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Learn the AA Way

Lesson guide

For enquiries and to book further lessons,
call **0800 072 0635** (option 2)
or visit theAA.com/driving-school





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Help if you break down

AA Standby Membership for AA pupils – a year’s roadside assistance included with your driving lessons, with 24-hour access to our expert rescue service.

AA Standby Membership... starting the day of your first lesson

When you start your driving lessons with us, you’ll be able to call us for roadside assistance for a fixed fee of £80 each time. So if you break down, just call us on **0800 085 2721** with your membership details or your name and address, we’ll take card payment for the call-out and an AA patrol will be with you shortly.

If we can’t fix your car by the roadside and as long as you are more than ¼ mile from your home, we’ll recover you and up to seven passengers to the nearest suitable garage.

Your AA Standby Membership will be valid for a year. You’ll have 24/7 access to the UK’s No. 1 breakdown provider, with our outstanding customer service. You’ll also be able to upgrade your cover if you wish, or stop any time by calling 0800 085 2721. If you haven’t already opted in to receive AA Standby Membership, please call 0800 60 70 80 (option 2). Your AA Standby Membership pack will be sent separately. (This applies if you have opted in to receive this offer.)

Use our **Free AA Breakdown and Traffic App** to tell us where you are if you do breakdown.

It’s **FREE** on iPhone and Android.



Learn the AA Way

Welcome to a very exciting journey – learning to drive!

By choosing to learn through AA Driving School you have already made an important decision. We are the only national driving school to exclusively offer only fully qualified driving instructors. You will also be learning in the comfort and reliability of a Ford Focus or Ford Fiesta.

What's more, by learning through AA Driving School you can use your pupil number to access a password protected website exclusive to AA Driving School pupils at theAA.com/driving-school and click on **Existing Pupils**.

To access the **Existing Pupils** part of the website you will need to register. This is quick and easy – it only takes a few minutes.

You will need your pupil number, your pick-up postcode and tuition vehicle type – manual or automatic.

Getting started

Before you start your lessons you must make sure that you have a valid provisional licence for the vehicle you'll be driving, and there must be no medical reason why you cannot drive. If you need to wear glasses or contact lenses you must ensure you wear them for all your lessons. Do not forget to wear sensible footwear.

Your lessons

The number of lessons a new driver requires varies, but the Driving Standards Agency states that on average a driver will require around 45 hours of tuition plus 22 hours private practice to stand the best chance of passing their driving test. Lessons should, wherever possible, be regular – one or two a week is ideal.

Your instructor and car

Your instructor is required to operate to a strict code of conduct (see page 31) and should take a friendly, patient approach to learning.

You will drive a new dual-controlled Ford Focus or Ford Fiesta.

Private practice

Learning to drive is like learning any other skill: the more practice you get, the quicker you learn.

We strongly recommend that you practise between lessons as this gives you a better chance of passing your test. It is important that the person supervising your private practice is aware of the legal requirements and that their skills are up to date. It may have been a long time since they passed their own test and things may have substantially changed in that time.

We offer a 2 hour Supporting Learner Drivers course with an AA instructor that is specifically designed to bring them up to date and train them to support the qualified tuition that you are receiving with your driving instructor.

The course includes:

- In-car sessions with an approved AA Driving Instructor
- Bespoke workbook supplied ahead of course
- Training in areas such as 'show me, tell me', 'commentary driving', 'practice sessions' and 'how to coach the learner'

The course can be arranged with your own AA driving instructor or by calling us on 0800 009 4760 (option 1).

Legal requirements

There are some legal restrictions that you need to be aware of:

- The person intending to supervise must be aged 21 or over and must have held a full licence for more than three years
- The car must be taxed and have a valid MOT certificate
- The car must be insured for you the learner to drive
- L Plates (or D Plates in Wales) must be displayed at the front and rear of the car.

Passing your test

The driving test is in two parts: the theory and the practical test. The theory test also consists of two elements, both of which are completed on a computer. The first part is a series of multiple choice questions. This is followed by a video-based hazard perception test. The practical test is where you demonstrate your skills to an examiner on the road. You must pass both the theory and practical tests before you can apply for a full driving licence.

The theory test

The first part is a multiple choice examination that you'll complete on a touch screen computer in the theory test centre. You'll have the opportunity to take a practice test before starting on the real thing. It is made up of 50 questions which you can answer within a time of 57 minutes. The pass mark is 43.

Once you have completed this part of the test, you may take a short break before starting the second part, the hazard perception test.

As with the theory test this is completed on a computer. You will be asked to watch a series of 14 video clips. You must click the mouse to indicate when a hazard is presented on the screen. Each clip will contain a developing hazard and one clip will feature two. You can score a maximum of five points for each clip depending on how soon you are aware of the hazard. You must achieve at least 44 points out of the possible 75 to pass.

You'll learn most of the information needed to pass the theory test during your lessons with your AA Driving School instructor, but we recommend you either download our taster or buy the full version of our AA Theory Test apps, which are available at <http://www.theaa.com/driving-school/driving-lessons/learn-to-drive.html#tabview%3Dtab8> or read the AA Theory Test and Highway Code books, which can be purchased through <http://shop.theAA.com/store/driving-test>.

You can practise your hazard perception test using our AA Hazard Perception Test app, which you can buy and download at <http://www.theaa.com/driving-school/driving-lessons/learn-to-drive.html#tabview%3Dtab8> or purchase our AA Pass Your Hazard Perception DVD Rom, which is available to buy at <http://shop.theaa.com/store/books/hazard-perception>.

You need to pass both the multiple choice and hazard perception parts to pass the theory test. Your theory test pass certificate lasts for 2 years after taking your test. If you haven't passed your practical test by then, you'll need to take and pass the theory test again. Only once you've passed the theory test can you then apply to take your practical test.

The practical test

The practical test is an assessment of your ability to drive safely and your knowledge of the Highway Code. You'll also have to answer two vehicle safety check questions, known as the show me, tell me part of the test

Booking your test

Only once you have passed your theory test should you start to think about booking your practical test. Do not rush into taking your test too quickly – you should discuss the timings with your instructor to make sure you're ready.

Your instructor will be able to help you with the forms and the booking of your practical test. You also need to ensure with your instructor that the tuition car will be available on the day of your test at the required time.

