

KNOWLEDGEABLEE

INSTRUCTOR TRAINING

**OUR FULLY INTEGRATED PDI TRAINING COURSE.
DELIVERED TO YOU.**

SESSION 12

Knowledgeable Instructor Training In-Car Session Twelve

What to Expect

In Session Twelve you will learn how to deliver value for money in lessons, focussing on dual carriageways.

You will look at encouraging the pupil to reflect on their performance at the end of the session (SCI 17).

How to prepare

- Practice driving around dual carriageways. How challenging might these be for your pupils the first time around and how might different personality types and characteristics pose different threats on these types of roads? Consider how you might best adapt your teaching to different types of learners and different characters. Think about how you evaluate the surroundings, how you join the carriageway and make progress, and the risks involved.
- Continue to study theory test pro towards part One. Even if you've already passed part one, it's great to keep refreshing your knowledge.
- Ideally around now you will have passed part one and part two and be preparing towards a trainee license or your part three test.
- Read up on dual carriageways in Practical Teaching Skills and Driving the Essential Skills.
- Complete lesson plans on dual carriageways.
- Look at dual carriageways in Knowledgeable Instructor Training Presenter, include a short briefing, list suitable practice areas, and note some Questions to target knowledge and to keep the car safe on the move. Consider the goals and objectives of a pupil during these lessons.
- Read through the Managing Pupils and The Driving Test to Grow Your Business section of Knowledgeable Instructor Training session eleven guide.

You get out of the course as much as you put in and spend as much time as possible between in-car sessions practising and developing your hazard management skills, theoretical knowledge, driving ability and teaching/instructor skills.

Managing Your Pupils and The Driving Test To Grow Your Business

Congratulations you are now well on your way to becoming a driving instructor, spend some time thinking of what type of instructor you want to be and what type of business you want to run.

Just like any business your clients will be its lifeblood. Throughout the sessions, we have looked at developing skills that will enable you to keep your customers satisfied and enable you to stand out from the crowd. Skills such as developing rapport through active listening and matching your teaching to your client's preferred learning style will go a long way towards ensuring that your clients enjoy their lessons. Helping your clients to set their own goals and helping them to achieve them will ensure that they remain motivated throughout the process.

Happy and satisfied learners who are motivated to achieve their goals! Contrast this with how some of your pupil's peers will be learning, in an instructor-led environment, fault focussed with a one size fits all approach. If you provide a great client-centred learning experience to your customers, then it will ensure that the recommendations follow. Meeting the **17 competencies** in the Part 3 Standards Check report (SCI form) will ensure that you provide great lessons, and the **five essential coaching skills** will ensure that you are a great instructor.

In the last session we talked about managing your diary, well keeping your customers happy is essential to keeping your diary full. How do you keep customers happy?

Provide a **good professional service**. Consider how you will be perceived. Be **on time** as much as possible (Diary management). Remember that human beings make judgements on **first appearances**. Ensure that **your appearance** and the **appearance of your vehicle** both inside and outside **reflect a level of professionalism...whilst** also giving a reflection of **who you are**. Be **friendly (and professional) non-judgemental** and create an environment that **promotes learning**. **All** the skills we have looked to develop through the course.

One of the first things you will need to deal with is to take **enquiries for lessons**. Ensure that you are aware of who the lessons are for (often mum or dad will contact you for their son/daughter) and be inquisitive of any experience they might have and what they are looking for from the services that you provide. Ask **questions and listen**, be **open and honest** about how you can help them, or if you can't help them, and **sell yourself!**

First lessons are likely to be a little bit daunting for your pupils, and perhaps yourself initially, so ensure that empathy shines through and that the pupil fully understands that you are there to support their learning and that you will keep it safe for them to practice. Remember that you will need to **see their license, check that it is valid, ask to keep a record of their license number for insurance purposes** and in date, the addresses match and that you have a **license check code to check for any endorsements**.

Take **payment in advance** of the lesson starting, it saves an awkward conversation later in the day when both parties realise that you have forgotten to take payment.

Accept that a small percentage of lessons will be lost due to cancellations but remember also that you are running a business. It can be a difficult balance to determine at what point a customer cancelling lessons is detrimental to your business. The terms and conditions that you follow should clearly outline any policy around charges for cancelled lessons. It is for you to decide what works for your business in terms of how strictly you follow the policy and where you make allowances. A supported customer through a difficult period might recommend friends and family to you for lessons for a lifetime. You will end up teaching the children of pupils that you taught when they were 17! On the other hand, it can be necessary to make difficult decisions at times because once a lesson is cancelled without notice you can't get that time back. Choose carefully and use terms and conditions to protect your business. If using them rigidly is causing your business harm and you are losing too many pupils as a result, consider relaxing them a little.

Protect yourself, your customers, and your business. Has the learner had a **drink** the night before?

Do they appear under the influence of **any substances**, or are they impaired by any **health issues** that might mean that they aren't in a condition to take part in the lesson that day can it be rearranged to a more suitable slot?

