AIRDAT PASSPORT – Drivers
FAQ

Q: Who do I contact if I have difficulty registering or logging in initially?

> **A:** Contact the Sydney Airport Airside Driving Centre via airdat@syd.com.au or 02 9667 9079.

Q: I'm trying to book a course, but am not able to – what's going on?

> **A:** There are 2 reasons you may not be able to book a course:
>
> 1) Have you completed all the course pre-requisites?
> 2) Has your company restricted bookings to be made only by the company admins? If you are unsure please contact your company administrator.

Q: Can I cancel my bookings without being charged or penalised?

> **A:** Yes, however it must be cancelled <u>outside</u> the 24 hour cancellation period. If within the 24 hour cancellation period, refunds or cancellations will be granted under any circumstances.

Q: If I fail my course, how long til I can re-book to sit it again?

> **A:** The 72 hour lock out still applies.

Q: What assessments am I required to complete in order to be qualified?

> **A:** You can download an assessment workflow for all ADA categories on the Airside Driving Centre website

Q: Do I need to complete the new eLearning Course?

A: Yes, this is a new pre-requisite that must be completed by all candidates in order to book into a theory or practical assessment. It must be completed every 2 years (for a renewal ADA) or upon your first application. To complete the eLearning you must review every slide and achieve 80% in the assessment to progress. You can re-sit the eLearning assessment as many times as needed and there is no lock-out period for re-sitting the test.

Q: Will I be notified if I am issued with an infringement notice?

A: Yes a notification will be automatically emailed to you and your company administrator.

Q: Do you have any other supporting materials available?

A: Yes there are lots of materials available to assist:

- We have uploaded a number of articles at the Airside Driving Centre website which you can access anytime. Please bookmark this page as it will be our main location for information and materials.
- AirDat have a large catalogue of help articles available online here

Didn't find what you were looking for?

Please contact Sydney Airport at airdat@syd.com.au or on 02 9667 6320