

Washington State Guidelines

Instructor Examiners' Guidelines and Requirements



WASHINGTON STATE DEPARTMENT OF
LICENSING
dol.wa.gov

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Section One– Introduction

This section includes the following topics:

- 1.1 Introduction of the Driver Examination Program**
- 1.2 Scope, Errors, and Omission**
- 1.3 General School License Information**
- 1.4 DOL Contact Information**

1.1 Introduction of the Driver Examination Program

In 2011, the Washington Legislature passed ESHB 1635. The bill authorized the Washington State Department of Licensing (DOL) to allow commercially licensed Driver Training Schools (DTS) to administer driver licensing examinations across the State. As a part of ESHB 1635, public school district programs that provide Traffic Safety Education (TSE) may also administer driver's licensing examinations, if certified by the Office of Superintendent Public Instruction (OSPI).

The goals of the driver license examination program are to ensure that drivers:

- Are able to take the driver license knowledge and skills exam in a reasonable amount of time and within reasonable driving distance from their home
- Receive a driver license knowledge and/or skills exam from a qualified examiner
- Are administered a valid and reliable driver license knowledge and/or skills exam in accordance with standards and procedures established by DOL
- Demonstrate the required knowledge and driving skills to safely operate a passenger vehicle on public roads in the interest of public safety for all users
- Contributes to Target Zero goals

The authority to administer knowledge and skills exams is granted to DOL to be administered through the DTS and public school districts that enter into a written agreement with DOL. In addition, the DTS and public school instructors must be approved by DOL to conduct exams.

Conscientious examiners are essential to the success of this program. It is critical that you administer the exams and conduct yourself in accordance with all departmental guidelines and requirements.

This guide is designed to assist you in administering the driver license knowledge and skills exams and report the exam results to DOL. These procedures are proprietary and any other use outside the administering of the DOL test requires specific written permission.

Utilizing available reference materials such as this Examination Manual, the Certified Examiner Training Power Point, and the online examination tutorials will ensure standardization of Washington State's driver licensing examination process. This examiner manual is to be reviewed at least once a year, along with intermediary Listserv messages, by those conducting examinations or responsible for meeting record keeping requirements. The school is to document this in their records. *Reminder: It is imperative that you keep your email address up-to-date and check Listserv messages (i.e. DTS-Contracts) regularly because, if an*

announcement is sent out with a deadline and you do not meet that deadline, it can affect your ability to administer examinations. You can sign up for Listserv messages at www.dol.wa.gov/business/drivertraining/dtlist.html.

1.2 Scope, Errors, and Omissions

The Statement of Work (SOW) is part of the agreement that all private and public schools must enter into to be authorized to administer examinations. The SOW outlines general requirements of the school, examiners and staff members. It addresses clerical requirements, audits, and the administrative action clauses. It allows either party to suspend the contract at any time. Everyone associated with the school should read both the SOW and examiner manual. School owners or agreement managers should have a copy available.

As stated in your contract, this manual is an extension of your DOL contract and describes the procedures to be followed, with the expectation that all examiners, staff, and schools are to stay within the scope of the procedures contained in the manual. Any deviation from these procedures must be approved in writing by DOL prior to that change.

This document will be used to audit both the school and examiner. School and instructor licenses pertain to teaching driver education. Any documents issued that lists or implies anyone is an examiner, examiner support staff, or testing school is not to be perceived as a right of ownership or endorsement to test. These do not preclude the agency from immediately removing an examiner or school from participating in the DOL testing process based on credible evidence of misconduct or failure to follow established procedure, pending or subsequent to a review.

Evidence of a lack of due diligence in securing sensitive information or the integrity of the test, failure to follow procedures or directives, or otherwise not implementing or exceeding the contents of this manual without written prior approval may result in the agency immediately suspending their ability to test pending review. All licensees are subject to the Uniform Regulation of Business and Professions Act.

In cases that this manual contains differences due to conflicts, omissions, format of approvals, or interpretations other than the agency's findings regarding compliance, the latest edition of this manual will be considered the definitive contractual guide to be used, and is what the school is expected to be following in terms of policies and procedures.

1.3 General School License Information

Private driving schools administering exams must meet all the requirements of a licensed driving school as defined in RCW46.82, WAC 308.108 and WAC 308.110. Driving schools must also adhere to the requirements set forth in their signed Agreement for Services contract, as well as the rules and procedures in the Examination Manual. OSPI schools are responsible for agreement and examination portions of WAC 308-110, the Agreement for Services contract, and the Examination manual.

Schools providing exams must:

- Be a licensed driving school and have obtained a statewide vendor number.
- Submit to the DTS program the following types of insurance showing active insurance coverage for a test location throughout the agreement period (per RCW 46.82.310 (7) and WAC 308-110-060):

- Commercial General Liability Insurance (listing licensed addresses)
- Automobile Liability Insurance for school owned instructional and test-only cars
- Submit Exam routes: A minimum of two exam routes must be approved for skills examinations if your school(s) is planning to administer the skills exam.
- Provide a publicity attestation form for any advertising and publicity you use (e.g. online, storefront, cars, etc.) in which DOL's name can be reasonably implied or is specifically mentioned, and if it changes after that, to seek written prior permission. Written approval must be maintained at the school for auditors to review. In most cases, adding the word "approved" or "authorized" creates an advertisement that will qualify for approval.
 - Examples of advertising that would be approved:
 - ❖ Approved (or authorized) DOL License Testing
 - ❖ DOL Approved (or authorized) License Testing
 - ❖ Drive License Testing
 - ❖ Driver License Testing Center
 - ❖ Approved (or authorized) Washington Driver License Testing
 - Examples of advertising that could be denied include:
 - ❖ Official DOL Driver License Testing'
 - ❖ DOL Testing Center
 - ❖ Certified DOL Testing
- If testing services become suspended, you must not display **any** advertisement referring to testing, and ensure customers signing up for courses clearly understand that you are not offering testing as part of those services.
 - A licensed location administering exams shall demonstrate they are actively providing Traffic Safety Education. Traffic Safety Education shall be the primary business objective of the DTS.
 - A school location will not be issued a contract for testing unless they are a licensed driving school.
- Contracted schools must follow Title VI requirements of the 1964 Civil Rights Act, providing non-discriminatory service delivery and facility access.

1.4 DOL Contact Information

Please use the following email and telephone numbers to contact DOL. Email or call us when you need assistance or guidance in conducting knowledge and/or skills exams.

Driver Training School Program

Telephone: (360) 902-3703

Email: tse@dol.wa.gov

Email for check-rides or for submitting route maps: DOLDTSEaminers@dol.wa.gov

Section Two– Examination Standards

This section includes the following topics:

- 2.1 Exam Basics**
- 2.2 Exam Validity**
- 2.3 Exam Reliability**
- 2.4 Standardization of the Exam**
- 2.1 Exam Basics**

The purpose of giving a knowledge exam is to ensure that the driver license applicant possesses the knowledge required to operate a motor vehicle safely.

The purpose of a skills exam is to assess the applicant’s ability to operate an automobile and to determine if they can drive in a manner consistent with required safety standards.

The skills exam measures the applicant’s ability to operate a motor vehicle for licensure. A skills exam can also call to the applicant’s attention where they lack skill or where a habit is unsafe but does not necessarily disqualify them from obtaining a license.

The skills exam is an in-vehicle evaluation of an applicant’s driving competency. The skills exam determines whether the applicant:

- Has the ability to operate a motor vehicle safely,
- Has formed proper habits essential to safe driving, and
- Can translate the knowledge of traffic laws demonstrated in the knowledge exam into a practical exercise

2.2 Exam Validity

There are two types of validity that apply to driver licensing exams: *content validity* and *concurrent validity*.

A licensing exam for drivers has content validity if exam items or exam procedures are clearly related to knowledge or skills necessary for safe operation of the vehicle.

Concurrent validity involves an exam where experienced drivers regularly score higher on the exam than novice drivers do. Both content validity and concurrent validity have been shown for the exams in this guide.

2.3 Exam Reliability

Reliability is a guide of an exam’s accuracy, separate from the exam’s validity. If a written knowledge exam were reliable, a person taking the exam twice would be expected to get very nearly the same score both times. Similarly, a driving exam is reliable if the driver makes nearly the same score upon taking the exam twice. In this model of proving reliability, the exams would be given without the opportunity for additional study or coaching. A driving exam is also considered reliable if different examiners administer the same exam to a driver and both scores

are nearly the same. Skills exams must be both reliable and valid if they are to be a useful measure.

2.4 Standardization of the Exam

The Washington knowledge and skills exams have been designed to be valid and reliable when administered in accordance with the standards provided. It is comparable to the *Model Road Exam* provided by the American Association of Motor Vehicle Administrators (AAMVA).

You, as an examiner, are critical to ensuring exam reliability and validity. The recommended procedures for exam administration are designed so the exams can be uniformly administered and scored by different examiners. Following the prescribed procedures supports both exam reliability and exam validity. Reliability is not difficult to achieve with most written exams. The procedures are straightforward, and directions for administering them are quite specific. However, to achieve reliability in a driving exam, all examiners must closely agree on the performance of an applicant to ensure similar delivery and scoring.

Reliability is reduced when some conditions, particularly those encountered during the driving exam, cannot be fully controlled. Exams can vary based on such things as traffic, weather conditions, examiner fatigue, etc. Since you cannot control variations in traffic or weather, you can increase reliability by following the standardized exam administration and scoring procedures. You can also increase reliability by conscientiously evaluating the performance of every driver you examine.

