



# ENTRY LEVEL TRAINING

## POLICY AND PROCEDURES MANUAL

Mandate commitment of the 19th Legislative Assembly

Government of  
Northwest Territories



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English

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French

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Kīspin ki nitawih̄tīn ē nīhīyawihk ōma ācimōwin, tipwāsinān.

Cree

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Tłıchq̄ yatı k'èè. Dı wegodi newq̄ dè, gots'ō gonede.

Tłıchq̄

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ʔerih̄t'is Dēne Sų́nė yatı t'a huts'elkēr xa beyáyatı theᓯᓯ ᓯat'e, nuwe ts'ēn yóttı.

Chipewyan

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Edı gondı dehgáh got'je zhatıé k'éé edat'éh enahddhę nıde naxets'é edahí.

South Slavey

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K'áhshó got'jne xədə k'é hederı ʔedjht'é yerııwę nıde dúle.

North Slavey

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Jii gwandak izhii ginjık vat'atr'ijáhch'uu zhit yınohthan jı', diıts'at ginohkhii.

Gwich'in

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Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqłuta.

Inuvialuktun

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Ć<sup>b</sup>đ< ǀǀ<sup>sb</sup>Δ<sup>c</sup> ǀǀLJΔ<sup>rc</sup> Δ<sup>sb</sup>ǀǀǀǀ<sup>c</sup>ǀǀǀǀ<sup>b</sup>, ǀǀ<sup>c</sup>ǀǀ<sup>a</sup>ǀǀ<sup>c</sup> ǀǀ<sup>b</sup>ǀǀ<sup>a</sup>ǀǀ<sup>sb</sup>ǀǀ<sup>c</sup>.

Inuktitut

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Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

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Indigenous Languages:

867-767-9346, ext. 71037

French:

867-767-9348

866-561-1664 Toll Free

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# SECTION ONE – GENERAL INFORMATION

## Glossary

The following terms will be used throughout this manual:

**Approved ELT program** – An Entry Level Training program that has received approval from the Registrar.

**Review** – An assessment of a Driver Training School's files, and any other material related to Driver Training Schools conducted by the Department of Infrastructure.

**Bribery** – To persuade someone to act in one's favor, typically by a gift of money or other inducement.

**Code of Conduct and Ethics** – The principles set forward that Driver Training Schools and Driving Instructors must adhere to and uphold as a condition of recognition of the Driver Training School as an ELT Provider or the Driving Instructor's recognition as an ELT Instructor which, if violated, can result in administrative sanctions.

**Compliance and Licensing** – The territorial government division that provides government services to the public through highway transport officers, client program officers and customer service agents.

**Conflict of Interest** – A situation in which a person is in a position to derive personal benefit from actions or decisions made in an official capacity as a recognized Driver Training School or Driving Instructor.

**Department of Infrastructure (INF)** – The territorial government department that is responsible for Driver and Vehicle Licensing Programs, including administering the Entry Level Training Program.

**Driver Examiner** – A Government of the Northwest Territories employee that conducts driver written and practical examinations.

**ELT Instructor** – A Driving Instructor recognized by the Registrar as qualified to provide Entry Level Training.

**ELT Provider** – A Driver Training School, person, partnership, or entity, including Driving Instructors, owners, and other employees recognized to deliver Entry Level Training.

**Driver Training** – Government-approved instruction given to a person in a classroom, in-yard, online or in a motor vehicle that is designed to improve the driver's skills, train the person to qualify for a class of driver's licence not already held, train the person to qualify for an endorsement on their driver's licence, train the person to qualify for the removal of an endorsement from their driver's licence.

**Driver Training School Recognition (or Recognition)** – The acknowledgment of the ability of the Driver Training School to provide ELT.

**Driver Training School Licence Recognition Suspension** –The temporary withdrawal of a Driver Training School or a Driving Instructor’s recognition as an ELT Provider or as an ELT instructor for a specified period of time.

**Driver Training School Licence Recognition Cancellation** –Termination of recognition of a Driver Training School as an ELT Provider or of a Driving Instructor’s recognition for a specified period of time.

**Endorsement** – Endorsements are placed on a driver’s licence to indicate a professional driver course was completed, or that a driver has permission to drive a certain type of vehicle.

**Entry Level Training** – Training under an approved Entry Level Training program compliant with National Safety Code, Standard 16.

**ID** – Identification

**Investigator** – An INF employee who works within the Transport Compliance on behalf of the Registrar.

**Learner** – The holder of a Class 7 driver’s licence for Class 5 vehicle; or the holder of a Class 5 driver's licence for Class 1 to 4, and 6 driver's licence.

**Monitoring Session** – A Driver Training session in which an HTO accompanies a Driving Instructor and grades their performance to ensure compliance with this manual and other relevant regulations.

**Registrar** – The Registrar (Director) of Motor Vehicle Services and includes any person who, on the directions of the Registrar, is acting on behalf of the Registrar of Motor Vehicle Services.

**Registry Agent** – A business that provides the following but is not limited to; motor vehicle and driver licensing services to the public, the screening of medical forms, and the issuance of driver’s licences and vehicle registrations under contract with GNWT.

**Regulation** – The Driver's Licence Regulations under the *Motor Vehicle Act*.

**Sanctions** – An administrative sanction penalty for disobeying or non-compliance with a rule or directive as provided in this manual.

**Sexual Harassment** - Any conduct, comment, gesture or contact that may be construed as being a sexual advancement by the instructor towards another person or is otherwise sexual in nature.

**Student** - A person to whom a service is provided by a Driver Training School or Driver Training Instructor.

**Trucks** – Commercial vehicles requiring the driver to hold a Class 1 or 3 driver’s licence.

**Transport Compliance** – The branch of INF that is responsible for reviewing approved ELT Programs, recognition of Driver Training Schools as ELT Providers and recognition of Driver Training Instructors as ELT Instructors., licensing schools and instructors and who administers the governance and oversight and regulates licensed Driver Training Schools and Driving Instructors.

## **Executive Summary**

Following the Humboldt Broncos bus tragedy in Saskatchewan in 2018, there were renewed calls for mandatory training for commercial drivers in Canada. All jurisdictions in Canada, the federal government, and the Canadian Council of Motor Transport Administrators have agreed that national safety standards in entry level training are vital for the continued sustainability and advancement of the industry. The NWT has put in place mandatory minimum training requirements for the first time as a way of enhancing safety for drivers and the public.

The provision of professional driver training services to the Northwest Territories is a shared responsibility between the Canadian Council of Motor Transport Administrators (CCMTA) and the Government of the Northwest Territories (GNWT), which provides the legislative authority and policy framework. Recognized driver training schools provide the training and determine if students meet territorial standards.

Through the guidance of National Safety Code 16, The GNWT has developed a policy manual which guides driving schools with the standards needed to become a recognized Entry Level Training (ELT) provider in the Northwest Territories.

A recognized school must provide a minimum of 113 hours of instructional time comprised of 40.5 hours in-class training, 15.5 hours in-yard training, and 57 hours in-cab training. This manual includes the steps for a school and instructors to become recognized ELT providers, keep that recognition, and sanctions should a school not meet the requirements of a recognized ELT driving school in the NWT.

## **Sommaire**

Depuis la collision tragique qui a décimé l'équipe de hockey des Broncos de Humboldt, en 2018 en Saskatchewan, les appels pour l'imposition d'une formation obligatoire aux conducteurs de véhicules commerciaux dans toutes les provinces et territoires du Canada se multiplient. Les gouvernements territoriaux, provinciaux et fédéral ainsi que le Conseil canadien des administrateurs en transport motorisé (CCATM) ont convenu que de nouvelles normes de sécurité nationales dans la formation de base sont essentielles pour assurer la viabilité et l'avancement de l'industrie ainsi que pour améliorer la sécurité des

conducteurs et du public. Voilà pourquoi les TNO fixent pour la première fois des exigences minimales de formation pour les conducteurs de véhicules commerciaux.

La prestation de services de formation aux conducteurs professionnels aux Territoires du Nord-Ouest est une responsabilité partagée entre le Conseil canadien des administrateurs en transport motorisé et le gouvernement des Territoires du Nord-Ouest (GTNO). Celui-ci veille à fournir un cadre légal et stratégique à la formation. Ce sont des écoles de conduite reconnues qui fournissent la formation et qui déterminent si les étudiants répondent aux normes territoriales.

En se basant sur la norme 16 du Code canadien de sécurité, le GTNO a rédigé un manuel des politiques destiné aux écoles de conduite pour les aider à se conformer aux normes requises et à obtenir les accréditations nécessaires afin d'offrir la formation de base aux Territoires du Nord-Ouest.

Les écoles de conduite reconnues doivent fournir au moins 113 heures d'enseignement, dont 40,5 heures en classe, 15,5 heures dans la cour et 57 heures en cabine. Ce manuel informe les écoles de conduite et leurs instructeurs sur les étapes à suivre pour obtenir et garder leurs accréditations aux TNO et sur les sanctions auxquelles ils s'exposent lorsqu'ils ne respectent pas les exigences imposées.

# Introduction

## A. Role of Driver Training

1. The Government of the Northwest Territories (GNWT) has a mandate to ensure the safety of all those who share the streets and highways. Part of this commitment is the promotion of professional Driver Training to provide a foundation of the proper skills, knowledge, and attitudes that will allow drivers to operate vehicles safely.
2. The provision of professional Driver Training services to the Northwest Territories is a shared responsibility between GNWT (which provides the legislative authority and policy framework) and recognized Driver Training Schools or person or partnership or who provide the training and determine if students meet territorial standards.
3. While family or friends may provide informal training and employers may train employees for site specific training, only training delivered by an ELT Instructor, employed by an ELT Provider under an approved ELT program is recognized for purposes of issuing an unrestricted Class 1 licence or for removal of an endorsement on a restricted Class 1 licence.
4. Only a Driving Instructor, employed by a Driver Training School recognized as an ELT Provider, may be recognized as ELT Instructor.
5. Entry Level Training, as per Section 1 of the *Driver's Licence Regulations*, is defined as an entry level training course for Class 1 drivers that is:
  - a. approved by the Registrar under paragraph 5.1(1)(a), and
  - b. provided by a person or organization recognized by the Registrar under paragraph 5.1(1)(b).
6. All professional or formal Driver Training must be conducted in accordance with the standards contained within this manual, subject to amendments or directives from the Department of Infrastructure and the *Driver's Licence Regulations*.
7. All Driver Training School owners, managers and Driving Instructors are required to be familiar with the contents of this manual and communicate appropriate policies to their Driving Instructors or staff.
8. The Department of Infrastructure permits and encourages Driver Training Schools to copy any or all portions of this manual for distribution to Driving Instructors.

