

AIRDAT PASSPORT – Company Admin FAQ

Q: Who do I contact if either I or my staff have difficulty registering or logging in initially

A: Contact the Sydney Airport Airside Driving Centre via airdat@syd.com.au or 02 966 9079.

Q: Can we add more company admins to our Passport profile?

A: Yes you can have multiple company admins; however these are managed and assigned by Sydney Airport. Please [click here](#) to review the permission levels available. All requests must be sent in writing to Sydney Airport Airside Driving Centre at airdat@syd.com.au and must include the approval of an existing company administrator.

Q: Can I swap one candidate for another, without cancelling a booking

A: Yes candidates can be swapped within 24 hours of the course booking, however this can only be done by Sydney Airport. If its more than 24 hours from your course booking, its easier to cancel the original booking and create a new one. You will be refunded the original course booking if more than 24 hours notice is given.

Q: Can we cancel bookings without being charged or penalized

A: Yes, however it must be cancelled outside the 24 hour cancellation period. If within the 24 hour cancellation period, no refunds or cancellations will be granted under any circumstances.

Q: If one of our drivers fails, how long til we can re-book them into sit their test again

A: If a driver fails the 72 hour lock out will still apply.

Q: What assessments are drivers 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 my drivers are issued with an infringement notice

A: Yes a notification will be automatically emailed to the offender and the company administrator.

Q: Do you have any other supporting materials, such as videos or help guides 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.
- Introductory video for a company administrator [here](#)
- 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