If you do your job poorly:

- An applicant who really does possess the required knowledge and skill may be unfairly denied a license
- An applicant who does not have the required knowledge and skill for safe driving may obtain a license

Although denying a qualified applicant does not endanger the public, it is unfair to the applicant. However, issuing a license to an unqualified driver is a public safety concern.

The knowledge and skills exam detailed in this guide have been developed to the highest professional standards. Only when the exam is administered correctly by highly competent and conscientious examiners can it function properly.

Section Three- Administration of Examinations

This section includes the following topics:

- 3.1 Introduction**
- 3.2 Eligibility for Examinations**
- 3.3 Requirements for Administering Exams**
- 3.4 General Administrative Procedures**
- 3.5 Recordkeeping Requirements**
- 3.6 Professional and Ethical Conduct**

3.1 Introduction

This section provides the required practices to establish the applicant's basic eligibility for examination and assist you in establishing operational procedures. The guidance below is not intended to be inclusive of all situations you may encounter. However, specific questions may be referred to the DTS program.

3.2 Eligibility for Examinations

Applicants must meet the eligibility criteria for the type of examination that they are taking. Some criteria apply to both knowledge and skills examinations and some only apply to one or the other.

The following criteria only pertain to eligibility for examinations. It is not your responsibility to verify whether an applicant is eligible for an instruction permit or driver's license. Your responsibility is to ensure that the applicant meets the appropriate examination requirements outlined in this section. The examiner signature is an indication that they and/or the school has verified applicant eligibility and that the examiner has fulfilled all their duties.

If an applicant has questions or is unsure about their eligibility for an instruction permit or driver license, please advise them to contact DOL by:

- Visiting www.dol.wa.gov
- Calling customer service at 360-902-3900
- Visiting the nearest Licensing Services Office (LSO)

All Exams

To be eligible for an examination, all applicants must meet these qualifications, regardless of the type of examination they are taking:

- Check for a valid DOL number in License Express for Business website
 - If the applicant does not have a DOL number, one can be obtained by completing an online pre-application at www.dol.wa.gov. For each visit by an applicant to your school, the License Express for Business website is to be checked prior to administering a test. This ensures the applicant status has not changed and you provide the correct test

version. You are not to register for a number on behalf of an applicant. This number is not evidence of their identity

- Applicants who have a record indicating it is on hold must be referred to the LSO for examination. If needed, you can contact the DTS program at 360-902-3703 for further clarification. In such cases, or once a license has been issued, you will be unable to add additional knowledge or skills tests. Applicant records may also be flagged when a school refers an applicant to the LSO for medical reasons or for cheating. Be sure to advise such applicants where the nearest LSO is located
- Verify an applicant's identity:
 - Identify all applicants, even if they are your own students, immediately preceding the administration of any exam, including subsequent exams, by inspecting their identification or other documentation that associates the person taking an examination to a name, date of birth, identifying photo and/or signature. If the birthdate was verified previously by other staff then the examiner only needs to ensure the name and photo and/or signature matches, doing so immediately prior to the start of the test. A photo document is sought out first. If a photo document is not available, a matching signature from any of the recommended documents referenced below may be used. When the signature is captured on the score sheet, this signature should match and be compared to the signature documents used for identification. If a drive test appointment slip signature was previously verified that document could be used to compare the signature on the drive test form. These steps ensure that the person being examined is the actual person scheduled for the test. If there is doubt, you may ask for additional documents. The birth date is verified to ensure they are old enough to take the test(s). The LSO will complete the final identification of the applicant. For a list of documents accepted by the LSO that could be used for identification visit www.dol.wa.gov/driverslicense/idproof.html. Documents from this website may be used if they meet the name, date of birth, and photo or signature criteria.
 - Examples of acceptable documents that typically have a combination of photo and/or signature along with a date of birth that is from a legitimate source (e.g. U.S. federal or state government, or foreign federal level documents) is listed below. Only original or certified copies of authentic documents from trustworthy sources are accepted for evidence of identification. Scanned copies or photographed copies are not accepted. Certified copies accepted only pertain to birth certificates, marriage certificates, and divorce decrees certified as original by the court or state with seals.
 - Stand-alone documents are sought out first, as they are the best source of identification. The licensing offices defines recently expired as US or US territory documents that have not been expired for more than one year however if expired less than six years and you are still able to identify the applicant this will be accepted for test purposes as a stand-alone document. Stand-alone documents include:
 - ❖ A valid or recently expired Washington (WA) State driver license, WA ID card, or WA instruction permit with photo
 - ❖ A valid or recently expired U.S. Out of state driver license, ID card, or instruction permit (list the state)
 - ❖ A valid or recently expired U.S armed services ID card with photo
 - ❖ A valid or recently expired U.S or foreign passport (list the country) (Passports issued as a minor may be insufficient to identify an applicant)
 - ❖ Other federal or state documents issued by the U.S. government that have either a signature or photo, including original tribal ID with photo, residency card, U.S. agency cards, and U.S. county or U.S. state police identification. Documents in this category may be recently expired

- When stand-alone documents are not available, the below list of next best alternative documents may be used for identification. Be sure to compare the signature on the document provided to the signature on the test form, ensuring you are also able to verify the date of birth. It is best practice to ask for an additional document(s) from any of the documents listed in Section 3-2 when accepting documents from the below list. The first two documents listed below already include this secondary document in the description (e.g. birth certificate or WA Non-photo permit card). See paragraph later in this section for options available to minors accompanied by their custodial guardian. Alternate documentation includes:
 - ❖ A recent enough to identify and recognizable as an authentic U.S. high school (i.e. ASB card) or college ID card with photo in conjunction with a date of birth document such as a birth certificate (you may use a WA Non-photo permit card as date of birth evidence in place of the birth certificate)
 - ❖ U.S. school yearbook photo (recent enough to identify the individual), verifying the date of birth with an additional document (e.g. birth certificate or WA Non-photo permit card)
 - ❖ El Salvador Identification card (Documento Unico de Identidad)
 - ❖ Guatemala Consulate ID card (Identificación Consular)
 - ❖ Guatemala Identification card (Documento Personal de Identificación)
 - ❖ Honduras Consulate ID card (Matricula Consular – Consular ID)
 - ❖ Honduras Identification card (Tarjeta de Identidad)
 - ❖ Mexico Consular ID card (Matricula Consular)
 - ❖ Mexico Federal Electoral card (Credencial Para Votar)
 - ❖ Peru National Identification card (Documento Nacional de Identidad)
 - ❖ Tribal enrollment ID card that is federally recognized Indian tribe that has both a signature and photo
 - ❖ Japan driver’s license
 - ❖ Other foreign driver’s licenses if they are recognized as authentic (i.e. Google images can assist in verifying security features)
- The below documents may be used when better documents (e.g. stand-alone or alternative documents) are not available. They may individually provide only a portion of the required features or security, and need to be considered in combination with other documents (e.g. an alternative document, or multiple documents from this list) to establish the name, date of birth, and photo or signature, and include:
 - ❖ Clearance letter or driving record from another state's DMV
 - ❖ Divorce decree, certified by the issuing government authority
 - ❖ Government employee ID card (state or federal), with signature and photo
 - ❖ Marriage license/certificate, certified by the issuing government authority
 - ❖ Medicare card (not a DSHS medical card)
 - ❖ Police employee ID card issued by Washington city or county
 - ❖ Professional license (e.g. nurse, physician, engineer, etc.)
 - ❖ School record from Mexico with seal and picture of individual at age of issue
 - ❖ School transcript, or Forms I-20 or DS-2019 for foreign exchange students
 - ❖ Selective Service card
 - ❖ Authentic Social Security card (modern cards will have security elements present including multi-colored dots, raised print features, and bank paper)
 - ❖ Transportation Worker Identification Credential (TWIC)
 - ❖ Veteran Administration Identification, with photo
- Do not accept fraudulent, tampered, or altered documents, documents missing security features, or unaccepted documents. There is no requirement to report

