



## Policies and Procedures

Drivers Ed of So MD, Inc., (DESoMD) operates in compliance with COMAR; the additional are clarifications and specific operations of **DESoMD**.

**Student Enrollment:** [COMAR 11.23.02.35 Student Eligibility for Enrollment](#)

A Student is enrolled in the selected start and end class session, **scheduled**;

**Classroom** - 30 hours Classroom - Ten (10) Units with 50 question Test

**Behind-the-Wheel (BTW)** with an MVA certified instructor and Vehicle;

We are required to complete your BTW within 18 week; we schedule to complete the required time beginning after Unit 4.

<b>Learner's Permit Holders Requirements</b>				
<b>Age</b>	<b>Age 18 or under</b> (without HS Diploma or its equivalent)	<b>18 years old</b> (with HS Diploma or its equivalent)	<b>Ages 19-24</b>	<b>25 and older</b>
<b>Minimum holding period before provisional license can be issued</b>	9 months	3 months	3 months	45 days
<b>Minimum holding period before provisional can be issued, if individual was convicted of, or granted probation before judgement for, a moving violation</b>	9 months			
<b>Supervised practice driving hours</b>	60 hours of practice driver with supervising driver. 10 hours at night.* *Defined as ½ hour before sunset until ½ hour after sunrise.			14 hours of practice with supervising driver 3 hours at night*
<b>Maryland Certified Driver Education</b>	30 classroom hours and 6 hours behind the wheel.			

## COMAR 11.23.02.36 Student Performance Criteria

**Classroom** – 30 hrs., maximum 3 hours per day with Unit QUIZ;

❖ **Student MUST have the 'WORKBOOK' for all classes, given on day 1;**

**Punctuality**, a 15-minute late show-to-class period with notification prior to class start may be granted;

Student more than 15 minutes late (FROM START OF CLASS) must repeat that class Unit;

**Attendance**, up to 12 hours may be missed without repeating the entire 30 hrs;

Units 1 through 9 MUST BE complete before Unit 10 and 50 question test, 3 hrs;

### **Makeup Missed Classes, 'the day is the UNIT':**

Classes repeat each scheduled class session; the student may request to attend via e-mail to [desomd@gmail.com](mailto:desomd@gmail.com) for availability; reply via e-mail to attend confirms;

**Three (3) hrs. each day**, maximum; a 15-minute break is given for each 90 minutes of class;

## COMAR 11.23.02 .34 Behind-the-Wheel Instruction Requirements

**Behind-the-Wheel (BTW)** 6 hrs., normally 3 - 2 hr. sessions

**BTW drive sessions** may be required to begin and end at the driving school;

**Students** MUST have a valid learner's permit 'in-hand' for BTW session;

**The first BTW lesson** is normally scheduled after unit 4; student meeting requirements for BTW scheduling;

**Remaining BTW sessions** are scheduled normally not less than 2 weeks apart to meet objectives;

## COMAR 11.23.02 .37 Certification of Program Completion.

### **Completion Certificate**

Applicants must successfully complete the Maryland approved driver education course (36 HRS: 30 hrs. CLASSROOM AND 6 hrs. BTW) for driver education providers to submit the applicant's course completion information to the MVA electronically;

## COMAR 11.23.02 .38 Program Transfer and Reciprocity.

### **.38 Program Transfer and Reciprocity.**

*A. A certified school shall provide to the student documentary evidence of any instruction of the program successfully completed, with the following documentation:*

*(1) A **Classroom Student Record and Completion Form DE-003A**, signed by an authorized school official for documentation of classroom instruction completed; and*

*(2) A **Behind-the-Wheel Student Record and Completion Form DE-003B**, signed by an authorized school official for documentation of the behind-the-wheel instruction completed.*

*B. The Administration may accept documentary evidence of satisfactory completion of a driver education program from another state or jurisdiction, as meeting the requirements of Transportation Article, §16-105, Annotated Code of Maryland, if the driver education program completed in the other state or jurisdiction meets or exceeds the statutory requirements and standards in Maryland.*

## COMAR 11.23.02.08 Certified School's Operation Requirements

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A. (14) Provide a prorated refund to a student who withdraws or transfers from the school.

C. (8) The classroom and behind-the-wheel instruction is completed within 18 weeks unless a student requests an extension.

E. (4) That the student driving record kept by the Administration will be updated within 3 business days after the student completes the program;

### **A REFUND is based on the GLS required 36 hours (minimum required package);**

30 hours classroom and 6 hours of Behind-the-Wheel (BTW) instruction;

#### **60% cost - 30 hours classroom,**

(30 classroom hours based on selected start and end class session, scheduled);

#### **40% cost - 6 hours;**

(6 hours, normally 3-2 hours sessions spending the remaining required holding period to meet the objectives)

Example: based on the current package cost: \$360.00  
\$216.00 - classroom, \$21.60 per unit  
\$144.00 - BTW, \$25.00 per hour

A REFUND request must be submitted in writing (or e-mail); the prorated REFUND will be sent to the address on file to the responsible person if student is under the age of 18 years within 14 business days. Copies of all required documents will be forwarded to the Administration and client as required.

