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Client Centred Learning

What we need to know?

Client-centred learning (CCL) is a pedagogical approach—heavily endorsed by the DVSA for driving instruction—that adapts lessons to a learner's specific pace, preferences, and needs rather than using a one-size-fits-all method. It shifts the instructor from a lecturer to a facilitator, using coaching, questioning, and active listening to empower learners to identify and solve their own problems.

Key Aspects of Client-Centred Learning:

- **Active Participation:** The learner takes an active role in planning lessons, setting goals, and evaluating their own performance.
- **Conversational Approach:** Lessons are a dialogue that considers the learner's previous experience, emotions, and thoughts, rather than just delivering instructions.
- **Tailored Instruction:** Lessons are adapted to the learner's individual personality, confidence levels, and learning style.
- **Goal Setting & Reflection:** Instructors and learners collaborate on goals and use tools like reflection (e.g., discussing what went well or wrong) to foster independent thinking.
- **Identifying Gaps:** Rather than just correcting a fault, the instructor asks questions to help the learner understand *why* a mistake happened, leading to better retention and decision-making.

Benefits of Client-Centred Learning:

- **Increased Retention:** Learners tend to remember skills better when they find the solutions themselves.
- **Improved Safety:** Fosters independent decision-making, creating safer, more responsible drivers.
- **Reduced Frustration:** Lessons are paced according to the student, decreasing pressure and increasing motivation.

This approach transforms the instructor-pupil relationship into a partnership where the goal is to develop safe driving skills for life, rather than just passing the