



Policies and Procedures

1. Payment Schedule & Student Accounts:

- a. Safe Drivers PEI offers an installment-based payment system with any of our Drivers Education Programs. Driver Education program fees can be spread over a maximum of 9 months.
 - i. Payments on student accounts are due as follows:
 1. \$300 due when registering.
 2. \$300 due after completing the first in-car driving or observation lesson.
 3. Final payment is due based on whichever of the following comes first:
 - a. No later than 9 months from the date of registration; or
 - b. Prior to scheduling a class 5 driving exam.
- b. Safe Drivers PEI hourly driving lesson and Access PEI ride-along packages are due in full upon registration.
- c. Students with overdue accounts will be unable to schedule driving lessons until the balance due is paid. Once an overdue account reaches 12 months from the date of registration, the student account will be deactivated, and a fee will apply for reinstatement. This fee is equal to the cost of the program at the time less the cost of the program at the date of registration plus a \$50+hst administration fee.

2. Driving Lesson Policies (In-Car):

- a. Students must have a valid driving license with them for all driving lessons. This includes any of the following:
 - i. A valid Prince Edward Island Class 7 or Class 5 license
 - ii. A valid Class 7 or Class 5 license from another Canadian jurisdiction; or
 - iii. A valid international or foreign driver's license with a Prince Edward Island Voluntary ID card or RIN number.
- b. Appointment cancellations by students/parents/guardians must be made no later than 24 hours in advance of the scheduled driving lesson.
 - i. Appointments cancelled less than 24 hours beforehand for any reason other than student illness are subject to a \$40+hst late cancellation fee.
 - ii. Students who are ill on the day of their driving lesson should cancel the lesson as early as possible by contacting Safe Drivers PEI.
 - iii. Students who fail to attend a scheduled driving lesson will be subject to a \$40+hst no-show fee.
 - iv. Removal of the late cancellation or no-show fees from the students' account will be at the discretion of Safe Drivers PEI.
 - v. No late cancellation fees will be applied to observation-only lessons.
- c. As a part of the Safe Drivers PEI driver education program, students must have a minimum of 6 hours of observation time. As a result, students should expect that during their driving lessons, one or two students may be in the back seat watching the lesson occur. Students who wish to complete their driving lessons without any observers present will be subject to an additional charge of \$5+hst per hour.
- d. Safe Drivers PEI works hard to avoid unnecessary cancellations and delays, however, Safe Drivers PEI reserves the right to modify, reschedule, or cancel in-car driving appointments as required for any unforeseen operational reasons.

3. Driver Education Classroom Training:

- a. The Safe Drivers PEI New Driver Education Program and Licensed Driver Education Program theory components are completed through either of the following:
 - i. 8 in-classroom sessions totaling 24 hours plus 1 in-classroom session to complete the 'rules of the road' written exam unless exempt (see section 3)
 - ii. A single 25-hour Safe Drivers PEI online course through Safe Drivers PEI's Moodle program plus one in-classroom session to complete the 'rules of the road' written exam unless exempt (see section 3)

- b. Students completing the online program are given 90 days to complete the material following registration. Extensions can be provided if the student can provide a valid reason for delay.
- c. Students completing in-classroom sessions are asked to arrive to class on time and stay for the duration of that session. Students who show up late or leave early may not be given credit for that class session.
- d. Students who are completing the in-classroom program may attend the 8 sessions in any order, and if missed, sessions can be rescheduled to any future class group without charge.
 - i. Students must attend the same session which was missed. For example, session 6 missed must be made up by attending another session 6.
- e. Students must sign in for every class session. Failure to sign the attendance sheet for each session may result in the student not receiving credit for the session attended.

4. Written Examinations

- a. Safe Drivers PEI employs many certified exam invigilators for the Prince Edward Island Rules of Road written exam, sometimes referred to as the learners permit exam. These invigilators are approved by the PEI Department of Highway Safety and are permitted under the PEI Highway Traffic Act to administer the Rules of the Road exam.
- b. Only students who are completing the New Driver Education Program, or Licensed Driver Education program may complete the Rules of Road exam with Safe Drivers PEI.
 - i. Students completing hourly driving lesson packages with Safe Drivers PEI must schedule and complete the Rules of the Road exam at an Access PEI location.
- c. Safe Drivers PEI exam invigilators reserve the right to require a re-test of any student who;
 - i. Fails to obtain a minimum score of 80% on both:
 - 1. A 50-question multiple-choice quiz
 - 2. A 20-sign image and description matching exercise.
- d. No re-test fees apply for the Rules of the Road examination.
- e. A minimum waiting and study period of 7 days will apply following a failed attempt of the Rules of the Road exam.
- f. Students with learning disabilities may request the exam to be administered verbally by a Safe Drivers PEI exam invigilator (by appointment only).
- g. Fourth or subsequent attempts at the Rules of the Road exam must be approved by the Safe Drivers PEI General Manager.

