

STREET SMARTS OF MARYLAND, INC.
SCHOOL POLICY

ADMINISTRATIVE

- A student shall not be considered registered for the course until the registration fee has been received and their account is paid in full.
- All payment is due prior to the 1st day of the classroom session.
- Street Smarts reserves the right to cancel/change times for any classroom session due to reasons beyond their control. In addition, should after school activities be cancelled for any reason at the facility where the classroom session is being held, Street Smarts will not be holding class that day. For each cancelled class, we will add one additional class onto the end of the session in order to complete the required 30 hours of classroom instruction.
- A \$30.00 fee will be charged for any check that is returned by a bank.
- Students must pass the classroom and behind the wheel lesson with a score of 80% or above.
- Street Smarts reserves the right to cancel any classroom or in-car session due to circumstances outside their control (i.e. inclement weather, school closings, low session enrollment, etc).
- All Students must have a camera and audio on the device being used for the virtual classroom sessions and the sessions may be recorded for training purposes. (Further detailed instructions will be provided prior to the first day of classroom session.)
- All Street Smarts of MD vehicles are equipped with camera and audio to ensure safety and security for all students and instructors.

CLASSROOM & BEHIND THE WHEEL REFUND POLICY: Street Smarts will issue a full refund if a session cancellation request is received via email prior to the first day of class. Should the student withdrawal from our session prior to the conclusion of the course, a refund will be pro-rated as follows: Classroom hours will be refunded at a rate of \$8.00 per hour; Behind the Wheel hours will be refunded at a rate of \$16.00 per hour.

BEHAVIOR: Per COMAR regulations, any student that demonstrates disruptive behavior or who interferes with the classroom environment or learning process will be dealt with in the following manner:

FIRST OFFENSE: Verbal warning to the student

SECOND OFFENSE: Consultation with the student and parent

THIRD OFFENSE: Student will be removed from the class without a refund

INCLEMENT WEATHER POLICY: Street Smarts of Maryland will follow each Public School System's Policies regarding inclement weather as follows:

School Closed/Early Dismissal: No Driver Education classes will be held.

Afternoon Activities Cancelled: No Driver Education classes will be held.

Late Arrival: Classes will be conducted as scheduled.

This weather policy does not apply to virtual classroom sessions.

RECORDS RETENTION POLICY: All students must complete any missed units of the classroom session and the required 6 hours of behind the wheel lessons within one (1) year from the completion date of the classroom session of Driver's Education. If the student does not complete the required 6 hours of behind the wheel lessons within the time frame, he/she will be deactivated from our system without notification. Any student that requests a reactivation of their record after one (1) year and before the three (3) year period will be charged a reactivation/exam fee of \$200.00 and the student must successfully retake the final exam before any further lessons are completed. Per COMAR regulations, student records must be maintained at the corporate office for a period of three (3) years. After the three (3) year period, student records shall either be destroyed or electronically archived at the discretion of the company. After the three (3) year period any student requiring reactivation to complete the required 6 hours of behind the wheel lessons will be charged a reactivation/exam fee of \$250.00 and the student may need to retake the 30 hours of classroom or must successfully retake the final exam before any further lessons are completed. All archived records whether a hard copy or electronic will be destroyed after five (5) years.

DOCUMENT REQUESTS: Once a student completes both their classroom and in-car sessions, our office will notify the Maryland Motor Vehicle Administration by electronic submission that a student has successfully completed our driver education program. Once this electronic submission has been completed, the student is then eligible to take their MVA Skills Test. Per MVA policies, completion certificates are no longer distributed to individual students. All requests for copies of student completions for insurance companies or other purposes will require a \$20.00 administrative processing fee.

CLASSROOM POLICIES

Classroom Instruction – No Learner's Permit Required: All day one (1) classes are mandatory. If the student does not attend on day one (1) of the enrolled classroom session he/she will not be permitted to continue and will need to register for a later session. NO EXCEPTIONS!

Students cannot miss more than three (3) days after Day 1. Those specific missed day/s must be made up during a later session.

All class sessions start at the specific time stated in the email prior to class, but with a valid reason/note the student may arrive no later than 15 minutes or may leave 15 minutes early.

Must provide proof of age to the classroom instructor on the first day of class.

The 30 hours of classroom instructions and all missed class/es must be completed by the student before advancing to the in-car portion of the program.

BEHIND THE WHEEL POLICIES

Behind the Wheel Instruction (BTW): Street Smarts will provide Behind the Wheel lessons after the 30 hours of classroom instruction has been completed, the student has passed the final exam with an 80% or above and the below requirements have been met. **To ensure the safety of the instructors as well as others on the road, we make absolutely no exceptions to these policies regardless of your age, experience, or if you already have a test date scheduled at the MVA.**

In order to begin the required 6 hours of behind the wheel lessons. A student must hold a valid Learner's Permit and have completed all 30 hours of classroom instructions and pass the final exam with an 80% or above. Have at least 5 to 10 hours of practice on the road with a parent or mentor. If the student meets all the requirements, a behind the wheel instructor will be assigned to the student. (Instructions are provided in the Welcome email and prior to the first day of class.)

