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Columbia

## The Driver Training & Certification

# Driver Training Industry

# Bulletin



## What a Year it has Been!



As 2001 comes to a close, we would like to reflect back on this year's major accomplishments.

### Reflection of 2001

What did we accomplish this year?

- Certification Agreements were revised
- Driver Training Industry Certification Workshops were held throughout the province
- Instructor Challenge Examinations were revised
- The Driver Training & Certification Web site was developed and released

### Looking ahead to 2002

As part of a general review now underway, ICBC is examining its operations and programs with a view to improvements in efficiency and effectiveness. Despite some limitations that such a review necessarily places on our ability to work through outstanding issues, excellent customer service to the driver training industry and your input remain important to us. Our goal for the coming year is to continue to work together to resolve these issues and move forward.

## Driver Training & Certification Web Site Now On-line

The long awaited Driver Training & Certification Web Site, **dtcbc.com**, is now on the Internet.

This site was developed to offer improved customer service and to assist the driver training industry in providing driver education to British Columbians. It is also available to those individuals interested in obtaining information on the various driver training programs administered by ICBC.

Once you have accessed the site, access our overview page to receive a summary of the information and services available to you on-line. You

can also access our search page to find a specific topic of interest.

We welcome your suggestions and comments on improving the usability of this site. You may do so by completing our on-line feedback form or by sending us an email at [dtc@dtcbc.com](mailto:dtc@dtcbc.com).



### Links to Driving School Web Sites

There are no plans to have direct links to driving school web sites via dtcbc.com; however, system changes will be implemented so that these links can be placed on ICBC’s web site (icbc.com). This will allow the general public to access a specific driver training school’s web site (if available) via icbc.com.

The driver training industry will be contacted prior to this service becoming available. Those interested in participating can provide their web site address (URL) at that time.

## Advertising of ‘ICBC- Approved Driver Education Courses’

During the past year, there have been numerous advertising issues relating to schools offering ICBC-Approved Driver Education Courses.

Schools offering an approved course are advised that wording of any advertisements must adhere to the requirements set out in Division 27 of the *Motor Vehicle Act Regulations*.

Section 27.10 (2) (iv) states that ‘in the case of an approved course, the words “driver education course approved by the Insurance Corporation of

British Columbia” or “driver education course approved by ICBC” may be used.’

The words “GLP Course” may be included providing that the wording requirements of Division 27 have been met.

Advertising will continue to be monitored and schools not adhering to these requirements will be notified accordingly.

## More New Drivers Taking ICBC Approved Driver Training

There has been an increase in the number of new drivers taking ICBC-Approved Driver Education Courses.

In the first half of this year, approximately 24% of new drivers took ICBC-Approved driver training in preparation for their class 7 road test. This is an increase of about 5% from the same period last year.

If you have not yet had your course approved, contact our office to obtain more information.

### Pass Rate of Students taking Class 7 Road Test

The following statistics are great news for Driver Training Schools offering an ICBC-Approved Driver Education Course.

For the period December 3, 2000 to October 6 2001, a total of 7,434 students took approved driver training and passed the class 7 road test. A remarkable 7,066 of those passed the Class 7 road test on the 1st attempt.

This is a **95%** pass rate.

For more information, schools delivering an Approved Course may contact their Driving School Inspector.

NOTE: General statistics on the number of Driver Training Schools/Facilities and Instructors are provided on page 4.

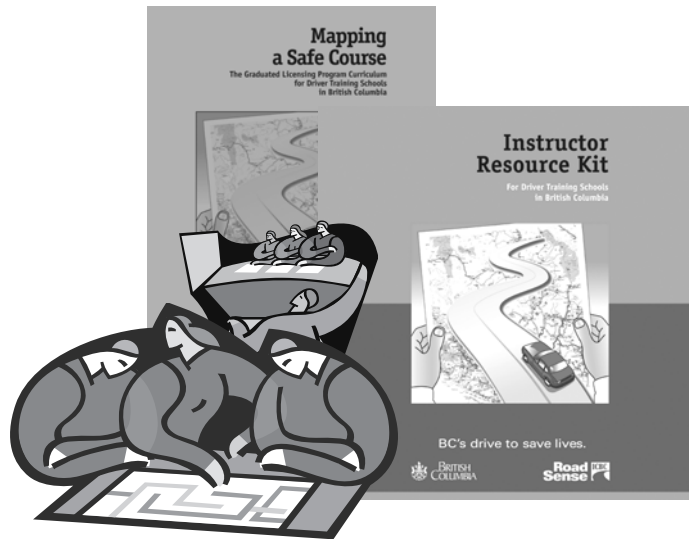
## No Declaration of Completion Form, No Road Test

Students who have completed an ICBC-Approved Driver Education Course must present a completed Declaration of Completion Form to an ICBC Point of Service prior to or at the time of their Class 7 or 8 road test.