- suspicious documentation. **Documents not accepted include:** Personal mail, subscriptions, out of country police documents, out of country municipal/city or out of country college documents, international driver licenses, money orders, soccer club card, Costco/Sam's club cards, entertainment pass cards, food stamp identity, YMCA card, check cash card, baptismal records, receipts, altered documents, temporary ATM/bank cards, plane tickets, photo copies of documents, or Puerto Rican birth certificates issued prior to July 1, 2010
- A punched or expired instruction permit, although not valid to drive or take a skills test without a temporary authorization to drive form, may still be used to identify the applicant as long as the photo is not too old to be used for identification (i.e. able to recognize the individual).
 - RCW 46.20.035 grants a parent or guardian authority to identify their minor child. An applicant who is under 18 may be identified by their parent or guardian by meeting the following requirements; and indicate this is what occurred in the applicant record
 - The parent or guardian must accompany the minor and they must establish their own identity with a Stand Alone document.
 - Provide a document establishing the minor's name and date of birth (i.e. birth certificate).
 - A parent or guardian must provide *an acceptable* document (i.e. birth certificate) as evidence of the parent or guardian relationship. Evidence of relationship must clearly indicate the father, mother, or guardian and child relationship. If the last name of the parent is different from the minor's and the parent's first name and middle initial or name is the same as that on the document they present then the parent is not required to provide proof of the name change. You may consider other connecting documents when a common name or common address is not available
 - The statute does not grant stepparents the authority to identify stepchildren without proof of guardianship.
 - Documents that can be used to verify the applicant date of birth will help ensure the applicant is old enough as well as assist in corroborating the identity document that was presented (see above). The types of documents used for this purpose consist of:
 - Any of the documents used to identify applicants that are listed above which also list the applicant's date of birth, including recently expired US government issued documents having the date of birth, or
 - An original or certified birth certificate (used to determine birth date or relationship), or
 - Parent affidavit for minors, old driver license or passport, Veteran Administration identification, ward of court, or King County Sheriff entertainment card, or
 - One of these documents: Consular report of birth abroad, court-issued adoption papers, military DD-214, order of dependency, concealed weapons permit issued by a Washington county, certified Washington birth registration card, driving record, Medicare card, mortgage document, US issued border crossing cards, professional license, property deed or tax bill, selective service card, school transcripts, and vehicle title
 - Schools should have policies around obtaining permission to test applicants who are under the age of 18. Acceptable evidence of permission consists of:
 - Present a copy of the executed DOL parental permission affidavit. This form is signed by a minor's custodial parent or legal guardian in the presence of a Notary Public or LSO, and is issued by the LSO
 - The custodial parent or legal guardian shows both their identification and documentation indicating a common name or a common address to the under-age applicant

- For an individual other than the parent, guardian, or employer (when there is no parent or guardian) to grant permission for a minor, the individual can present a general Power of Attorney (POA) or a specific POA stating they have authority from the minor's parent or legal guardian. The POA would be signed by a witness, notarized, or signed under penalty of perjury
- Foster parents do not have the same legal standing as a parent or guardian and do not have the authority to grant permission for a minor child in their care
- For emancipated applicants, the applicant presents the emancipation court order along with their own identification showing they are the same person
- Prior to testing, an applicant must acknowledge your school's approved examination policies (See Paragraph 3.4, Examination Policy Requirements).
- Prior to administering any DOL test, the school is required to verify the test version last administered in the License Express for Business website. Do not assume because the applicant has a permit that they have taken a knowledge exam previously or completed a course of instruction. The License Express for Business portal must be checked each day an applicant tests. If a valid passing score already exists, do not administer another exam. Do not destroy incorrectly administered exams. If two conflicting scores exist that affect the applicant's qualifications, contact the program for a determination.
- DOL skills or knowledge exams are only to be used for the purpose of obtaining a qualifying score. A test is not to be administered when not required (i.e. a qualifying score already exists or the applicant does not need a test) nor used as practice or be part of a TSE course. DOL Knowledge test questions are not to be used as part of other exams without specific written authorization.
 - Applicants who are age 18 and have a valid license from another U.S. state, U.S. territory, U.S. possession, or from locations with a reciprocity agreement (e.g. British Columbia, Germany, Japan, Taiwan, or Republic of Korea) do not need a test (See www.dol.wa.gov/driverslicense/moving.html).
 - Test eligibility is to be consistent with DOL permit and licensure steps (See www.wa.gov/driverslicense/teens.html, www.dol.wa.gov/driverslicense/18over.html, and www.dol.wa.gov/driverslicense/getpermit.html)

Knowledge Exams

Knowledge exams are only provided either to obtain an instruction permit or for the purpose of licensure. An issued TSE waiver is used in lieu of this exam when enrolled in a TSE course.

- To be eligible to take a knowledge examination for the purpose of obtaining an instruction permit, an applicant must be at least age 15 and not currently enrolled in a TSE course per WAC 308.108.15. If a permit or waiver for a permit has already been issued, do not administer a knowledge test until they are eligible for licensure. If an applicant is referred by an LSO to test with you and they are not eligible, contact the program for additional guidance
- For the purpose of licensure, an applicant who is at least age 15 may take the knowledge examination if they have successfully completed requirements of the TSE course (completing both drive and classroom instruction per WAC 308.108.150) or are entered in the License Express for Business website as having completed a course of instruction from another school. If the applicant is age 18 or older, completing a course of instruction is not required.
- Knowledge examination passing scores are valid for two years.

- DTS will verify whether completed out-of-state driver training courses meet State of Washington requirements, and:
 - Students will need to provide to DTS documentation that they have successfully completed an out of state driver training course
 - Online and parent taught driver and traffic safety education courses are not approved courses in Washington
 - Students are prohibited from enrolling for classroom-only or drives-only in Washington
- State of Washington minimum requirements for a course complete:
 - At least 30 hours of classroom instruction
 - At least 6 hours (5 with simulation) of behind the wheel driving instruction
 - One hour of behind-the-wheel observation
 - Both classroom and drives are to be completed as part of the course
 - *Students with only partial completion from an out-of-state driver training course may submit course documents to tse@dol.wa.gov for an assessment*

Skills Exams

- You must verify that the applicant has a passing knowledge exam score that is not older than two years in the License Express for Business website before you administer a skills exam.
- Verify the applicant has either a valid (non-punched, non-expired) instruction permit, driver's license, or temporary authorization to drive form. If different from the identification presented, note this document alongside the identification presented. An international license is not valid for this purpose.
- Applicants who are under age 18 must have successfully completed an approved TSE course before taking the skills exam. You are to verify this by checking the License Express for Business website.
- Skills examination passing scores are valid for one year.

If you see that an applicant already has a valid skills test, and/or the applicant presents a letter from the DOL, a punched license, or states their license has been suspended/revoked, the applicant probably wants to meet reinstatement requirements. In this case, do the following:

- Ask for the DOL letter and/or otherwise determine the testing requirements. If in doubt, an applicant should be able to verify reexamination requirements by logging into their license express account. Usually the applicant will be required to conduct testing at an LSO. Reexams should always be referred to the LSO. If a reexam is not required or otherwise precluded (i.e. applicant is not directed to the LSO), the school may administer the required knowledge or skills exams. The requirement should be to take both the knowledge and skills exam. Review the License Express for Business website for a knowledge exam administered since the date of revocation or suspension. If none, a knowledge test should be administered. Previous exams are not to be used for reinstatement purposes (i.e. Do not count a knowledge exam that was passed within 24 months if it was prior to the date of the last revocation or suspension).

Non-eligible Applicants

The following is a list of applicants who do not meet basic eligibility to take any DOL exam at your school. Exceptions will be specifically listed (i.e. having a temporary cast does not preclude taking the knowledge test). In the cases below, an applicant should be referred to an LSO. This may be determined by the applicant's policy acknowledgment and/or by direct observation of an applicant up to and including the conducting of the skills exam.

- Applicants who have a temporary or permanent physical, visual, or mental impairment, or take medication which could impair their ability to operate a motor vehicle. Examples of possible impairments include:
 - Limited strength or mobility, inability to operate foot controls with left and right foot, diminished arm and/or hand strength, limited neck mobility resulting in inability to look over their shoulder to check the vehicle's blind spot
 - Applicants that have received a re-examination letter from DOL
 - Artificial limbs/loss of limbs, glass eye or patch over one eye or using a prosthetic arm/leg
 - Paralysis, inability or difficulty operating hand and/or foot controls due to paralysis in limb(s)
 - Use of a cane, crutches, walker or otherwise required assistance
 - Severe tremors, difficulty controlling the steering wheel, or difficulty maintaining consistent pressure on the gas or brake pedal
 - Continual daily full time use of supplemental oxygen (i.e. 24/7)
 - Temporary impairments such as a cast on arms, legs, or neck brace. Do not give a skills examination to anyone with a cast on their leg or hands/arms. However, you may administer the knowledge exam to them.
 - Recent injury or surgery that could impair the applicant's driving ability
 - Mental limitations such as significant mental slowness, impaired attention and/or impaired concentration (e.g. confusion, disorientation, incomprehensible, or is under substance impairment) that may impact an applicant's judgment, attention, knowledge or ability to safely operate a motor vehicle. Examiner should be able to articulate what was observed
- Applicants who use extra vehicle equipment that may help them compensate for impairment and may potentially result in a restriction on the applicant's driver license. Below are some examples of extra vehicle equipment:
 - Pedal or turn signal extensions
 - Steering knob
 - Vehicle solely operated by hand controls
 - Panoramic mirror needed by the applicant
- Applicants who rely on an outside mirror(s) to check the vehicle's blind spot due to impaired vision or limited neck mobility
- Applicants that do not meet basic eligibility requirements as previously listed. For example, do not test someone who is not at least age 15 (i.e. Applicants applying for an agricultural permit should be referred to the LSO)
- Exceptions:
 - An applicant that is deaf or hard of hearing may take a skills exam at your school and they may bring an interpreter for the hearing impaired to the exam. See the Hearing Impaired section under paragraph 3.4
 - Applicants with conditions that are successfully controlled by medication (e.g. blood pressure or mental illness)
 - Applicants who have color blindness

- Applicants may test with service animals if they are not observed to have or indicated they have a disqualifying condition
- Applicants with minor learning disabilities

Applicants who fall into one of the above-listed ineligible categories should be referred to a LSO (other than the Seattle or Shoreline locations) for specialized examinations. If there are any questions about a specific applicant's eligibility, examiners should contact the DTS program for further assistance. In such cases, provide factual details of what the examiner saw or heard that led them to believe the applicant should be referred to an LSO, including if the condition is controlled, how it is controlled, and if it is a current or resolved condition.