## B. Authority of the Registrar

1. The Registrar, under the *Motor Vehicles Act* and the *Driver's Licence Regulations*, has the legislated authority to establish terms and conditions for approval of ELT programs and for recognition of Driver Training Schools as ELT Providers, including recognition of Driver Instructors as ELT Instructors.

2. Compliance with the Entry Level Training Policies and Procedures Manual and/or Entry Level Training (ELT) Program requirements is a term and condition of a Driver Training School Recognition and/or a Driving Instructor's Recognition. Non-compliance can result in an administrative sanction, suspension or termination of the Recognition.
3. The Department of Infrastructure provides on-going support services to the industry, along with regular audits and monitoring, to ensure the highest standards of service delivery.
4. Effective January 21, 2022, administrative sanctions include suspensions that are an interim step between a warning and a suspension of Recognition. They allow Transport Compliance to bring about corrective action by the imposition of suspensions of Recognition. In routine cases, administrative sanctions are imposed under a progressive model and sanctions will increase with severity or frequency.

### **C. Driver Training Code of Conduct and Ethics**

1. The GNWT considers the respect for and adherence to these guiding principles to be vital in maintaining the integrity of the Entry Level Training Program. Every Driver Training School Owner, Manager and Driving Instructor is required to commit to upholding these guiding principles, and compliance is a term and condition for the Driver Training School or Driving Instructor's Recognition. The respective Code of Conduct and Ethics forms (appendix A1.3) must be signed by the Driver Training School Owner on a yearly basis. Driving Instructors must sign the Driving Instructor Code of Conduct and Ethics form (appendix B1.2) upon renewal of Recognition.
2. The Registrar may cancel or suspend a Driver Training School recognition if the Driver Training School Owner does not sign the Code of Conduct and Ethics form or is not in compliance with the guiding principles of the Code of Conduct and Ethics. The Registrar may collect personal information for the purpose of evaluating or verifying compliance with the Code of Conduct and Ethics and with the policy.
3. Driving Instructors **must sign** the Code of Conduct and Ethics. The Registrar may cancel or suspend the recognition of a Driving Instructor as an ELT Instructor if the Driving Instructor does not sign the Code of Conduct and Ethics or is not in compliance with the guiding principles of the respective Code of Conduct and Ethics.

## Legislation

**STANDARD:** Driver Training School recognized as ELT providers must be aware of and must abide by the legislation authorizing and regulating the driver training industry, as well as regulations pertaining to driver licensing and motor vehicle operation.

### **A. *Motor Vehicle Act (MVA)***

1. The *Motor Vehicle Act (MVA)* provides the authority for the regulation of drivers and vehicles in the Northwest Territories.

### **B. *Driver's Licence Regulations***

1. This Regulation under the *MVA* establishes:
  - a. Requirements for obtaining Entry Level Training;
  - b. Requirements for obtaining and holding an NWT Driver's Licence; and
  - c. Driver's Licence Classes.

### **C. *Motor Vehicle Equipment Regulations***

1. This Regulation under the *MVA* establishes:
  - a. The equipment and components that must be present and functional for a vehicle to be acceptable for driver training.

### **D. *Access to Information and Protection of Privacy Act (ATIPPA)***

1. *ATIPPA* establishes:
  - The right of the public to have access to records in the custody or control of a public body, subject to limited and specific exceptions.
  - The right of individuals to have access to their own personal information held by public bodies and to request corrections to their own personal information.
  - The obligation of public bodies to protect the privacy of individuals by preventing the unauthorized collection, use or disclosure of personal information.
  - The right to request independent review of public bodies' decisions regarding access to government records or regarding the collection, use, disclosure or correction of personal information.

*ATIPPA* establishes when and how public bodies can collect, use, or disclose personal information about individuals. It also outlines the process for members of the public to obtain access to records

about themselves or the institution. An example of protecting personal information is when a person provides their personal information in a Driver's Licence Application, this information can only be used to process the application and is not stored for unrelated purposes.

## Administrative Authority

**STANDARD:** The following Infrastructure personnel have responsibility pursuant to the legislated authority from the *Motor Vehicle Act* and the *Driver's Licence Regulation* under the *Act*.

### A. Minister of Infrastructure

1. The Minister of Infrastructure oversees all transportation-related legislation, including the regulation of drivers, vehicles and roadways. The Minister exercises the authority as per the *Motor Vehicle Act* and its related Regulations.
2. The Minister as the head of the public body is responsible for ensuring that the body complies with all provisions of *ATIPPA*.

### B. Director

1. The Director has been delegated under the *Motor Vehicle Act* as the Registrar of Motor Vehicle Services, Responsible for the Transport Compliance and Licensing Division.
2. The Director has the authority to initiate disciplinary procedures relating to the ELT Program.
3. The Director has the delegated authority to administer programs and disciplinary procedures relating to the licensing of the Driver Training industry.
4. The Director is responsible for ensuring *ATIPPA* compliance of procedures, policies and of the handling of all personal information collected and retained by the division in order to administer the ELT Program.

### C. Manager, Transport Compliance/Deputy Registrar

1. The Manager has the delegated authority to coordinate the administration of programs related to Driver Training on a regional basis.
2. The Manager is responsible for reviewing all ELT Programs, resources, policies and procedures, and approval of curriculum proposals.
3. The Manager is the head ELT Program Administrator and ensures consistent instructional standards are applied across the territory, in addition to overseeing monitoring and providing guidance to Highway Transport Officers and Driver Training Schools.

### D. Highway Transport Officer

1. Highway Transport Officers have the delegated authority to screen applicants for recognition as an ELT Provider and ELT Instructor. They also have the authority to review, monitor, investigate, counsel and direct recognized providers and

instructors on a day-to-day basis.

2. Highway Transport Officers are responsible for processing applications for recognition as an ELT Provider or as an ELT Instructor and also provide administrative support.
3. Highway Transport Officers are responsible for leading or assisting with investigations, including administering sanctions.
4. Highway Transport Officers are responsible for ensuring information collected from applicants and recognized provider and instructors is accurate and complete, and limited to that which is strictly necessary for administration of the ELT Program.

## SECTION TWO – DRIVER CLASSIFICATION

## Licence Classification

**STANDARD:** Driver's licences are classified according to the type of vehicle to be driven and/or the purpose of its operation. Practical examination requirements vary, depending on the Driver's Licence Class.

Note: Applicants for any Class of Driver's Licence may be required to submit a satisfactory medical report, completed and signed by a physician or nurse practitioner.

### A. Class 1 Licence

1. A Class 1 Driver's Licence permits an operator to drive:
  - a. Any motor vehicle or combination of vehicles, other than a motorcycle.
  - b. Class 6 type vehicles, for learning only.
2. The minimum learning or licensing age is 18. A learner must hold at least a valid Class 5 Driver's Licence. The accompanying driver must be at least 18 years of age and hold a valid Class 1 Driver's Licence.
3. The driver must successfully complete ELT before they are eligible to take the Class 1 Knowledge Test and Class 1 practical examination.
4. Probationary drivers can not apply for a Class 1 Driver's Licence.
5. An applicant for this Class must:
  - a. Hold a non-probationary driver's licence;
  - b. Successfully complete a vision screening;
  - c. Submit a satisfactory medical report, completed and signed by a physician or nurse practitioner;
  - d. Successfully complete the ELT program;
  - e. Submit proof of qualification for an Air Brake endorsement;
  - f. Successfully pass a Class 1 written Knowledge Test: and
  - g. Successfully pass a Class 1 practical examination.

Note: Applicants for a Class 1 Driver's Licence must have completed 5(a) to (f) before attempting their Practical Road Test.

6. For the Class 1 practical examination, the client must provide a 13-speed manual transmission tractor/ trailer combination with a minimum tandem axle tractor and tandem axle trailer, where the trailer is equipped with a full air brake system.
7. A Class 1 Driver's Licence may be held in conjunction with a Class 6 Driver's Licence.

## SECTION THREE – DRIVER TRAINING SCHOOL

## Driver Training School Recognition

**STANDARD:** A Driver Training School shall be recognized as an ELT Provider in accordance with the Entry Level Training Policy & Procedure Manual.

**A.** A person or partnership shall operate a Driver Training School only if the person or partnership holds a valid Driver Training School Recognition.

1. Recognition as ELT Provider is not required, as per the Entry Level Training Policy & Procedure Manual, to be held by:
  - a. The Government of Northwest Territories.
  - b. A person or partnership providing instruction solely for the purpose of improving the driving skills of that person's or partnership's employees or prospective employees where that instruction is not designed to train or to qualify students for a purpose set out in section 1 of the Driver's Licence Regulations;
  - c. A person who is providing driver training at no charge.
2. To enhance strict separation of driver training and driver examination functions and roles, and to avoid perceived or actual conflict of interest, each owner, shareholder, director, partner, or employee of a Driving Training School shall not be affiliated with a Driver Examiner.

**B. Application for Recognition as ELT Provider** - Processing an application may only proceed when the following documentation has been reviewed and approved by Driver Programs:

1. A fully completed application form for recognition as ELT Provider (appendix A1.1).
  - a. Business email address(es) must be included on the application form.
  - b. The application form for Recognition as ELT Provider submitted by a Driver Training School that is registered with NWT Government Services Corporate Registries must be signed by the owner, partner or director, as identified in NWT Government Services Corporate Registries. The Driver Training School can delegate signing authority to an Authorized Representative.
2. A completed and signed Recognized ELT Provider Terms and Conditions form (Appendix A1.2).
3. A current, original Criminal Record Check from an approved police agency for each owner, partner, and director as identified in Corporate Registries dated within 90 days of application. Authorized Representatives for Driver Training Schools not registered with NWT Government Services Corporate Registries must also provide a current, original Criminal Record Check from an approved police agency within 90 days of application.

- a. Online Criminal Record Checks from police services within NWT will be permitted if the results of the Criminal Record Check are directly released to Driver Programs.
4. A Certificate of Incorporation, and/or Proof of Filing for a Trade Name or Partnership Registration, including Articles of Incorporation (if incorporated) and all associated Registration Statements (produced from the NWT Government Services Corporate Registry database). If the Driver Training School is not incorporated as a limited company, it must be registered with a trade name such as 'John's Driving School.
5. A business licence or zoning permit from the municipality, unless an exemption is applicable.