**Individual Cost:**

Classroom - 30 hours Classroom - Ten (10) Units with 50 question Test	\$ 220.00
6 hours Behind-the-Wheel Only (BTW) with MVA Approved Instructor and Vehicle (\$60/hr. @ 6)	\$ 360.00

**Administration Fee applied to class cost:**

*\$20.00 - if not paid in full by 'end-of-classroom session'.  
The class record remains **active** for 1 year from class start.  
\$100.00 to **reactivate** after 1 year of non-completion.  
Class Records are retained for three (3) years from the first day of class.  
(COMAR 11.23.01.08)*

**BTW Cancellation or 'No-Show'**

A Behind-the-Wheel lesson canceled with **less than a 24 hours'** notice results a **'No-Show'** fee, **\$60.00**.

**Redeposit and Returned Checks**

A \$36.00 fee is assessed for returned checks (direct cost from bank, time not included)

I agree to the Policies and Procedures reviewed [Drivers Ed of So MD, Inc.](#)

Parent: \_\_\_\_\_ (UNDER 18 YEARS-OLD)

Student: \_\_\_\_\_

Date: \_\_\_\_\_

## .08 Certified School's Operation Requirements.

A. A certified school shall:

- (1) Display the school's certification in a conspicuous place in the business office;
- (2) Only use school training vehicles approved by the Administration;
- (3) Only use curricula, instructional materials, quizzes, tests, and forms approved by the Administration;
- (4) Conduct an Administration-approved parent orientation at the start of each driver education program course;
- (5) Make operation and student completion records available for inspection upon request by the Administration during the school's posted business hours;
- (6) Comply with nondiscrimination requirements in providing services without regard to race, creed, color, age, gender, sexual orientation, national origin, marital status, disabilities, or any other classification required under local, State, and federal laws and regulations;
- (7) Comply with any decisions, direction, or findings made by a federal or State agency as the result of any complaint filed with these agencies asserting a violation of any local, State, or federal law;
- (8) Issue a certified completion certificate, signed by the designated official of the certified school, through December 31, 2008, to students who successfully complete the program, unless authorized by the Administration to submit the completion information electronically;
- (9) Effective January 1, 2009:
  - (a) Transmit student program completion information electronically to the Administration within 1 business day of the student's completion of the program; and
  - (b) Inform the student that the student's driving record will not be updated by the Administration for at least 3 business days after the student completes the program;
- (10) Schedule additional or remedial sessions for students who need additional instruction;
- (11) Comply with all State and local building, zoning, fire and safety regulations, codes, and standards for use as a driver education school business office or classroom, or other applicable zoning classification, including a posted certificate in the current business owner's name, identifying the maximum occupant capacity for all business offices used to conduct business and all classrooms used for instruction or to administer tests;
- (12) Report, in writing, to the Administration within 5 business days any changes in the information supplied in the latest application or renewal form including changes in:
  - (a) Training vehicles; and
  - (b) Newly employed or terminated instructors;
- (13) Provide not less than 8 hours notice to the student in the event of a cancellation or postponement of more than 2 hours of a scheduled behind-the-wheel or classroom instructional period; and
- (14) Provide a prorated refund to a student who withdraws or transfers from the school.

B. A certified school shall at all times maintain:

- (1) An approved business office located in Maryland;
- (2) Workers' Compensation insurance continuously in force for all school employees;
- (3) General liability insurance continuously in force for the protection of individuals using the premises and equipment during the program;

(4) A surety bond continuously in force in the amount set forth in Transportation Article, §15-705, Annotated Code of Maryland; and

(5) A payment or assistance policy that will permit students with verifiable financial hardships to participate in the program courses.

C. A certified school shall ensure that:

(1) All courses are taught in English unless authorization has been granted in writing by the Administration to teach in another language;

(2) Each class is conducted in only one language other than sign language, which may be used simultaneously or singularly;

(3) In courses taught in a spoken language other than English, that each student enrolled in that course can understand, speak, and read the alternate language;

(4) Only tests included in the approved program course curriculum are administered;

(5) Only certified instructors conduct the testing, evaluation, and teaching of students in classroom and behind-the-wheel instruction;

(6) Only authorized school employees correct and grade tests;

(7) Only instructors review the test results with a student; and

(8) The classroom and behind-the-wheel instruction is completed within 18 weeks unless a student requests an extension.

