1st Rate NWA

Driver's Education

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2025 Bulletin

Published – September 4, 2025
Effective – September 4, 2025

Table of Contents

General Company Information 2
Programs Offered 2
Additional Fees 4
Payment for Services 4
Refund Policy 4
Prerequisites Required for Enrollment 5
Grading System 5
- For Online Course
- For Behind The Wheel Training
- Certificates
- Transcripts

School Policies 6
- Inclement Weather
- Attendance Policy
- Leave of Absence
- Excused or Unexcused Absences
- Tardiness
- Student Probation
- Termination of Enrollment
- Make-up work
- Credit for previous education, training, or work experience

School Calendar 8
Feedback and Complaint Process 8

General Company Information

1st Rate NWA Driver's Education is a state-of-the-art driving school that is designed for new drivers in the Northwest Arkansas Region. We are the first driving school in the area to offer a self-paced online course and behind the wheel training with a pick-up and drop-off service. 1st Rate NWA Driver's Education will not only teach new drivers Arkansas Laws and driving techniques necessary to obtain a driver's license but will teach safe driving habits they can use for the rest of their lives.

1st Rate NWA Driver's Education's self-paced online program consists of 30 1-hour lessons that can be taken anytime and anywhere as long as the student has access to the internet. Since it is self-paced, the student can work on the course around their schedule. Our online program was created using the ADE (Arkansas Department of Education) Driver's Education Course Goals so it contains various topics including 1) working knowledge of rules and regulations, 2) visual search skills to obtain correct information and make reduced risk decisions, and 3) vehicle technology systems.

1st Rate NWA Driver's Education's behind-the-wheel program consists of six 2-hour lessons (12 hours total) with a licensed driving instructor. Each lesson consists of 1 hour of driving and 1 hour of observation. We are the first driving school in the area to offer a drop-off and pick-up service for students residing in Centerton, Bentonville, Rogers (inside city limits), and Cave Springs. Students from other areas can meet us at one of convenient meet up locations.

Students will take their behind the wheel lessons in a fully insured and maintained vehicle that is equipped with an instructor brake pedal and an extra mirror.

Programs Offered

1st Rate NWA Driver's Education offers five different packages - *Full Online And Behind The Wheel Package, Online Only Package, Behind The Wheel Only Package, Extra Driving Lesson Package* and a *Test Day Package.*

1. Full Online And Behind The Wheel Package……..…..$650

- The *Full Online & Behind The Wheel* package consists of 30 online lessons (30 hours) and six 2 hour behind the wheel lessons for a total of 42 clock hours. The online course is self-paced so the student can login and take the course anytime. It contains all the state required topics presented in a fun and interactive format. This course includes videos, quizzes, reading, and interactive scenarios that will help the student retain the information needed to become a safe driver. Instructors are available to answer any specific questions that the student has while taking the online course. When the student successfully passes the Final Exam, they can begin the behind-the-wheel portion of the package. Each lesson is 2 hours long, with 1 hour set aside for driving and the other hour for observation. Our licensed driving instructor will teach practical skills

related to all aspects of driving and help new drivers gain confidence in their driving ability.

Topics we will cover in the online course include: Arkansas GDL Program, Hazards of Drinking And Driving, Traffic Signs, Road Markings, School Zones, Basic Vehicle Controls, Railroad Safety, Driving In The Elements, and Distracted Driving.

Topics we will cover in the behind-the-wheel lessons include: Basic Rules of the Road, Proper Turns and Lane Changes, Parking, Highway Driving and Test Route Practice.

2. Online Only Package……..$200

- The *Online Only Package* consists of 30 lessons (30 total hours). It is a self-paced online course that the student can take whenever and wherever they want as long as they are connected to the internet. The course was designed using the ADE Driver Education Course Goals and uses a fun and interactive format that will help the student retain information needed to be a safe driver. Topics will include Traffic Signals, Blind Spots, Railroad Safety, Special Maneuvers and the Dangers of Teen Driving And Speeding.

3. Behind The Wheel Only Package……....$600

- The *Behind The Wheel Only Package* consists of six 2 hour driving lessons with a licensed driving instructor. One hour of the lesson the student will be behind the wheel and the remaining hour the student will be in observation. The instructor will teach safe driving habits that the student will use for the rest of their life. You will need your Arkansas Drivers Permit before signing up for the class.

