

# Official register of driving instructor training (ORDIT): membership terms and conditions

## Definitions

'ADI' is an approved driving instructor.

'ADI register' is the official register of approved driving instructors.

'The ASA' is the Advertising Standards Authority.

'DVSA' is the Driver and Vehicle Standards Agency.

'Establishment' is any organisation with 5 or more part 3 qualified trainers.

'Inspection' is an ORDIT inspection carried out to agreed ORDIT guidelines and standards by an inspector.

'Inspector' is a person accredited to carry out inspections of trainers and organisations.

'Organisation' is any individual or corporate body to which ORDIT membership is granted under these terms and conditions. Any organisation must be a recognised legal entity, such as a sole trader, partnership, limited or public limited company with a named principal.

'PRN' is a trainer's personal reference number.

'Premises' are the places from which training is provided and/or training records are maintained by the organisation and where correspondence can be addressed to by clients or other parties.

'Principal' is the named senior person, authorised by the organisation to make sure that the terms and conditions of ORDIT membership are adhered to.

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'Register' (except 'ADI register') and 'ORDIT' mean the official register of driving instructor trainers.

'Registrar' is the Registrar of Approved Driving Instructors

'Trainee' is someone doing their initial ADI training or who is on the ADI register and wants further development.

'Trainer' is someone who gives instructor training on behalf of the organisation whether directly or indirectly employed, franchised or contracted, for either:

- one or more parts of the ADI qualifying examination
- preparation and remedial work relating to a standards check

'Standards check' is the check by the Driver and Vehicle Standards Agency of an ADI's standard of skills and service, currently required under regulations.

## **Authority**

If an organisation or trainer fails to comply with these terms and conditions, the Registrar, may consider representations they feel are appropriate, and remove or suspend an organisation, its premises or a trainer from the register.

For 28 days after the Registrar's written confirmation of such a decision, an organisation or trainer may appeal in writing to the Registrar. Only written correspondence will be considered. DVSA's Chief Driving Examiner may either overturn or accept the decision of the Registrar or change any time limits that apply.

## **Aims and objectives**

The ORDIT scheme:

- raises the standard of ADI training ensuring the trainee prepares in line with national standards for driver and rider training
- maintains and promotes the current register (and work towards a compulsory register) of driving instructor training organisations and driving instructor trainers
- promotes best practice and can be relied upon by the public, the driver training industry and the accrediting body

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- provides high quality training from organisations that have agreed to abide by these terms and conditions

The ORDIT scheme's main objectives are to make sure that:

- high quality training is available for anyone wishing to qualify as an ADI
- high quality training is available for ADIs who wish to receive further training, retraining or development
- the best information is available for people to make an informed choice of trainer or organisation
- all trainers have been assessed by the accrediting body and accepted as being suitable for entry onto the register
- anyone seeking training with an organisation or whose details are entered in the register is protected from unfair business practices and inferior training
- organisations, premises and trainers on the register are promoted through the ORDIT list and find your nearest services on GOV.UK
- the accrediting body and ADI consultative organisations will only promote those organisations, premises and trainers on the register
- only those organisations, premises and trainers on the register may display ORDIT badges
- any course offered by ORDIT members shall cover all aspects of driver training and must include in-car practical training so that a trainee may pass the ADI qualifying examinations or develop their instructional skills further

## **Advertising and promotional code of practice**

All advertising shall:

- fully comply with the current codes of practice issued by the ASA
- be legal, decent, honest, truthful and prepared with a sense of responsibility to both trainees and competitors, as well as respecting the principles of fair-trading and competition

Any trainer or organisation must be able to substantiate any claim made in advertising objectively with documentary evidence. They shall make that evidence available for inspection upon request.

The full terms of any guarantee shall be given in writing before any training course agreement is signed.

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The Registrar has the power to review and/or remove any trainer or organisation from the register:

- who has been convicted of any trading standards or fair-trading offence
- who has had an adjudication made against them by the ASA
- habitually presents a sub-standard PDI for one of the ADI qualifying examinations

The Registrar can demand timely changes to the advertising of any organisation or trainer following rulings by the ASA or Trading Standards with the ultimate sanction of exclusion from the register.