Note: An exemption letter is required if the municipality does not provide a business licence or zoning permit

6. Driver Training Schools operating out of a home office must provide INF with the original copy or certified true copy of the business licence and an outline of its record keeping plan, including the safeguarding of personal information for applicants.
7. A Client Identification (ID) Number.
  - a. All new organizations must acquire a Client ID from Compliance and Licensing.
  - b. Compliance and Licensing will request a Client ID on behalf of the organization for Driver Training Schools that are not incorporated as a limited company (i.e. John Doe operating as John's Driving School).
8. A Record of Recognized Instructors (Appendix A1.3).
9. A Record of Driver Training School vehicles (Appendix C1.2).
10. Registration and insurance (including the Driver Training School standard endorsement), for each Driver Training School vehicle.
11. An Automobile Insurance Confirmation form (Appendix A1.10) for each non-owned Driving School vehicle insurance policy, including the Driver Training School standard endorsement if applicable.
12. A Driver Training School Vehicle Inspection Report form (Appendix C1.1) for each vehicle older than the current model year.
13. All curriculums are subject to approval from Compliance and Licensing.
  - a. The ELT Program curriculums have been provided by the Government of NWT and are not required to be submitted for approval. Only the Government provided ELT Program curriculums can be provided to students for Class 1 ELT. A current fee

schedule (if applicable), a student training contract (if applicable), and a sample student record.

- b. Before enrolling a prospective student in Driver Training, the Driver Training School must provide the individual with a dated written statement that includes:
    - i. The name and address of the Driving Training School.
    - ii. All the fees payable for enrollment, tuition, services, equipment and vehicle rentals (if applicable), and.
    - iii. All extra charges that can be incurred by that person (e.g., missed or extra lessons, etc.).
14. Opening Inspection (Appendix A1.4) – Prior to approving a Driver Training School application for Recognition, the premises and facilities shall be inspected by a Highway Transport Officer (HTO) to ensure the Driver Training School meets Government standards. The inspection will evaluate compliance with the following conditions:
- a. **Office**
    - i. Secure file storage facilities (locking file cabinet or locked room); and
    - ii. Business licence displayed.
  - b. **Office inspections** for home-based offices located the Northwest Territories will be conducted by a Highway Transport Officer in the respective city.
  - c. **Classroom** (if applicable)
    - i. This section applies to any recognized driver training that is taught in a classroom.
    - ii. Classrooms must be occupied by only one Driver Training School for the purposes of delivering the ELT Program.

The Driver Training Schools delivering driver training programs in a classroom must demonstrate established place of business by providing one of the following:

- A copy of the lease or current property tax notice for the physical business address used in the NWT in the name of the Driver Training School.
- Utility bills dated within the last three months for the physical business address in the name of the Driver Training School.
- Corporate income tax return of the most recent tax year filed from the physical business address.
- A current rental agreement;

- i. The class size must not exceed thirty, without the approval of a Highway Transport Officer.
- ii. Driver Training Schools teaching ELT Program curriculums must maintain a ratio of one instructor for every fifteen students.
- iii. The class size must be in accordance with the local fire regulatory requirements.

Classroom equipment must include: A computer; projector and projector screen for visual electronic presentation of the course material; and LLL Audio speakers

- iv. Each student must be allowed a minimum seating space of one square metre, to avoid crowding.
- v. Each student must have a seat at a desk or table;
- vi. The Driving Instructor must have a minimum of two square metres of space;

**d. In-Yard Facilities**

- i. A Driver Training School offering ELT Program curriculums must have exclusive use of an off-road facility large enough for off-road training and secure from other traffic to ensure student safety. The size of the facility must allow adequate space for all training maneuvers.
- ii. An alternative ELT off-road training facility must be within 15 km from the Driver Training School classroom location.
- iii. A Driver Training School offering ELT program curriculums must meet all Occupational Health and Safety Act (OHSA) and regulations.

**e. Vehicles**

- i. Driver training vehicles must comply with all Codes and standards under Section 108(1) of the Motor Vehicle Equipment Regulations.

**C. Recognition** – After determining that all recognition requirements have been fully met, Compliance and Licensing will issue to the Driver Training School:

- 1. An ELT Provider in a format suitable for framing, containing.
  - a. The name of the Driver Training School.
  - b. The ELT Provider recognition number.
  - c. A Driver Training School Client Identification Number.

- c. The address from which the Driver Training School is recognized to provide ELT training (a separate copy of the recognition will be provided for each School address, if more than one);
    - i. A recognition is issued for each location where Driver Training is conducted.
  - e. The type of Driver Training the Driver Training School is authorized to provide.
  - f. Conditions and/or restrictions, if applicable.
  - g. The date of issue.
  - h. The recognition expiry date; and
2. Notice of Driver Education Course Completion Form (Appendix A1.9) for:
    - a. ELT Class 1;
  3. A Driver Education Examination Package including:
    - a. Text Question Booklets (two series);
    - b. Answer Key/Reference Sheets for each series; and
    - c. Student Answer Sheets (may be copied as required).
  4. An electronic copy of the current version of ELT Policies and Procedures Manual.

**D. Recognition Expiry**

1. A Driver Training School Recognition shall expire at 11:59 P.M. (23:59 hours); on the expiry date indicated.

**E. On-going Requirements**

1. The requirements for obtaining a Driver Training School recognition also apply to holding the licence.
2. A condition, which would prevent the issuance of a Driver Training School recognition, could result in the suspension of recognition (i.e., vehicle insurance cancellation, etc.).
  - a. It is the responsibility of the Driver Training Schools to keep the insurance current and in good standing.
3. Classroom and vehicle requirements remain ongoing.
4. A Driver Training School shall only provide instruction for the ELT program they have been approved to deliver.

5. Driver Training Schools must be able to produce the current ELT schedule upon request by a Highway Transport Officer.

#### **F. Driver Training School Change of Ownership or Sale**

A Driver Training School Recognition is not transferable between legal entities. A change in the ownership, Responsible Authority or name of a Driver Training School will result in a cancellation of the Driver Training School recognition. When a change in ownership occurs, the new owner(s) as identified in Corporate Registries must apply to Compliance and Licensing for recognition and all previously approved curriculum(s) must be re-submitted and approved per GNWT standards.

1. Driver Training School change of ownership or sale will be treated as a first application.

A Driver Training School closing must:

- a. Immediately return all unused forms and materials supplied by Compliance and Licensing in regard to the operation of the School. The Driver Training School must be accountable for all used and unused completion forms and these materials shall be returned to the Compliance and Licensing.
- b. Immediately return Government of Northwest Territories issued knowledge test, curriculums and answer keys (if applicable), which shall be returned to Compliance and Licensing.
- c. Provide written notification of the name, address and telephone number of the person who will be keeping the records for two years from the date of Recognition is cancelled. The Driver Training School must have a process in place to ensure safe destruction of documents at the expiry of the two-year retention time.
- d. Provide a completed Driver Training Records Report (Appendix A1.6) for the final year of operation.

#### **G. Curriculum Submission**

1. If a Driver Training School submits their own Driver Training curriculum(s) with their application they will not be recognized until their curriculum has been approved.
  - a. Driver Training School curriculum submissions must meet all requirements of the curriculum development criteria for the type or Class of instruction provided by the Driver Training School.
  - b. To submit a curriculum to Compliance and Licensing for review, the submission must meet the following requirements:
    - i. Inclusion of three curriculum components (electronic versions of the curriculum presentation, Driving Instructor's Guide and Student's Guide).

- ii. Proper completion and submission of a curriculum checklist form; o Inclusion of a properly filled Curriculum Checklist (Appendix A1.8) form is required.
  - iii. The correct page or slide numbers in the curriculum proposal must be recorded and included on the Checklist for Driving Instructor's Guide, Student's Guide and electronic presentation columns.
  - iv. All required materials outlined on the curriculum review checklist must be submitted before a curriculum review is conducted by Compliance and Licensing. Compliance and Licensing will not review curriculum proposals with incomplete materials and will send incomplete curriculum proposals back.
  - v. Processing times for curriculum review by Compliance and Licensing will depend on the quality and the volume of the curriculum proposals received and will typically take eight to 10 weeks. All curriculums will be reviewed in order of submission.
  - vi. Submission of files must be in electronic format (e.g.: Adobe PDF, Microsoft Word Document, Microsoft PowerPoint) TEMPO BOX delivered to Compliance and Licensing at NWT\_ELT@gov.nt.ca.
  - vii. Driver Training Schools that are unable to submit the curriculum in electronic formats must contact Compliance and Licensing at NWT\_ELT@gov.nt.ca and address the email to the Manager, Transport Compliance.
- c. Driver Training Schools may submit curriculum proposals for review by Compliance and Licensing for a total of two attempts. If the submitted curriculum is not approved by Compliance and Licensing after the second review, the processing time for the following curriculum reviews will be subject to Compliance and Licensing resource availability.
  - d. Written approval from Compliance and Licensing is required to deliver an alternate curriculum by a Driver Training School.
  - e. Driver Training Schools have the option of using another recognized Driving Training School's approved curriculum as long as the contents are the same. A Driver Training School who wishes to use another Driver Training School's approved curriculum must submit an agreement letter provided by the school who owns the curriculum to ELT@gov.nt.ca, and address the letter to the Manager, Transport Compliance. A confirmation letter must be sent to Compliance and Licensing prior to being approved to using this curriculum.

## **H. Driver Training Schools Charging No Fee**

- 1. Recognized Driver Training Schools offering training for no fee (colleges, transit organizations, school divisions, and government agencies) must maintain the requirements per Section 3 (Driver Training School Recognition) with exception that they are not required to:

- a. Submit a Certificate of Incorporation, and/or Proof of Filing for a Trade Name or Partnership Registration, including Articles of Incorporation (if incorporated) and all associated Registration Statements (produced from the NWT Government Services Corporate Registry database). Certificate of Incorporation is exempt for colleges, transit organizations, government agencies and school divisions;
- b. Submit a fee schedule; and
- c. Submit a student training contact.

**STANDARD:** Vehicles used for the ELT Program are subject to specific regulatory requirements, in addition to the general requirements for all vehicles operating on public roadways.

### A. Vehicle Licence Plate

1. Class 1 vehicle used for an ELT Program must have a commercial licence plate.

### B. Insurance

1. A current and valid copy of the insurance policy for each Driver Training vehicle must be retained on file by the Driver Training School.

### C. Mechanical Condition

1. Each vehicle used for Driver Training must comply with all codes and standards under the *Motor Vehicle Equipment Regulation*, Section 108(1).
2. A vehicle that fails to meet any requirement under the *Regulation*, either due to a malfunction or a collision, must immediately be removed from service until all necessary repairs have been completed.

