

## Inside this Issue

- 1 Changes to Driver Certification Program Coming Soon
- 2 Tips for Administering Oral Exams
- 3 Changes to Air Brake Test Times
- 4 Revised ICBC Publications
- 5 Auto\$mart Program
- 6 Security Keywords and Driving Record Access
- 7 Upgrade your instructor skills! Sign up for an upcoming GLP Instructor Course
- 8 Industry Accomplishments
- 9 In Memoriam—Chia Cheng Chen
- 10 Branch Offices Accessing Driver Examination Appointment System
- 11 Proof of Air Brake Course Completion

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the **Driver Training & Assessment Standards Department**, Insurance Corporation of British Columbia for the Driver Training Industry of British Columbia

# Driver Training Industry Bulletin



## Changes to Driver Certification Program Coming Soon

Recent changes to the conduct of ICBC testing has resulted in the need to apply a number of changes to ICBC's Driver Certification Program.

In consultation with the industry, ICBC is preparing to implement a number of changes to the Driver Certification Program that will contribute to more consistent delivery of assessments.



Implementation of these changes is planned for Spring 2006 and will include the following components:

- Revisions to the publication, *Driver Certification Program—Assessment Procedures Manual (APM)* allowing a more user-friendly resource for Assessment Officers
- Issuance of a *Certificate of Qualification* to all Assessment Officers
- Educational evaluations of Assessment Officers
- Revisions to ICBC's *Motorcycle Skills Test (MV2937)* form that will improve usability and assist Assessment Officers in providing effective feedback to trainees

If you have any questions regarding these changes, please feel free to contact your local Driving School Inspector for more information.

### ICBC Licensing Offices—Hours of Operation

Need to know the hours of operation for ICBC Licensing Offices?

Visit [ICBC.com](http://ICBC.com) and click on the Licensing Offices link under the sub-section titled 'LOCATIONS'.

Those licensing offices now offering extended hours of operation are also listed.

## Tips for Administering Oral Exams Changes to Air Brake Test Times

Situations may arise where administering a written exam is not the most appropriate way to assess a trainee’s knowledge. For those who speak English as a second language, or have literacy or learning challenges, individuals may be better able to express their knowledge orally than in writing.

In these cases, administering oral exams allow trainees another option to communicate their knowledge and provide Instructors and Assessment Officers with an alternate method to assess an individual’s knowledge.

### Guidelines for administering oral exams

- Do not assume that a trainee should complete an oral exam if they speak English as a second language or have literacy or learning challenges. All trainees should attempt to complete the written exam first. Oral exams should be offered to trainees as an option on their second attempt.
- Provide clear instructions to the trainee about how the oral exam will be conducted and how the trainee should formulate their responses.
- Instructors or Assessment Officers administering the exam should read the exam questions as they appear on the written exam. Paraphrase words or the question only when required and ensure the paraphrase does not reveal the answer.
- Give trainees the option of writing their responses on the exam paper or providing their answers verbally. If the trainee chooses to provide verbal answers, ensure they are instructed to provide full and complete answers. They need to provide enough information upon which their knowledge can be assessed.
- Instructors and Assessment Officers must not coach the trainee during the oral exam. Avoid leading facial expressions, physical gestures or verbal comments (e.g., *Tell me more ...*).
- Allow sufficient time for the trainee to answer each question before moving onto the next question. When moving onto the next question, ask a neutral question to determine if the trainee is ready to move on (e.g., *Are you ready for the next question?*).
- Consider tape recording or video taping the trainee’s responses to ensure an accurate record of their answers is captured for retention in the student file. Of course, trainees must provide written consent to be tape recorded or video taped.

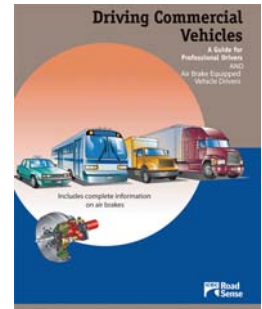
Effective immediately, the time allowed to complete Air brake pre-trip tests have changed as indicated in the following table:

Air brake Test Times	
Pre-trip Type	Time Allowed to Complete
Class 1 vehicle and air pre-trip combined	60 minutes
Class 1 air pre-trip only	30 minutes
Class 2/3 vehicle and air pre-trip combined	45 minutes
Class 2/3 air pre-trip only	20 minutes
Class 2/3 vehicle pre-trip only	20 minutes

## Revised ICBC Publications

ICBC publications (such as the *Driving Commercial Vehicles Manual*) are periodically revised.

Check all ICBC publications in your possession to confirm that you have the most up-to-date versions. This will ensure that your students receive the most current information.



The current revision date (located on the back cover) for popular publications are as follows:

Publication	Current Revision Date
Driving Commercial Vehicles	072005
RoadSense for Drivers	072005
RoadSense for Riders	112005
Turning Up for Drivers	112005
Tuning Up for Riders	052005

If you are not in possession of the most recent versions of these publication, visit your nearest Driver Services Centre to request updated copies. You may also view and download current PDF versions of these publications on ICBC.com.

## Auto\$mart Program



Did you know that per capita, Canada uses more energy each year than almost any other country. This is because Canada has one of the highest ratios of car ownership in the world.

That is why Natural Resources Canada’s Office of Energy Efficiency (NRCan) has developed the Auto\$mart Program. Its purpose is to help Canadians buy, drive and maintain their vehicles in ways that will conserve energy, preserve the environment, protect our health and save money.

An integral part of the Auto\$mart Program is the *Auto\$mart—A New Point of View* educational kit that provides driver educators with information to help students think about their driving behaviour in a new way—a way that makes the connection between fuel efficiency, climate change and road safety. This free kit looks at the benefits of safe, fuel-efficient driving: the personal benefits, the financial benefits, and the benefits to the world’s environment.