The Registrar can demand timely changes to the advertising of any organisation or trainer in the case of it not being covered by any regulatory body.

The Registrar can object to an organisation's or a trainer's advertising in whatever form if they do not think it is appropriate or of the right standard. The organisation or trainer can then amend the advertising material or stop issuing it. If they don't, or if they fail to do so to the Registrar's satisfaction, the Registrar can complain about it to the appropriate regulatory body.

## Criteria

Organisations and trainers are jointly responsible and must abide by these terms and conditions to remain on the register.

For an organisation to join or remain on the register, all their instructor trainers must have been accompanied by a DVSA ORDIT inspector while delivering an instructional training session. This can be in preparation for the part 3 test or a session to remedy a standards check.

ORDIT training can only be given by certified ADIs with a grade A on their current standards check, who have successfully completed an inspection.

Trainers must check that a trainee is 'fit and proper' before they have any kind of contract with them. No money should be taken before such a check. If the trainer thinks the trainee is unsuitable, they should tell them as soon as possible.

Trainers must always tell trainees the requirements of qualification.

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Trainers are responsible and held accountable for the quality of trainees presented for ADI qualifying examinations and standards checks. Trainers' PRN for all qualifying examinations must be recorded. In the case of a part 3 the PDI workbook will be assessed.

A principal must notify DVSA whenever:

- a trainer moves to a new organisation or resigns, and
- when a new trainer is acquired from another organisation or member.

The Registrar may, at their own discretion, require driver training to be observed by DVSA if intelligence suggests it might be needed.

Organisations and trainers must make training records, including forms ADI21T, ADI21AT and ADI21S, available for inspection by DVSA at any time at the request of the Registrar, not just at formal inspections.

If a trainer or organisation fails to attend for inspection, the Registrar may remove them from the register without refunding their fee.

ORDIT registration will be in-line with ADI and last for a 4-year period.

Training must be properly structured to prepare trainees how to instruct or develop an ADI's instructional ability in line with the skills, knowledge and understanding defined in the [national standards for driving and riding](#).

Organisations must apply for re-inspection of each trainer (who is jointly responsible) at least 3 months before their ORDIT registration period expires. The organisation's application must include their trainers' names and the premises at which they usually work.

### **Organisations and premises**

Organisations must specify:

- a business address where training records are kept and
- a contact point

This must be available to anyone with a legitimate complaint. PO Box addresses are not acceptable for use in the register but can be used as a trading address, for example on company stationery and websites.

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Organisations must offer training for all 3 parts of the ADI qualifying examination; standards check preparation and remedial support.

Organisations must make sure that trainees meet the 'fit and proper' criteria before accepting them for an ADI training course. They must view the letter from DVSA confirming that any potential trainee meets this requirement before allowing them to make any financial commitment.

Trainers may operate from more than one premises.

Trainers may work for more than one training organisation. If working for any organisation that is not ORDIT registered, they must not display their ORDIT certificate or suggest in any way that the organisation is registered.

Inspections will be conducted from local DVSA driving test centres under official booking procedures.

The trainer must give 3 working days' notice if they can't go to a booked inspection or their fee will not be refunded.

## **Course programme and trainees' records**

The organisation must be able to show that the course and training they provide for each part of the ADI qualifying examination, is aligned to all the relevant DVSA national standards. The content of the course must include in-car training and be at a level that would ensure the ADI/PDI is successful on any of the required examinations.

In particular, they must keep records of:

- training
- initial interviews
- assessments

that evidence all the principles of structured training package because these will be required for inspections. Failure to keep satisfactory records will result in a fail.

Trainee records must form part of their assessment and they may be inspected.