### D. Special Equipment

1. Commercial vehicles (i.e., tractor-trailer) used for driver training must have the student driver/school name sign(s) mounted on the vehicle in such a way it is visible at all times to other drivers in the front of and behind the Driver Training School vehicle. The sign must:
  - a. Have the words "Student Driver" in letters at least 10 cm high and with a stroke of 1.5 cm
  - b. Not be more than 100 cm wide and 50 cm high

### E. Required Documentation

1. A valid insurance (pink) card and valid registration must be present in the driver training vehicle at all times.
2. A mechanical inspection report must be present in the Driver Training vehicle, unless the model year of the vehicle is the same as the current calendar year (i.e., a 2023 vehicle does not require an inspection until 2024).
  - a. Driver Training vehicles must be inspected yearly. An inspection report becomes invalid 12 months after the date of the inspection.
  - b. The inspection must be recorded by a licenced mechanic on a Driver Training School Vehicle Inspection Report form, or equivalent.

c. A Commercial Vehicle Inspection may be used in lieu of the mechanical inspection report.

**F. General Condition**

1. Vehicle must not have any major defects as outlined by the National Safety Code Schedules: Class 1 vehicles -Schedule 11.
2. Any loose objects in the vehicle must be secured or removed when a lesson is in progress.
3. All glass must be clean, inside and outside, to ensure maximum visibility for the occupants.
4. Vehicle exteriors must be washed regularly to ensure the visibility of light and signage.
5. Vehicle interiors must be clean.

## Record Keeping

**STANDARD:** Driver Training School records must be maintained in a secure and orderly fashion, to organize each student's training program and to facilitate school audits.

- A. Collection of Personal Information** – Section 40(c)(i) of the *Access to information and Protection of Privacy Act* (ATIPPA) authorizes Compliance and Licensing to collect personal information for the administration of the ELT Program. Recognized Driver Training Schools are permitted to collect specific personal information (see Section 2.00.03B) on behalf of Driver Programs for driver programs administration under s. 41(1)(g)(1) of the *Act*. Recognized Driver Training Schools must maintain confidentiality of student's personal information and must only share them with Driver Programs. Disclosure of a student's personal information with other parties not authorized by the Department of Infrastructure will result in disciplinary action as determined by the Registrar.
- B. Student Records** - For each registered student, the Driver Training School shall securely keep a record to be made available to the Registrar on request, including the:
1. Student's full name;
  2. Student's complete address;
  3. Student's date of birth;
  4. Student's date of enrollment;
  5. Student's driver's licence number;
  6. Class of driver's licence held at time of enrollment;
  7. Type of course or training received;
  8. Date, time, duration and student rating (or progress report) of each lesson, initialed by the student and Driving Instructor (classroom and in-vehicle);
  9. Name of the classroom and in-vehicle Instructor presenting or conducting each lesson;
  10. Location of the classroom training facility or site;
  11. Student's Driver Training Test results;
  12. Course/Program completion date;
  13. Student contract, including total fees charged to the student with the student signature;
  14. Driver Training School copy of the fully completed Notice of Driver Education Course Completion Form (Appendix A1.9).

15. Progress report: Schools delivering ELT Program must develop a progress report, which must be approved by the Department of Infrastructure to evaluate each student's performance during training.

**C. Notice of Driver Education Course Completion (Appendix A1.9)**

1. All forms must be maintained securely and issued in numerical sequence.

**D. Record of Recognized Instructors (Appendix A1.7)** – The Driver Training School shall keep records for each Driving Instructor employed by the school to provide ELT. The Driver Training School must notify the Department of Infrastructure of any change made to this record within 30 days of making any such changes. The record must contain the following information:

1. Name;
2. Driver's licence number, Class, and date of expiry;
3. Driving Instructor's recognition number, Class(es) of instruction, and date of expiry;
4. Dated monitoring reports, completed by the Senior Driving Instructor.

**E. Record of Driver Training Vehicles (Appendix C1.2)**

1. Each vehicle currently used by the Driver Training School to provide ELT shall maintain a list of driver training vehicles on file. Any changes made to this record must be communicated to Department of Infrastructure within 30 days of making any such changes. The record of training vehicles must contain the following information:
  - a) Year;
  - b) Make and Model;
  - c) Serial Number (Vehicle Identification Number);
  - d) Licence plate number currently registered to that vehicle;
  - e) Insurance expiry date; and
  - f) Date of most recent mechanic's inspection.

**G. Annual Driver Training Records Report**

1. All Driver Training Schools must submit a completed Driver Training Records Report (Appendix A1.6) electronically, in a format specified by the Department of Infrastructure, to the Department of Infrastructure by March 31 of each year. The report collects information regarding students who have received Driver Training between January 1 and December 31 of the previous calendar year. The report must maintain a count of each student that receives training.

## **H. Record Retention and Disposal**

1. All records required by the Registrar must be kept for a period of two years from completion of training. The records shall be destroyed by secure methods at the expiry of the retention period. If records are to be discarded, they must be destroyed by ripping, shredding, or burning, sufficient to ensure that personal information is not retrievable. If a Driver Training School closes, the Driver Training School must notify the Department of Infrastructure where the records will be stored. The Driver Training School must also provide a letter indicating the location of the records and provide a current phone number so the Department of Infrastructure may contact the former owners if records are required.
2. Student training records must be made available upon request by the Department of Infrastructure.

## Administrative Requirements

**STANDARD:** The Driver Training School recognized as ELT Provider is responsible for ensuring that all requirements under the *Motor Vehicles Act*, related regulations, and related policies are fulfilled.

### A. Instructor Hours of Work

1. A Driving Instructor must not be on duty for more than 18 hours within any continuous 24-hour period or provide instruction for more than 10 hours within any continuous 24-hour period.
2. Driving Instructors must not exceed 80 on-duty hours within any continuous seven-day period.
3. When a Driving Instructor's work shift commences on or after 16:00 hours (4:00 PM), on-duty time may not exceed seven hours for that day.

The Driver Training School must record and verify Driving Instructors work hours including the exact time and dates on duty/training on (Appendix B1.5).

ELT Driving Instructor's hours must not exceed commercial vehicle logbook requirements.

### B. Reference Materials

1. The following reference materials must be present at the Driver Training School office:
  - a. The ELT Policies and Procedures Manual. The manual must be updated with any amendments received from the Department of Infrastructure.
2. Forms
  - a. Master copies of various forms required operationally are located in the Forms section at the back of this manual, including:
    - i. Record of Recognized Instructors (Appendix A1.7);
    - ii. Record of Driver Training Vehicles (Appendix C1.2);
    - iii. Driver Training School Vehicle Inspection Report (Appendix C1.1);
    - iv. Driving Instructor Monitoring Report (Appendix B1.4).
  - b. The Driver Training School must make photocopies of forms, as required.

### C. Updating Information

Recognized Driver Training Schools must immediately notify the Department of Infrastructure of any changes to any information that may affect eligibility for recognition and update any of the following information:

1. Phone number
2. Address
3. Email
4. Change of ownership
5. Updated signed copies of the Code of Conduct and Ethics (by owners, yearly and by recognized instructors, every two years); and
6. Student records (must also be released upon request by the Department of Infrastructure).

## Driver Examination

**STANDARD:** The Government of the Northwest Territories requires a strict separation of the Driver Training, Registry Agents and Driver Examination functions, to avoid any actual or perceived Conflict of Interest.

- A.** All drivers are required to demonstrate their skill and knowledge in order to qualify for a driver's licence. The provision of driver examination practical road test services to the Northwest Territories is the responsibility of the Department of Infrastructure, which provides the legislative authority and policy framework. Only Government of the Northwest Territories Driver Examiners may conduct practical road tests and determine if clients meet territorial standards.
- B.** Motor vehicle issuing agents shall provide the supporting infrastructure for Driver Examiners. Motor vehicle issuing agents collect practical road test fees and confirm client's eligibility. Scheduled road tests proceed from Motor Vehicle Services Agent offices or approved off-site locations during Government of the Northwest Territories approved hours.
- C.** Class 1 practical road tests may be conducted at approved Driver Training School locations. Following approval from the Department of Infrastructure, the Driver Training School will make arrangements with the Government of the Northwest Territories, for Driver Examiners to conduct practical road tests at the road-testing site.
  - 1. Class 1 road tests are expected to commence at the approved Driver Training School or Entity locations where clients complete their training.
  - 2. Alternate road test site approval is dependent on the availability of required test components.
  - 3. Class 1 facilities are evaluated on dimensions, traffic conditions (vehicles and pedestrians), public access, surface condition and suitable areas for pre-trip and backup components.
  - 4. Clients tested at alternate sites must present a permanent (photo) driver's licence, or a temporary driver's licence and an additional piece of government-issued photo ID. Without this ID, the practical road test cannot proceed.
  - 5. Approval of Driver Training Schools Alternate Test Sites is considered a privilege and is subject to withdrawal at the discretion of the Department of Infrastructure.
  - 6. Practical road tests conducted at alternate sites will be restricted to Government of the Northwest Territories approved hours of operation.
  - 7. Driver Training Schools are required to submit the following information to the Department of Infrastructure for Class 1 road tests at the beginning of each ELT course:

- i. Name of your Driver Training School.
  - ii. Location of your Driver Training School.
  - iii. Number of clients enrolled in the course; and
  - iv. Name (first and last) of each client and their Client ID Number.
8. Driver Training Schools may only book road tests for clients who are currently enrolled in the Driver Training School's program. The Driver Training School must use client ID numbers to book road tests on clients' behalf. Driver Training Schools may not use previous client ID numbers to book multiple road tests for other clients.
  9. Driver Training Schools or Entities may only book road test(s) for the Class of instruction they are recognized to deliver with written permission of the student.

**D.** In order to avoid any perception that Driver Training Schools or Motor Vehicle Services Agencies can directly influence the driver licensing process, there are restrictions placed on relationships between Recognized Driver Training Schools, Registry Agencies, Government of the Northwest Territories Driver Examiners, and authorized Driver Examiners.

1. An individual is not eligible to be a Government of the Northwest Territories Driver Examiner if they are an owner or part owner, a shareholder, a director, a partner or an employee of, or in a business that is a Driver Training School within the meaning of this manual.
2. A Driver Examiner is prohibited from testing students of any Driver Training School that is owned by or employs a member of the Driver Examiner's family, defined as spouse, common-law partner, parent, daughter, son, brother, sister, brother-in-law, sister-in-law, niece, nephew, aunt, uncle, grandparent, grandchild, parent-in-law, stepchild, legal dependent, and cousin.
3. A student's results and performance related to a practical road test are confidential. Only with the student's consent may the Driver Examiner discuss these topics with the Driving Instructor or Driver Training School.
4. A Driver Training School shall not request statistical information such as a pass/fail ratio, regarding a Driver Examiner.
5. A Driver Training School or Driver Instructor shall not attempt to influence the conduct or the outcome of a practical road test.
6. A Driver Training School may pay for a practical road test on behalf of a student, but only if the Driver Training School is scheduling practical road tests on behalf of all students from a training course who are eligible for the relevant Class 1 licence. Road test clients may not select their Driver Examiner; the Driver Examiner will be assigned by the Government of the Northwest Territories.

