

Dear Trainee, Emirates Driving Institute commits to...

- Welcome you and provide you with all the information needed for registration.
- Provide you full details about our training courses, training times, fees, required documents, file opening, training and testing process.
- Arrange for your training to be undertaken in a fully insured, modern, comfortable, reliable and well maintained vehicle.
- Provide you with instructors who have the highest standards of personal conduct during the lesson including:
 - Courteous and considerate service
 - Avoiding physical contact except in an emergency
 - Not smoking during any training
 - Restricting mobile phone calls to emergencies and those for your benefit
- Provide training on a one-to-one basis with no other learner driver in the car for light motor vehicle driving course.
- Provide relevant feedback during your lesson and, at the conclusion of each, record your development in your EDI progress log book.
- Provide you with instructors who always endeavor to be on time at the agreed meeting point, and be available for the full duration of the lesson booking subject to unforeseen circumstances beyond your instructors control.
- Deal with complaints in a professional and fair manner.
- Provide you with a range of self-study aids, including books, CD-ROMs to help you prepare for your theory and practical test.
- Endeavor to provide a consistent level of service to all customers.

Dear Trainee, EDI's expectations of you...

- Provide us with accurate information and all the necessary documents required for registration and RTA file opening.
- Read the registration application and Terms & conditions document carefully and enquire about any unclear matter before registration and signing the forms.
- Pay the required fees as per the signed agreement.
- Attend all training classes, lectures, and tests on time.

- Obtain your RTA learner's permit prior to your first lesson and carry it with you throughout the training period. Renew the permit once it expires.
- Attend your first and all subsequent lessons and tests with any necessary lenses / glasses.
- Do not smoke whilst in training vehicle.
- Switch off any mobile phone or other messaging device whilst driving.
- Not to be absent from classes without informing the concerned reception staff 48 hours before the class time or you will be charged for the classes.
- Tell us promptly if something is not to your satisfaction in order that we can try to minimize any problems.
- Respect the rights of others and keep the institute's property clean and safe.
- Ensure proper payments for training and tests are made on time to avoid unnecessary problems.
- In case you want your test date to be cancelled or postponed, you must inform the concerned reception staff 48 hours before the test time.
- Ensure you select the correct language for theory test upon registration. As per the RTA rule, the language will not be changed later.
- Do not indulge into any kind of personal conversation with the instructor.
- Please wear modest clothes at all times during training and testing. No short pants or short dresses allowed. You may be marked absent in case you are not appropriately dressed.
- If you are pregnant, kindly inform the reception staff before the commencement of your training, stating that you are responsible for the decision towards training.
- For Motorcycle training, kindly wear full sleeves t-shirt/shirt and bike safety shoes, which has a steel toe and are high enough to cover your ankle. Please note that your training would be cancelled in case of inappropriate shoes.
- If a student is absent in any class, as per RTA rule, he will have to take an additional paid class to compensate for that missed class.

Special Referral Scheme for all EDI Students



EDI TRAINEE RIGHTS & RESPONSIBILITIES



معهد الإمارات للسياسة
Emirates Driving Institute