Paperwork

You'll need to bring the following with you to the test:

- Both parts of your signed provisional driving licence
- Your theory test pass certificate
- Your appointment letter

Your test begins with an eyesight test to check you can read an old style number plate at a minimum distance of 20.5 metres, or a new style number plate at 20 metres.

To book

Pupils from **England, Scotland and Wales** can book their theory and practical tests online at **[direct.gov.uk](https://www.direct.gov.uk)**

Pupils from **Northern Ireland** should go to the Driver & Vehicle Agency at **[dvni.gov.uk](https://www.dvni.gov.uk)**

Managing your account

The **Existing pupils** area on the AA Driving School website – [theAA.com/driving-school](https://www.theAA.com/driving-school) also allows you to view your pupil account at any time, pay for additional lessons and book lesson times directly into your instructor's electronic diary (subject to availability).

To register you will need your pupil number, your pick-up postcode and tuition vehicle type – manual or automatic.

Use the online payment facility whenever you need to top up your pupil account, buy products or take advantage of any special offers available.

Alternatively, you can call the Customer Service Centre on **0800 072 0635** (option 2) to pay over the telephone by credit or debit card.

Buying gifts

As the ideal gift, why not ask your friends and family to buy you more lessons? They can do this online by topping up your account (they will need your AA pupil number) or by purchasing gift vouchers for you through our customer service centre. Gift cards are also available through a number of high street stores.

Show me, tell me

The DVSA publish the possible questions and answers. These are listed below to help you prepare for this section of the practical test.

Q1. Show me how you would check that the direction indicators are working.

Apply the indicators or hazard warning switch and check functioning of all indicators. (May need to switch ignition on, prompt not to start engine.)

Tell me how you would check that the brakes are working before starting a journey.

Brakes should not feel spongy or slack. Brakes should be tested as you set off. Vehicle should not pull to one side.



Q2. Identify where the windscreen washer reservoir is and tell me how you would check the windscreen washer level.

Identify reservoir and explain how to check level.

Show me how you would check that the brake lights are working on this car. (I can assist you, if you need to switch the ignition on, please don't start the engine).

Operate brake pedal, make use of reflections in windows, garage doors, etc, or ask someone to help. (May need to switch ignition on, prompt not to start engine.)



Q3. Show me / explain how you would check that the power assisted steering is working before starting a journey.

If the steering becomes heavy the system may not be working properly. Before starting a journey two simple checks can be made. Gentle pressure on the steering wheel, maintained while the engine is started, should result in a slight but noticeable movement as the system begins to operate. Alternatively turning the steering wheel just after moving off will give an immediate indication that the power assistance is functioning.

Tell me where you would find the information for the recommended tyre pressures for this car and how tyre pressures should be checked.

Manufacturer's guide, use a reliable pressure gauge, check and adjust pressures when tyres are cold, don't forget spare tyre, remember to refit valve caps.



- Q4. Show me how you would check the parking brake (handbrake) for excessive wear, make sure you keep safe control of the vehicle.**

Apply footbrake firmly. Demonstrate by applying parking brake (handbrake) so that when it is fully applied it secures itself, and is not at the end of the working travel.

Identify where the windscreen washer reservoir is and tell me how you would check the windscreen washer level.

Identify reservoir and explain how to check level.

- Q5. Open the bonnet, identify where you would check the engine oil level and tell me how you would check that the engine has sufficient oil.**

Identify dipstick / oil level indicator, describe check of oil level against the minimum/maximum markers.

Tell me where you would find the information for the recommended tyre pressures for this car and how tyre pressures should be checked.

Manufacturer's guide, use a reliable pressure gauge, check and adjust pressures when tyres are cold, don't forget spare tyre, remember to refit valve caps.

- Q6. Open the bonnet, identify where you would check the engine coolant level and tell me how you would check that the engine has the correct level.**

Identify high/low level markings on header tank where fitted or radiator filler cap, and describe how to top up to correct level.

Tell me how you make sure your head restraint is correctly adjusted so it provides the best protection in the event of a crash.

The head restraint should be adjusted so the rigid part of the head restraint is at least as high as the eye or top of the ears, and as close to the back of the head as is comfortable. N.B. Some restraints might not be adjustable.



Q7. Open the bonnet, identify where the brake fluid reservoir is and tell me how you would check that you have a safe level of hydraulic brake fluid.

Identify reservoir, check level against high/low markings.

Tell me how you would check the tyres to ensure that they have sufficient tread depth and that their general condition is safe to use on the road.

No cuts and bulges, 1.6mm of tread depth across the central 3/4 of the breadth of the tyre and around the entire outer circumference.



Q8. Show me how you would check that the horn is working (off road only).

Check is carried out by using control (turn on ignition if necessary).

Tell me how you would check the tyres to ensure that they have sufficient tread depth and that their general condition is safe to use on the road.

No cuts and bulges, 1.6mm of tread depth across the central 3/4 of the breadth of the tyre and around the entire outer circumference.



Q9. Tell me how you would check that the brakes are working before starting a journey.

Brakes should not feel spongy or slack. Brakes should be tested as you set off. Vehicle should not pull to one side.

Show me how you would clean the windscreen using the windscreen washer and wipers.

Operate control to wash and wipe windscreen (turn ignition on if necessary).



Q10. Tell me how you would check that the headlights & tail lights are working. (No need to exit vehicle).

Operate switch (turn on ignition if necessary), then walk round vehicle. (As this is a "Tell Me" question, there is no need to physically check the lights.)

Show me how you would set the demister controls to clear all the windows effectively, this should include both front and rear screens.

Set all relevant controls including; fan, temperature, air direction / source and heated screen to clear windscreen and windows. Engine does not have to be started for this demonstration.



Titanium model

Zetec model

Q11. Show me how you would switch on the rear fog light(s) and explain when you would use it/them. (No need to exit vehicle.)

Operate switch (turn on dipped headlights and ignition if necessary). Check warning light is on. Explain use.



Tell me how you would know if there was a problem with your anti lock braking system.

Warning light should illuminate if there is a fault with the anti lock braking system.



Q12. Show me how you would check that the brake lights are working on this car. (I can assist you, if you need to switch the ignition on, please don't start the engine.)

Operate brake pedal, make use of reflections in windows, garage doors, etc, or ask someone to help. (May need to switch ignition on, prompt not to start engine.)



