



STAFF GUIDE · GRADESPACE DRIVING

Running your driving school website: a guide for the office and instructors

Everything your team needs to run the website day to day, in plain words.

Gradespace Driving
for WordPress, version 0.1.1

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This guide covers the website day to day: lessons and the diary, instructors, learners and parents, test dates, block bookings and the rest of the site. You don't need any technical knowledge.

Features marked **(Pro)** need a Pro or Agency licence.

1. Signing in

- Go to your website's address followed by **/wp-admin** (for example `yourschool.co.uk/wp-admin`), or click **Staff sign-in** at the very bottom of any page.
- Sign in with your own username and password. Please **don't share accounts**: the website records who did what, and each person should only see what their job needs. Some learners are 17, so this matters.
- After signing in you go straight to **Driving school → Today**. (Learners who sign in go to their learner account instead, never to these screens.)
- Forgotten your password? Click **Lost your password?** on the sign-in page. After 5 wrong passwords, sign-in pauses for 15 minutes.

2. Your daily start: Driving school → Today

- **Today's lessons**, by instructor, in time order, with each pickup.
- **Lesson requests to confirm** (online bookings wait for you, unless you confirm them straight away).
- **Driving tests coming up** in the next two weeks.
- **New enquiries and messages** (including "do you cover my postcode?").

The red numbers on the left-hand menu show how many things are waiting.

3. Lessons

When a learner books online

1. They type the **postcode** they'd like to be picked up from and choose **manual or automatic**. If none of your areas covers that postcode, the website says so and offers the **Ask us** form instead.
2. They choose a lesson (the **first lesson**, or 1, 1.5 or 2 hours), then an instructor who covers their area in that gearbox, or **Any instructor**, then a day and a time. The website only offers times when the instructor teaches, isn't away, has nothing else booked (with the gap you set), and (Pro) **can drive there in time** from their lesson before and on to the next one.
3. They say where to be picked up (home, school or college, work or a meeting point), where to be dropped off, and anything the instructor should know. Then their name, **date of birth**, email and mobile, and they confirm they hold a **provisional licence**. The website never asks for, or keeps, the licence number.

4. **Learners under 18** (from the date of birth) also give a parent or guardian's name, email and phone. The parent gets a copy of every email: confirmations, reminders, changes, cancellations, receipts and test dates. The instructor's lesson notes are never emailed to anyone. Learners must be at least 17 on the day of the lesson (Settings → Lessons).
5. **First lessons** are once per learner, and only for new learners (Settings → Lessons). Give the first lesson a price of 0 for a free one.
6. By default each online booking is a **request**: the time is held, the learner is told you'll confirm, and it waits under **Lessons → To confirm**. Click **Confirm** (or **Decline**, with a note). The learner gets a confirmation with the pickup, the instructor and the car, a calendar invite and a link to see, move, change the pickup or cancel. To confirm bookings straight away instead, switch on **Settings → Lessons → Confirm online bookings straight away**.
7. **Paying before the lesson (Pro, with online payments)**: a lesson type can ask for all or part of its price when booking (its **Deposit** panel). Block hours pay for the lesson instead.

Phone and in-person bookings

Driving school → Add lesson: choose the lesson type, instructor, gearbox, date and time and the pickup, then a learner you already know or a new one (with a parent's details for under-18s). The instructor only has to be free: their hours, the notice period and the area check don't apply here. Tick **Email the learner** to send the confirmation.

Changing a lesson

Open it from **Lessons** or the **Diary**. **Move or change** sets a new date, time or instructor (the website refuses a time when the instructor is busy). The status box confirms, declines, cancels, marks **Taught** or **Didn't turn up**, or records **Paid in person**. A note you type goes in the email to the learner.

Learners can move, change the pickup or cancel themselves with the link in their email, up to the cut-off (48 hours before, Settings → Lessons). A new pickup must be in an area their instructor covers (and, Pro, reachable in time).

Reminders

The day before each confirmed lesson, from about 8am, the learner (and the parent of an under-18) gets a reminder with the pickup. Each lesson is reminded once.

4. The diary

Driving school → Diary shows a day with a column per instructor (or a week or a month).

Requests, confirmed and taught lessons have their own colours; **travel time** between lessons in different areas shows as a striped block (**Pro**); **driving tests** show in the learner's instructor's column; days away and closed days are shaded. Click **+ Add** to book into a gap.

