

Shield Driving Academy Terms of Service

Driver's Education Classes

ATTENDANCE

- Classroom and BTW instruction cannot be completed in less than thirty (30) days and not more than six (6) contiguous months.
- Enrollment will not be allowed after the first day of class has started.
- Students must be fifteen (15) years old by the first day of class.
- Parent or guardian is required to attend the Parent Night, typically the first hour of the first day of class unless otherwise noted.
- No more than three absences are permitted. All absences must be made up. You have three (3) months from the first class to make these up. Students can be dismissed without refund for excessive tardiness or unexcused absences.
- All failed tests (scoring less than 80%) must be retaken within 1 week of test date. All tests must be passed successfully as part of the course completion.
- Completion of this traffic safety course does not guarantee students will pass the Department of Licensing exam.

BTW PRACTICE

- It is Shield Driving Academy's policy to have two students in the instructional vehicle at all times. There are instances when this is not possible. By signing the student enrollment form, you give Shield Driving Academy permission to conduct BTW (Behind the Wheel) training in a one-on-one setting.
- Drive worksheets (prescriptions) must be completed, signed by parent and returned at next scheduled drive or result in loss of drive (considered a no-show)

DRIVE SCHEDULING

- You must complete 3 drives by the last day of class and the other 2 drives must be scheduled within three weeks after completing the last scheduled class.

BEHAVIOR

- Students are fully accountable for their conduct and attendance.
- No food, drink (water OK) or gum is allowed in the car or classroom.
- Students can be dismissed from the course for misbehavior, excessive tardiness, excessive or unexcused absences, cheating (whether sharing or receiving answers), being under the influence of drugs, including alcohol, during any of the instruction phases, misuse or abuse of Traffic Safety Education equipment, repeated and willful violation of traffic laws, failure to complete assigned work and multiple failed tests without a refund.

COURSE COMPLETION

- By state law, driving schools cannot give a completion certificate in less than five weeks.
- Course requirements must be completed within the 3 month deadline or the entire course be retaken.
- Course deadline extensions are on a case-by-case basis (additional fees will be assessed, see Fees below).
- Upon successful completion of all classes, tests, drives and activities required for our program and upon the payment of all tuition and fees, a Traffic Safety Education Course Completion will be electronically uploaded to the Department of Licensing. Paper copies are not issued. If your insurance requires proof of course completion, please contact our office.

ORGAN DONOR

- Washington State Required our course to include information about the Organ Donor Program. This portion of the course is optional.

FEES

- A \$60 fee will be charged if a student does not show up a scheduled drive without at least 24 hour notice. All cancellations need to be done through the website.
- A \$60 fee is charged if the student does not bring a valid learner's permit for a drive, is wearing improper footwear or any other reason that would create a dangerous driving situation.
- A \$35 fee is charged for returned checks.
- A \$50 fee is charged if any student fails to complete the course within three (3) months (90 days) from the first class.
- An additional \$100 fee will be assessed for a student not completing the course in four (4) months. Failure to complete after six (6) months requires the student to retake the entire course at the current class price. No credit for any unused portion of previous enrollment will be applied to current pricing.

REFUNDS

- A processing fee of \$35 is charged if the student drops the course within 1 week of the first day of class.
- There are no refunds after the 2nd class.

COMPLAINTS AND GRIEVANCES

- Owners has the final say for any grievance/ complaint issues.
- We reserve the right to refuse service to anyone.

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DOL Testing

GENERAL

- At the time of the testing, provide proof of identification such as a state issued photo permit, state license or ID card, or school year book.
- Your exam scores will be entered into the DOL database within 24 hours. You will have to visit the DOL office to apply for your license. Passing the knowledge and drive test does not guarantee that an applicant will be issued a driver's license. The Department of Licensing will determine if an applicant has met all licensing requirements. If you are under the age of 18, you must be at least 16 years old, have successfully completed a traffic safety education course, have had your permit for at least 6 months and have had 50 hours driving experience (at least 10 night driving hours) to apply for your driver's license.
- The Department of Licensing reserves the right to conduct random re-examinations; applicants refusing to take a re-examination may have their license revoked.
- If you received a letter from DOL to take an examination due to a physical, mental, visual or any medical issue, you must test at a DOL office. Failure to disclose this information prior to testing will result in your test not being honored at DOL to obtain your license and we will not refund the test fee.

COMPLAINTS AND GRIEVANCES

- Owners has the final say for any grievance/ complaint issues.
- We reserve the right to refuse service to anyone.

DOL Written Testing

TESTING

- The Knowledge exam consists of 40 multiple-choice questions about traffic safety laws.
- Applicants must answer at least 32 questions correctly (80%) to pass the exam.
- Test scores are valid for two (2) years.

FEES

- Retake of the Knowledge test \$35 per attempt.
- Up to 3 attempts can be made per day, time permitting, at the examiner's discretion

DOL Skills Testing

GENERAL

- DOL rules require that a course completion (for examinees under 18 years of age) and passing written score are entered into the DOL system before a skills test can be administered.
- Management has the final say for any grievances or complaint issues.

TESTING

- The drive test will test the applicant's ability to drive legally and safely. Applicants must pass the driving test with a score of least 80%.
- You will need to demonstrate arm signals prior to beginning the skills test.
- Your car must be legal to operate on public streets. This includes, but is not limited to: windshield (no obstructions), seat belts, minimum tread on tires, mirrors, working lights (including headlights, brake and reverse lights, turn signals) and be legally licensed with current tabs and both license plates (front and rear as required by WA law).
- Vehicles used for the skills exam are required to provide proof of insurance and current registration (current tabs) on the day of the test.
- Pursuant to RCW 46.20.720 a driver convicted of an alcohol offense may be required to have an Ignition Interlock Device (IID) in order to drive. The applicant must take the skills exam in their vehicle using the IID.
- Test scores are valid for one (1) year.

FEES

- Retake of the skills exam is \$45 per attempt.

REFUNDS

- 48 hour notice is required for refunds or rescheduling, no exceptions.
- No refunds will be issued if examinee fails to meet testing requirements prior to scheduled skills exam.