Tell me how you would check that the headlights & tail lights are working. (No need to exit vehicle.)

Explanation: Operate switch (turn on ignition if necessary), then walk round vehicle. (As this is a "Tell Me" question, there is no need to physically check the lights.)



Q13. Show me how you switch your headlight from dipped to main beam and explain how you would know the main beam is on whilst inside the car.

Operate switch (with ignition or engine on if necessary), check with main beam warning light.



Tell me how you would know if there was a problem with your anti lock braking system.

Warning light should illuminate if there is a fault with the anti lock braking system.



The Driving Section

All the test routes will include a range of typical road and traffic conditions. It's very likely that during the course of your lessons you'll have driven around all or part of the route.

In order to pass your practical test you must not commit a serious fault and must commit fewer than 15 driving errors of a less serious nature.

During your test the examiner will try to put you at ease, but may not speak to you too much – this is in order to avoid unnecessary distractions. You will be given clear instructions and directions. You will also be asked to carry out certain set exercises.

The test will last for approximately 40 minutes and your examiner will be assessing the following:

- Whether you are competent at controlling the car
- Whether you are maintaining normal progress for the roads you are on
- How you react to any hazards that occur in the course of the test
- Whether you are noticing all traffic signs, signals and road markings, and reacting to them in the correct manner

Your test will also include an exercise to show how well you can reverse your vehicle. The examiner will choose one exercise from reversing around a corner, turning in the road or reverse parking - either into a parking bay, or parallel parking at the side of the road.

Your driving test will include around ten minutes of independent driving. This is designed to assess your ability to drive safely while making decisions independently. You'll have to drive independently by either following traffic signs, a series of directions, or a combination of both. To help you understand where you are going when following verbal directions, the examiner will show you a diagram. It doesn't matter if you don't remember every direction or go the wrong way - that can happen to the most experienced of drivers. Where there is poor or obscured signage, the examiner may intervene to guide you. If you need a reminder of the directions, it is acceptable to ask the examiner to confirm them.

After the test

Once your test is over your examiner will spend a few moments to complete the form and check their adding up. You will then be told whether you have passed or failed. If you fail, your examiner will offer you a detailed debrief on your test. It's worth asking your instructor to listen to the debrief as you may not take it all in straight after the test. You'll be asked if you would like a form to re-book your test.

Areas to study

There are 18 key areas that are taught which, apart from motorway driving, cover all elements of driving. All the information here is explained further in the **Practical** section on the **Existing Pupils** section of the AA Driving School website. There you can access additional information, animations and worksheets to help you practise between lessons. Note down any questions for your instructor in this workbook.

Learn between lessons – access online animations and worksheets in the Existing Pupils section of the [AA.com/driving-school](https://www.aa.com/driving-school)

You should also refer to your Highway Code for information about the rules of the road.

Cockpit checks

Before taking to the road make sure that the car is safe, comfortable for you and ready to drive. This is referred to as the cockpit check or **DSSSM** – **D**oors, **S**eat, **S**teering, **S**eatbelt and **M**irrors.

Safety checks

It is important that your car is in good working order before you start the engine. You should be aware of what you need to check and how to do it. To help you with this, think **POWER**: **P**etrol, **O**il, **W**ater, **E**lectrics and **R**ubber.

The rules for drivers about the condition of their vehicles and the procedures that need to be carried out before starting a journey can be found in your copy of the Highway Code.

Controls and instruments

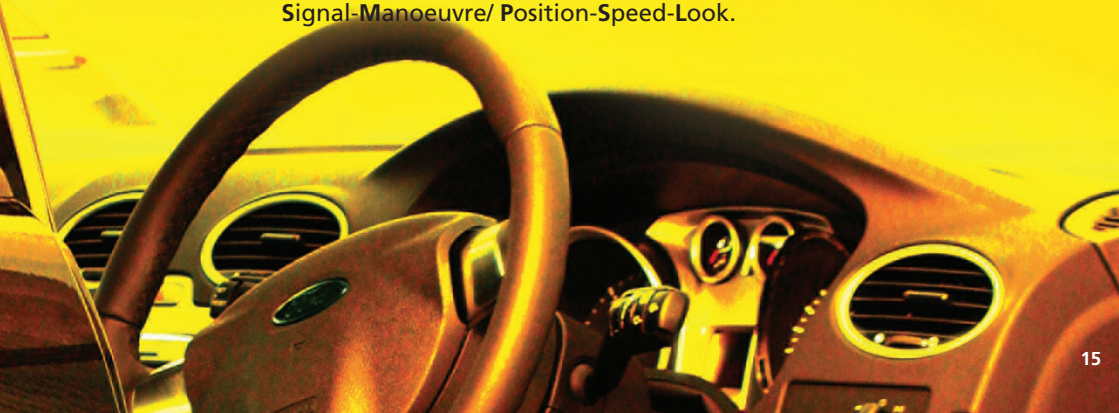
To properly control your car you must understand the function of all the controls and how to use them to operate the car smoothly and efficiently.

- Pedals** – Make sure you understand the function of the three foot pedals
- Handbrake** – Apply and release the handbrake by pressing the button at the end of the lever. Do not simply pull the lever up.
- Gears** – In a Manual car, the gear positions 1, 2, 3 and 4 are set out in an H pattern. Do not push the lever into place – let the springs do the work for you
- Steering** – Keep both hands on the wheel and learn the push/pull technique
- Indicators** – These work the same way as you are steering. Flick them on and off without taking your hands off the wheel.

Moving away and stopping

The routine to use for moving off is **POM** – Preparation, Observation and Manoeuvre. In a Manual car, the actions are as follows:

- Preparation** – Press and hold the clutch down and select first gear. Gently, press the accelerator and bring the clutch up to the biting point - where it starts to engage the engine.
- Observation** – Starting to your left take effective observation through every window and in every mirror. Take particular care with the area to the right rear of the car as this is a blind spot.
- Manoeuvre** – Only move off when it is safe to do so. Bring the clutch up slowly whilst gently increasing the pressure on the accelerator. If you are learning in an Automatic car, discuss the actions with your Instructor. When stopping, use the **MSM/PSL** routine: **Mirror-Signal-Manoeuvre/ Position-Speed-Look**.