7. If a Driver Training School or Driving Instructor feels that any conflict of interest exists between themselves and a Driver Examiner, the Driving Instructor must seek clarification with the Manager, Transport Compliance to determine if a conflict of interest exists, and any appropriate next steps.
8. Driver Training must be focused on developing students' knowledge and skills, rather than concentrating on passing the practical road test. Driving Instructors shall not teach students on approved road test routes.

## Professional Conduct Driver Training School

**STANDARD:** All Driver Training Schools recognized by the Department of Infrastructure are expected to operate in a professional manner and consistent with the Code of Conduct and Ethics.

- A. Driver Training must be scheduled to maximize and benefit the student. It is important not to rush the training schedule at a faster pace than the student can absorb, nor to delay the training schedule unnecessarily.
- B. All inquiries from, or on behalf of, a student must be addressed promptly.
- C. If it is believed that a student may have a disability or condition that could affect his or her ability to drive, Compliance and Licensing must be notified in writing.
- D. The owner or operator recognized Driver Training School must ensure that all Driving Instructors and staff are aware and adhere to the policies contained within this manual. Any policy violations must be corrected immediately. Major policy violations or repeated non-compliance must be reported to the Manager, Transport Compliance.
- E. A student's performance and progress shall be kept in confidence but may be shared with the Department for the purpose of program administration.
- F. The recognized Driver Training School must cooperate with Compliance and Licensing whenever requested, and follow any directives issued by or on behalf of the Registrar.
- G. The Owner, Director, or Authorized Representative of a recognized Driver Training School must adhere to the Code of Conduct and Ethics:
  - 1. Every Driver Training School Owner, Director or Authorized Representative must sign the Code of Conduct and Ethics (Appendix A1.3) on an annual basis and submit to Compliance and Licensing.
  - 2. The Registrar may cancel or suspend a Driver Training School licence if the Driver Training School Owner, Director or Authorized Representative does not sign and submit the Code of Conduct and Ethics form to Transport Compliance or is not in compliance with the guiding principles of the Code of Conduct and Ethics.

## SECTION FOUR – DRIVING INSTRUCTORS

## Driving Instructor Recognition

**STANDARD:** A Driving Instructor shall be recognized in accordance with this policy and procedure manual.

**A. A person shall not represent themselves as an ELT Instructor unless that person is recognized as such and is employed by a Driver Training School recognized as an ELT Provider.**

1. A Recognized Driving Instructor shall only deliver ELT in accordance with an ELT program that is approved by the Department of Infrastructure.

**B. Eligibility Requirements**

1. Must have a valid Canadian Class 1 Driver's Licence.

Vehicle Type	Instructor's NWT driver's licence required	Instructor Class
Tractor/Trailer	Class 1	1

2. Have a driver's licence that was not cancelled or suspended under the *Criminal Code of Canada* during the five years immediately before the date of application.
3. Have a satisfactory driving record (as determined by the Registrar) for the two-year period prior to the date of the application. You must have fewer than seven (7) demerit points and no driver's licence suspensions or cancellations that have expired within the two-year period before the date of the application.
4. Provide an original Criminal Record Check from an approved police agency, dated within 90 days of the Instructor Application.
5. Have no outstanding fines or account balances with the Department of Infrastructure.
6. A prospective Driving Instructor must be affiliated with a Recognized Driver Training School.
7. Successfully complete an approved course of instruction or training required by the Registrar.
8. Pass the general knowledge test.
9. Pass the Driving Instructor practical test (if applicable).
  - a. The applicant must provide a fully equipped driver training vehicle for the practical test.

b. Driving Instructor recognition will be restricted to instructing on automatic transmission vehicles only, unless the practical test is passed in a standard transmission vehicle.

### **C. Driving Instructor Training**

1. All prospective Driving Instructors must be trained by the recognized Driver Training School where they are employed before being recognized as ELT Instructors by the Department of Infrastructure. Driving Instructors will require training from the Driver Training School on the curriculum being delivered. A supporting letter from the Driver Training School indicating the dates and times the applicant was trained must be submitted to the Department of Infrastructure.
2. The Driver Training School must provide a copy of all related study materials to each Driving Instructor and applicant for the Driving Instructor training period.
3. The Registrar will recognize two categories of ELT instructors: 1) Full recognition for knowledge in-class, in-yard and in-cab; 2) knowledge in-class only.
4. Once the Driving Instructor training is completed from a recognized Driver Training School, the Driver Training School must contact the Department of Infrastructure to schedule a Driving Instructor knowledge test.
5. Applicants for an in-vehicle Driving Instructor's recognition must successfully complete the Driving Instructor knowledge test before they are eligible for the Driving Instructor practical test.
6. All recognized Driver Training Schools are required to train prospective employees, provided that the trainee is not charged a service for this fee.
7. Detailed requirements and procedures regarding the knowledge and practical road tests can be viewed in Appendix E1.1 – Driving Instructor Training Guide.

### **D. Application Process** – Prior to scheduling a Driving Instructor knowledge test, an applicant must submit to the Department of Infrastructure:

1. A completed Driving Instructor Recognition Application form
2. Proof that the applicant is the holder of a valid Class 1 Canadian driver's licence.
3. A current, original Criminal Record Check from an approved police agency dated within 90 days of application.
4. Proof of having no less than three (3) years' driving experience as the holder of a Class 1 driver's licence issued by another jurisdiction that, in the Registrar's opinion, is the equivalent.

### **E. Driving Instructor Testing**

1. The testing process must be completed within 12 months of original application. Applicants who are unable to complete the knowledge or road testing within the specified timeframe will be unable to reapply for at least 24 months and their applications will be treated as a first application.
2. Applicants will have two attempts to complete each testing phase. Applicants who are unsuccessful after two attempts must wait for a period of 12 months before reapplying.

#### **F. Recognition Issuance**

1. A Highway Transport Officer will confirm the applicant has met all recognized requirements. Once the application is granted, a Recognition will be issued by the Department of Infrastructure, showing the Driving Instructor's:
  - a. Name;
  - b. Driver's licence number;
  - c. Driving Instructor's Client ID number;
  - d. Licence term;
  - e. Endorsements (if applicable); and
  - f. Conditions/restrictions (if applicable).
2. A Driving Instructor must carry their proof of Driving Instructor's Recognition at all times while conducting training. This recognition must be produced upon request by a student, a student's parent or guardian, Highway Transport Officer, or Enforcement Officer.

#### **G. Driving Instructor Recognition Suspension and Cancellation**

1. The Department of Infrastructure will notify the Driving Instructor in writing of a Driving Instructor's Recognition cancellation, suspension or refusal. A Driving Instructor's Recognition may be immediately cancelled, suspended or refused due to the following reasons:
  - a. Suspension, cancellation or expiration of the Driving Instructor's Recognition.
  - b. Accumulation of seven (7) or more demerit points.
  - c. When the Driving Instructor's driver's licence is cancelled, suspended, or downgraded from a professional driver's licence Class (Class 1) to a non-professional driver's licence Class (Class 3, 5 or 6) due to medical reasons.
  - d. Contravention of policies, procedures or regulations.

2. A Driving Instructor with a cancelled Instructor's Recognition due to section G (1)(b) listed above will be required to re-apply as an Instructor by fulfilling the following requirements and receiving approval from Manager, Transport Compliance of filling the requirements:
  - a. Submit a completed Driving Instructor ELT Application form and receive approval from the Department of Infrastructure.
  - b. Pass a Driving Instructor supplementary knowledge test, and a modified Driving Instructor practical road test (for in-vehicle driving instructors);
  - c. Driving Instructors with a cancelled Driving Instructor Recognition and a Criminal Record Check dated more than 90 days since the cancellation of the Driving Instructor Recognition must also submit a Criminal Record Check dated within 90 days of the instructor application.
3. Driving Instructor's Recognitions that have been cancelled more than twice in a 24 month period may be denied renewal by the Registrar.

#### **H. Instructor Renewal**

A Driving Instructor's Recognition will be renewed if the Driving Instructor is in compliance with policy and submits all required documentation. A renewal notice is sent to the Driving Instructor three months prior to expiry of the current Recognition. To renew a Driving Instructor's Recognition, the Driving Instructor must submit to the Department of Infrastructure:

1. Driving Instructor ELT Application form, including the hours of instruction over the prior 24-month period, confirmed and signed by the recognized Driver Training School official. The exact hours of instruction must be recorded. Estimates are not acceptable.
  - a. A new Declaration of Training form must be completed for each type of training and each school of employment.
2. A current, original Criminal Record Check, from an approved police agency dated within 90 days of application.

**Note:**

- It is important to apply for the Criminal Record Check far enough in advance of the current recognition expiry to allow for potential delays.
- Photocopies of Criminal Records Checks are not accepted for Driver Instructor Licensing Renewals. Only an original or online Criminal Records Check is acceptable.

3. The minimum hours of instruction required for driving instructors are:

Class or Type of Instruction	Classroom Hours	In-Yard Hours	In-Cab Hours	Total Hours
Class 1 ELT	40.5	15.5	57	113

Note: To ensure sufficient time for processing, renewal applications should be submitted at least three weeks prior to expiry of the current recognition. However, applications submitted more than 90 days prior to expiry of the current recognition will not be accepted without prior approval from the Department.

### **I. Late Renewal**

1. A renewal application, received within 90 days after expiry of the previous Recognition, will be processed. The term of the Recognition will remain the same.
2. A renewal application received more than 3 months but less than 12 months of the expiry of the term of the licence will be processed. However, the Recognition will be processed with a new term start and end date. Applicants will be required to successfully complete a re-qualifying test. The requirement for, and components of, a re-qualifying test are provided in Section E.
3. A renewal submitted more than 12 months after expiry will be treated as a first application.
4. A Driving Instructor must not conduct driver training with an expired Recognition. Non-compliance will result in administrative sanctions as determined by the Registrar.
5. Upon completion of processing, a renewed Recognition will be generated and sent to the Driving Instructor.
6. Driver Training Schools must provide training hours for all former and current instructors.
7. A Driving Instructor will have a maximum of one opportunity to renew their Recognition, regardless of the amount of time that has passed. This applies regardless of whether the application was received within 3 months or 12 months of expiry.