If a student cannot produce their learner's permit at the beginning of their lesson, this will be considered a missed appointment, and the missed appointment fee shall apply before any future lessons are scheduled.

Each student lesson will last approximately two (2) hours and all students will be required to complete a minimum of three (3) lessons, totaling six (6) hours.

All students must demonstrate proficiency thought each lesson in order to successfully complete and pass the required six (6) hours with an 80% or above.

(Further detailed instructions for classroom and behind the wheel will be provided by a Welcome email once the account has been activated after registration and prior to the first day of class (**PLEASE READ THE EMAILS CAREFULLY**), also by the classroom instructor on the first day of class. Therefore, it is recommended that parents attend the class for a short period of time of the first day)

Completion Time: Per MVA guidelines, the required six (6) hours of Behind the Wheel instruction are to be completed within 18 weeks from the day the student was assigned an instructor. *The philosophy behind this requirement is to ensure that the behind the wheel lessons are completed while the theories and concepts taught within the classroom are still fresh in the student's mind.* Students should expect to complete a minimum of one (1) behind the wheel lesson a month.

It shall be the responsibility of both the parent(s) and student to be aware of and complete the required drive time hours within the above specified time frames. Street Smarts reserves the right to cancel any BTW lessons for any reasons beyond their control. Street Smarts cannot guarantee any completion date within the student's eighteen (18) week period of instruction. A student may be removed from our program if all the above requirements are not met without notification.

Additionally, the MVA skills test should not be scheduled prior to starting his/her behind the wheel lessons. All behind the wheel lessons are evaluated and each student's proficiency during each lesson will dictate when the next lesson should take place. Additionally, the instructor's schedule may affect their ability to complete all lessons prior to a scheduled test date at the MVA. Therefore, completion of all behind the wheel lessons is recommended prior to a student scheduling their MVA Skills Test.

BTW Cancellation Policy – No Exceptions! All scheduled Behind the Wheel lessons must be cancelled with at least 24 hours' notice. A student/parent must call their assigned BTW instructor via telephone to cancel any lesson(s). Due to possible delays in receiving electronic messages, cancellation notices sent via email or text will not be accepted as sufficient notice. Any cancellations which do not fall within these guidelines will result in a \$100.00 fee and there are **NO EXCEPTIONS** to this policy! Behind the Wheel lessons for the student shall not resume until this fee has been paid in full.

**WITH EVERY RIGHT COMES A RESPONSIBILITY
THE STUDENT AND DRIVING SCHOOL RESPONSIBILITIES**

1. Each student has the right to a competent certified instructor, knowledgeable about the curriculum and traffic safety issues. With that right each student has the responsibility to arrive prepared and on time for every class without such distractions as talking or text messaging on cell phones, being disrespectful to the instructor, or talking with other students in class.
2. Each student has the right to be taught the entire 30 hours of classroom instruction in an informative, interesting, and challenging manner. With that right each student has the responsibility to be attentive and actively participate in every class.
3. Each student has the right to experience the full 6 hours of behind-the-wheel driving instruction as required in the curriculum. With that right each student will listen to the instructor and not drive in a negligent or dangerous manner.
4. Each student has the right to be treated in a courteous, civil and respectful manner. With that right students have the responsibility to be polite and respectful to their instructors at all times and be willing to accept positive criticism to help them achieve driving success.
5. Each student has the right to attend class in a clean, safe, secure, temperature-controlled, and fully equipped classroom that meets the local fire and building codes and MVA requirements. With that right each student has the responsibility to respect the property of the driving school by not defacing or destroying equipment or vehicles.
6. Each student and parent/driver coach has the right to visit the driving school, see the instructor's license and certification, and the right to observe any class session including in-car sessions, in which their child is included. With that right each parent/driver coach has the responsibility to refrain from interfering with the instruction, classroom or driving, while the class is in session.
7. Each parent/driver coach and student has the right to have the driver education program, including both the 30 hours of classroom instruction and the 6 hours of required driving time, completed within 18 weeks of the first day of class. With that right each parent/driver coach has the responsibility to take an active role in his/her student's driver education by monitoring all progress, communicating with the driving school and/or instructor, and practicing with the student driver if he/she has a learner's permit.
8. Each parent/driver coach and student has the right to place a complaint with the Motor Vehicle Administration regarding problems associated with the driving school or the instructor (the number to call is 410-424-3751). With that right each parent/driver coach and student has the responsibility to attempt to promptly pay the driving school for the driver education class and to attempt to alert the owner or manager of the driving school about any problems or complaints before contacting an outside agency.

I understand the rights and responsibilities of Driving Schools, Students and Parent/Driver Coach.

I hereby consent to my/my child's participation in the Driver's Education Program with Street Smarts of Maryland, Inc. I further affirm that I/my child have/has no psychological or physical condition that would prevent them from safely operating a motor vehicle.

Student Signature Date
(Required if over 18 years old)

Parent / Guardian Signature Date
(Required if student is under 18 years old)



Authorized School Official's Signature Office Manager Title Date