

TLC wants you to know your rights as a student before you register for your courses at any TLC-Authorized School.

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## Protect your Personal Information

**Do not** share your social security number (including just the last 5 digits)

**Do not** share your TLC login credentials to LARS and TLC UP.

Applicants are responsible for all activities in their TLC Up and LARS accounts.

If you need help logging into your account, visit the [TLC website](#).

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## TLC Application Number

**You MUST have your TLC application number before you register for a TLC authorized course.**

Bring the following information to the school:

- 1) **TLC Email Confirmation**- *this has your application number and expiration date*
- 2) **State issued Driver License** (DMV)

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## Language Requests

If you need to take the course in a top 10 citywide language and it's not available, contact [licensinginquiries@tlc.nyc.gov](mailto:licensinginquiries@tlc.nyc.gov). The top 10 citywide languages are Arabic, Bengali, French, Haitian Creole, Korean, Mandarin, Polish, Russian, Spanish, and Urdu.

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## Course Completion

You **MUST** complete the **TLC Driver License (3-day) Course** and the **Wheelchair Accessible Vehicle (WAV) training** before taking the TLC Driver Exam with PSI.

You must take the courses and pass the exam within 90 days of submitting your application

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## Right to Apply Again

If you do not complete all requirements within 90 days, you can reapply for a new application. You must pay a new application fee.

Contact TLC for help at [licensinginquiries@tlc.nyc.gov](mailto:licensinginquiries@tlc.nyc.gov)

### You have a right to:

- Instructors that are respectful; who conduct themselves with integrity.
- Classes start at scheduled time.
- Properly maintained classroom (clean, good lighting, free of distractions)
- Be informed of cancellations and course time changes.