They may be hard copy or digital, but must include the:

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- name of the trainer and their PRN
- name of the organisation
- name of the trainee
- date, time, location and duration of a training session
- subject matter
- trainer appraisal of the session, noting strengths and weaknesses for example
- trainer's reflection on their own performance
- trainee's feedback and reflections on the session. Minimum trainer qualifications

A trainer applying for an inspection must have achieved a Grade A on their previous standards check or inspection.

A trainer who fails to achieve a grade A on an ORDIT inspection can have one further inspection. However, they must not book the second attempt until 21 working days have passed. The trainer will have up to 3 months to re-book. This is to enable the trainer to obtain development. In the meantime, they will remain on the register until that second inspection.

Following a second unsuccessful inspection, the Registrar may require a further check of their instructional ability and a standards check.

If a standards check is required, the trainer must not present an:

- ADI
- trainer
- trainee who has passed part 2 of their ADI qualification

to act as a pupil in a standards check.

If in the unlikely event the trainer still fails to satisfy the requirements on the standards check, the Registrar may decide to remove their name from the ADI register.

Trainers must have a personal record (CPD) of achievement of, for example:

- development they've received
- dates of training
- what the training consisted of
- materials and resources used
- a log of their reflections of their training and performance

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The principal of an organisation should keep records of their internal quality control standards and procedures. The record for each trainer must state:

- their name and PRN
- date they supervised the trainee
- whether the session was on instruction, driving, and so on
- notes on the trainee's performance, strengths and weaknesses
- their signature and reflections on the session and their trainee

### **Criteria for ADI part 1 training: theory**

Organisations must specify on their ORDIT application how ADI theory training is carried out, for example whether it's by distance learning or classroom based, and to nominate which trainers are responsible for delivering the training.

Classroom training, distance learning or a combination of both are acceptable. Only trainers who have been inspected and achieved an 'A' can use the ORDIT scheme to promote and teach classroom-based theory test preparation.

### **Distance learning**

Trainers and organisations must keep records of each trainee's theory development, including mock examinations and assessments.

The organisation must have a system for monitoring trainees' progress and for giving them support and feedback. Just giving trainees theory test revision questions or similar mock tests and reference books is not good enough.

Training for the ADI theory test should be properly structured with clearly defined aims and objectives. The programme should cover a suitable syllabus including the national standard for driver and rider training. The progress of each trainee should be monitored and recorded for the benefit of the trainee and the trainer. Each trainee's ADI theory test result should also be recorded.

In advance of their inspection, the inspector may ask to see:

- any ADI theory learning materials
- details of the course, including the means of monitoring progress

The inspector may want to review the distance learning material with the trainer responsible at that premises or organisation



## **Criteria for ADI part 2 training: driving ability**

Each trainer passing an ORDIT part 3 inspection is listed in the register as qualified to deliver part 2 training. Their name appears in the register under the name of the organisation and/or the premises that they usually work from.

Training must be properly structured with clearly defined goals linked to the national standard for driving cars and light vans. The training programme must be designed to meet the trainee's goals and needs and to identify and eliminate any driving faults they have. Training should be client centred. The progress of each trainee must be carefully monitored and formally recorded for the benefit of the trainee and the trainer.

The inspector may need to see details of the part 2 course, including any system of monitoring progress. This is so the inspector can assess each trainer's performance in context.

Part 2 training is not acceptable for ORDIT trainer inspections

## **Criteria for ADI part 3 training: instructional ability**

All trainers wishing to deliver part 3 training must be ORDIT qualified. Trainers passing inspection for part 3 are qualified to train people for part 2.

Each trainer passing an ORDIT part 3 inspection is listed in the Register as qualified to train people for parts 1, 2 and 3. The trainers' name will appear in the register under the name of the organisation and/or the premises that they usually work from.

Training must be properly structured and aligned with the national standard for driver and rider training. Goals for trainees should be agreed and appropriate to their ability, and their learning outcomes defined and discussed.

The training programme should cover all aspects of DVSA national standards, including the syllabus for driving cars and light vans. It should aim to get across a full knowledge and understanding of client centred learning including the elements, competencies and higher competencies outlined on DVSA forms ADI26/SC and SC1.