Travel time (**Pro**) is set under **Settings → Lessons → Travel between areas**: one time for any two different areas, and particular pairs if some are further apart ("Clifton to West Bridgford: 20"). It works both ways.

5. Instructors

Driving school → Instructors. Each instructor has a public page: their words and photo, gearbox, car, languages, specialisms, the areas they cover, a quote and a **Book** button.

- **Areas they cover** decide who learners are offered: only instructors who cover the pickup's area appear online.
- **Instructor badge**: in the **Office** panel, choose ADI or PDI only after seeing their badge, with the date you checked. Their page then says, for example, "Approved driving instructor (ADI) · badge checked by us, March 2026" — nothing more.
- **Their sign-in**: create a user with the **Instructor** role (Users → Add New), then choose them under **Their sign-in**. They then see only their own lessons and learners' contact details, can edit their own profile and **My hours**, write a note after each lesson and score progress (**Pro**), and mark lessons taught. They can't change their name, web address or the office panel.
- **Starter** offers the first three instructors (by their Order number) for online booking. More instructors, and the **Office** role for staff who run the diary without being administrators, are (**Pro**).
- **Calendar feed (Pro)**: under **My diary** each instructor (and the office) has a private address to subscribe to in Google, Apple or Outlook Calendar.

Areas covered

Driving school → Areas covered. Each area has a page and a list of **postcode districts** ("NG2, NG12"; a sector like "NG2 5" works too) and, if you like, the nearest test centre. A learner's pickup postcode belongs to the area with the closest match.

6. Learners and parents

Driving school → Learners. A record is made the first time someone books or buys hours (matched by their email and name). It keeps the essentials only: date of birth, contact details, gearbox, **provisional licence: yes or no**, theory test pass date (and how long it lasts), the **practical test date, time, centre and result**, the pickup addresses they've used, block hours, progress (**Pro**), your notes, and a parent or guardian for under-18s.

- **Never write a driving licence number** anywhere: if one is typed into a note, the website takes it out.

- When a learner (or you) adds or changes their **test date**, they and the parent of an under-18 get one email. Instructors see it in the diary.
- **Block hours (Pro)**: on the learner's screen, **Sold in person** adds a package bought at the desk. Each lesson that fits takes its length off; cancelling gives it back.
- **Due for review**: learners whose last lesson is older than the months under **Settings → Records** are listed here. Nothing is deleted automatically: look through them and delete the ones there's no reason to keep (their lessons stay in the diary without their details). Requests from learners to see or delete their data arrive under **Tools → Export/Erase Personal Data**; check them before you act.

7. Test dates and pass stories

Driving school → Test dates lists tests from the last month and the next six: days to go, whether the theory pass runs out first, the instructor, readiness (**Pro**), and **Passed / Not passed** to record the result. Below, theory passes that run out in the next 60 days.

Pass stories: when a learner passes, ask whether they'd like it shared (first name, test centre and a few words). If yes, fill in **Agreed to a pass story on** on their record, then click **Make a pass story**. A draft story opens with the details filled in: add their words (and a photo only if they're happy) and publish. A story can't be published without that agreement date.

8. Block bookings and courses (Pro)

Driving school → Packages. A **block** is a number of hours (e.g. 10 hours with a saving), used lesson by lesson; a **course** is weekly, semi-intensive or intensive, and can require a theory pass first. Each has a manual and an automatic price, and hours can expire after some months (0: never). Learners buy them online on the **Lessons and prices** page (an under-18's parent pays and gets the receipt), or you sell one in person from the learner's screen.

9. The learner account (Pro)

The **Learner account** page is where learners sign in (they get an email to set their password the first time they book). They see their next lessons with links to move, change the pickup or cancel, the hours left on their block, their test tracker (they can add their test date), the progress their instructor has scored, the notes after each lesson, the theory guides they've finished, their parent's contact, and buttons to ask for a copy of their data or to close their account (both come to you to check first).

The skills instructors score are your syllabus under **Settings → Learners**; edit it freely.

10. The rest of the website

- **Theory test** page: your own guides and links to the official GOV.UK pages (**Driving school → Theory resources**). Write in your own words; don't copy question banks or other people's material.
- **Ask us**: enquiries arrive under **Messages** and by email.
- **Settings → Lessons, Opening hours, Learners, Records** hold everything above; **Settings → Email** switches each email on or off.