One of the goals that your pupils will surely have is to **pass their driving test**. Whilst our ultimate focus should go beyond the driving test for our pupils, we certainly have a responsibility to prepare our pupils for the test, once they are ready. Work with your pupils to ensure that you understand what they want from the lessons and so that they understand what is a **realistic timescale** (SMART).

Decide how you are going to manage tests within your diary. Are you going to register on the Gov.uk website to be a trainer booker, so that you can book your pupil's tests around your other commitments? Or will you give them the freedom to book a test that might suit them and be flexible to work around it?

Be aware that your vehicle will be used on tests, check before you set *off* that it is in a **safe and road-legal** condition and that the interior and exterior are to a **clean and tidy** professional standard.

Your charge for your services on the day of tests might reflect the added responsibility of providing a vehicle that can be used on the test. It only takes a nail in a tyre on the morning of the test to set you back, if it can't be repaired or replaced on time and you don't have a spare (**The DVSA will not accept space-savers for tests**) then the test will be **cancelled, and the fee will be lost**. It can be expensive (it is typically expected that the instructor will cover the costs of at least the next test, plus your tyre!) and a highly stressful situation for not only you but most importantly your client.

On the day of the test ensure that your client has their *provisional license* with them and wherever possible their **theory test pass certificate**. Failure to produce the license will result in the **test being cancelled and the fee being forfeited**. Failure to produce the theory test certificate is unlikely to affect the test going ahead but could result in the same outcome, at the discretion of the test centre manager.

Your candidate on a learner driver test will be expected to drive for a total of **38- 40 minutes** over different types of roads and junctions. They will be asked to follow a **sat-nav or road signs** for approximately 10-15 minutes, perform one reverse **manoeuvre** and possibly the **emergency stop**.

They will **pass** if they pick up no more than **15 driver** faults, do not **accumulate** too many driver faults in any one area, and have **zero serious or dangerous faults**.

They will **fail** if they pick up **16 or more driver faults**, accumulate **too many** driver faults in one area, register **any serious or dangerous faults, or decide to terminate the test before its conclusion**.

Consider the **four levels of the GDE matrix** when preparing a pupil for a test and ensure they are competent around: -

4. Who is the person who will be taking the test? How well do they **manage themselves**? What is their perception of their **experience** of tests throughout their life? What **emotions** do they attach to tests? Most importantly what is their **motivation to pass**? **Self-awareness** is crucial for their preparation to pass, in the weeks leading up to the test itself.

3. Are they prepared for the **context of the journey** they will be taking that day? What **pressures** will they face, and what **risks** will they have to deal with? **Evaluating** these factors before the test itself can go a long way to helping them succeed.

2. How well do they navigate **junctions, and dual carriageways** and **evaluate hazards** etc? Is their competence strong enough to hold up to the pressures they might face?

1. Does their ability to **control the vehicle** meet the required standards for driving and

reversing?

The better prepared your customers are around themselves, the test, roads and junctions and control of the vehicle, the more likely they are to succeed...

Then they recommend you to all their friends!!

You are on your way towards a long and successful new business.

Knowledgeable Instructor Training Reflective Learning

Feedback

What went well?
What areas do I want to develop?
How am I going to develop this/when/how much time/resources?
Date to achieve/review.

Knowledgeable Instructor Training Reflective Learning

Giving Value for Money

What went well?
What areas do I want to develop?
How am I going to develop this/when/how much time/resources?
Date to achieve/review.

Knowledgeable Instructor Training Reflective Learning

Giving Instruction

What went well?
What areas do I want to develop?
How am I going to develop this/when/how much time/resources?
Date to achieve/review.

Knowledgeable Instructor Training Reflective Learning

Divide Responsibility

What went well?

What areas do I want to develop?

How am I going to develop this/when/how much time/resources?

Date to achieve/review.

Knowledgeable Instructor Training Reflective Learning

Observing the Pupil and Surrounding, Giving Timely Directions

What went well?
What areas do I want to develop?
How am I going to develop this/when/how much time/resources?
Date to achieve/review.

Knowledgeable Instructor Training Reflective Learning

Core Comps, fault ID, Analysis, Remedy

What went well?

What areas do I want to develop?

How am I going to develop this/when/how much time/resources?

Date to achieve/review.

Knowledgeable Instructor Training Reflective Learning

Timely and Appropriate Verbal and Physical Intervention

What went well?

What areas do I want to develop?

How am I going to develop this/when/how much time/resources?

Date to achieve/review.

Knowledgeable Instructor Training Online Session Twelve

As part of your preparation for in-car session Twelve, and also as part of your development to become a great driving instructor, in the week before your in-car session, we will attempt to arrange a suitable time to deliver the online section of your training, via Zoom. You will receive a link to follow that will take you directly into the session.

The online section should take between 40 minutes to an hour to complete.

During Knowledgeable Instructor Training online Session Twelve you will discuss and train around the following areas: -

- Your progress over the past couple of weeks
- How to maintain a non-discriminatory manner through lessons (SCI 16)
- Trainee license options and further

Date of completion online session Twelve:

__/__/__

Date of completion in-car session Twelve:

__/__/__