Be sure interactions with applicants are respectful, sensitive, and free from discrimination. You may ask an applicant about a disqualifying condition you observed but never require an applicant to demonstrate their mobility, disclose their medical diagnosis, or be pressed to discuss their condition. Depend on your observation or voluntary disclosure of an ineligible condition. Be sure the applicant acknowledged the testing policies that discuss not having a physical, visual, mental condition that could impair their ability to drive.

3.3 Requirements for Administering Exams

Besides ensuring applicant identity and test eligibility, ensure compliance with the following:

- Ensure only licensed and approved locations are administering tests. Never administer a knowledge test out of a car
- Ensure only qualified examiners administer, sign, and correct tests
- Ensure policy acknowledgement is documented for each test applicant regardless of test exam type
- Ensure all test forms have been filled out in a complete and accurate manner
- Ensure License Express for Business website entries are complete and accurate, matching the test and test administration that occurred
- Schools are to verify the last skill or knowledge test version taken, including checking the License Express for Business website for knowledge test versions administered at another location. Do not administer a like knowledge test consecutively no matter the location or administer a test if a valid test already exists in the License Express for Business website
- Do not use knowledge or skills examination forms, scoring, materials, verbiage or drive routes for any purpose other than conducting DOL examination
- Do not provide any instruction or education to an applicant during the same date and time that they are providing an examination (e.g. Do not teach during any portion of the skills exam or provide classroom instruction during the knowledge exam)
- Only use approved skill test routes and the current skill and knowledge test forms. Do not modify the face of the DOL form in any way (See Paragraph 3.4, Examination Policy Requirements)
- Do not permit the use of cell phone or communication devices, or other electronic devices by either the applicant or examiner during exams, except as authorized under WAC 308.108.165
- Do not utilize or reference unauthorized third party applications or resources (electronic or otherwise) that will provide testing related (i.e. sample) questions or scoring criteria to the public. You may use DOL provided resources.
- Be thoroughly familiar with the test and scoring procedures

- Do not refer applicants who have completed the exams to an LSO to get their driver's license until the exam scores and course completion (when required) have been entered into the License Express for Business website and the applicant has reached the appropriate licensing age of 16
- Maintain all exam records for a minimum of three years in a locked cabinet or approved locked storage area. Ensure only authorized persons have access to these records

3.4 General Administrative Procedures

Bribes and Cheating

If bribery or cheating occurs, do not administer any tests, instead collect test material issued, and refer the applicant to the LSO. For allegations regarding cheating or bribe offers, examiners, regardless of exam outcome, are to select the appropriate reason in the License Express for Business website (exam portal).

After entering the flag into the portal, immediately report the attempted bribe or cheating to the DTS program by email at tse@dol.wa.gov. When reporting attempted bribes or cheating, please provide the following information:

- Applicant's full name and DOL number
- Driving school name and location
- Name and license number of the Examiner
- Date the attempted bribe/cheating occurred
- How did the cheating occur (i.e. phone use, pre-written answers on arm, etc.?)
- For a bribe, how much the applicant attempted to offer
- Any witnesses or any other people involved
- A copy of any score sheets prepared or partially completed
- Any other information you feel is important such as the knowledge test version

If you see a flag for the applicant indicating they should be tested at the LSO (e.g. DTS DOL TEST REQUIRED or DTS RX Referral) in the License Express for Business website, do not administer another exam for that applicant. DOL will not accept nor can you enter any additional scores unless entered by a Licensing Services Representative (LSR). If the applicant asks, let the applicant know that you are unable to provide them an exam and they will need to be examined at a Licensing Services Office.

Ignition Interlock Devices

Pursuant to RCW 46.20.720, a driver convicted of an alcohol offense, some convictions of reckless driving, or of negligent driving, may be required to have an Ignition Interlock Device (IID) in their vehicle in order to drive. These applicants must take the skills exam in a vehicle equipped with an IID. To check the status of a license use this website: <https://www.dol.wa.gov/driverslicense/checkstatus.html>. Situations that could indicate a potential IID requirement:

- A hole is punched in their license
- They present SR-22 insurance
- An applicant indicates they are under revocation or had a DUI

- They present a Restricted License (either an Occupational Restricted License (ORL) or an Ignition Interlock License (IIL))
- They are driving a vehicle equipped with an IID

If presented with an Employer Declaration for Ignition Interlock Exemption (DOL form DR-500-025), direct them to submit the form to the LSO. Once entered into the record, the driver would be permitted to use their employer's vehicle during work periods. If they present the associated IID work vehicle waiver then they may test in that work vehicle; however, if in another vehicle the IID would be required.

Interpreted Knowledge Exams

A contracted examination location may be used to conduct or allow interpretation services for knowledge examinations.

If a school chooses not to offer interpreted knowledge examinations, they can refer exam applicants requiring this service to a Licensing Services Office with the Department of Licensing.

The contracted examination location that chooses to conduct or allow interpreted knowledge examinations must follow these guidelines:

- A testing location may authorize their DOL-approved examiners to provide interpretation services for a language if they are a native speaker of the language. Only one language may be interpreted at a time.
- A testing location may use interpreter service from one of the following websites. The examiner must verify the interpreter is listed on one of these websites:
 - Washington State Coalition of Language Access <https://www.wascla.org/directory/>
 - Washington State Administrator for the Courts http://www.courts.wa.gov/programs_orgs/pos_interpret/
- DOL does not endorse any interpreters and is not responsible for any fee involved in interpretation services offered at contracted testing locations.
- The interpreter cannot be a family member or friend due to conflict of interest.
- The examination must be given at an approved testing location.
- Examinations must be given in a manner that avoids interrupting or distracting other people being tested.
- A DOL-approved examiner must be present, able to hear the examination in progress, and be fully attentive to the examination process at all times. All examination proctoring requirements are in effect during any interpreted exam.
- The DOL-approved examiner must read the question to the interpreter who then relays it in the language to the exam candidate. The examiner then reads the multiple choice answer options to the interpreter who then relays that information in the language to the exam applicant. At no time does the interpreter read the questions and answers from the test directly to the applicant.
- The *Instructions for Interpreters* must be read, completed, and signed by each contracted interpreter at the beginning of each exam session (See Appendix 1 - DOL Driver License Examination Interpreter Instructions). The form is then signed by the DOL-approved examiner and kept with the applicant examination records.
 - For a school's internal DOL-approved examiner providing ongoing or group interpretation services, a single copy can be placed in the examiner's record retained by the school.

- An audio recording device shall be used for the entire examination and placed close enough to the interpreter to clearly record what is said. This applies to all interpreted exams, whether conducted by internal staff or an interpreter hired by the exam applicant.
 - The examiner will begin the session by turning on the recording device, stating the date, examiner name, interpreter name, exam applicant name (or that it is a group examination) and Washington driver license number(s).
 - For a group examination, the examiner must identify each of the exam applicants participating in the exam and their driver license numbers by:
 - ❖ Stating the identifying information in the audio recording,
 - ❖ Retain a roster of exam applicants,
 - ❖ Labeling the audio record
 - The examiner will then ask the examination candidate(s) if they understand the examination is being recorded. If the exam candidate doesn't wish to be recorded, the examination is not given.
 - The use of electronic devices other than the recorder by the interpreter or the exam candidate is not authorized during the examination.
 - The audio recording and the signed *Instructions for Interpreters* will be maintained for a minimum of 60 days as part of the exam's examination record.

If the DOL examiner suspects the interpreter is coaching an applicant, the examiner will allow the examination to be completed, put a temporary hold on issuing the permit/license, and then provide the recording and the signed interpreter instructions form to the Department.

Hearing Impaired

An applicant that is hearing-impaired may take a skills exam at your school and they may have a State-certified sign language interpreter in the vehicle during the skills exam. Only an American Sign Language (ASL) interpreter is permitted. No other persons are allowed, besides the examiner and applicant to be in the vehicle during the skills examination. If your school has a Certified Examiner that knows ASL (or speaks another language) they can conduct exams (in that language). If the applicant is able to read lips, the school may conduct the exam without an interpreter. ASL interpretations will include the following:

- Proper verbiage and skills exam protocol must be utilized. Prior to the drive test explain how and when Drive Test Instruction Cards may be used (Appendix 2 - Drive Test Instruction Cards). Discuss when instructions can be given to the applicant through the interpreter. Discuss methods to alert the applicant of actions that need to be taken when unable to use the interpreter (stop, lane changes, etc.)
- The examiner or applicant may request the assistance of the interpreter at any time the applicant is unable to understand instructions. Have the applicant drive to the side of the road and stop before providing additional instructions
- The interpreter may assist with all phases of the drive test, including vehicle inspection and test results
- The interpreter will ride only in the back seat of the test vehicle, seated behind the examiner
- The examiner will communicate directly with the applicant, rather than the interpreter, when providing directions
- The interpreter will provide directions as stated by the examiner and will not provide additional information, instruction or clues to the applicant

Changes to the Main or Branch Location

- Each location must maintain an active testing status to do examinations
- Your school location must have a valid license from DOL. The license must be active and not be in an expired status
- Your school insurance must remain in full force with a current copy on file with DTS
 - The insurance required must be issued by an insurance company authorized to do business within the state of Washington and is to be maintained in full force and effect for the term of the contract. **To be in compliance DTS program must receive your renewed insurance certificate on or before your expiration date. If DTS program does not receive your updated insurance certificate by 4:00 pm on your date of expiration, it may result in your school's testing ability being suspended for a period of up to two weeks.** The suspension will remain in effect for the full two-week time-period, regardless of when we receive the certificate of insurance. At the end of the two-week suspension period, if DTS still has not received your updated insurance certificate, your suspension will continue until further notice.
- School exam rosters and drive routes must be current and for the locations license
- Demonstrate they are actively providing Traffic Safety Education
 - After contracting, they can become ineligible to continue to test if there is a failure to demonstrate a testing branch is continuing to meet this requirement
 - Once a branch location is contracted to test, the branch must independently continue to meet this requirement.
- If your main school location license expires or is suspended, that location may not administer examinations, effective the day the license expires
 - All branch locations associated with an expired main location are also suspended from administering examinations
 - If a single branch school location license expires, only that location may not administer examinations

Closing a Location

Schools who no longer wish to conduct testing should contact the program within 10 days. Schools who purchase an existing location should submit an application to transfer ownership. Transfers are to be completed within 60 days.