5. Driving Examinations

- a. Safe Drivers PEI employs many certified driving examiners. These examiners are approved by the PEI Department of Highway Safety and are permitted under the PEI Highway Traffic Act to issue certain driver's license privileges.
- b. Only students who complete the New Driver Education Program, or Licensed Driver Education program may complete driving exams with Safe Drivers PEI.
 - i. Students completing hourly driving lesson packages with Safe Drivers PEI must schedule and complete their driving exams at an Access PEI location.
- c. Safe Drivers PEI driving examiners reserve the right to require a re-test of any student who;
 - i. fail to provide a valid drivers license as described in section 1
 - ii. fail to meet basic driving skill requirements
 - iii. make an error deemed critical on the driving exam
 - iv. make a series of less significant errors which leave the examiner unable to confirm that the student meets the requirements for issuance of a class 5 license.
- d. A driving exam re-test fee of \$40+hst will apply for second or subsequent attempts.
- e. A minimum waiting and practice period of 14 days will apply following a failed attempt at a driving exam.
- f. Fourth or subsequent attempts at the driving exam must be approved by the Safe Drivers PEI General Manager following a review of the students' driving evaluations.
- g. Students may ask for a review of their driving exam by contacting the Safe Drivers PEI general manager. Where the result of the driving exam is deemed to be in question by the Safe Drivers PEI general manager, the re-test fee may be waived.

6. New Driver Education Program Completion

- a. To receive a certificate of completion for the Safe Drivers PEI New Driver Education Program (DEP), students must complete the following minimum requirements:
 - i. 8 in-classroom sessions totaling 24 hours **or** the 25-hour Safe Drivers PEI online course through Safe Drivers PEI's Moodle program.
 - ii. 1 in-classroom session to complete the 'rules of the road' written exam, sometimes referred to as the learners permit exam; unless,
 1. This exam has already been completed at Access PEI in the last 12 months; or
 2. The student holds a valid PEI Class 7 or Class 5 license
 - iii. 10 hours of driving instruction with Safe Drivers PEI
 - iv. 6 hours of observation time with Safe Drivers PEI
 - v. Student account paid in full

7. Licensed Driver Education Program Completion

- a. To receive a certificate of completion for the Safe Drivers PEI Licensed Driver Education Program (LDEP), students must complete the following minimum requirements:
 - i. 8 in-classroom sessions totaling 24 hours **or** the 25-hour Safe Drivers PEI online course through Safe Drivers PEI's Moodle program.
 - ii. 1 in-classroom session to complete the 'rules of the road' written exam, sometimes referred to as the learners permit exam; unless,
 1. This exam has already been completed at access PEI in the last 12 months
 - iii. 10 hours of driving instruction with Safe Drivers PEI
 - iv. 6 hours of observation time with Safe Drivers PEI
 - v. Driving evaluations with scoring not less than 2's and 3's.
 - vi. Student account paid in full
- b. Safe Drivers PEI reserves the right to refuse LDEP certification to students who lack demonstrable driving experience and skills. In such cases, when all requirements have been completed, the student will be issued a certificate of completion for the New Driver Education program without additional charge.

8. Defensive Driver Program Completion:

- a. To receive a certificate of completion for the Canada Safety Council Defensive Driver Program (DDC), students must complete the following minimum requirements:
 - i. 1 six hour in-classroom session.
 - ii. Participate in course discussions and activities; and
 - iii. Student account be paid in full.
- b. Students must sign in for the class session. Failure to sign the attendance sheet for the session may result in the student not getting credit for the program.
- c. Students must arrive to class on time and stay for the duration of that session. Students who show up late or leave early may not be given credit for that class session.

9. Completion Policy:

- a. All in-car and in-classroom sessions must be completed within 2 years of the students' date of registration.
 - i. Failure to complete driving lessons in this time frame may result in additional charges or the forfeiture of fees paid.
- b. If applicable, all online course materials must be completed within 90 days of starting the online course.
 - i. Failure to complete the course material in this time frame may result in additional charges, or the need to restart the course from the beginning.

10. Refund Policy:

- a. \$300 deposits made to register for a driver education program are non-refundable. However, students may adjust class dates or switch between the in-classroom and online programs without penalty.
- b. Driver education package students who have paid the total package fees and have not completed any in-car driving lessons can request a refund which will be calculated as follows:
 - i. Total package price - \$300 (Non-refundable deposit) - \$50 (Admin fee) = Refund balance
- c. Hourly driving lesson or Access PEI ride-along package fees are non-refundable.
- d. Any refunds processed will be at the discretion of Safe Drivers PEI in respect of the services already provided.