## Professional Conduct Instructors

**STANDARD:** All Driving Instructors recognized by the Department are required to conduct themselves in a professional manner that brings credit to themselves, their driver training school and to the Driver Training industry as a whole.

- A.** It must be recognized that students are inexperienced and often nervous. The Driving Instructor must strive to provide a supportive and trusting environment to enhance the learning process and the student's overall satisfaction with their Driver Training experience.
- B.** Eating or smoking by the student or Driving Instructor in a vehicle during the course of a lesson is prohibited.
- C.** The use of a cell phone or any electronic device by the Driving Instructor or the student is prohibited while the vehicle is in motion during a lesson.
- D.** A Driving Instructor shall not interrupt a lesson to conduct any personal business or errand.
- E.** A Driving Instructor shall not attempt to influence the conduct or result of a practical road test conducted by a Driver Examiner.
- F.** A Driving Instructor must be a model of excellence in his or her personal driving behavior.
- G.** A Driving Instructor must be rested and alert at all times while conducting driver training, and must avoid any factors or circumstances (such as alcohol, drugs, fatigue etc.) that could diminish his or her performance.
- H.** Non-student passengers or pets are not permitted in a Driver Training School vehicle during a lesson. Not more than three passengers should be in a vehicle during driver training, not including the Driving Instructor. Any of the following passengers may be in a motor vehicle during driver training:
  - 1. Other students (not more than two additional students);
  - 2. Another Recognized Instructor;
  - 3. A person being trained to become a Driving Instructor;
  - 4. An interpreter, if required; and
  - 5. Compliance and Licensing staff for monitoring and evaluation purposes.

Exception: A corrections officer is permitted in a Driver Training School vehicle during the lesson if the student is an inmate.

- I. A Driving Instructor shall declare to Compliance and Licensing, in writing, when it is felt that a student may have a disability or condition that could affect their ability to drive. Such a declaration may constitute reasonable grounds under s.104. of the *MVA* to issue a notice medical examination. Such declaration is not open to public inspection under s.313 of the *MVA* and is protected under the *Access to Information and Protection of Privacy Act*. The individual who is subject of the declaration may obtain a copy of the declaration under ss. 313(2). The registrar may withhold the identity of the author of the declaration if satisfied those conditions under s.20 or 21 of *ATIPPA* are met.
- J. A student's performance and progress may not be shared with others.
- K. While humor is often a good way to support a positive training environment, it should be recognized that not everyone shares the same sense of humor. A Driving Instructor must be careful to avoid comments or jokes that might be insensitive. Ill-considered attempts at humor might be construed as rudeness, prejudice, or harassment.
- L. The Driving Instructor must immediately notify Compliance and Licensing of any suspension or cancellation to the Driving Instructor's Recognition and/or any criminal convictions or charges leveled against the Driving Instructor.
- M. In order to verify identity and Driving Instructor status, a Driving Instructor shall produce their Driving Instructor's Recognition when requested by a student, a student's parent/guardian, or an Enforcement Officer.
- N. Physical contact with a student must be avoided unless in an emergency situation.
- O. Sexual Harassment
  - 1. Sexual harassment means any conduct, comment, gesture or contact that may be construed as being a sexual advancement by the Driving Instructor towards another person, or is otherwise sexual in nature. A recognized Driving Instructor shall not do anything that may be construed as sexual harassment while operating in the capacity of a Driving Instructor. The requirement includes, but is not limited to, sexual harassment towards students and Compliance and Licensing staff. Any instances of sexual harassment will result in administrative sanction, or investigation by the RCMP.
  - 2. Should a Driving Instructor experience sexual harassment during the course of driving lesson, the lesson will be terminated and the Driving Instructor should report the incident to local law enforcement.
- P. Bribery is an offence under the *Criminal Code* of Canada. It shall be the commitment of a Driving Instructor to:
  - 1. Reject any offer of money, a gift, favor, or incentive, either from or on behalf of a student;

2. Report to Compliance and Licensing, any case of bribery or fraud which you encounter in the course of your duties; and
3. Compliance and Licensing will notify the RCMP of any report or incident of professional misconduct.

# SECTION FIVE – DRIVER TRAINING PROGRAM (ELT)

## Entry Level Training Program Outline

**STANDARD:** Entry Level Training (ELT) was implemented on January 21, 2022 by the Government of Northwest Territories to improve the safety of everyone on the road by ensuring Class 1 drivers receive adequate training before they are tested for a Class 1 driver's licence. Mandatory training for commercial drivers will result in safer, more highly skilled drivers working in the trucking industries. As a result, Class 1 ELT curriculums are standardized under the ELT Program.

### A. Curriculums

1. The GNWT is responsible for maintaining Class 1 ELT curriculums. When changes are made to Class 1 ELT curriculums by the GNWT, Driver Training Schools recognized to provide the ELT Program are given the new material electronically. Driver Training School owners must update their copies of the Driving Instructor's guide immediately when they receive updates. The newest version of the electronic presentation must be implemented in a timely manner.
2. Driver Training Schools providing ELT curriculums are required to use the curriculums provided by the GNWT to deliver Driver Training.

### B. ELT Program Prerequisites

1. In order to enroll in an ELT course, participants must:
  - a. Be at least 18 years of age; and
  - b. Hold a Northwest Territories non-probationary driver's licence.

### C. Course Components for Class 1 ELT

	Classroom	In-Yard	In-Cab
Hours	40.5	15.5	57

1. Classroom – A minimum of 40.5 hours of classroom instruction is required for Class 1. The curriculum implemented must be the approved ELT curriculum, or an expanded curriculum approved by the GNWT.
2. In-Yard – A minimum of 15.5 hours of in-vehicle training is required for students enrolled in a Class 1 ELT course.
3. In-Cab- A minimum of 57 hours of in-cab training is required for students enrolled in a Class 1 ELT course.

### D. Course Completion Requirements

1. To qualify for a Notice of Driver Education Course Completion form, a student must:

- a. Complete the full classroom, in-yard, and in-cab components as outlined in Section G within twelve months of the registered course start date.
- b. Achieve a minimum score of 80% on each of the classroom module assessments. If a student scores less than 80% on the classroom assessment, it must be repeated. The second assessment must be a different version from the previous assessment.
- c. Classroom module assessments are closed-book assessments. No reference material is allowed. The Driving Instructor must be present in the classroom throughout the assessment and ensure that there is no talking among the students and no use of cell phones or other electronic devices. Driving Instructors present are responsible for ensuring there is no cheating.
- d. Students have two attempts at the classroom module assessments. Only one exam attempt is permitted per student per day. Students who fail to pass the assessment after the second attempt are required to take the module again to fulfill the course completion requirements.
- e. A passing grade for in-yard and in-cab training requires the student to achieve a minimum grade of 80%. If unsuccessful on the in-yard or in-cab assessments, the student may have one additional attempt to pass the in-yard or in-cab assessment on a later date. If the student is unsuccessful on the retest, the student must complete the in-yard or in-cab training prior to attempting any further testing.

## **E. Learning Environment**

1. Learning in the classroom environment is supported by instructional aid to facilitate large training sessions. This component of training must be conducted in a classroom approved by the Registrar. All activities must be delivered by a recognized Driving Instructor.
2. In-yard refers to activities that occur around the vehicle when the vehicle is not in motion such as a vehicle inspection. This is conducted outside the classroom. It is conducted in an approved area where the vehicle is parked. This component of training does not involve actual operation of the vehicle or any of the components. All activities must be delivered by a recognized Driving Instructor.
3. In-cab (or in-vehicle) refers to the activities that occur when the trainee is behind-the-wheel, either off-road or on-road. This includes driving in various conditions, backing, coupling and uncoupling. All activities must be delivered by a recognized Driving Instructor.
4. As per *Occupational Health and Safety Regulations*, Driving Instructors must meet high visibility clothing (e.g. reflective vests) requirements when delivering training

at the off-road facility.

## F. Course Structure

1. Driving Instructors are required to address all competencies as outlined in the curriculum. It is important to continually reinforce driving theory, skills practice and promotion of positive attitudes in all learning environments using a variety of instructional strategies and methods.
2. All topics should be presented in a logical sequence allowing for the development of knowledge and skills throughout the different stages of learning to ensure all prerequisites are met.
3. Students must complete an assessment at the end of training delivered in each learning environment.
4. Daily instruction should not exceed eight (8) hours. A combination of different training components may be incorporated within the eight (8) hours. A meal break of at least 30 minutes (but not exceeding 60 minutes) should be included in training. It should be recognized that lessons of increased duration may cause trainee fatigue and a decreased ability to learn. One 15-minute break is required if a lesson exceeds two hours. It should be provided near the mid-point of the lesson and may not be provided more than two hours into the lesson. In-cab training should not exceed six (6) hours in a day for each trainee.

## G. Course Hours

1. The total instructional hours represents a 1:1 ratio of direct instruction between the student and Driving Instructor. Time spent by one student observing another student is not calculated.
2. The following minimum required instructional hours for Class 1 ELT must be adhered to:

	Classroom (hours)	In-Yard (Around the Vehicle) (hours)	In-Cab (Behind-the Wheel) (hours)	Total Training Duration (hours)
Class 1 ELT	40.50	15.50	57.00	113.00

## H. Program Fees to Client

1. The program fee includes all course materials and use of a vehicle (for in-yard and in-cab driver training). Driver Training Schools must provide the following:
  - a. Training vehicle as detailed in Section I

- b. Participant workbook
- c. Handout materials
- d. Reference materials
- e. Slideshow presentation materials.

Note: The fees for the knowledge test, practical road test, commercial vehicle rental and any other costs associated with the practical road test are the responsibility of the student.

### **I. Trainee to Driving Instructor Ratio**

1. Classroom: a maximum of 15 students will be permitted. The time allotment is calculated at 1:1.
2. In-yard: a maximum of four students will be permitted. Example: If one hour of in-yard time is required for 1:1 instruction and provided the Driving Instructor is giving direction instruction to a student while the other three observe, it is considered 1:1 for all four. However, with four students who are working alone or together, without the Driving Instructor present, the in-yard time is not credited to the overall time.
3. In-cab: a maximum of two students will be permitted. The behind-the-wheel (BTW) time allotment is calculated by the number of students. Example: If one hour of BTW time is required, with two students in the cab, the time increases to two hours. A student may observe another student who is behind-the-wheel; however, observation time is not calculated toward completion of the mandatory training hours.