Mirrors

Ensure that your mirrors give you the best view of what is behind you from your driving position. In the rear-view mirror you should see the edge of your head restraint and the corners of the back window. The door mirrors should show you a little of the side of your car. Always check them before setting off as they may have been moved while your car was parked. Be aware of your blind spots.

Signals

Your signals give a clear warning to other road users about your intended actions. You should give clear signals in plenty of time, but only after checking that it is safe to undertake your intended manoeuvre. Make sure you cancel them after use.

Anticipation and planning

Developing your hazard perception skills can greatly reduce your chances of having an accident.

Get experience of different types of roads and conditions, for example at night or in bad weather when cyclists and pedestrians are more difficult to spot. As you drive, observe everything around you – the road, the conditions, what is happening on the kerbs and anything else that could present a hazard.

Speed

You must always make sure you're travelling at an appropriate speed for the road and traffic conditions. When it's safe you should aim to drive at the speed limit, making good progress and ensuring that you're not holding up other road users.

Leave at least a two second gap between you and the vehicle in front. In bad weather, you'll need to double the distance. In snow and ice you should increase your stopping distance by a factor of ten. It's important to understand how long it will take to stop your car in the event of an emergency.

Safe positioning

The position you take up in the road is not just important for your safety. It's also important for the safety of other road users. In normal conditions you should leave a one metre gap between your car and the kerb or an obstruction in the road.

Other traffic

Drivers need to be able to deal with situations that involve other road users, including meeting traffic, crossing a line of traffic, overtaking and queuing.

Junctions

Different types of junctions present different hazards so you must pay particular attention as you approach them. When approaching a junction remember your mirror, signal, manoeuvre and position, speed, look routines.

At a 'T' junction you need to make sure you position yourself so that you have the best view of the road into which you are turning.

At a crossroads always check who has priority and make sure you watch out for the movement of other vehicles.

Some junctions are unmarked so you need to be cautious as there is no preferential right of way.

At busy junctions you may find a yellow box marking on the road. This tells you not to enter the junction until your exit is clear.

Roundabouts

When approaching a roundabout you should do so at a safe speed, taking the appropriate position on the road and indicating correctly.

As you approach the roundabout be prepared to give priority to traffic coming from the right, and pay particular attention to looking for badly-positioned vehicles, incorrect signalling from other drivers and vulnerable road users.

If you are turning left at a roundabout get into the left lane. If you are turning right you need to position yourself in the right-hand lane as you approach the roundabout.

When leaving the roundabout you should start the manoeuvre as you pass the exit before the road you want to take. Use your left-hand mirror to make sure the road is clear, and then indicate left to show that you are leaving the roundabout. If you miss your exit just go around again.

Pedestrian crossings

Pelican, Toucan, Puffin and Pegasus crossings are controlled by traffic lights. A Pegasus crossing is for horse riders. The Zebra crossing and the school crossing are pedestrian-controlled.

Most crossings have zigzag lines along both sides of the road. This indicates that you must not park or overtake in this area.

Safety is vital at every crossing. As you approach, check your mirrors and slow down so you can stop if someone steps into the road unexpectedly.

For light-controlled crossings treat the traffic lights as you would any other set of signals and stop when the lights tell you. Only move off, if safe, when they change to flashing amber or green.

Dual carriageways

A dual carriageway consists of two separate roads usually running parallel and divided by a barrier or central reservation. It normally has two lanes on either side.

When joining a dual carriageway remember that the slip road is there to allow you to build up speed to match the traffic you'll be joining. Follow the **MSM** routine and when there is a safe gap, join the flow of traffic.

Traffic tends to move much faster on a dual carriageway so you must allow more distance between your car and the vehicle in front of you. You should aim to use the left-hand lane. The right-hand lane should be used for overtaking only.

When leaving a dual carriageway start your **MSM/PSL** routine 300 metres before the exit.

Turning a vehicle around

Turning a vehicle around in the road is sometimes wrongly referred to as a three-point turn. Before you start, check that the road is clear in both directions.

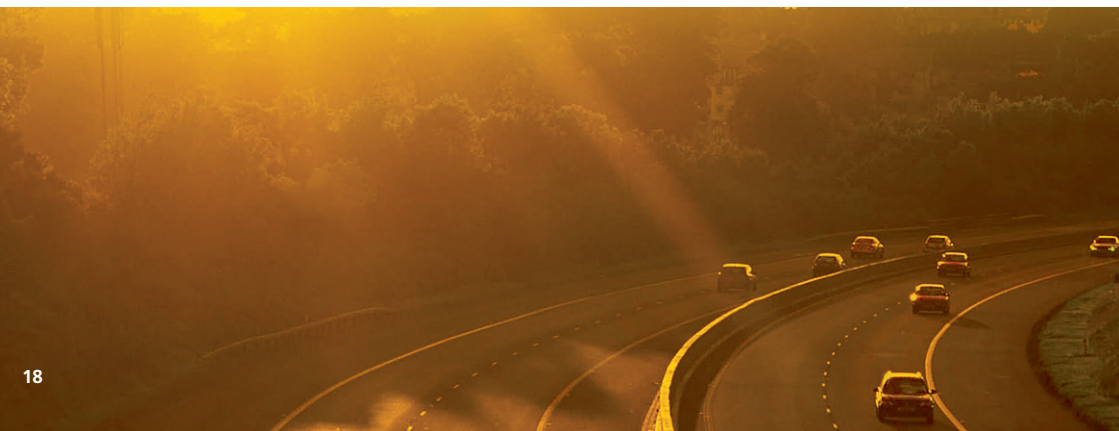
Be aware that the camber of the road may have an effect as the car will roll slightly quicker once it is past the centre of the road.

A good tip for successfully completing this turn is to remember to start to turn your wheels in the opposite direction just before you stop. Do not steer while the car is stationary. This is called 'dry steering' and can cause damage to tyres and steering mechanisms.

Reversing

When reversing you should aim to keep your rear wheel close and parallel to the kerb. You must give way to other road users and your observations should be mainly to the rear of your car – the direction in which you're travelling.

You should only reverse as far as necessary and avoid travelling backwards for longer than necessary. Never reverse into a major road.



Parking

You need to master two parking manoeuvres: parallel parking – keeping close to the kerb and between parked cars and bay parking – reversing into a parking spot.

Emergency stop

Effective scanning and reading of the road ahead will cut down on the likelihood of having to make an emergency stop. But sometimes the unexpected happens.