D. A certified school may not:

(1) Publish, advertise, or otherwise suggest or imply that a driver's license is guaranteed or assured after completing the school's instruction;

(2) Use any publication or advertisement that is false, deceptive, or misleading;

(3) Endanger an employee, a student, or instructor; or

(4) Subcontract to another organization or individual to conduct any portion of the program, without prior approval from the Administration.

E. At the time of student enrollment, the certified school shall require the student and if student is under 18 years of age the parent or guardian, to sign a rights and responsibilities form and return a copy of the signed form to the student that contains the following information:

(1) Classroom and testing locations, dates, and times;

(2) The certified school's established policy for:

(a) Course cancellations and postponements, that conform with §A(13) of this regulation;

(b) Course fees, payment methods, refund policy, and retest fees;

(c) Fees for remedial and additional instruction;

(d) Make-up policies; and

(e) How and when the behind-the-wheel instruction is scheduled;

(3) Payment or assistance policy that permit students with verified financial hardships to participate in the program courses;

(4) That the student driving record kept by the Administration will be updated within 3 business days after the student completes the program;

(5) That after presenting a complaint to the driving school, the student has a right to file a complaint against a certified school with the Administration, including the appropriate Administration official's contact information, on a violation of the responsibilities required by the schools as set forth in this form or dissatisfaction with the service provided by the school; and



(6) That if the student withdraws from a certified school course, the student shall be provided with a classroom student record and completion form and a behind-the-wheel student record and completion form listing the amount of instruction that has occurred which will be transferable to a new school and receive a prorated refund in accordance with §A(14) of this regulation.

### **.09 Record and Report Requirements for Certified Schools.**

- A. A certified school shall maintain for at least three years, in a secure location, in hard copy or electronic format, records and reports of all business activities for the program. These records and reports shall include:
- (1) Instructor employment records;
  - (2) Training vehicle insurance, maintenance, inspection and registration records;
  - (3) Surety bond certificates;
  - (4) Results of tests and evaluations administered to each student;
  - (5) Copies of each student's program completion forms; and
  - (6) Signed student rights and responsibilities forms provided in accordance with Regulation .08E of this chapter.
- B. The records and reports shall be made available for inspection by the Administration, during the school's posted business hours.
- C. If the records or reports of a school become lost, mutilated, or destroyed, the school shall notify the Administration immediately, in writing, and state the date and circumstances involving the loss, mutilation, or destruction.
- D. A school shall within 1 business day notify the Administration, in writing, of any vehicular crash that involves a training vehicle and results in a fatality.
- E. Effective January 1, 2010, a school shall submit an annual report to the Administration by January 31 for the previous year. The report shall be submitted in format required by the Administration and shall include:
- (1) The number of applicants and students enrolled in the program; and
  - (2) The number of students participating in the program who;
    - (a) Were deaf and hard of hearing;
    - (b) Were 18 years or older;
    - (c) Required additional or remedial training;
    - (d) Dropped out of the program before completion; or
    - (e) Transferred to another school.
- F. Effective January 1, 2009, a school shall submit a completion certification report electronically to the Administration for each student who successfully completes the program within 1 business day of the student's completion, in the format approved by the Administration.
- G. The completion certification report shall include the successful completion of the program, including both classroom and behind-the-wheel program instruction for each student.
- H. A certified school shall electronically submit corrected information to the Administration within 1 business day of the notification of any errors in submission of a completion certification report

### .34 Behind-the-Wheel Instruction Requirements.

A. Under Transportation Article, §16-505, Annotated Code of Maryland, a student shall complete a minimum of 6 hours behind-the-wheel instruction.

B. The behind-the-wheel instruction of the driver education program shall be taught by:

- (1) A certified instructor; or
- (2) An apprentice instructor under supervision of an experienced certified instructor.

C. A certified school shall conduct the behind-the-wheel instruction of the driver education course curriculum only for a student that has a valid learner's permit.

D. An instructor shall verify that the individual receiving the behind-the-wheel instruction has a valid learner's permit prior to providing the instruction.

E. Certified schools shall conduct the behind-the-wheel instruction of the driver education course curriculum according to the standards established by the Administration.

F. Behind-the-wheel instruction shall be conducted:

- (1) In an approved training vehicle as set forth in Regulation .33 of this chapter; and
- (2) On routes that:
  - (a) Are preplanned, documented, and available at the driver education school office and in the training vehicle for review by the Administration;
  - (b) Allow a student to practice the concepts taught in the classroom; and
  - (c) Achieve the objectives of the approved curriculum of instruction.