- If transferring ownership, all testing records will be transferred to the new owner noting the day that the transfer took effect
- Ownership transfers involving a legal/DBA name change require that all future school documentation and advertising reflect only the new legal/DBA name
- The agreement contract must be approved or otherwise authorized prior to conducting testing for existing schools that change or transfer ownership
- If closing one or more locations, complete a closing report, checking all boxes, signing and dating it, and then submitting it to the program for each closing location
- If closing all of their testing locations, destroy all test templates and questions. Do not destroy completed tests that are less than three years old
- New school owners are not permitted to use the License Express for Business website account for the business of the previous owner (or vice versa) whenever a different license number has been issued
- Use of testing materials after a license has been expired, suspended, or terminated for any reason may result in administrative action

- If a location change occurs, ensure the testing routes reflect the new address

License Express for Business Website Precautions

- Refer to the quick start guides found in the License Express for Business website
- All exams must be entered into the License Express for Business website, completely and accurately, within 24 hours of the exam being administered. Enter the start time of the test if not otherwise specified. This should match the start time listed on the test form
- To record scores into the License Express for Business website you must:
 - Have your own License Express for Business account; and
 - Be a licensed and an approved to test examiner; or
 - An examiner support staff member that has received approval from DOL
- Using another person's License Express for Business account is not permitted. Each person logging into the License Express for Business website must have their own account and should not enter scores under anyone else's account
- If you do not have the option to enter or edit examination scores, contact the school administrator or DTS program for assistance
- When entering a course completion in the License Express for Business website, the course start date is always the date the student attended their first class
- The submitter information should list a staff name, rather than the school name which is already captured elsewhere
- If you inadvertently administer another test after a passing one, contact DOL immediately. This may happen when an applicant has tested at another location since being tested by you. You will likely have to contact the applicant and direct them to the LSO. Do not enter a score into the License Express for Business website
- The same examiner name should not appear in the License Express for Business website as having administered both a skills and knowledge test at the same time. To prevent this from happening when using more than one examiner for a knowledge test, schools should list a different examiner for the knowledge test rather than the examiner who was present for the same knowledge test but had to leave to do a skills test. It is recommended to select one examiner to sign the test form and be responsible for the security, accuracy, and test administration to ensure accurate reporting; preferably the examiner present for the majority of the test. As necessary, schools may list the second examiner that left to do another test in brackets along with the time they left (i.e. [examiner name, license #, time])

Security and Storage of Exam Materials

Maintain positive control of both applicant and test records at all times. Use of such information is restricted to only official/authorized business purposes.

- Store all exam materials in a secure locked cabinet at all times. This includes but is not limited to exams, answer keys, and completed answer sheets
- Do not permit applicants to take the questions or answer sheets outside of the supervised testing area
- Never leave applicants, exams or answer keys unattended. Never leave exams in a place that is accessible to the public
- Do not give possession of the exam to third parties (including parents and/or printing companies) without prior DOL approval. If authorized, copying of exam questions should remain under the direct supervision of examiner staff

- Use only DOL’s current version of the knowledge exam. Do not use test questions as the answer sheet. Prior to making copies, ensure you have the latest version. If you have questions about which version is the current one, contact the DTS program.
- Exams that have been marked or altered should be voided and not distributed to applicants
- If you suspect that the knowledge exam has been compromised, contact the DTS program for further assistance
- Only actively approved agreement managers, examiners, exam support staff, or owners are authorized unsupervised access to DOL testing materials or records. Examination materials may only be handled by:
 - Staff members with the Examiner Support active status
 - Certified Knowledge Examiners
 - Certified Examiners
 - Master Examiners
- Never leave DOL testing materials in cars or in the trunks of cars, leave keys in the cabinet unattended, store them in an attic space, or assume that a locked exterior door is a substitute for this requirement
- Protect personal identifying information at all times, deleting all unnecessary copies, securely maintaining required copies, and keeping them from unauthorized personnel
- Storage is required of ME records and examiner check-ride documentation which is to be located at the school’s primary place of business
- Do not allow your web browser to auto–save your username or password
- Access to areas containing personal information should be physically restricted and locked when left in an unattended room
- Recycling of documents containing personal information is prohibited
- Obtain written approval and handling procedures from the DTS agreement manager whenever an application, database, hard drive, server storage, or other electronic media will contain personal identifying information. Personal information includes an applicant’s last name along with either the applicant address, telephone number, email address, photo of individual, driver license/permit/ID card number, date of birth, or test questions/examiner data
- Workstations containing personnel information must be password locked when unattended and sign-off /power-off the workstation when leaving for extended times.
- Use the DOL secure email whenever transmitting personal identifying information, or similar sensitive data to DTS. Secure emails will list “[DOL]” in the subject
- Storage of personal information on local drives must be encrypted and meet DOL password requirements:
 - Make your password at least ten digits long.
 - Include three of the following four categories:
 - ❖ Letters (A-Z or a-z)
 - ❖ A mix of UPPER/lower case letters
 - ❖ Numbers (0-9)
 - ❖ Special characters !@#%&*()_ =+{ } [] | : ; < > , . ? /
 - Make sure your password does not appear in any book or dictionary.
 - Avoid using any part or form of your name, your user id, or your e-mail account name. Require employees to sign a confidentiality and data handling agreement as may be prescribed by the DTS agreement manager

Temporary Authorization to Drive

A Temporary Authorization to Drive (TAD) form authorizes you to be on the road during the test and is to be kept with the examiner during the test. This form is not issued or used if the applicant presents a valid instruction permit or driver's license.

- Do not charge applicants for issuing a Temporary Authorization to Drive (TAD) form
- The Temporary Authorization to Drive form must include applicant contact information, the expiration date, and both start and end times
- Driving schools must use a separate Temporary Authorization to Drive form for each skills exam, where one is required
- After the test, file the Temporary Authorization to Drive forms with that applicant's skill exam record
- Temporary Authorization to Drive forms are for examination purposes only and cannot be used for any instruction, education or behind the wheel lessons. You are only authorized to use the option that states for "drive test purposes only"
- Forms must be completely and accurately filled-out
- The TAD form is not to be used for identification purposes

Note: Do not send applicants who wish to test but do not have an instruction permit to the LSO to obtain a permit or Temporary Authorization to Drive form.

Examination Policy Requirements

- Retain verification that indicates the applicant has been informed of the required examination policies prior to testing.
- Test policies and policy acknowledgement must be used in an approved test policy format in versions that were submitted to the program for that purpose. If the approved policy is not on the same page as the applicant's signature, a phrase indicating the testing policy was made available and understood should be clearly labeled on the same page as the applicant's handmade signature. Alternatively, a written policy can be presented along with a clearly labeled policy acknowledgment by the applicant that is located adjacent to the applicant name when it is in the precise and complete format approved in writing prior to use. An example of this would be an approved logbook format. The test form is **not** to be used for this purpose. If the names associated with a policy acknowledgement is not easily found, readable or immediately produced for all audit records that were requested at the time of the audit, the school may be instructed to modify their procedures to easily locate and produce the required information.
- If the school was issued an approved format for their test policies that included signatures, then the school is required to use that format.
- Approved online policies will meet the following provisions:
 - ❖ These records must include a check box acknowledgment after each document (This applies to policies related to your contract only. This does not apply to regular student records / BTW records etc.)
 - ❖ Include a final box at the end with a standard "I have read and agree with all of the above" type disclaimer and a line for the customer's name and date (simple text is fine in place of an actual signature)
 - ❖ During audits, the auditor will request the records they wish to review. Auditor instructions will either ask for records to be printed-out on paper or provided ahead of time in an approved electronic format (i.e. PDF)
- Failure to provide the requested records at the beginning of an audit will result in an audit finding for not having records "Immediately available" per WAC 308-108-040 (1)

