

## **GENERAL FAQs & KEY DATES**

### **When will the Keys2drive program end?**

Our funding agreement expires on 30 June 2023, and all lesson delivery must be completed by 31 March 2023.

### **Why is the lesson delivery cut off on 31 March 2023 when the program ends on 30 June 2023?**

All program operations need to be finalised to fulfil the administrative, auditing and reporting tasks required to close the program.

Until then, it's business as usual. We still have responsibilities under the current funding agreement with the Australian Government, so all terms and conditions of the program and the free lesson – such as the Code of Conduct, Golden Rules, No Shows, claiming procedures, providing copies of renewed licences or documents, auditing, and compliance – will stay the same.

### **Will learners still be able to register?**

Learners can register for their FLIDs until 11.59 pm ACDT on 17 March 2023.

### **How long can I do lessons for?**

The last day to deliver a Keys2drive lesson is 31 March 2023.

We recommend you verify, deliver, and claim Keys2drive free lessons as soon as possible after receiving the FLID, and let your learners know about these upcoming deadlines, so they don't miss out.

### **How long will I have to claim any unpaid lessons?**

All lessons must still be claimed within 30 days of lesson delivery.

If you complete a lesson on 31 March 2023, you will need to enter your lesson claim by 11.59 pm ACST, 30 April 2023.

### **What happens if I don't claim my lessons in time?**

If there are any lessons you forget to claim, and the lesson occurred more than 30 days ago, we cannot pay you for that lesson.

### **When is the last pay run?**

The final pay run will be processed on 2 May 2023.

You will receive your funds by COB the next day.

### **What about my Keys2drive advertising?**

You'll need to remove all references to your being Keys2drive-accredited by 30 April 2023.

This includes but is not limited to website references, logos, social media (Facebook, Instagram, etc.), stickers on your vehicle(s) and any external advertising (Groupon, Shopa Docket or similar).

### **What happens if I'm currently doing the accreditation course?**

The program is now closed to new registrations and enrolments, and no new accreditations will be granted. If you are currently completing the online course, please do not submit any further assessments, as they will not be reviewed or marked by your mentor.

If you would like to learn more about the Keys2drive principles and how to include them in your



regular driving lessons, please refer to your Coaching Manual for some everyday tips and strategies. If you don't have a copy, please contact us, and we will send one to you.

**What will happen to my Keys2drive accreditation?**

After the last pay run, your Keys2drive accreditation will be removed. The website will be deactivated in due course.

If you would like to cancel your Keys2drive accreditation before the program ends, please get in touch with us.

**What do I do with any leftover handbooks or printed materials?**

Place them in your recycling bin.

**Where can I get further information?**

You can contact Keys2drive Admin on 1800 696 929 or [admin@keys2drive.com.au](mailto:admin@keys2drive.com.au).

We are expecting high volumes of inquiries about Keys2drive's closure. We appreciate your patience as we try to address your concerns during this difficult time.