There are some basic do's and don'ts:

- **Don't** check your mirror – you won't have time
- **Do** steer straight ahead to maximise the grip on the road
- **Do** keep a firm hold on the steering wheel
- **Do** brake firmly and progressively as soon as possible
- **If you have a manual car, do** press the clutch down just before you stop – as long as the clutch is up, engine braking will help you stop.

Once you have come to a complete stop, put the handbrake on.



Post Test Driving Lessons

Pass Plus

Make sure you discuss Pass Plus with your instructor.

Newly qualified drivers are more likely to have accidents, simply because they are less experienced. Twenty per cent of new drivers¹ will be involved in an accident during their first two years behind the wheel – that’s why insurance premiums are so high. Research shows that accident liability is reduced by nearly half after two years of driving experience².

Pass Plus is a scheme designed to help new drivers gain valuable experience to develop skills and techniques, improve anticipation and awareness, learn how to reduce the risk of accidents and maintain a courteous and considerate attitude on the road. While the Pass Plus course is not available in Northern Ireland, we still recommend that pupils take additional lessons after their test to gain confidence and experience.

Pass Plus pupils undergo a series of six modules of at least one hour each.

These cover:

- Introduction and town driving
- All-weather driving
- Out of town driving and rural roads
- Night driving
- Dual carriageways
- Motorway driving

A number of insurance providers will offer discounted rates on car insurance for young drivers with pass plus qualifications.

Nearly all AA Driving School instructors are registered to teach Pass Plus.

¹ 'Young Drivers: The Road to Safety', published by the Organisation for Economic Co-operation and Development (OECD) and the European Conference of Ministers of Transport (ECMT).

² Ibid

Drive Confident

At any time after becoming qualified you might like refresher driver training to increase your confidence on the road, you could be eligible for free training with one of the AA's qualified driving instructors.

How Drive Confident works

The AA Charitable Trust for Road Safety and the Environment is offering a free course of two hours' guided tuition for qualified drivers who need refresher training.

In-car training

The in-car sessions will include:

- An initial assessment
- Guided practice and coaching
- A workbook to support your in-car sessions

There's no test at the end of the course – the sessions are simply about helping you become a more confident driver.

Apply now online at <http://www.theaa.com/driving-school/improve-your-driving/advanced-driving.html>

The two hours of training are totally free of charge. We'll assess your details to see if you meet the criteria and if you're successful we'll phone you to arrange your driving sessions.

For more information about Drive Confident lessons and costs, call one of our advisers on 0800 975 3680 (option 2). This offer is limited to 2 hours tuition per individual and subject to availability.

Drive Smart

Once qualified, you might want to find out how you could save money by improving fuel efficiency, as well as having a refresher in driving safety, take a look at our Drive Smart initiative.

Why Drive Smart?

Whether you're a new driver or an experienced one, Drive Smart can help you to:

- Gain new techniques to make you a safer driver
- Learn how you can change your driving style to save fuel
- Minimise your environmental impact by being more fuel-efficient

To learn how to Drive Smart:

- Book your first lesson at least a week in advance
- Complete your pre-lesson workbook exercises to help you during your first lesson
- Take the first in-car lesson with your instructor
- Practice the techniques you've learned from the workbook and first lesson
- Take your second in-car lesson
- You can sign up for more Drive Smart lessons if you think you have more to learn

For more information about Drive Smart lessons and costs, call one of our advisers on 0800 975 3680 (option 2) or apply online at <http://www.theaa.com/driving-school/improve-your-driving/advanced-driving.html#tabview%3Dtab3>.

Motorway Driving

You can book a minimum of two hours with one of our fully-qualified driving instructors, who will give you valuable guidance and feedback. You'll have in-car lessons supported by an accompanying motorway driving workbook.

Benefits of motorway lessons

Driving on a motorway may seem daunting, but our instructors aim to give you the confidence and skills to tackle any route.

We'll help you to:

- Gain new skills to make you a safer motorway driver
- Become more familiar with the rules of motorway driving
- Increase your motorway driving confidence

Costs

Motorway lessons are charged at our standard post-test rates. For more information about motorway lessons and costs, call one of our advisers on 0800 975 3680 (option 2).

A learner driver's guide to safer driving in relation to... Cyclists

80% of cyclists hold a driving licence and 1 in 5 drivers cycle at least once a month (National Travel Survey statistics, 2010).

Most car drivers are also cyclists and most cyclists are also car drivers. Cyclists are especially vulnerable to injury and even death when sharing the road with cars. Think about your own experience when you have been riding a cycle. How vulnerable did you feel when you were sharing the road with cars?

Now think about your experience of cyclists when you are driving a car. Do you give cyclists as much care, courtesy and consideration as you would have liked to have been given when you were riding a cycle?

Make a note in the box below of the things you would have liked car drivers to have done differently to make riding your cycle a more enjoyable and safer experience.



How good are you at doing these things when you are driving a car? Discuss these things with your driving instructor and ask them to give you feedback on how well you show care, courtesy and consideration to cyclists when you are driving. Ask them if there are other things you should also take into consideration.

As you are driving see how many places you can identify to your driving instructor where cyclists can come into conflict with cars. This will include:

- Cycle paths alongside the road
- Cycle paths crossing the road
- Toucan crossings
- Advanced stop lines at junctions
- In slow moving traffic
- At junctions and especially at roundabouts when the cyclist uses the left lane to turn right (see Highway Code rule 77)
- Near houses, schools, shops, offices, factories, sports and recreational areas – in fact you can expect to find cycles anywhere that you can expect to find people



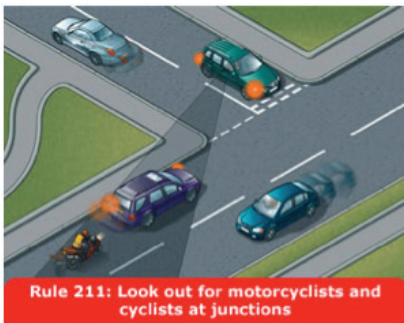
Sometimes cyclists can appear to behave unpredictably. Often when this happens there is a good reason, for example cyclists may:

- Weave about at slow speed
- Slow down, or stop and get off on a hill
- Make sudden sideways movements into your path to avoid potholes, inspection covers or tramlines
- Swerve to avoid being hit by a car door being opened
- Have problems in bad weather, particularly strong crosswinds
- Be carrying objects which affect their control and balance

When you see a cyclist, discuss what you observe with your driving instructor. In particular try to identify and understand factors that may cause the cyclist to behave unpredictably.