A dual-controlled training car must be available to the trainee. The trainer must develop the trainee's ability use the dual controls correctly and safely.

The progress of each trainee should be carefully monitored and formally recorded for the benefit of the trainee and the trainer. The trainer must give a copy to the trainee.

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Each trainee's part 3 exam result should be recorded regardless of the result. Patterns and traits must be analysed.

In advance of an inspection of premises or an organisation, the inspector may need to see:

- any part 1 distance learning materials used
- details of the part 3 course, including any system of monitoring progress, including the trainee's logbook.

The inspector may also need the trainees' licence records and any other relevant documents such as the forms ADI21T, ADI21AT or ADI21S.

This is so that the inspector can assess each individual part 3 trainer's performance in context.

If part of a larger organisation, trainer development and quality control form an important part of the record keeping process. For example, each trainer must:

- try to accompany their trainees on all qualifying exams, but especially part 3
- make sure trainees always arrive for test with the correct identification, logbook and trainer details
- listen to ADI part 3 exam debriefs
- display their ORDIT badge so their PRN can be recorded

### **Training the ORDIT trainer**

Trainers must have the means and skills set out in the national standard for driver and rider training.

During a training session for part 2 or part 3, for each trainer, no more than two trainees are permitted in the car.

Before an organisation and its trainers can join the register, they must satisfy inspectors that:

- any course or training programme by an organisation with 5 or more trainers includes an assessment system, and practical training course that can satisfy the requirements of the qualifying process.

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- each premises used for training is properly equipped with training resources, classroom facilities, and toilet facilities that meet appropriate health and safety regulations
- they have premises from which to offer training
- all trainers are ORDIT qualified for part 3

Only those trainers who have successfully completed an ORDIT inspection can advertise as being ORDIT registered.

If an organisation fails to join the register it may reapply as soon as the reasons for the failure have been rectified.

The principal of the organisation:

- must make sure a copy of these terms and conditions is signed as accepted by every trainer
- is accountable for maintaining trainer and trainee development records responsible for the quality assurance of training in case inspectors ask for records of supervised training sessions

To remain on the register an organisation must make sure trainers pass a full inspection when needed. Inspections must be applied for at least 3 months before the previous registration expires.

### **Trainer inspections**

The organisation must ensure:

- its trainers are re-inspected when required
- any trainer who fails their first inspection applies for a second inspection after 21 working days and within a 3-month period.
- any trainer who fails their second inspection attends a standards check if the Registrar requires them to do so

Any trainer failing a second inspection is not registered or ORDIT qualified to give training. They may not apply for another inspection until they have achieved a grade A on their next standards check.

## **Trainers moving between organisations**

Trainers may move between organisations, providing the registration of both is current.

When a trainer leaves, it is the joint responsibility of the organisation and the trainer leaving to inform the Registrar within 28 days.

If a trainer wants to leave an organisation to set up their own organisation, they must [follow the procedures set out by DVSA](#). The trainer may not need an additional inspection, if their ORDIT registration is still current.

## **Consumer information**

Trainees must be able to make an informed choice of trainer. The register will show a trainer's or organisation's name, email, telephone number and postcode to a trainee looking for driver training. It will also show:

- the type of training offered
- whether a trainer has agreed to follow the voluntary ADI code of practice
- a statement that they have committed to doing at least 7 hours of continuous professional development (CPD) each year

Trainers will allow DVSA to publish their performance data.

DVSA reserves the right to establish a scheme to allow organisations and trainers who wish to, to show the registrar that they are of a consistently high standard by sharing management information and trainer behaviour intelligence. Benefits of such a scheme to trainers and organisations may include:

- removing the need to attend for a standards check
- including them in a search service to trainees that will help to promote their business.