The presentation of this form allows the 3-month

reduction on the student's waiting period (earliest exam date) to take the road test. Point of Service Representatives must validate this form in order for the earliest exam date to be reduced.

Please be advised, that a student who does not present this form will not receive the 3-month reduction and the road test will not be conducted. The student will be advised to return to the school to obtain the completed form.



## GLP Instructor Training Course 2002 Schedule

START DATE	END DATE	COURSE #	LOCATION	FACILITY
21-Jan-02	25-Jan-02	59	New Westminster	Justice Institute
18-Mar-02	22-Mar-02	60	New Westminster	Justice Institute
27-May-02	31-May-02	61	New Westminster	Justice Institute
22-Jul-02	26-Jul-02	62	New Westminster	Justice Institute
23-Sep-02	27-Sep-02	63	New Westminster	Justice Institute
18-Nov-02	22-Nov-02	64	New Westminster	Justice Institute

## Driver Licence Restrictions and Penalties

While the vast majority of new drivers and parents support the Graduated Licensing Program (GLP), many are unaware of the consequences for non-compliance of GLP driver licence restrictions. In particular, they may not be aware that the threshold for the more severe driving prohibition is lower for new drivers (4-6 penalty points) than for those who have a full privilege driver's licence (12-15 penalty points).

“Many new drivers don't realize that if they are caught violating just two GLP restrictions, they can be prohibited from driving for a month,” says Rod Davey, Manager of ICBC's Regulated Driver Programs. “This means that they will have to stay in GLP for longer.”

To help new drivers and parents become more aware of the penalties for non-compliance, driver training schools have been provided a fact sheet for instructors to use in class and as part of their post in-car instruction review. An explanation of the restrictions and penalties for non-compliance can be delivered simply and without adding significantly to instruction time.

## Industry Loses an Instructor

We would like to acknowledge the passing of Howard Farrant, Driver Training Instructor for Greyhound Lines of Canada Ltd. He passed away on May 30, 2001. His wife, Hazel Farrant, notified us of his death and said that “he really enjoyed being an instructor”.

We would like to express our deepest condolences to her and her family and we wish them well.

## Can “Instructor Trainees” Teach Driver Training?

Recently, an issue was brought to our attention that posed the following question:

As part of an Instructor Training Certification Program, *can an instructor trainee teach a portion of a “live” driver training course under the direct supervision of a licensed Driver Training Instructor?*

**Answer:** It is not permissible for an instructor trainee to conduct any form of driver training.

### General Statistics (as of November 2001)

Type of Training Facility	Total
Driver Training Schools	419
Schools offering Approved Driver Training	166
Schools offering Approved Driver Training (including branch offices)	194
Driver Certification Facilities	95
Instructor Training Facilities	14
Driver Training Instructors (includes airbrake instructors)	2054

Division 27.04(2) of the *Motor Vehicle Act Regulations* states that “No person may act, or hold himself or herself out as acting, as a driver training instructor unless the person is the holder of a valid and subsisting driver training instructor’s licence issued under this Division”. An instructor trainee is not licensed, and thus cannot act as an instructor.

An alternative to having a trainee teach a “live” class is to use role playing. A class of instructor trainees can act as “students” while one instructor trainee acts as “instructor”.

Please note that a trainee is not permitted to instruct actual students, they are allowed to observe a licensed instructor teaching students (both in-car and in-class).

## Guest Speakers versus Instructor Trainees

It is permissible for subject matter experts to come in as “guest lecturers” for driver training programs (e.g., an ambulance attendant or insurance broker could give a presentation to a class, under the supervision of a licensed instructor.)

So what is the difference between “guest lecturers” and “guest trainee instructors”? The difference is experience and knowledge. A guest lecturer is speaking about their specific subject of expertise whereas an instructor trainee is conducting the class in order to learn how to be an instructor.

## NEW PROCEDURE



### New Reporting Requirements under the Certification Program

Under the newly revised certification agreements, Driver Certification Assessment Facilities and Instructor Training Facilities are required to provide (on an annual basis) information pertaining to the assessments conducted during the reporting period, January through to December.