G. Behind-the-wheel instruction shall:

- (1) Be based on a written lesson plan with routes that support the concepts and objectives in the approved curriculum of instruction;
- (2) Provide a student with an opportunity to operate the training vehicle on a variety of traffic mixes and conditions;
- (3) Emphasize the knowledge, skills, and behavior needed to safely operate a motor vehicle;
- (4) Be scheduled in a manner that allows for:
  - (a) Debriefing periods during the session for the instructor to review activities and evaluate performance;
  - (b) A student to complete the learning activities in the approved sequence; and
  - (c) A student to complete missed instruction in a reasonable time frame;
- (5) Include time for remedial and additional instruction as needed;
- (6) Include evaluation of a student's performance based on the learning objectives in the approved driver education curriculum; and
- (7) Include documentation of the evaluation results on a form approved by the Administration.

H. Any time provided for rest periods or meal intermissions may not be counted as part of the minimum 6 hours behind-the-wheel instruction.

I. The certified school shall develop a schedule and assign instructors and training vehicles so that individuals participating in a course may complete the required 6 hours of behind-the-wheel instruction within 18 weeks or longer on request of the student.

J. Behind-the-wheel instruction for a student operating a training vehicle may not exceed 2 hours.

K. An instructor shall be seated in the front passenger seat at all times during the behind-the-wheel instruction.

L. During an enrolled student's behind-the-wheel instruction, only two observers at a time may be permitted to ride along and shall be limited to:



- (1) Students enrolled in the program;
- (2) Approved instructor trainers conducting instructor certification courses;
- (3) A certified instructor supervising an apprentice instructor;
- (4) An apprentice instructor;
- (5) Parents or guardians of students enrolled in the program;
- (6) A representative of the driving school management involved in a quality assurance function;
- (7) A representative from the Administration; or
- (8) An interpreter.

M. Time spent observing an instructor or another student completing a behind-the-wheel instruction may not be counted as part of the minimum 6 hours behind-the-wheel instruction.

### **.35 Student Eligibility for Enrollment.**

A. To be eligible to enroll in the program, an individual shall:

- (1) Be seeking a noncommercial driver's license; and
- (2) Prior to participating in the behind-the-wheel instruction of the program, obtain and present to the certified school a valid learner's permit.

B. A certified school shall make accommodations for a student with special needs in compliance with all local, State, and federal nondiscrimination laws and regulations including, but not limited to, the Americans with Disabilities Act.

### **.36 Student Performance Criteria.**

A. To successfully complete the program, a student shall:

- (1) Attend and participate in all required classroom and behind-the-wheel instruction;
- (2) Achieve a minimum passing score of 80 percent on the final knowledge examination; and
- (3) Achieve a minimum passing score of 80 percent on the final behind-the-wheel evaluation.

B. A student may miss 12 hours or less of classroom instruction and continue the course. A student shall make up any instruction missed before a school may submit a program completion certification to the Administration.

C. A school shall provide make-up instruction, within a reasonable time frame, for a student who misses 12 hours or less of classroom instruction.

D. Students may not continue to participate in the program if they:

- (1) Consistently arrive late for the course instruction or consistently leave course instruction early;
- (2) Miss more than 12 hours of classroom instruction; or
- (3) Act in a disruptive manner.

E. An instructor shall continuously evaluate the students' performance and provide remedial or additional instruction as required.

F. A certified school may charge a student an additional fee for remedial and additional instruction.

G. If a school does not allow a student to continue participating in the program, the school shall:

- (1) Notify the student and parent or guardian of a student under 18 years of age; and
- (2) Fully document the reasons and details of problems in the student's records.

### **.37 Certification of Program Completion.**

A. A certified school shall submit a program completion certification to the Administration, in a format established by the Administration, for each student who successfully completes the program.

B. Effective January 1, 2009, a certified school:

(1) Shall submit a program completion certification electronically to the Administration in the format established by the Administration within 1 business day of the student's completion of the program;

(2) May submit program completion information on-line to the Administration, in the electronic format established by the Administration, for a student who has never received their license and lost a previously issued Driver Education Program Completion Certificate Form DE-004, providing the school has the student's records for successfully completing the program;

(3) May not issue a Driver Education Program Completion Certificate Form DE-004 to any student that completes a program course after December 31, 2008; and

(4) Shall return to the Administration by April 1, 2009, all unused inventory and accounting information for all Driver Education Program Completion Certificates Form DE-004 in a manner established by the Administration.

### **.38 Program Transfer and Reciprocity.**

A. A certified school shall provide to the student documentary evidence of any instruction of the program successfully completed, with the following documentation:

(1) A Classroom Student Record and Completion Form DE-003A, signed by an authorized school official for documentation of classroom instruction completed; and

(2) A Behind-the-Wheel Student Record and Completion Form DE-003B, signed by an authorized school official for documentation of the behind-the-wheel instruction completed.

B. The Administration may accept documentary evidence of satisfactory completion of a driver education program from another state or jurisdiction, as meeting the requirements of Transportation Article, §16-105, Annotated Code of Maryland, if the driver education program completed in the other state or jurisdiction meets or exceeds the statutory requirements and standards in Maryland.