## **Personal conduct**

Trainers will be professional, comply with the law, keep trainees safe and treat them with respect. They will always comply with legislative requirements, including:

- protecting personal freedoms and preventing discrimination based on age, disability, gender, race, religion or sexual orientation

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- never using mobile devices when driving or supervising trainee's driving except when parked in a safe and legal place
- practising a high standard of safe driving and instruction, including consideration for other road users, and particularly pedestrians, cyclists, motorcyclists and horse riders
- observing consumer, workplace and data protection regulations, including those about the handling, storing, use and dissemination of video or audio recordings made in or around their classroom or training vehicle

The trainer should never initiate inappropriate discussions about their personal relationships with trainees and should avoid becoming involved in a trainee's personal affairs. They should avoid discussing a trainee's personal relationships, unless it is necessary to safeguard them. The trainer agrees to:

- always behave professionally towards trainees in line with the national standard for driver and rider training
- avoid inappropriate physical contact with trainees
- avoid the use of inappropriate language with trainees
- avoid circumstances and situations which could be perceived to be inappropriate
- respect trainee confidentiality whilst understanding the actions to take if a trainee reveals concerns about their private life
- treat trainees with respect and consideration and support them to achieve their relevant learning outcomes as effectively as possible
- make sure that their knowledge and skills on all matters relating to driver training comply with current practice and legislative requirements
- make sure that trainees' personal information is not compromised
- use social media responsibly and professionally, for example by:
  - complying with legislation on privacy, data protection, spam, and copyright
  - treating others with respect, including trainees and colleagues
  - never damaging the reputation of colleagues, DVSA officials or driving examiners, or the Registrar
  - never distributing, circulating or publishing footage taken of ADI tests without permission from DVSA and the trainee

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Trainers and organisations will comply with the following business code of practice. Before a trainee signs any document or makes any payment an organisation shall give them:

- a full copy of their training course contract or agreement and any other associated terms and conditions
- an opportunity to study them away from the premises and seek independent advice

Organisations must have a refund policy that covers:

- circumstances where a trainee cannot continue with the course at the time or at any reasonable time in the future on serious medical grounds confirmed in writing by a doctor, that prevents them from being able to drive or instruct
- the event of the trainee failing three attempts at part 2 of the ADI examination as long as each exam was taken in good faith by the trainee and as long as any free remedial training offered by the organisation before the failed attempts is accepted
- the event of the trainee being refused their application for registration by DVSA and provided the trainee had not deliberately withheld or falsely stated any relevant information as part of their application to the course, and provided it was not as the result of any event or incident after the training course had started

The refund policy is limited to the savings that an organisation would make by not having to deliver the rest of the course. Guidance on refunds in the course contract or agreement must make this clear.

The policy must provide an automatic and prompt refund to the trainee for any ADI examination, trainee license or registration fees paid to the organisation, whether or not they are identified separately or included in the course fee.

A trainee is entitled to a refund at any time upon their written request. Process should be clearly stated in the course contract or agreement. If the fees are paid on behalf of the trainee by the organisation, it will be deemed that these fees have been collected as part of the fee for the training and are subject to the terms of this clause.

## **Conciliation**

Trainers and organisations will deal promptly with any complaints received and aim for a speedy resolution to any grievances.

The trainer agrees that:

- complaints by trainees should be made at first to the trainer or organisation following the organisation's complaints procedure
- if, having completed the procedure, the trainee wasn't able to agree or settle a dispute, they may look for guidance elsewhere
- if a trainee believes that their trainer is not providing a satisfactory service, they can contact their local Citizen's Advice Bureau for guidance
- if trainees are unhappy with their trainer's professional service, they can contact the Registrar by emailing [instructorconduct@dvsa.gov.uk](mailto:instructorconduct@dvsa.gov.uk)

## Declaration

I, as an authorised signatory for the organisation, confirm that we will abide by the above terms and conditions of ORDIT membership and any notified changes to those terms and conditions if:

- such changes are only made after proper consultation with the members of ORDIT
- enough time is allowed to implement such changes

Applying to be entered onto the ORDIT register confirms that you have agreed to the above.

Name (block capitals): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_