

Complaints and Disappointments

I SHOULD HAVE PASSED!

Some trainees get very annoyed when they do not pass.

NZTA has strict guidelines that must legally be met to get your licence. We must have clear evidence you can drive according to the rules.

Some trainees think they should be allowed to pass their practical, even though they have made critical errors and are marked "NYA" by the assessor. Even after the assessor has explained to them what they have done incorrectly, they are upset and want to re-sit the next day without paying or having any further lessons.

In these cases, the manager will talk to the trainee and discuss with him/her what the errors were, and that they must be able to pass the practical component as per NZTA Regulations. Normally, trainees understand after it has been explained again at length. They realise the importance of being able to pass all the requirements, and we will work with them to make sure they receive the extra practical tuition required.

As a result, we keep making our information clearer and clearer on all forms to ensure trainees understand this before they start.

I DON'T NEED THEORY!

Some trainees get very upset and don't understand that they cannot do their practical drive test until they have passed the theory part of the approved NZTA course. They don't realise they cannot do the practical drive component until they have completed the two theory assessments.

This is only caused when the driver cannot competently complete the theory assessment and has to do re-sit which takes more time. And NZTA does not permit a driver to do the practical assessment until the theory assessment is passed.

We have tried to make this clearer on our material at every point.

I DON'T NEED A PRACTICE DRIVE!

Some trainee drivers argue with the driving assessor about guidance or “pointers” the driving assessor is making. The trainee believes he or she does not need to do any further practice and just needs to sit the practical drive assessment.

In these cases, we are following the NZTA process to ensure trainees are completely informed of what they have done wrong and what they need to work on before they are allowed to sit their practical test. This is for compliance and for everyone's safety. Just because a trainee may have driven a heavy vehicle before, there are no short cuts permitted.

To help with this, we explain it clearly in class and have it noted on our doc book.

JUST LET ME DRIVE!

Some potential new trainees do not realise there is a theory component to their licence, and a practice component, and they get annoyed they cannot just sit the “practical drive”.

Some new trainees, when booking, think we are like VTNZ who are only licenced to just do the practical drive. So, some new trainee enquiries get annoyed or don't understand when enquiring to book that we are an NZQA course provider licenced and approved to supply the approved course only by NZTA (who are the regulators) We are not licenced like VTNZ to just allow them to do the practical drive, they must do the full approved course with us.

Our booking material, website and telephone commentary clearly explain to the trainee when booking what they need to do, and the classes they need to attend.

I NEED NO LESSON!

When out on a lesson with the trainer/assessor, some trainees are deemed not ready to do the practical and require more lessons. The trainees insist they are ready to do the practical and want to do it straight away.

The assessor then explains to them that they must have the skills required to progress to the practical. The trainee is given a list of all the things they need to work on. The trainee can then go and have more practice at work, or with a friend, or we can arrange extra lessons for them. Generally, trainees are happy with this.

We remind trainees in the classes of the extreme importance of proving they can drive safely and correctly in their practice drive before they can sit their assessment. We even have this on posters in the rooms.

WHY CAN'T I REBOOK FOR TOMORROW?

Some trainees ring to reschedule their practical drives and demand we fit them in the next day, or that it must be a Saturday or Sunday. Sometimes we cannot do this as we are fully booked. As a result, the trainee becomes annoyed!

We will try our best to find the first available suitable time for them, and we will explain this to the trainee. We will also tell them we will put them on our waitlist if there is a cancellation. Normally they are happy with this. We do go out of our way to try and fit them in as soon as possible because we understand their jobs require them to have a current licence.

We have now made it clear on our booking forms that cancelled drives can cause some delays with rebooking.