- The minimum test policy requirements are to be displayed in a conspicuous location for the applicants to see
- Both test policy acknowledgements and test policy approvals must be immediately available upon request
- The test policies must be provided and the applicant given an opportunity to read just prior to the applicant signing the policy acknowledgement and taking any examination while at your school. The examiner is responsible to confirm applicants have been made aware of requirements to understand the policies prior to testing.
- All exam policies must include but are not limited to:
 - Examination Requirements
 - Fees
 - Refunds
 - Complaint or grievance process (i.e. First contact the school administrator, and second that if not resolved, they can contact the DOL using the online complaint form found at <http://www.dol.wa.gov/business/drivertraining/dtcomplaint.html>)
 - DOL has the right to conduct random retesting of an applicant, and refusal of the applicant may result in the revocation of the applicant license
 - Applicants that have received a DOL reexam letter or have a temporary or permanent physical, visual, or mental condition that may impair their ability to drive must test at an LSO
 - If you are required to have an Ignition Interlock Device (IID), you can only take a skills test in a vehicle equipped with this device unless you have a work vehicle waiver for the vehicle. Any other vehicle you use will require an IID.
- Schools should provide to applicants prior to their skill test, in written form, those items listed below as provided by the DOL during their tests (See "[Your Drive Test Appointment Pamphlet](#)" found in the License Express for Business website):
 - Identification requirements (if not already covered elsewhere)
 - Proof of insurance requirements (if not already covered elsewhere)
 - Knowledge about hand and arm signals
 - Vehicle equipment requirements
 - Rules around rental vehicles and weapons (optional)
 - Requirement for limited conversation and limiting distractions (i.e. The Radio/audio system is not permitted to be on)
 - That you will not trick or ask them to do anything illegal
 - That they are expected to obey all laws, rules, signs, and signals
 - That they will be told where to drive and what maneuvers to perform but to otherwise drive straight
 - That they will be scored with the understanding that other traffic is present, whether actually there or not
 - That if electric turns signals do not work, they must use hand and arm signals throughout the exam in place of electric turn signal(s) that are not working
 - That the applicant's safe driving habits will be scored independent of the car's automatic driving, parking, or avoidance systems
- Advise applicants under the age of 18 they must be age 16, successfully complete a course of instruction, and have had their instruction permit for six months to be eligible to obtain a license from an LSO
- You may additionally add school specific policies that are not in conflict with this manual. You may reference the state official DOL website for content

School Vehicles Used for Examinations

Schools can use non-instructional vehicles for examinations if they have been submitted to DOL for review and/or inspection and are covered by your schools' vehicle insurance. These vehicles do not need to meet the same standards as instruction vehicles (e.g. signage, safety equipment, mirror, and instructor brake) but they must be legal to drive, pass the pre-trip inspection, and be reported to the program within ten days when added or removed from service. If they do not meet all of the instructional vehicle standards, then they can only be used for examinations.

Reminder: Pre-trip inspection of any school car used for DOL tests must occur prior to each time a test is administered. In addition, scoring cannot be modified because you choose to use your car. Preventing the applicant from making errors, including physical or verbal intervention, or failing an applicant for the sole reason of preventing wear and tear on the tires/wheels is not permitted. Interrupting a skills exam for this reason is out of compliance with test practices.

Schools are not allowed to offer to "rent" their instruction or examination vehicles for any reason. Renting vehicles requires a separate license and is an industry regulated by different rules and laws. If you are not licensed to rent vehicles, do not advertise this service. Renting vehicles is not within the scope of your driver training school license.

Internal Investigations

If the school suspects improper actions were conducted as part of the testing, or which may affect their ability to faithfully conduct testing, or have removed such individuals from those duties as a result, they are to:

- Immediately report this suspicion as well as provide corroborating evidence to DOL
- If the school is conducting an active investigation, do not allow the examiner to have access to test records or have SAW access without DOL notification and approval

Audits

DOL auditors may observe a lesson, knowledge test, or skills test as well as ask for documents at any time during business hours for purposes of rule enforcement. As a result, your audit may not necessarily occur near the school's license renewal date or the same date as last year.

- If a serious breach of protocol is discovered, such as records being found to be unsecure, this will require immediate correction. Failure to do so will require testing to cease until proof of compliance has been determined. A second such finding may result in administrative action that results in a limitation, training, and/or termination of testing
- You may receive a letter for repeated or serious offenses following an audit
- Records requested must be produced immediately. Records requested 24 hours in advance could be required to be produced at the licensed branch location. Records produced must be complete and when additional documents are used to meet contract requirements, then those are also to be produced at the same time.
- Annually a selected date range of records (representing a random selection) since the last audit will then be reviewed for compliance issues and 30 or more records from what was reviewed will be selected for onsite inspection to either confirm findings and/or spot check compliance based on preponderance of evidence that records meet program standards. Additional records may be requested at the audit.

- When requested, evidence of policy and policy acknowledgment format approval or approval of other materials designed to meet requirements listed in this manual must be made immediately available

3.5 Recordkeeping Requirements

Store records for three years at the licensed place of business. Schools are not authorized to change, alter or modify DOL forms (including score sheets or other examination materials). You are only authorized to use the latest DOL version of the Knowledge Exam Score Sheet and Drive Test Score Sheet. The only authorized use of DOL testing forms is for DOL testing. You may only preprint your school name, location, and school license number on the test form. The other entries including the dates, times, scoring, and examiner signature are completed as part of the actual test administration to ensure test record integrity. Examiner signatures signify they have checked the accuracy of this data. The examiner signature must be a “live” actual signature for each test administered. Photocopies of signatures or use of signature stamps are not authorized.

- Use of other forms are based on the needs of the business, and individually an approved form may not meet all requirements for data retention, therefore, it is the school’s responsibility to retain all information required in this manual. For example, since the skill test form does not record the applicant’s address or policy acknowledgement, you must capture that information elsewhere and be able to provide it immediately upon request. Schools are permitted to use the back of the test form to list their test policies and to capture contact information and/or policy acknowledgement
- You may not reduce the size of the skills exam score sheet or other forms or use inks that make documents difficult to read, scan or audit. All information being documented must be clearly readable and able to be photocopied if necessary. You should use dark black or blue ink to complete the form. Red ink or pencil is not to be used to fill out the skill test form. A dark contrasting red color or a visible ‘X’ may be used to mark an applicant’s incorrect answers on the knowledge test form. Pencils that produce clearly legible dark lettering may be used by the applicant to fill in their answer choices. Records in storage must always be retained in completeness, color, and readability
- The DOL’s logo is for the sole use and purpose of DOL business and is not authorized to be used on school designed or modified forms.
- The front of the test forms are not to be modified or additional writings added, and are not to be used to capture the applicant’s policy acknowledgement

The following records are required:

Applicant Examination Records

The school must be able to produce all original exam records for an applicant immediately upon request. All exam records for an applicant must contain in hard copy form:

- Contact phone number, address, and email address if applicable
- Type of document used to verify identity for each knowledge or skills exam administered, including for subsequent exam dates. You do not have to keep a copy of the document, but you must clearly note which document was used (e.g. WA instruction permit or U.S. passport) for each exam administered

- Retain proof that the applicant acknowledged your examination policies. Since the newer knowledge test form no longer has this acknowledgment, be sure to capture it elsewhere. This proof is also required of those only taking a skills test
- The original Temporary Authorization to Drive form, if applicable
- All skill score sheets or knowledge answer sheets are to include data that is accurate, complete, legible, discernable, and contains:
 - Examiner license number and signature who administered the test (see License Express for Business Website Precautions)
 - Applicant name, DOL number, and date of birth
 - Applicant signature
 - Date of examination
 - Start and end time of examination
 - The school location name and branch license number
 - Which exam version or route was used
 - What errors or incorrect answers were made
 - The test results in a score percentage or description of the skill test disqualification, briefly describing what occurred and where it occurred
 - List the specific identification used for verifying applicant identity. If there is a choice, list a valid photo license or photo permit over other documents. Standard abbreviations include: WA Photo Instruction Permit (WA PIP), WA Driver License (WA DL), and US Passport (US PP). You may add “TAD” to these abbreviations to signify a temporary authorization to drive form was prepared (e.g. WA ID TAD)

Master Examiner and Certified Examiner Records

Schools must maintain and store at the licensed place of business the following records:

- Check-ride evaluation forms and score sheets for examiners
- Certified Examiner Course completion certificates
- Drive test route maps and approval documentation

Master Examiners must maintain the following records for every Examiner that they have trained or provided check-rides, including:

- Certified Examiner Training Notifications (Form DTS 661-013)
- Class rosters and training logs (Form DTS 661-031)
- Examiner Assessment Reports (DTS 661-030)
- All practice, observation, and drive score sheets (Form DLE 520-001A)
- Certified Examiner Course completion certificates

Title VI records

- Title VI poster is displayed in plain view of the public (See Appendix 6 – Title VI Poster)
- Title VI Complaint forms are available for customers (See Appendix 7 - Title VI Complaint form)
- A log for tracking Title VI complaints are maintained and stored at the place of business (See Appendix 8 - Title VI Tracking Log)

3.6 Professional and Ethical Conduct

Any violation of the Ethics may result in the agency immediately suspending a licensee's ability according to their contract and pending the outcome of an investigation. Schools and staff are subject to administrative action as authorized under the Uniform Regulation of Business and Professions Act (RCW 18.235). Testing contracts contain a zero tolerance clause for severe offenses. Violations of ethical standards and/or unprofessional conduct, sub-standard performance, or acts deemed a breach in trust, include, but is not limited to the following:

