

Dear Trainee, Sharjah Driving Institute commits to...

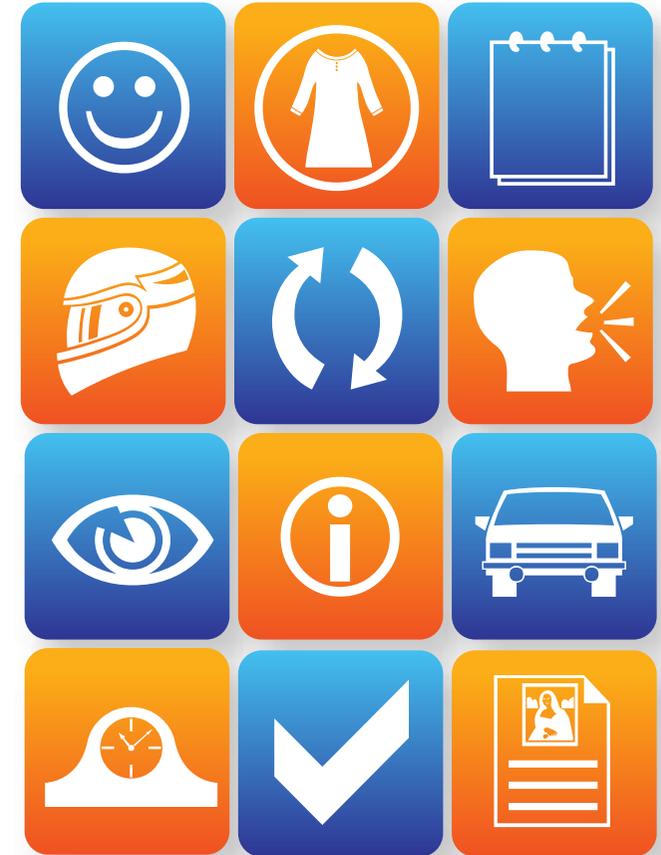
- Welcome you and provide you with all the information needed for registration.
- Provide you full details about our training courses, training times, fees, required documents, file opening, training and testing process.
- Arrange for your training to be undertaken in a fully insured, modern, comfortable, 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 SDI 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, SDI's expectations of you...

- Provide us with accurate information and all the necessary documents required for registration and traffic 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 General Directorate of Central Operation 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.
- Report for your practical training classes on time. You will be marked as 'Absent' if you fail to report within 10 minutes of your class starting time. Once marked 'Absent' you will have to take the compensatory class by paying for that particular class.
- Training can be stopped for a day or more by informing your course in-charge in person or via our call centre (06-5382020) at least 48 hours in advance but please note your instructor will be allotted to some other student and you may not get the same instructor after resuming your training.
- If you are not happy with your instructor, the training quality, training duration or with the instructor behavior, please contact us via the Training / Scheduling Section.
- If you want to temporarily stop your training you must inform your Training / Scheduling Section, 48 hours before your scheduled training time. If you fail to do so you will be marked as absent for that day.
- 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 General Directorate of Central Operation 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 Training / Scheduling Section 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.

SDI TRAINEE RIGHTS & RESPONSIBILITIES



معهد الشارقة للسياسة
Sharjah Driving Institute