The good news is that the number of cyclists killed fell by 4 per cent from 111 in 2010 to 107 in 2011. However the number of cyclists seriously injured has increased in recent years. In 2011, 92% of cyclist KSIs (killed and seriously injured casualties) occurred in accidents involving another vehicle (usually a car). Cyclists have the second highest KSI rate per billion passenger miles travelled of any road user group. The number of cyclists reported to the police as seriously injured in a road accident increased by 16 per cent to 3,085. Pedal cyclist traffic levels are estimated to have risen by 2.2 per cent over the same period (DfT Think! Campaign).

So, when driving near cyclists remember to give them plenty of room. If necessary be ready to hold well back, until it is safe to pass leaving an adequate gap. An adequate gap is 2 metres, sufficient to avoid hitting the cyclist if they wobble or fall over.



The Highway Code rules 211 – 213 set out the advice car drivers should follow in regard to cyclists. The rules for cyclists are 59 – 82. You should read and understand the rules that apply to you when you drive a car and also the rules that cyclists should follow. If there is anything you are unsure of, discuss it with your driving instructor. Check out theAA.com for further advice to help cyclists and drivers share the road - theAA.com/motoring_advice/safety/cyclists-and-drivers-sharing-the-road

The AA has enjoyed a long association with cycling since the first patrols took to the road on their bicycles in 1905. Many of our staff, including AA President Edmund King, are enthusiastic cyclists. One of the arguments some people make against cyclists is that they don't pay 'road tax' which doesn't actually exist as it was abolished in 1937 when it became a car tax. We hope that AA cycle safety initiatives will help cyclists and motorists, who are often the same people, coexist in harmony on our roads. For more information visit theAA.com/motoring_advice/safety/cycle-safety-debate



Customer Care Pledge

AA Driving School commits to...

- 1 Only offer driving instructors who are fully qualified to teach learner drivers under the Driver & Vehicle Standards Agency (DVSA) examination process, who are legally entitled to receive payments for professional driver training, and who have agreed to comply with the DVSA's Code of Conduct.
- 2 Only offer driving instructors who have agreed to comply with the Highway Code, other relevant legislation and government guidelines on safe driving, including taking legal responsibility for the control of the tuition vehicle while giving tuition to a Provisional Driving Licence holder.
- 3 Only offer driving instructors who have committed to maintain a professional, polite and respectful manner towards you and other road users. AA Driving School Instructors have committed to:
 - Not smoke while you are in the tuition vehicle
 - Not use a mobile phone while giving tuition
 - Not make any physical contact with you, except in exceptional circumstances (eg to maintain legal and safe control of the vehicle)
 - Not carry, or request permission to carry, any passengers in the vehicle during lessons, unless agreed by you for the sole reason of observing your training
 - Never drive or give driving tuition while under the influence of drugs or alcohol, including prescribed medication that prohibits driving
 - Always present themselves for tuition wearing clean and presentable clothing in keeping with AA Driving School's standards.
- 4 Allocate you to a driving instructor who has advised us that they can conduct tuition at times and locations that are convenient for you in the vehicle type that you have chosen to learn to drive in (Manual or Automatic) and to arrange for the instructor to attempt to make contact with you to confirm arrangements for the first lesson before this takes place.
- 5 Endeavour to allocate you a suitable alternative AA Driving School Instructor in your local area if you are unhappy with the service you are receiving from your current instructor for any reason or if either the AA or the instructor terminates the franchise agreement in place between the parties.
- 6 Provide a free and efficient telephone-based customer administration service 362 days a year, manned by skilled and knowledgeable staff, enabling you to pay for all your driving lessons by credit card, debit card, and redeem Gift cards and Gift vouchers, and arrange the date and time of your first lesson (subsequent lessons are arranged directly with the instructor) and to raise any customer service queries or complaints.
- 7 Administer credit or debit card payments for driving lessons on behalf of yourself and your instructor and to maintain accurate records of payments made to AA Driving School for driving lessons and lesson fees deducted by your instructor.
- 8 Protect any personal data held about you on our systems in accordance with the Data Protection Act and to not use this data, or supply it to other parties for marketing purposes, where you have elected not to receive any marketing communications.
- 9 Deal with complaints in a professional and fair manner and, where practical, facilitate the resolution of disputes with your instructor. Please note that the contract for tuition is between yourself and the instructor.
- 10 Arrange for your training to be undertaken in a fully insured, modern, comfortable, reliable, well-maintained and roadworthy vehicle.
- 11 Endeavour to arrange for your driving lessons to commence and finish at agreed locations, which are mutually convenient.

- 12 Ask your instructor to arrive promptly at the agreed pick-up location for lessons and to notify you as soon as possible if he/she is likely to be late for any reason.
- 13 To arrange for your tuition to take place at times agreed between you and your instructor and for your instructor to give you 48 hours notice if lesson dates and times need to be changed (subject to reasonable occasional delays due to traffic congestion).
- 14 Deliver your training progress as a learner driver in accordance with the DVSA/AA syllabus and using the DVSA/AA logbook.
- 15 Arrange for accurate records to be maintained of driving lessons undertaken, those booked for future dates and payments made for lessons.
- 16 Endeavour to provide a consistent level of service to all customers.
- 17 Provide access to a range of up to date and competitively priced self-study aids, including books and CD-ROMs, to help you prepare for your theory and practical tests.
- 18 On request, endeavour to arrange for you to undertake a mock test with another local AA Instructor.
- 19 Provide you with access to a suitable vehicle for your practical test, unless your instructor is not satisfied that you have reached the required standard to take the test.
- 20 On request, arrange for you to be introduced to a driving instructor registered to undertake Pass Plus training, which teaches additional driving skills not covered by the practical driving test, and which provides additional experience.
- 21 Allow you to benefit from discounts on AA products and services.
- 22 Provide you with a copy of the Terms and Conditions of the contract between you and your instructor.

AA Driving School's expectations of you...