- Compromises of the integrity of the test, questions, scoring, or applicant information
- Conducts business or testing out of a location that is not licensed and approved
- Continual failure to validate an applicant's eligibility or identity prior to testing
- Continual failure to use approved formats, fully document, maintain, or promptly provide records.
- Not requiring all skill test maneuvers or improperly conducting the skills test
- Continual failure to adequately monitor tests, train, or properly supervise staff
- Administering DOL tests or provide check-rides to household members, immediate or extended family, or other relatives (if there is any doubt, do not test)
- Hinder or fail to cooperate with the disciplinary authority in the course of an investigation, audit, follow-up audit, inspection, check-ride, or route certification
- Acts of misconduct, statement or behavior that harasses, intimidates, retaliates, or is falsely made against others for providing information or assistance to an audit or investigation
- Acts attempting to injure falsely or maliciously, the professional reputation, prospects or business of a potential or current licensee or DOL staff
- Intimidating a public servant by threat to influence a public servant's opinion, decision, or other official action pursuant to RCW 9A.76.180
- Misrepresentation of fact, concealment of fact, or submittal of fraudulent documents (e.g. completion of continuing education or training documentation)
- Acts involving moral turpitude, dishonesty, coaching, or preferential treatment relating to the practice of their profession, business, or contract (i.e. cancels insurance when required to be in full force)
- Permitting or conducting unlicensed or uncertified examiner test administration
- Permitting an applicant to obtain an unauthorized license or instruction permit, or promising an applicant will pass their tests to receive a license
- Permitting unauthorized release or access of the knowledge Exam Reference Sheet
- Permitting unauthorized release or access to DOL test answer keys or protected applicant information
- Allowing a person to act as an examiner who is not qualified
- Allowing practices that result in completed applicant test records that did not occur
- Examiner who fails to submit qualifying check-rides by their expiration date
- Offer different prices for the same service, provide unnecessary tests, or exclude services to a protected class (e.g. age, race, religion, national origin, low income, or disability)
- Use of the same test routes or scoring criteria in their TSE program or fails to use and properly follow approved test routes and maneuvers
- Failure to immediately report blatant abuses or gross misconduct
- Severe failures to comply with the agreement contract (e.g. Contract Code of Ethics appendix, Confidentiality clause, or Title VI requirements).
- Continual failure to stay within the scope of approved exam procedures or license.

Section Four- Examiner Requirements

This section includes the following topics:

- 4.1 Introduction
- 4.2 Master Examiners
- 4.3 Certified Examiners
- 4.4 Certified Knowledge Examiners
- 4.5 Certified Examiner Training Course
- 4.6 Certified Examiner Certification Process
- 4.7 Check-rides
- 4.8 Check-ride Documentation
- 4.9 Recertification Process

4.1 Introduction

RCW 46.82.450 (1)(e) – requires that “all driver training school employees conducting driver licensing examinations **meet the same qualifications and education and training standards as department employees who conduct such examinations.**”

In order to meet this requirement all instructors who wish to conduct examinations must complete a training course approved by DOL and be approved to administer testing. In this section, you will learn about the different types of testing approvals and requirements. Examiners found in non-compliance with the contract or examiner manual may be suspended at any time, pending a review, at the discretion of the DOL.

All staff, except OSPI, are required to have fingerprint and background checks on file with the DTS program prior to accessing License Express for Business.

4.2 Master Examiners (ME)

Master Examiners Scope of Duties:

- Train instructors to become a Certified Examiner
- Conduct knowledge and skills examinations
- Conduct check-rides to certify and recertify other non-relative examiners

Master Examiner Prerequisites: **(DOL has suspended certification of new MEs at this time)**

- Holds an active Instructors license
- Be a licensed Trainer of Trainers (TOT) Instructor (commercial or public), or
- Be a Certified Examiner who has conducted examinations for a minimum of 6 months, and was approved or will be permitted to become a Master Examiner
- Not have received or be under the terms of a disciplinary sanction from DOL or OSPI at any time during the previous 24 months
- Not have any license issued (or a Certified examiner approval) being under suspension, revocation, or under current investigation

- Must not have failed any check-rides within the previous 12 months, and if had been, was reinstated and/or now meets recertification requirements or stipulations

4.3 Certified Examiners (CE)

Certified Examiners may conduct knowledge and skills examinations.

Certified Examiner Certification Prerequisites:

- Be a licensed DTS/OSPI instructor
- Not have received or be under the terms of a disciplinary sanction from DOL or OSPI at any time during the previous 12 months
- Not be under suspension or have been removed from testing duties as part of a current investigation

Certified Examiner Training:

- Complete a CE course provided by the DOL or by a certified ME
- Pass the Instructor Examiner Best Practices Tutorial (parts 1 and 2) and the DTS Knowledge Exam Tutorial with a score of 100% for each
- Successfully complete the certification process and requirements, including submitting results for all three online tutorials mentioned above

Steps to Become a Certified Examiner:

- Attend a Certified Examiner course provided by a ME
- Successfully complete the certification process
- Receive permission to conduct testing

4.4 Certified Knowledge Examiners (CKE)

Certified Knowledge Examiners may conduct only knowledge examinations.

Certified Knowledge Examiner Certification Prerequisites:

- Be a licensed DTS/OSPI instructor
- Not have received or be under the terms of a disciplinary sanction from DOL or OSPI at any time during the previous 12 months
- Not be under suspension or have been removed from testing duties as part of a current investigation

Steps to Become a Certified Knowledge Examiner:

- Complete the DOL Knowledge Exam Tutorial online with a score of 100%
- Submit the knowledge only acceptance document and quiz results to DOLDTSExaminers@dol.wa.gov

4.5 Certified Examiner Training Course

Certified Examiner trainees are required to complete an 18-hour training course that is conducted by a Master Examiner. Upon completion of the training course, the trainee will receive a course completion certificate from the Master Examiner.

Between the scored drives and observed drives, candidates must have practiced and successfully scored all possible scoring errors that are available to practice. Waived items are to be limited to situations only available with other traffic, traffic lights, or because of physical limitations (e.g. scoring limitations for ROW, YEL, following, or due to a lack of uncontrolled intersections).

The training consists of the following minimum components, presented in this exact workbook order:

Complete Prior to the Classroom Component (4-hrs.):

- Complete the DOL Examiner Training Tutorials online
- Pass the tutorial quizzes with scores of 100% or pass an equivalent knowledge test administered by a DOL ME
- Read the current Examiner's Guidelines & Requirements Manual

Classroom Component (6-hrs.):

- Introduction, overview, and read the CE Training Expectations letter to the students
- Sign an attendance roster each day
- Instructor reads the welcome and purpose of training letter titled Certified Examiner Training Expectations
- Provide training following the DOL Examiner Training Power Point, using a projector screen that all in the class can see, and each student be provided a training participant guide with associated training materials in hard copy form
- Follow the structured outline of the course as listed in the "Drive Test Training Road Map" included in the course training materials
- Complete and review in class, the scoring worksheet

In-vehicle Practice & Observation (8-hrs.), **each** drive consists of:

- In-vehicle, behind-the-wheel, practice
 - Introduction to applicant
 - Review of insurance and identity documentation
 - Pre-trip inspection and vehicle walk around
 - Hand and arm signals
 - Brake reaction test
 - Use of correct verbiage
 - Practice scoring drives
 - ❖ Trainee must complete a minimum of four (4) practice scoring drives as the examiner
 - ❖ Master Examiner drives as the mock applicant for trainees, ensuring to cover all possible deductions as permitted by the training location
 - ❖ Trainee acts as Examiner scoring from the front seat
 - ❖ Trainee gives Master Examiner practice drive results after the drive is over

- ❖ Post-drive feedback (while in vehicle) is provided to all participants. Additionally answering scoring questions after each maneuver is permitted. By the last drive, the candidates should be able to complete the scoring without assistance
- ❖ May use training tools such as the verbiage script sheet or scoring job aid (See Appendix 9 – Drive Test Scoring Job Aid). Use only approved job aids
- Observations
 - Trainee must complete a minimum of eight (8) skill test observations (scoring from the back seat)
 - Trainee observes practice scoring drives from back seat, filling out a score sheet
 - If there are not enough trainees then you can use additional practice scoring drives as a substitute for the required observations
 - Trainee gives post drive feedback about the observation to the Master Examiner
- Final Practice Drive (if needed)
 - Used as an overall assessment for trainees who appear to need additional training
 - If a Master Examiner is concerned about the performance of a trainee they may contact the DTS program for consultation

Specific Training Guidelines:

- Master Examiner must submit the Certified Examiner Training Notification form (DTS 661-013) 14 days prior to course
- Must complete the Classroom Module within three adjacent days
- There is no late attendance or partial credit permitted
- Must complete all training components within the required time
- DOL may not accept training that does not meet requirements
- Incorporate parallel park delineators (traffic stanchions) as part of the training
- Master Examiner must submit completed tutorial results, Certified Examiner Training Log (DTS 661-031), and Training Completion Certificates within 3 days after training is completed
- Master Examiner must provide documentation any time an examiner has failed the course or has failed any check-ride attempt

Do not notify the program of a CE course unless you are sure you will have applicants to train. If a course will no longer occur, notify the program in writing 24 hours in advance of the course

4.6 Certified Examiner Certification Process

In order to become a Certified Examiner, an Instructor must:

- Complete a 18-hour Certified Examiner training course
- Pass a certification check-ride within three attempts
- The check-ride must occur no sooner than seven days, and no later than 45 days, after completion of the Certified Examiner training course
- If an instructor fails three certification check-rides, then they do not qualify for certification as a Certified Examiner
- If an instructor fails to qualify for certification, they will not be permitted to administer any skills examinations for six months from the date they failed their third certification check-ride

- An instructor that fails to qualify for certification may elect to become a Certified Knowledge Examiner during the six month waiting period
- After six months, instructors may make another attempt to become a Certified Examiner, as long as they:
 - Meet the qualifications to become a Certified Examiner
 - Re-take the 18-hour Certified Examiner training
 - Successfully pass a Certification Check-ride without the use of job aids

A Certified Examiner will not receive their approval to administer examinations until DOL has reviewed the documentation for being consistent with best practice. The Examiner cannot begin administering examinations until the Examiner and the school receives confirmation from DOL that the Examiner certification process is complete and the Examiner is authorized to administer examinations.