4. Additional Driving Lesson …….$100

- The *Extra Diving Lesson Package* is one 1 hour driving lesson with a licensed driving instructor. This is only available as an addition to a previously purchased package.

5. *Single Driving Lesson …….. $150*

- A single driving lesson is a 1.5 hour driving lesson with a licensed instructor. This lesson can be purchased without a package.

6. Test Day Package…….. $150

- The *Test Day Package* may be purchased in addition to a driving package. It cannot be purchased separately. On test day, a Certified Instructor will accompany the student to the ASP office, where the student may use a company car to take their test. The test date and time must be agreed upon with the instructor.

Additional Fees

- Late Cancelation Fee - For Behind The Wheel lessons, there will be a $50 fee for any cancelations that occur within 24 hours of the scheduled lesson. The $50 fee will need to be paid before the next driving lesson.
- No-Show Lesson Fee - For Behind the Wheel lessons, there will be a $50 fee for any instance where the student misses a scheduled lesson.
- Extreme Gas Price - If regular grade (87 octane) gas prices exceed $4.50 per gallon at Casey's (located at 111 N. Main Street, Centerton, AR), there will be a one-time fee of $25.
- Online Extension Fee - The online course is set-up to be completed within 90 days. There is a $30 fee if we extend the course 30 days.
- Credit Card Processing Fee - There is a non-refundable 3% fee when using a credit card or debit card.
- Return Checks / Payments - There will be a $50 fee for any returned checks or payments.

Payment for Services

1st Rate NWA Driver's Education will accept cash, check, Visa or MasterCard for payment. If you use a credit or debit card, there is a 3% processing fee that will be added to the amount to be charged for each transaction. All payments will need to be made before services begin.

Refund Policy

Tuition is refundable with a written request and will be sent to the student within 30 days of the student's withdrawal or termination. A refund will be given based on the cost and length of the program.

- At completion of less than 25% of the program, the refunds shall be made on a pro rata basis.
- At completion of 25% but less than 50% of the program, 50% of the tuition will be refunded.
- At completion of 50% but less than 75% of the program, 25% of the tuition will be refunded.
- At completion of 75% or more of the program, no refund is due to the student.

Prerequisites Required for Enrollment

To enroll in *any* of our programs, the student will need to be at least 14 years old. Full payment must be received before any service will be given. Below are specific prerequisites for our Online, Behind The Wheel and Test Day programs.

- Online Course
    - The student does not need their Arkansas Instruction Permit to enroll in the online course. The information in the online course, along with the Arkansas Driver License Test Study Guide, can help the student prepare for the written test. The student will receive access to the online course after full payment has been received and will have 90 days to complete the course.
- Behind The Wheel lessons
    - Before we can begin *any* behind the wheel lessons, the student will need a valid Arkansas Instruction Permit. Students will need to bring the permit with them for ALL of their driving lessons. If they fail to bring their Arkansas Instruction Permit, they will need to reschedule the lesson since you cannot legally drive without it. Once full payment is received, the student can schedule their driving lessons with one of our licensed driving instructors. The student will need to complete the behind the wheel lessons within 90 days. We recommend 14 days between driving lessons to allow for practice time with a parent / guardian.
- Test Day Package
    - Before scheduling a Test Day Package, the student must possess an Arkansas Instructional Permit and complete a minimum of one driving lesson with our company to demonstrate driving proficiency. We reserve the right to require more lessons or deny use of the car (with full refund of Test Day Package fees) if the Instructor feels the student cannot adequately control the vehicle.

Grading System

1st Rate NWA Driver's Education uses a Pass/Fail grading system for both the Online Course and the BTW Lessons.

- Online Course

    - In order to receive a Pass grade, the student will need to complete and pass the 30 quizzes.

- Behind The Wheel Lessons
    - In order to receive a Pass grade, the student will need to complete all driving lessons while displaying safe driving habits.

Each student who receives a Pass grade will receive a “Certificate of Achievement” for each completed program.

Student transcripts will be available upon request and will include the required information from the Arkansas Department of Education. Each student will receive a student status of: Graduated, Withdrawn, Terminated, Inactive.

- Graduated - Student fulfilled the requirements to pass the program.
- Withdrawn - Student withdrew from the program.
- Terminated - Student removed from the program for being uncooperative or a continued display of unsafe driving.
- Inactive - Student who failed to complete either the Online Course within 90 days of initial activation or the Behind The Wheel lessons within 90 days of the first scheduled lesson.

