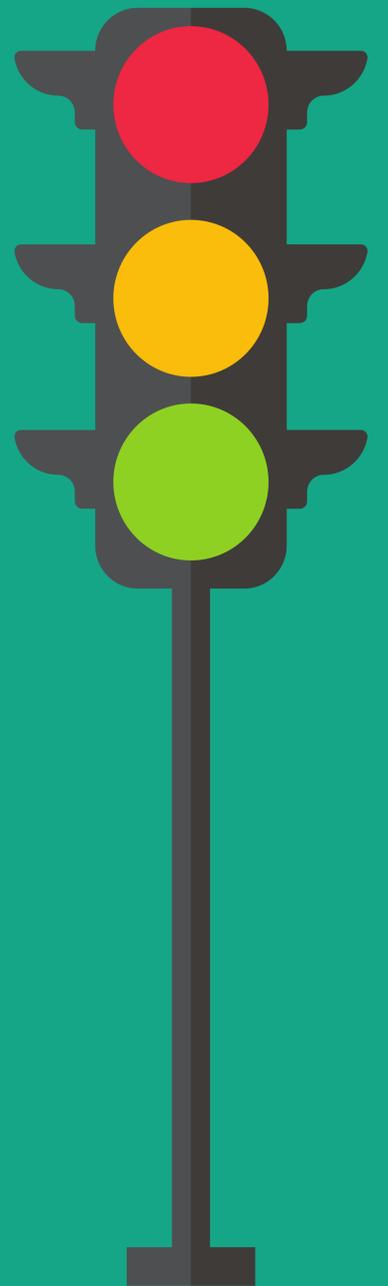




# National Intensive

## ADI WELCOME PACK



0161 204 3814

## HOW DO WE WORK?

### What happens once I've accepted a course?

When accepting one of our courses, either through our website, by email or by text, you would contact the pupil by introducing yourself on behalf of 'National Intensive'.

We ask our instructors to contact the pupil to arrange driving lessons prior to the course start date, we pre book the driving test for 3-4 months time so lessons can be arranged accordingly. If you want to start lessons without a test yet confirmed, this is also fine, just make sure to leave enough hours back for test day.

### How long are the lessons?

This depends on whether the pupil has chosen to do the course intensively or semi intensively. All lengths of courses can be completed intensively, but only courses 15 hours or more can be completed semi intensively. Intensive courses are normally completed with **3-6 hours of lessons per day**, over 1-2 weeks. Semi Intensive courses are normally completed with **3-6 hours per week** over 3-8 weeks.

### How long are the courses?

Courses range from **5 - 47.5** hours long, depending on the pupil's experience. If they need any additional lessons, they would arrange this with you. The only time extra lessons should be arranged is if the pupil isn't ready for their test, we do not charge additional for test day as it is part of the course. The test is included with every course that is given to you. Make sure you save at least 2 hours for the day of the driving test, 1 hour for the test and dropping the pupil back at home and a practice hour before the test itself. Please do not charge for use of vehicle, the pupil is simply charged per hour of time used.

## How do I take payment for the course?

There are a few ways that pupils can choose to pay for their driving course when making a booking, and this changes how you, as an instructor, will get paid. When claiming a course, it will say how the pupil has paid. Eg. Paid in full, Payment Plan, Deposit Only.

### Payment Plans

If a pupil has paid by payment plan, then lessons cannot be started until all payments have been made in full. This is stated on the course for you to see when accepting it. We still book the pupil a test as normal, which is likely to have already been booked when you come to accept the course. 30 days before the practical test date, we will pay you in **full**.

### Deposit Only

If the pupil has paid the deposit only when booking a course, the 'pay the instructor' part of the course would be paid directly to you. Payment is made by the pupil upfront on your first lesson with them by cash/bank transfer or can be requested up to 2 weeks before the course starts by bank transfer. If we need to cover any additional costs, this would be arranged privately between you and us; top-up payments are requested via 'My Claimed Courses', and click 'payment request'.

### Paid in Full

If the pupil has paid us in full when booking a course, then you can request payment from us 30 days before the lessons are due to start.

If there are any issues with the course or you just need a bit of extra information, please call our ADI team on: **0161 204 3814** (option 3).  
Customer Service Line for Pupils: **0161 204 3814** (option 2).

## **ONLINE SYSTEM FOR ADIS**

The process to claim work is quite straightforward, if you are seeing this then you have already successfully created an account on our online system.

This means you have full access to view courses in your area or other areas, please only accept a course that you have availability for. You will see a test date or estimated completion date on the course information. You will also see whether the pupil wants to do intensive lessons or semi intensive lessons (over 3-8 weeks). As mentioned previously, if the test date we have booked for a pupil is unsuitable for you, please still accept the course as the test date can be changed to something similar either by us or yourself, there is the option to change this date yourself (refer to rewards page) and earn £10 for doing so.