New forms have recently been developed to assist Facilities in compiling a summary of this information.

#### If you are a Commercial Vehicle Assessment Facility...

You must complete the *Driver Certification Facility—Annual Summary Report* (DTC303).

This form can be downloaded from our web site (dtebc.com). Instructions on completing this form can be found in the *Driver Certification Program—Assessment Procedures Manual, Chapter 9 - Reporting*. If you do not have the updates to this manual, you can download the updated manual from our web site or you may contact our office and request that it be mailed to you.

**continued on next page...**



## New Reporting Requirements continued...

### If you are an Instructor Training Facility...

You must complete the *Instructor Training Facility—Annual Summary Report* (DTC304).

This form can also be downloaded from our web site. Instructions on completing this form are included.

Both of these forms must be completed and returned to our office by January 31 of the year following the reporting period.

If you do not have access to the Internet, please contact our office at (250) 978-8370 to arrange for a copy of the form(s) to be sent to you.

## New Brochures - Preparing for Road Tests

The licensing section of ICBC’s web site icbc.com has been updated to include information about two new brochures, *How to prepare for driver licensing tests* (MV2022) and *How to prepare for motorcycle rider licensing tests* (MV2023). Members of the driver training industry can obtain these brochures from their local Driver Licensing Office.

Please note, that these brochures have replaced the Graduated Licensing Program information pamphlets, *Moving on to Class 5* and *Moving on to Class 6*, which are no longer available.

## What does the “D” Sign Represent?

There is some concern amongst pilot car operators that motorists do not know the protocol regarding wide loads and the significance of the “D” sign on a pilot car.

The purpose of a pilot car is to warn other drivers about the larger-than-normal vehicle they are about to encounter. Pilot cars are required to carry this “D” sign. Pilot car sign regulations are detailed in Division 8 of the *Commercial Transport Act Regulations*. You can view these regulations on our web site (dtcbc.com) by accessing our Legislation page. An illustration of the “D” sign is also included in the *Driving Commercial Vehicles* guide (an on-line version of this document can be downloaded from our web site by visiting our Resources page).

Driver Training Schools and Facilities may want to include the appropriate protocol to follow when encountering oversized or overloaded vehicles accompanied by a Pilot car(s) in their curriculum.

## Revised Instructor Challenge Process

A newly revised instructor challenge process has been developed for individuals interested in waiving the requirement to take instructor training at an authorized Instructor Training Facility.

Recently, the revised Class 5/7 instructor challenge was successfully piloted for the first time. In addition to the Class 5/7 challenge packages, instructor challenges will also be available for Class 1, 6/8 and Air Brake instructor candidates. The new instructor challenge process will be officially implemented in the very near future.

If you have any questions regarding the newly

revised instructor challenge program, contact our office for more information.

## New On-line Road Test Booking Service

Road tests can now be booked via the new on-line Road Test Booking Service on ICBC's web site [icbc.com](http://icbc.com).

As of November 20, 2001, Lower Mainland customers can use the web-based service to book, change or cancel their Class 5, 6, 7 or 8 driving test appointments at 11 Lower Mainland Driver Service Centres. This new service is a convenient, customer-friendly alternative to making appointments by phone.

The introduction of the Graduated Licensing Program, which requires two road tests to obtain a full-privilege licence, has meant high demand for road test appointments. For customers, this demand can mean a long wait on the phone when trying to book a test in the Lower Mainland. Now, customers can use the Road Test Booking Service from 6 a.m. to midnight Monday through Saturday, and from 9 a.m. to midnight on

Sundays. Driver Training Schools located in the Lower Mainland can also use this service to book appointments for their students.

As well as providing an innovative service, the Road Test Booking System will free up staff resources to focus on other customer service opportunities and provide faster service to those customers who still need to book by phone.

To assist the driver training industry in locating the new site, a direct link to the On-line Road Test Booking Service has been added to our web site ([dtcbc.com](http://dtcbc.com)) as an alternative to connecting to this service. This link can be found on the site content frame located on the left side of the page.



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**How are we doing?**



We would like some feedback on the Driver Training & Certification *Driver Training Industry Bulletin*.

- Is it informative?
- Is it easy to read?
- What other information would you like to see included in the bulletin?



Fax or mail your comments to the address listed below or visit our web site and complete our on-line feedback form.

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