### **J. Training Vehicle Configuration**

1. Class 1 ELT training must be completed using a tractor trailer with the following configuration:
  - a. Fully equipped manual-shift tractor-trailer (minimum of 13 speed);
  - b. Tractor-trailer combination with a gross vehicle weight of at least 23,000 kg;
  - c. Full-air brake system on both tractor and trailer;
  - d. Minimum tandem axle tractor and a tandem axle trailer;
  - e. Fifth wheel coupling device;
  - f. Single trailer with a minimum length of 45 feet and a minimum distance of

35 feet measured from the kingpin to the centre of each rear axle; and

- a. The vehicle be mechanically sound and must meet all applicable requirements in s.108(1) of the *Motor Vehicle Equipment Regulations*.

**K. ELT Curriculum Outline Criteria**

1. Driver Training Schools may provide additional content within the stipulated time framework or extend the program beyond the hours for Class 1 ELT specified in Section C.
2. The Class 1 ELT curriculum outline is separated into ten modules with numerous topics and/or subtopics within each module.
4. The estimated duration for each module is indicated in brackets.

**L. ELT Curriculum Outline**

<b>Classroom Curriculum Outline (Class 1 ELT)</b>	
<p><b>Module 1: Employment in the Trucking Industry</b>  (1 hour, 25 minutes)</p>	<ul style="list-style-type: none"> <li>• Overview and History of Canadian Trucking Industry</li> <li>• Roles and Responsibilities of a Commercial Driver</li> <li>• Licensing</li> <li>• Medical Conditions</li> <li>• Traffic Laws</li> <li>• National Safety Code</li> <li>• Transporting Dangerous Goods</li> </ul>
<p><b>Module 2: Vehicle Components and Systems</b>  (3 hours, 30 minutes)</p>	<ul style="list-style-type: none"> <li>• Vehicle Components (for full list, please see Class 1 ELT curriculum)</li> </ul>
<p><b>Module 3: Basic Driving Techniques</b>  (9 hours, 45 minutes)</p>	<ul style="list-style-type: none"> <li>• Proper Start Up and Warm Up Procedures</li> <li>• Entering and Exiting the Cab</li> <li>• Starting the Engine</li> <li>• Documentation</li> <li>• Seat Adjustment</li> <li>• Mirror Adjustment</li> <li>• Leaving the Driver’s Seat</li> <li>• Vehicle Size and Clearance</li> <li>• Railroad Crossings</li> <li>• Traffic Lights</li> <li>• Shifting Gears, Accelerating and Decelerating</li> <li>• Tractor-trailer Maneuvers</li> <li>• Mountain Driving and Grades</li> </ul>
<p><b>Module 4: Professional Driving Habits</b></p>	<ul style="list-style-type: none"> <li>• Defensive Driving</li> </ul>

<p><b>(7 hours)</b></p>	<ul style="list-style-type: none"> <li>• Steps for Avoiding Hazards</li> <li>• Six Conditions Affecting Driving</li> <li>• Effects of Drugs and Alcohol</li> <li>• Fatigue</li> <li>• Road Rage</li> <li>• Distracted Driving</li> <li>• Managing Emotions and Distractions</li> <li>• Developing Good Visual Habits</li> <li>• Collision Avoidance</li> <li>• Speed Management</li> <li>• Stopping Distance</li> <li>• Fueling and Fuel Efficiency</li> <li>• Tire Chain usage</li> </ul>
<p><b>Module 5: Off Road Tasks and Maneuvers</b></p> <p><b>(3 hours, 20 minutes)</b></p>	<ul style="list-style-type: none"> <li>• Reversing/Backing</li> <li>• Coupling and Uncoupling</li> </ul>
<p><b>Module 6: Documents, Paperwork and Regulatory Requirements</b></p> <p><b>(TIME?)</b></p>	<ul style="list-style-type: none"> <li>• Documentation Requirements</li> <li>• International Registration Plan</li> <li>• International Fuel Tax Agreement</li> <li>• Daily Trip Inspection Report</li> <li>• Daily Log</li> <li>• Bill of Lading</li> <li>• Waybills</li> <li>• Dangerous Goods Shipping Documents</li> <li>• Collision Reporting</li> <li>• Vehicle Weight and Dimensions</li> <li>• Trip Planning</li> <li>• Emergency Equipment</li> </ul>
<p><b>Module 7: Vehicle Inspection Activities</b></p> <p><b>(2 hours, 30 minutes)</b></p>	<ul style="list-style-type: none"> <li>• Compliance with Vehicle Inspections</li> <li>• Commercial Vehicle Safety Regulation (AR 121/2009)</li> <li>• Vehicle Defects</li> <li>• Driver Inspection Requirement</li> <li>• Trip Inspection Schedule</li> <li>• Trip Inspections</li> <li>• Enroute Check Stop Inspections</li> <li>• Post-Trip Inspection</li> </ul>
<p><b>Module 8: Hours of Service Compliance</b></p> <p><b>(3 hours, 30 minutes)</b></p>	<ul style="list-style-type: none"> <li>• Legislation <ul style="list-style-type: none"> <li>○ Provincial Legislation</li> <li>○ Federal Legislation</li> </ul> </li> </ul>
<p><b>Module 9: Cargo Securement and Loss Prevention</b></p> <p><b>(4 hours, 30 minutes)</b></p>	<ul style="list-style-type: none"> <li>• North American Cargo Securement Standard</li> <li>• Securement System</li> <li>• Cargo Placement and Restraint</li> </ul>
<p><b>Module 10: Handling Emergencies</b></p>	<ul style="list-style-type: none"> <li>• Breakdowns</li> </ul>

<b>(1 hour, 30 minutes)</b>	<ul style="list-style-type: none"><li>• Animals</li><li>• Collisions</li><li>• Emergency Equipment<ul style="list-style-type: none"><li>○ Fire and Fire Extinguishers</li></ul></li><li>• Potentially Hazardous Traffic Situations</li></ul>
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## Entry Level Training (ELT) Program Forms

**STANDARD:** Entry Level Training (ELT) forms must be completed and maintained in an orderly and secure manner to support and document each student's training program and to facilitate program audits.

### A. Course Participant List

1. A copy of the participant list (Appendix D1.1) must be completed by filling out the name of the Driver Training School, Driving Instructor's Recognition number, participant names, participant driver's licence number, course start and end dates and Instructor signature.
2. All students enrolled in the course must initial the participant course immediately prior to the beginning of the course.
3. The Driving Instructor must complete the date the student passed the knowledge test and practical sessions (if applicable) for each of the course modules.
4. The Driving Instructor must complete the ELT Assessment Forms: Overview of Assessment, Classroom Evaluation, In-Yard Evaluation, and In-Cab Evaluation (Appendix D1.2).
  - a. When the ELT program is provided by more than one Driver Training School, the Driver Training School from which the student first received training must provide the student and the school to which the student transfers to with the student's ELT Assessment Forms: Overview of Assessment, Classroom Evaluation Form, In-Yard Evaluation Form, and In-Cab Evaluation Form completed in its entirety for whichever components of the ELT program the student has participated in. The Driver Training School must retain a copy in their files for audit purposes.

### B. Classroom Evaluation Form

1. A copy of the Classroom Evaluation Form must be completed for every student.
2. This evaluation must be conducted 15:1 (Student to Instructor) ratio. Each student must be evaluated individually.
3. The Driving Instructor must use this form to record progress and dedicated hours.

### C. In-Yard Evaluation Forms

1. A copy of the In-Yard Evaluation Forms must be completed for every student.
2. This evaluation must be conducted 4:1 (Student to Instructor) ratio. Each student must be evaluated individually.
3. The Driving Instructor must use this form to record progress and dedicated hours.

#### **D. In-Cab Evaluation Forms**

1. A copy of the In-Cab Evaluation Forms must be completed for every student.
2. This evaluation must be conducted 2:1 ratio for Class 1 and Experience and Equivalency Class 1 ELT. Each student must be evaluated individually.
3. The Driving Instructor must use this form to record progress and dedicated hours.

#### **E. Notice of Driver Education Course Completion Form (Appendix A1.9)**

1. Upon successful completion of the Class 1 ELT curriculum, the student must be issued a Notice of Driver Education Course Completion form.
2. Each Notice of Driver Education Course Completion form must be fully completed before it is issued to a student. The Notice of Driver Education Course Completion Certificate must be completed using permanent ink. When issuing a form to a student, the Driver Training School must:
  - a. Enter the name of the Driver Training School and the Driver Training School Recognition number;
  - b. Indicate the type of training delivered e.g. "Class 1 Entry-Level Training (ELT)";
  - c. Verify the student's hours of training (classroom and in-vehicle);
  - d. Enter the date of issue;
  - e. Enter the date when the final lesson was completed;
  - f. Enter the student's name, exactly as it appears on the government-issued identification
  - g. Enter the student's driver's licence number;
  - h. Enter the student's date of birth in the year/month/day format;
  - i. Enter the name(s) and Driving Instructor number(s) of the instructor(s) who provided training to the student.
  - j. Ensure that the form is signed by an authorized representative of the Driver Training School. The Driver Training School management will be held accountable for any discrepancies; and
  - k. Enter the student's name and completion date on the control sheet.

3. The Driver Training School must send a clear and legible copy of the Notice of Driver Education Course Completion form to nwt\_elt@gov.nt.ca in order for the student to be eligible to write the Class 1 ELT:
  - a. The email subject line must contain: Course Completion Form (CCF), CCF number and name of Driver Training School. Emails without required information will not be processed.
  - b. The email must contain the Class 1 ELT course start date.
4. A Notice of Driver Education Course Completion Form (CCF) will not be accepted by Compliance and Licensing unless it has been fully completed.
  - a. The Driver Training School will be notified by email once the CCF is processed.
5. The Driver Training School must inform students that they may not write the ELT knowledge test before Compliance and Licensing has notified the Driver Training School that the CCF has been processed.

#### **F. Control List (Appendix A1.12)**

1. The Control List tracks the issuance of Notice of Driver Education Course Completion Form (CCF).
2. Each time a Notice of Driver Education CCF is issued to a student, it must be recorded on the Control List. The student's name and date of issue must be recorded.

A Control List is issued along with every order of Notice of Driver Education CCF by Compliance and Licensing. The 15 numbers on the form correspond to the last two digits of the Notice of Driver Education CCF. For example, if the student is issued form number 1234567, the Driver Training School's representative must select the Control List issued with that batch of forms and enter the student's information in the line number 67.