### **Claiming Courses**

There are two different pages which we have for claiming any available courses, you can either view courses near your post code on the "Available Courses Near Me" page, or you can view courses by area on the "Available Courses by Area" page. Once you have found a course you would like to claim click on "VIEW DETAILS/CLAIM COURSE" and then "Claim Course" and "Confirm". Once confirmed the course will appear in your "My Claimed Courses" section of the online system, displaying the details for you to get in contact with the pupil and make arrangements.

### **Archiving Old/Completed Courses**

As we know the "My Claimed Courses" section can build up quite a lot, once you have completed a course you can click on "Archive Course/Mark as Completed" to move the course to the "My Completed/Archived Courses" page. This helps keep your "My Claimed Courses" page to a manageable level and to only show pupils on it that still have ongoing lessons/tests to completed.

## USEFUL INFORMATION

- 1 Estimated Completion Dates** – When a customer books a course with us, they book for an 'estimated completion date' which we try our best to book a practical test date for. When accepting courses online if there is a course that you'd like to accept but doesn't have an estimated completion date that would work with your current schedule, then please still claim the course, as we will change the test date to a date more suitable for you.
- 2 Wasting time during lessons** – No time wasting, excessive breaks, instructors running errands during lessons, spending too long on side roads and car parks, spending hours during lessons reading the highway code (This pupil should be doing this at home). We understand both the pupil and Instructor need a break during lessons, we recommend 5-15 minutes every few hours.
- 3 Using your phone during the lesson** – Please only use your phone if you are replying to a test cancellation. Please do not be calling us whilst you have a pupil sat next to you, this doesn't look professional, keep your phone usage to a minimum and phone calls can wait until you are on break.
- 4 Arriving Late/Cancelling lessons last minute** – We understand most of the time arriving late or having to cancel a lesson is out of your control. But we have had cases where Instructors have turned up an hour late and not even informed the pupil or cancelled a full lesson minutes before the agreed start time. If you must cancel a lesson then you need to tell the pupil as far in advance as possible and rearrange the lesson, also if you're running late because of traffic just keep the pupil informed.
- 5 Eye Test** – Please ensure the eye test is done with the pupil before they get behind the wheel, as we have had circumstances where the pupil has done 5 hours and then done the eye test, failed the eye test and the course was postponed until the pupil went for an eye test.

**6 Test Standard** – We encourage instructors to be honest with pupils about their ability and how far away from test standard they are, but do not advise a pupil on the first lesson of a 35-hour course, that they'll need about 20-hours more. How can this be determined on the first lesson? Not only is it demoralising for the pupil that they are so far away, but I don't see how you can make that judgement after 1 lesson as some learn quicker than others. Also, we don't want you to leave the course to the very last lesson and then advise they need another 20-30 hours etc, please just be honest with the pupil throughout.

**7 General Behaviour** – We shouldn't have to mention general behaviour, but we sometimes receive complains about Instructors swearing, being rude, aggressive, belittling and just not being very supportive. Your job is to make the pupil feel as comfortable as possible, being able to teach all different kind of abilities. If you feel the need to shout at a pupil for getting something incorrect then you shouldn't be teaching people to drive, because you're supposed to be setting an example. We have a very strict monitoring process of complaints against instructors and any instructors that are found to be not fit for purpose will be removed from our system and the access to view courses online will be banned.

## Test Bookings:

### Theory Tests:

We offer an all-in-one service for customers, so if they do require a theory test we will book this for them usually within 4 weeks of booking (only 30% of customers need a theory test) We still recommend arranging a lesson schedule with the pupil even if they are waiting to pass the theory test.

### Practical Tests:

We book the driving test for all pupils (unless they have booked their own), however, you will see 2 options when accepting courses online. "Courses With Practical Tests In Place" and "Courses Awaiting A Practical Test". If the date clashes with your diary, then you can still claim the course and ask us to change the test. We usually pre book test dates for 3- 4 months ahead.

# REWARDS

## Reviews

We have developed a new review system, for every 5 reviews that you get you will be rewarded as stated on the review page. When you have told your pupil to review us and sent them the link, log this in the "My Claimed Courses" section, once we confirm we have received it we will add it onto your review total and you will receive an e-mail.

## Changing Test Date

Fancy earning an extra £10, for something you might already do? If you find an earlier test date for a pupil than we have booked them, then we will compensate you £10 for your time! You can claim this back through your 'Claimed Courses' page, as well as the test fee (if they don't already have a test booked!)

## ADI Referral

If you know any instructors that might be interested in joining us (remember, there's no joining or franchise fees!) then you can recommend an instructor to us. Simply ask them to mention your name when signing up, and after they have completed their first course with us, you will get £100!

## Pass Pictures

Uploading your pass pictures is a simple way to let us know that one of your students has passed their test! How to upload your Pass Pictures

1. Head to your ADI Admin Page
2. Click on 'Send a Pass Picture'
3. Add in pupils details, such as their name, amount of minors and then upload the pass picture.