School Policies

- *Inclement Weather*
    - 1st Rate NWA Driver’s Education will not cancel driving lessons unless driving conditions are deemed unsafe by the licensed instructor. Student safety is our #1 priority so we will not place a student in a situation that we feel they cannot handle. If we do cancel a driving lesson, we will reach out as soon as possible to reschedule. The student will not be charged for the missed lesson.

- *Attendance Policy*
    - Attendance will be taken based on the number of lessons completed in the Online Course and the number of lessons taken of the Behind The Wheel course.

- *Leave of Absence*
    - A refund for a leave of absence will not be granted. The student will have 90 days to complete the Online Program and 90 days to complete the Behind The Wheel lessons.

- *Excused or Unexcused Absences*

    - 1st Rate NWA Driver's Education does not differentiate between excused or unexcused absences. If the student misses a Behind The Wheel driving lesson, he/she will need to reschedule the lesson and will be charged a No-Show Fee. All fees will need to be paid before the next lesson.

- *Tardiness*
    - Online Course

        - Since the Online Course is self-paced, tardiness does not apply.

    - Behind The Wheel

        - When using our pick-up and drop-off service, 1st Rate Driving Academy will arrive at the scheduled pick-up time. If the student does not appear within 5 minutes, the driving instructor will send a text to both the student and parent/guardian. If the student does not appear within 5 minutes, the driving instructor will leave and there will be a "No-Show Lesson" fee charged.

- *Student Probation*

    - 1st Rate NWA Driver's Education will notify the parent or guardian if the student's driving skills are not improving. We recommend a parent or guardian practice at least 15 minutes a day at home with the driver to help increase their confidence. Additional lessons can be recommended if the driver does not improve by the 3rd driving lesson.

- *Termination of Enrollment*

    - 1st Rate NWA Driver's Education will terminate the students enrollment if the student is uncooperative or has a continued display of unsafe driving. Examples are ignoring instructions given by the driving instructor, being rude or aggressive towards the driving instructor, making no effort to become a safe driver, failing to adhere to traffic signals and signs or causing an accident as a result of unsafe driving. The student will immediately receive a warning and the parent or guardian will also be notified. If the student's enrollment is terminated, a refund will be given based on the cost and length of the program.

        - At completion of less than 25% of the program, the refunds shall be made on a pro rata basis.
        - At completion of 25% but less than 50% of the program, 50% of the tuition will be refunded.

- At completion of 50% but less than 75 % of the program, 25% of the tuition will be refunded.
- At completion of 75% or more of the program no refund is due to the student.

- *Make-up Work*
    - Since the Online Course is self-paced, there is no need to have any make-up work.

- *Credit for previous education, training, or work experience*
    - 1st Rate Driving Academy will not accept any previous education, training or work experience to reduce the number of hours for either the Online Course or Behind The Wheel Lessons. Depending on the program, all students will need to complete the 30 hours online course 6 hours behind the wheel with the driver instructor and 6 hours observation.

School Calendar

Since the course is online and self-paced, 1st Rate NWA Driver's Education does not have semesters or scheduled sessions. There is no need for a student to register for a time-period since the students can work on the program when they have time in their schedule. The online program is available to the student 24 hours a day, 7 days a week.

Feedback and Complaint Process

We want 1st Rate NWA Driver's Education to be the #1 Driving Academy in NWA, but to achieve our goal, we need feedback from both students and their parents/guardians. Not only do we want positive feedback, but we also want to hear how we can improve our program as well.

If the student or parent/guardian have any complaints concerning our schools, please follow the process below:

1. Reach out to your driving instructor. They are both capable of handling any complaints that the student or parent/guardian might have.

2. Contact the company owners:
    a Scott - 479-268-0285 or Scott@1stRateDriversEd.com
    b Geri – 479-250-2018 or Geri@1stRateDriversEd.com

3. If you are not satisfied with the response from the driving instructor or company owner, please contact the Arkansas Division of Higher Education (ADHE) in Little Rock.

    Arkansas Division of Higher Education
    423 Main Street, Suite 400
    Little Rock, Arkansas 72201

    Phone : 501-371-2000
    DHE.Private.Career.@ADHE.EDU