- 1 Obtain prior to your first lesson a valid UK licence that allows you to undertake driving tuition. At the first lesson, present both parts of the licence (photocard and counterpart) to your instructor otherwise tuition will not take place.
- 2 To arrive promptly at the agreed pick-up location for lessons and notify your instructor as soon as possible if you are likely to be late for any reason.
- 3 Attend your first and all subsequent lessons with any necessary corrective lenses/glasses.
- 4 Adhere to driving instructions given by your instructor during any practical training.
- 5 Be courteous and respectful to your instructor and AA Driving School staff at all times.
- 6 Do not smoke while in the tuition car.
- 7 Switch off any mobile phone or other messaging device while driving.
- 8 Ensure you are fit to drive and not under the influence of drugs or alcohol including prescribed medication which prohibits driving.
- 9 Ensure payments for lessons are made before the commencement of each lesson.
- 10 Provide your instructor with at least 48 hours notice of any lessons that you would like to cancel or rearrange. Please note, the instructor is entitled to charge you in full for lessons cancelled with less than 48 hours notice.
- 11 Provide AA Driving School and your instructor with as much notice as possible of the dates and times of any practical tests that you plan to take where you would like to use the tuition vehicle to take the test.
- 12 Keep AA Driving School and your instructor updated with any changes to your personal details, such as change of address and contact telephone numbers.
- 13 Tell us promptly if something is not to your satisfaction in order that we can try to minimise any problems with your training.

AA Pupil Terms and Conditions

Your Instructor and AA Driving School

Your instructor is a self-employed franchisee ("Your Instructor") of Automobile Association Developments Limited ("AA Driving School", "We", "Us", "our").

AA The Driving School Agency Limited acts as agent for Your Instructor in receiving Your payments for driving tuition other than payments made directly by You to Your Instructor. Where AA Driving School and/or AA The Driving School Agency Limited makes bookings with, or supplies any information or documentation to You, or processes any payments for Your lessons, they act as the agent of Your Instructor.

The contract for driving tuition is solely between you ("You") and Your Instructor.

Tuition

Tuition is only available to persons who meet the following criteria:

- aged 17 or over or aged 16 or over and in receipt of the higher rate of Disability Living Allowance (mobility component); and
- hold a valid UK provisional driving licence; and
- legally entitled to drive in the UK.

Lessons

You and Your Instructor are responsible for agreeing all matters relating to the timing, location and duration of individual lessons. You must notify Your Instructor of any matters which affect your ability or entitlement to have driving tuition, for example, but not limited to, any lack, or loss, of a valid UK provisional driving licence.

Cancellation of Lessons

If You or Your Instructor wish to cancel a lesson a minimum of 48 hours prior notice should be given. If Your Instructor cancels a lesson without giving this minimum period of notice Your Instructor shall rearrange the lesson.

Cancellations by You must be made through the Customer Service Centre or directly between You and Your Instructor.

If you do not give at least 48 hours notice of cancellation You will be charged for the lesson(s) concerned in full. Please note that in the event of You having booked your driving test, the DVSA stipulate that you need to give three clear working days to cancel Your test. This may mean that You may / will lose Your DVSA test fee if Your Instructor says You are not ready for test within this three day notice period.

Payments and Lesson Bookings

You must pay for any tuition at least 48 hours before the start of the lesson by using one of the following methods:

- Payment by credit or debit card online at www.theAA.com/drivingschool
- Payment by credit, debit card or by validated AA Driving School voucher or gift card by telephoning the AA Driving School Customer Service Centre on 0800 072 0635 (option 2).

Please note cards are valid until the date shown thereon.

Voucher and gift cards have no cash value and have to be redeemed against tuition.

Voucher and gift cards are not transferable once they have been redeemed.

A handling fee of 1.8% inclusive of VAT is applied to credit card transactions made through the Customer Service Centre or online. (This charge does not apply to payments made by Debit Card).

- Payment by cash or cheque direct to Your Instructor (any cheque must be made payable to Your Instructor)

AA Driving School has no responsibility or liability to You for payments made by any other means. If You pay Your Instructor directly by any method, You should obtain a receipt. AA Driving School accepts no responsibility for any payments made directly to instructors.

Price Changes

The cost of prepaid tuition is based on the lesson price in force at the time of booking and, with the exception of the circumstances set out below, will be honoured for 12 months thereafter irrespective of any price increase that may occur between the date of booking and when the lessons are taken. Any unused lessons remaining after 12 months have elapsed shall have any lesson price

increase applied prior to the lessons which shall become payable by You.

Circumstances where, if You have prepaid, You will either be required to pay an additional amount beyond the cost of Your pre-paid lessons or receive a refund of some of Your prepayments (as applicable):

- Where You have moved postcode area and requested reallocation to another Instructor because Your current Instructor does not operate in the new postcode area, You will be required to cover any difference in the hourly rate between those Instructors where Your new Instructor charges a higher hourly rate or, where Your Instructor charges a lower rate, you will be refunded the difference;
- Where you have requested to switch Instructors within the same postcode area and Your new Instructor charges a higher hourly rate than Your previous Instructor You will be required to pay the difference in the hourly rate or, where Your Instructor charges a lower rate, receive a refund of the difference;
- Where You have requested to switch Instructors in the same postcode area and Your new Instructor charges a supplement (for example an additional fee for tuition in a car with automatic transmission), You will be required to pay any such supplement;
- Where You have not undertaken any lessons for a period of three months and have been reallocated an Instructor after a price rise in tuition has taken place You will be required to pay the difference in price for your remaining lessons;
- Where You have purchased lessons with a Trainee Instructor and, at Your request, You are reallocated to a fully qualified Instructor You will be required to pay the difference in the hourly rate between those Instructors.

Special offers and discounts

AA Driving School presents a great range of offers and discounts to new and existing learner pupils on learning to drive and other related products. AA Driving School reserves the right to introduce (and to withdraw) special offers from time to time. Introductory offers are only available to new learner pupils and cannot be used in conjunction with other offers and are not transferable.

Refund Policy and Warranty

You are entitled to cancel Your prepaid tuition at any time (for the provisions relating to the cancellation of individual lessons please see the "Cancellation of Lessons" above). If You have not taken any lesson(s) at the time of cancellation You will be entitled to a full refund of any amounts paid to AA Driving School, subject to the below.

