dsagovuk
www.youtube.com/dsagov

Driver and Vehicle Licensing Agency (DVLA)

Drivers' Customer Services
Correspondence Team DVLA
Swansea SA6 7JL

0300 790 6801

0300 123 0784

Email: via www.direct.gov.uk/emaildvla
www.direct.gov.uk