#### **G. Duplicate Notice of Driver Education Course Completion Forms**

1. A duplicate Notice of Driver Education CCF may be issued to a student who has lost the original.
2. A notation must be included on file with the Driver Training School copy of the duplicate, linking it to the original form and student record.
3. To replace a lost Notice of Driver Education CCF, the student must notify the Driver Training School and request for the duplicate. The Driving School must contact Compliance and Licensing for instructions regarding the issuance of the duplicate.

#### **H. Filing**

1. The Driver Training School's copy of the Notice of Driver Education CCF may be attached to the student record or to the Control Sheet, at the Driver Training School's discretion.
2. All Control Sheets issued to the Driver Training School, along with Driver Education Course CCF, must be maintained and up-to-date.

#### **I. Ordering Forms**

1. Compliance and Licensing will supply both the Notice of Driver Education CCF and the Control Lists. The Notice of Driver Education CCF is numbered and is issued in limited quantities to balance program delivery needs with security needs in order to manage form inventory.
2. Other related forms are provided to Driver Training Schools in an electronic format and may be copied as required.

# SECTION SIX – OPERATIONAL REQUIREMENTS

## Course Completion Form

**STANDARD:** The Notice of Driver Education Course Completion form is a controlled inventory item, which is supplied to Driver Training Schools recognized to provide Class 1 ELT.

### **A. Receiving Inventory**

1. Notice of Driver Education Course Completion forms are numbered and issued sequentially. Each group of Course Completion forms that are provided by the Department of Infrastructure comes with a corresponding Control List form (Appendix A1.12) on which to link the student with each form issued. Driver Training Schools are provided with a supply of Notice of Driver Education Course Completion forms upon being recognized. Additional forms may be ordered when required by contacting Compliance and Licensing.

### **B. Record Management**

1. Driver Training Schools are responsible for ensuring that unused forms are stored securely. Missing forms must be reported immediately to the Department of Infrastructure.
2. If stolen, the Driver Training School must forward a police report to the Manager, Transport Compliance.
3. All issued Notice of Driver Education Course Completion forms (Appendix A1.9) must be accounted for.

### **C. Student Qualification**

1. In order to qualify for a Notice of Driver Education Course Completion form, a student must have successfully completed the entire program, including classroom, in-cab, and/or in-yard.

### **D. Issuance**

1. Each Notice of Driver Education Course Completion form must be fully completed before it is issued to a student. The Notice of Driver Education Course Completion form must be completed using permanent ink. When issuing a form to a student, the Driver Training School must:
  - a. Enter the name of the Driver Training School and the Driver Training School Recognition number.
  - b. Identify the type of training delivered, e.g. "Class 1 ELT";
  - c. Enter the date of issue;
  - d. Enter ELT course start date for ELT courses;

- e. Enter the date when the final lesson was completed;
  - f. Enter the student's driver's licence number;
  - g. Enter the student's date of birth;
  - h. Ensure that the form is signed by an authorized representative of the Driver Training School. The Driver Training School management will be held accountable for any discrepancies; and
  - i. Enter the student's name and completion date on the control sheet.
2. The student should be advised to present the Notice of Driver Education Course Completion form at a Driver and Vehicle Services office where the applicable Condition Code will be placed on the driver's record.
  3. A Notice of Driver Education Course Completion form will not be accepted by a Driver and Vehicle Services office unless it has been fully completed.

**E. Duplicate Notice of Driver Education Course Completion forms**

1. A duplicate Notice of Driver Education Course Completion forms may be issued to a student who has lost the original.
2. A notation must be included on file with the Driver Training School copy of the duplicate, linking it to the original form and student record.
3. To replace a lost Notice of Driver Education Course Completion form, the student must notify the Driver Training School and request for the duplicate. The Driving School must contact Compliance and Licensing for instructions regarding the issuance of the duplicate.

**F. Filing**

1. The Driver Training School's copy of the Notice of Driver Education Course Completion form may be attached to the student record or to the Control Sheet, at the Driver Training School's discretion.
2. All Control Sheets issued to the Driver Training School, along with Driver Education Course Completion forms, must be maintained and up-to-date.

## Inspection and Review Procedures

**STANDARD:** A Driver Training School shall be inspected as required to ensure compliance with GNWT policies and the ELT Policy & Procedures Manual.

**A. Frequency** - A Driver Training School will be audited within the first three (3) months of operation, and then nine (9) months later. Subsequent audits will be scheduled at least once within any twenty-four (24) month period and at any time earlier when deemed necessary.

**B. Components** – A Highway Transport Officer will verify the following components for a review:

1. The current year Driver Training School Recognition is clearly displayed (if the Driver Training School has a classroom or office in which to display it) at every location from which the Driver Training School operates;
2. All Notice of Driver Education Course Completion Forms (used and unused), (Appendix A1.9) and associated Control Lists are accounted for;
3. The record of Driving Instructors employed is current, and Driving Instructors listed are currently recognized;
4. Driving Instructor(s) hours of work are recorded on (Appendix B1.5) and comply with standards;
5. The surety bond is valid;
6. The trade name registration or Incorporation Certificate is valid;
7. The Business Licence or Zoning Permit or Exemption Letter is valid;
8. Driver Training School records such as student contract including fee schedule, student driver training records are up-to-date, within the retention period and kept in a secure manner;
9. The master copy of test papers are approved, if applicable;
10. The approved curriculum is being used to deliver the driver training course, if applicable;
11. Driver Training Schools must be able to produce the current ELT training schedule upon request by a Highway Transport Officer;
12. The current version of ELT Policies & Procedures Manual is being adopted;
13. The required vehicle insurance endorsement is valid and, non-owned vehicle liability insurance is in effect when required;
14. The Record of Driver Training School vehicles is complete and up-to-date;

15. The Driving Instructor monitoring reports are on file and up-to-date;
16. The approved Air Brake board/inspection decal is available, if applicable;
17. Vehicle mechanical inspections have been performed as required;
18. The Driver Training School complies with all requirements of the Department; and
19. Auditing will be conducted at the Driver Training School office. For a Driver Training School with a home office, the inspection will be conducted at the Compliance and Licensing office or in public facility/meeting room arranged by the Driver Training School but must be mutually agreed upon by the Driver Training School and Compliance and Licensing.

## Program Compliance

**STANDARD:** Transport Compliance staff is responsible for ensuring that recognized Driver Training Schools and Driving Instructors comply with policy requirements.

- A.** An indication of non-compliance may arise from an inspection, or from information or a complaint received from the public or another Recognition holder.
- B.** Indications of non-compliance will be investigated by Transport Compliance Officers, and may include:
  - 1. A special inspection;
  - 2. Monitoring a Driving Instructor;
  - 3. Inspecting a driver training vehicle;
  - 4. Interviewing the Recognition holder;
  - 5. Interviewing students; and
  - 6. Any other action deemed appropriate by the Registrar or delegate.
- C.** Vehicle inspections may involve assistance from the Transport Compliance Officers or the Department of Infrastructure.
- D.** Potentially serious cases may be referred to the Registrar and potentially to a law enforcement agency depending on the nature of the offence.
- E.** If non-compliance is confirmed, a recommendation for disciplinary action will be forwarded to the Registrar or their delegate.

## Administrative Sanctions

**STANDARD:** The Registrar will take action to ensure that standards are maintained. Progressive administrative sanctions in the form of increasing significant suspension may be applied for non-compliance.

- A.** Under the delegated authority of the Registrar, administrative action can be undertaken by the Manager, Transport Compliance. Administrative sanctions may include, but are not limited to:
1. Issuance of a directive to a licence holder to use or stop a practice in order to be consistent with good driver training principles;
  2. Add to or vary the terms or conditions of Recognition;
  3. Requiring the recognized driver training school official or instructor to complete further training;
  4. Suspension of Recognition for a set time period;
  5. Cancellation of Recognition;
  6. When appropriate, progressive sanctions will be initiated at any level determined by the Registrar. Administrative sanction levels and general guidelines for determining an appropriate level are described below:
    - a. Level 1 - A directive and/or warning.
    - b. Level 2 - For an incident of non-compliance following a directive, a further directive and/or a suspension of recognition for up to 30 days.
    - c. Level 3 - If an incident is of a serious nature or there is a pattern of non-compliance, a further directive, immediate suspension of recognition for up to six (6) months or cancellation of recognition.
    - d. Level 4 - If a subsequent incident or serious pattern of non-compliance is identified, the HTO, Manager of Compliance and Licensing or delegate may recommend further sanctions up to and including immediate cancellation of recognition.
  7. Upon imposing a sanction, the Registrar will immediately issue a notice of administrative sanction stating the cause for sanction, the effective dates of the sanction, if applicable, the corrective action required and that the person subject to sanction may request a reconsideration by the Registrar or appeal the Registrar's decision directly to the Minister.
  8. Sanctions imposed on the recognized Driver Training School are subject to posting on a public website maintained by the Department of Infrastructure. The duration of

the posting will depend on the nature of the sanction and the corrective action taken by the Driver Training School.

9. In the event of being sanctioned, the recognized Driver Training School or Instructor has the right to appeal directly to the Minister of Infrastructure. Within 20 days of receiving written notice of administrative sanction, the recognized Driver Training School or Instructor may file a Request for Reconsideration with the Registrar or a Request for Appeal to the Minister.
10. A Request for Reconsideration by the Registrar must be submitted no later than 20 days after the person named on the Notice of Administrative Sanction received the notice. The request should be sent to the Registrar by email to: NWT\_ELT@gov.nt.ca. The Notice of Administrative Sanction includes the Registrar's decision, reasons for the decision, and any relevant terms and conditions.
11. Grounds for a reconsideration include:
  - a. Requester clearly demonstrates an error was made by the Department on the initial decision; and/or
  - b. Requester clearly demonstrates new information that was not considered by the Department when the initial decision was made.
  - c. The Requester must submit a detailed narrative of the issue to explain their grounds for a review as part of the supporting documentation for the request. The Registrar will review the case on its merit only. Other arguments that will not be successful include:
    - i. The Requester's opinion of the validity of the decision.
    - ii. The Requester's remorse over the prohibitions or sanctions.
    - iii. General arguments about the inconvenience, hardships, constraints and cost.
    - iv. Concerns associated with any embarrassment or stigma associated with the terms and conditions.
12. The Registrar may make one of the following decisions:
  - a. Confirm the original decision
  - b. Cancel the original decision
  - c. Vary the original decision
13. The Registrar's decision may be appealed to the Minister within 20 days of receiving the Registrar's Notice of Decision. Upon receiving the Request for Appeal, the

Minister, or the person the Minister designates, hears the requester within 20 days and issues a written decision with reasons for decision within 10 days of the hearing date. The Minister's decision is final. The full length of this cycle will not exceed 50 days.