- If You have taken lesson(s) at the time of cancellation You will not be eligible for a refund on any lessons taken.
- Where it is possible to do so, We will refund You using the same method You used to pay for Your lessons when You made the payment. If for any reason We are unable to do this, We reserve the right to refund You by any other method We deem appropriate.
- We may request additional information from You to confirm Your identity in order to comply with the Money Laundering Regulations 2007; We will also use this information to ensure adherence to Our Merchant Operating Instructions for card collection facilities.
- Refunds may take up to 10 working days to reach You or Your account.
- Refund of partial block booking will be made pro rata on any lessons not taken.
- In the event of a "Buy one get one free" offer, no refund will take place once the first lesson has been taken.
- If you have paid using a prepaid gift card or AA voucher, We will not be able to proceed to any refund after redemption of the card or voucher.

If You have paid Your Instructor for the tuition and You wish to cancel Your Instructor will refund you adhering to the same principles as set out above.

Transferability of Lessons

You cannot sell or transfer lessons which have been purchased in Your name to any other person.

Fraud prevention

Your lessons are only valid if they are purchased through the

channels outlined in the Payments and Lesson Bookings section set out above. If Your lessons have been purchased through another source please contact us immediately on 0800 072 0635 (option 2). In the event that some or all of Your lessons were not purchased in accordance with the foregoing terms, AA Driving School reserve the right to suspend these lessons in Your account, with immediate effect.

An investigation will then be conducted by the AA Driving School in order to check the validity of the purchase. Where the results of the investigation determine that the lessons are not valid they will not be provided to You and the AA Driving School shall have no liability in these circumstances.

Limitation of Liability

Your Instructor, AA Driving School and/or AA The Driving School Agency Limited are not liable to You for any loss or damage caused where, and to the extent that:

- there is no breach of a legal duty owed to You by the relevant person or body;
- such loss or damage is not a reasonably foreseeable result of such a breach;
- any such loss or damage, or increase in the same, results from any breach or omission by You;
- any such loss or damage results from circumstances or matters outside of the reasonable control of the relevant person or body.

Your Instructor, AA Driving School and/or AA The Driving School Agency Limited shall not, in any event, be liable for losses relating to any business interests You may have including, without limitation, lost profits, lost earnings, loss of opportunity or business or business interruption.

You are reminded that neither AA Driving School and/or AA The Driving School Agency Limited are parties to the contract for driving tuition itself, which is between You and Your Instructor. This does not affect any liability that AA Driving School and/or AA The Driving School Agency Limited may have for any loss or damage. You may incur which is caused directly as a result of any breach (including negligence) by it or them of any legal duty owed by it or them to You.

Nothing in these Terms and Conditions will affect any statutory rights You may have as a consumer.

Insurance

Your Instructor will carry the appropriate motor insurance, should You be involved in a collision as a learner driver whilst in control of driving the Instructor's tuition vehicle.

Law applying to Terms and Conditions

These Terms and Conditions are governed by the laws of England and Wales and are subject to the non-exclusive jurisdiction of the English Courts.

Complaints Procedure

- If You have any concerns or complaints about any part of Your driving tuition which cannot be resolved with Your Instructor, please contact the Customer Service Centre on 0800 072 0635 (option 2)
- Where the Customer Service Centre is unable to resolve Your complaint to Your satisfaction, You will be entitled to escalate the matter to Our Customer Care Department by writing to Customer Care at the address below.
- The Customer Care team will use reasonable endeavours to respond to Your written query within 5 working days.

Customer Care

Your contract is between You and Your Instructor. In the rare event of any problem arising, You should resolve this with Your instructor immediately. We recommend no further lessons are taken until the matter is resolved. In the unlikely event that You are unable to reach a satisfactory conclusion, We will be happy to investigate further until the matter is resolved. Please note that We will require evidence of any financial transactions and lesson times before We are able to investigate. Therefore, it is imperative that Your Driver Record (provided to You by Your Instructor) details are kept accurate and up to date. Should You require Us to investigate any matter, please contact Our Special Investigations Team by one of the following methods:

Call: 0800 072 0635 (option 2)

Email: Drivings@theAA.com

Post: AA Driving School, St Patrick's House, 17 Penarth Road, Cardiff CF10 5ZA

If You still feel dissatisfied, You may contact the Driver and Vehicle Standards Agency on 0300 200 1122 who may be able to help You further.

Collection and use of data

Any personal data You provide will be held securely and in accordance with the Data Protection Act 1998. We will use Your personal data for the purpose(s) for which You have provided it. It may also be used for marketing, research and statistical purposes and crime prevention.

We may however need to disclose personal data to a third party so that the service You requested could be provided. It may also be necessary to transfer it to countries outside the European Economic Area. Where this happens, we will endeavour to ensure that any recipient of Your data will treat it with the same level of protection as We would.

Your data may be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing compliance with any regulatory rules/codes.

If You give us information about another person, in doing so You confirm that they have given You permission to provide it to Us to be able to process their personal data (including any sensitive personal data) and also that You have told them who We are and what We will use their data for, as set out in this notice.

In the case of personal data, with limited exceptions, You have the right to access and if necessary rectify information held about you by formal written application to the AA's Data Protection Officer, at The AA, Fanum House, Basing View, Basingstoke, RG21 4EA.

By providing Us with your personal data and contact details, You consent to the use of that data and to Your being contacted by any AA Group company, by post, telephone, email, SMS or other electronic means, to inform You about products and services which it considers may be of interest to You. However You can contact the AA Data Protection Officer at the above address in writing at any time to suppress some or all AA products.

The AA Group means AA Plc, together with any entity in which AA Plc directly or indirectly has at least a 50% shareholding. The AA Group use a variety of well known brand and trading names including, but not limited to, AA, Go Travel Insurance, 1Stop Travel Insurance and Peak Performance. Details of the relevant companies can be obtained from the AA Data Protection Officer at the same address as above.

Your calls to the Customer Service Centre may be recorded for quality monitoring and training purposes.

For enquiries and to book further lessons,
please call **0800 072 0635** (option 2).

Customer Service Centre opening hours are:

Monday to Friday 8.30am to 8pm

Saturday & Sunday 9.00am to 5pm

Office is closed on Christmas Day, Boxing Day and New Year's Day
All other bank holidays open 9.00am to 5.00pm

If you would like this information in an alternative
format, such as large print, Braille or cassette, please
call us on **0800 072 0635** (option 2).

All information is accurate at time of going to print. We reserve the right to change or withdraw any products
or offers included in this booklet at any time without notice.