Visit our web site at [dtcbc.com](http://dtcbc.com) to find out how you can register for your free Auto\$mart kit.

## Security Keywords and Driving Record Access

There have been instances where some members of the driver training industry have asked their students to provide them with their security keyword.

A driver’s personal security keyword should only be provided to an employee of ICBC for the purposes of accessing the driver’s personal driving record information.

### About Security Keywords:

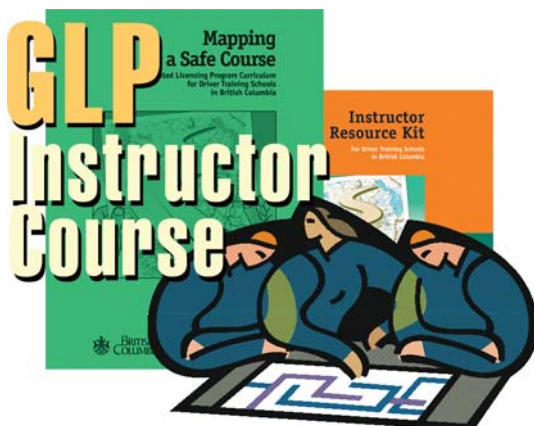
A security keyword is the word (such as a driver’s mother’s maiden name) which a driver provides to an ICBC Customer Service Representative to confirm their identity prior to accessing driving record information.

No person, including a member of the driver training industry is entitled to a driver’s security keyword for accessing the driver’s personal driving record information and therefore, should not be requesting the driver to disclose this privileged information.

If you have any questions or concerns, contact the driving school inspector in your area.

## Upgrade your instructor skills! Sign up for an upcoming GLP Instructor Course.

For more details, visit the Driver Training & Assessment Standards web site at [www.dtcbc.com](http://www.dtcbc.com)



### How to Register

To register for an upcoming GLP Instructor Course, send an e-mail to [register@jibc.bc.ca](mailto:register@jibc.bc.ca) or contact the Justice Institute at **604-528-5590**.

For more information about the GLP instructor training Course, visit our web site at [dtcbc.com](http://dtcbc.com) or contact our office using the contact information provided on the back of this bulletin.



### 2006 GLP Instructor Course Schedule

Start Date	End Date	Location	Facility
27-Feb-06	03-Mar-06	New Westminster	Justice Institute
03-Apr-06	07-Apr-06	<b>Kelowna</b>	<b>TBA</b>
08-May-06	12-May-06	New Westminster	Justice Institute
10-Jul-06	14-Jul-06	<b>Victoria</b>	<b>TBA</b>
21-Aug-06	25-Aug-06	New Westminster	Justice Institute
16-Oct-06	20-Oct-06	New Westminster	Justice Institute
20-Nov-06	24-Nov-06	New Westminster	Justice Institute

## Industry Accomplishments

### Bestway Driving School

- Awarded the Gold Consumers' Choice Award for the best Local Driving School in the Lower Mainland for 2003, 2004 and 2005 (televised February 26, 2005 - CTV)
- Bestway's ASL programs for the deaf and hearing impaired have been running since Spring 2004 in conjunction with Deaf Youth Today and the BC School for the Deaf and Hearing Impaired.

## In Memoriam—Chia Cheng Chen

We regret to announce the passing of Mr. Chia Cheng (Alex) Chen from Taipai Driving School who recently lost his battle with cancer.

We wish to express our sincere condolences to his family and friends for their loss.

## Branch Offices Accessing Driver Examination Appointment System

A question was recently posed whether a driver training school's branch office(s) wishing separate access to the Driver Examination Appointment System (DEAS/WebDEAS) would be required to sign an *Access to Road Test Booking Service—Terms and Conditions* (DTC206). The answer to this question is "no", because branch offices cannot obtain their own separate access to the road test booking service.

ICBC can and will only issue one user id per driver training school for accessing this service; therefore, only one Terms and Conditions document should be signed per school. As a school's head office (the registered office) is responsible for its branch office(s), it is responsible for applying for access and signing the Terms & Conditions document provided by ICBC.

Branch offices wishing to book road tests on behalf of their students, should contact their head office location for details on accessing the school's DEAS/WebDEAS account. Prior to allowing access, a school's head office should provide all prospective users with a copy

of the Guidelines for Managing WebDEAS Access (MV2525) which provides instructions on changing passwords, what to do if password problems occur and tips on protecting a password from unauthorized use.

## Proof of Air Brake Course Completion

When applying for an air brake endorsement, ICBC will only accept Air brake course cards/letters up to 1 year as proof of course completion. This 1 year limitation also applies to Driver Certification forms (MV2067) being used for this purpose.

**Note:** Driver Certification forms used to apply for an ICBC waiver of an air brake pre-trip test, must still be presented within 30 days of the assessment.



### Contact Us

We want to hear from you! Your comments and suggestions will assist us in improving our driver training programs and services.

We would also like you to tell us your accomplishments to be included on our web site and in a future issue of our driver training industry bulletin.

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### About ICBC



The Insurance Corporation of British Columbia (ICBC) is a provincial Crown corporation established in 1973 to provide universal auto insurance to BC motorists. In addition, the Corporation is responsible for driver licensing, vehicle registration and licensing.

ICBC works with communities and stakeholder groups to help them take responsibility for their road safety challenges. We work with Autoplan brokers to promote safe driving through a series of programs under the umbrella name of RoadSense. We invest in a number of loss-prevention initiatives in pursuit of the financial benefits from reduced crashes, injuries and deaths.

ICBC's *Driver Training & Assessment Standards* provides licensing and certification services, and curriculum approval to the driver training industry of British Columbia. It provides on-going support to the driver training industry to improve the delivery of training and assessment of BC drivers.