4.7 Check-rides

A check-ride assesses and documents an Examiner’s ability to administer a skills exam properly, as described in this manual. The check-ride must be conducted by a Master Examiner

Types of check-rides:

- Certification – This check-ride must take place no sooner than seven days and no later than 45 days following completion of a Certified Examiner training course. An examiner trainee is allowed three attempts to become qualified. In addition to administering the test properly, examiners are to demonstrate that the verbiage and scoring have been memorized; therefore, job aids are not to be used as a reference. This check-ride counts toward the annual recertification requirement
- Recertification – Used to meet annual requirements to remain an examiner (See paragraph 4.9, Recertification Requirements)
- Audit – This check-ride is administered by a DOL representative as part of a routine audit, investigation or for any reason deemed necessary by DOL. This check-ride only counts toward recertification if it is a qualifying result, the entire route was completed, was done with the auditor in the front seat acting as the driver, and an Examiner Assessment Report was completed. If you do not have a copy of this documentation to provide then it did not count. If the check-ride resulted in a disqualification, the examiner will be immediately suspended until recertification requirements have been met. A final decision on a qualification or disqualification will be based on a completed Examiner Assessment Report (EAR) and will rest with the program management and not the auditor conducting the check-ride. Failure to participate in a check-ride required by an auditor similarly will result in suspension

Check-ride Principles:

- A check-ride is conducted by a Master Examiner
- The certifying Examiner must deliver the skills exam to a Master Examiner acting as an applicant
- The certifying Examiner must exhibit all the primary requirements listed on the Examiner Assessment Report in order to pass the check-ride. When certifying new examiners for the first time or reinstating an examiner who was suspended or lost their certification,

they are not to use training tools, cheat sheets, or read the verbiage during the check-ride

- The Master Examiner must complete their own skills exam score sheet after the drive and compare it to the certifying Examiner's score sheet to assess the outcome of the check-ride
- Following the check-ride, the Master Examiner must complete the Examiner Assessment Report and send it to DOL within three (3) days for review and processing

Steps to Follow:

Prior to the appointment, remind the person receiving the check-ride to read the examiner manual and the certification checklist on the back of the EAR form (See Appendix 3 – EAR checklist). Let them know they must perform all steps as taught by DOL and listed on the EAR checklist in order to qualify, including fully completing the score sheet. The Master Examiner should wait in the vehicle (as an applicant) and the certifying Examiner should start the check-ride from the beginning. The certifying Examiner must follow all of the required steps of a skills exam, including:

- Review of identification and insurance documents
- Vehicle inspection
- Brake reaction test
- Hand and arm signal demonstration
- Complete skills exam using the entire route

The certifying Examiner must complete a skills exam score sheet and demonstrate all of essentials listed below:

- Utilize good awareness and observation of the applicant
- Provide clear and timely instructions
- Use exact verbiage for all maneuvers and required checks
- Identify all of the proper deductions
- Score the deductions in the correct places
- Complete the appropriate score sheet entries
- Calculate the final score correctly

Recommendations to the Examiner taking the check-ride:

- You should practice and take the check-ride on a route you are familiar with
- You should read sections seven and eight of this manual just prior to the check-ride and be able demonstrate all tasks listed in the EAR checklist
- It is recommended you mark deductions with large visible circles in a contrasting ink so that you are sure to add all the deductions correctly
- Provide an accurate final copy of the score sheet only after you reviewed it for both completeness and accuracy
- Obtain a copy of the original handed to the ME if for some reason your copy was not properly aligned or produced
- Be sure to be ready and observant of driver actions, vehicle controls, vehicle position, and road conditions prior to giving instruction and whenever the car is in motion.
- For best observation, angle yourself slightly toward the applicant

- Take the time to do the test correctly

The Master Examiner should not commit any disqualifying errors such as a dangerous action, violation of law, accident, or failure to perform for the qualifying certification check-ride. These would end the exam prematurely and prevent a full assessment of the certifying Examiner's capabilities.

- The check-ride should consist of at least 10 -12 deductions, but no more than 16-18 errors, and a final score between 65% and the mid 80's, consisting of a variety of errors from multiple score categories
- Make errors obvious and include 4-6 danger potential errors (approximately 30 to 50% of the total errors)
- A check-ride with fewer deductions does not effectively measure a certifying Examiner's ability to administer a skills exam
- If possible, make the same error twice to ensure that the certifying Examiner knows how to properly score repetitive errors
- The check ride is to fully resemble a normal applicant skill test exam
- The Master Examiner's score on check-rides can vary from drive to drive, but they should include a minimum of four Danger Potential deductions as well as various smaller deductions

Check-ride results:

Following the check-ride, the Master Examiner will complete their own skills exam score sheet that correctly reflects their performance (and planned mistakes) as the applicant

- Once the Examiner has briefed the Master Examiner on the results and what to do next, ensure the Examiner is ready to provide to you their final completed score sheet. Do not provide feedback to them until the skill test form has been provided to the Master Examiner. Once received, do not return this form back to the Examiner
- The Master Examiner must utilize their own score sheet as a reference for what was expected on the check-ride
- The Master Examiner must compare and contrast their score sheet against the certifying Examiner's score sheet to assess their ability to successfully administer an appropriate skills exam
- The Master Examiner must assess whether all errors were identified and scored correctly
- The Master Examiner must discuss scoring and verbiage errors made by the certifying Examiner and inform them of the results of the check-ride
- The Master Examiner is to review missed items from the Examiner Assessment Report (EAR) checklist with the Examiner
- The Master Examiner must ensure both score sheets are clearly labeled with the person's name, license number, and either "ME copy" or "CE copy" at the top.

Reasons for Not Passing a Check-ride:

- If the Master Examiner scored the drive as a failing score while the certifying examiner scored the drive as a passing score then this should be assessed as not having passed the check-ride

- Failure to add the total score correctly will be assessed as not having passed the check-ride. This includes deductions that were circled and briefed as an error but did not have the associated points circled for that error, resulting in a failure to add all assessed deductions to the total score. In the event that an examiner has marked the proper deductions **and** indicated the correct sub-score but makes an addition error to the total score, the check-ride will not be counted for any purpose and will need to be redone within 30 days (or sooner if your check-ride expiration date expires) in order for an active testing status to remain active.
- Failure to score three or more Danger Potential deductions will be assessed as not having passed the check-ride
- Failure to perform one or more of the maneuvers, complete the route, or fails to complete the entire maneuver (i.e. Does not re-enter traffic on the parallel park maneuver) will be assessed as not having passed the check-ride
- Failure to perform an equipment check, perform a brake reaction test, or do a hand-and-arm check prior to the test will be assessed as not having passed the check-ride
- Missing 30% or more of the deductions (i.e. not scoring 30% of errors made) will be assessed as not having passed the check-ride
- Failure to record any deductions on the form (i.e. "Mental scoring"), not recording any errors (deductions) on the form while the test is in progress, or not circling any of the associated point deductions at the end of the test will be assessed as not having passed the check-ride
- Failure to use verbiage verbatim (the correct phrase and all key words must be present) will be assessed as not having passed the check-ride
- Demonstrates a lack of knowledge by placing errors (deductions) in the incorrect location three or more times (i.e. Scores driving over the bike lane under Lane Travel as LANES rather than Traffic Control Devices as FTC)
- Not scoring repeated errors to a point when three errors (deductions) are repeated but not scored (i.e. not using hash marks to score the second and third occurrence of the same error or when three different deductions should have been scored a second time but were not) will be assessed as not having passed the check-ride
- Over-grading (scoring errors that are not errors) for 30% or more of the total errors marked
- Poor examiner awareness creating a safety issue while on the check-ride (document specific reasons)
- Coaching, bribery, or unprofessional conduct (e.g. inappropriate behavior, lying, committing fraud, falsification, or preferential treatment) will be assessed as not having passed the check-ride

Note: As with any check-ride, failing a check-ride will result in immediate suspension of testing for that examiner. It is therefore advised to have other staff on-call or not have skill testing scheduled after the check-ride

4.8 Check-ride Documentation

Master Examiners must send all check-ride documentation via email to DOLDTSExaminers@dol.wa.gov or fax to DOL within three days of the check-ride. The ME is to provide a copy of the EAR report to the person who received the check ride. Check-ride documentation consists of:

- Examiner Assessment Report
- Master Examiner score sheet
- Certifying Examiner score sheet

Note: Check-ride forms submitted with confusing corrective marks, or more than one correction to the deductions (i.e. scribbled out and initialed to correct a scored deduction) can be rejected and require a DOL ME check-ride to occur

How to Complete the Examiner Assessment Report (EAR):

- **Examiner Scoring** – Transfer the deduction abbreviations made by the certifying Examiner from the skills exam score sheet into the corresponding columns and boxes in this section in the EAR
- **Master Examiner Scoring** – Transfer the deduction abbreviations made by the Master Examiner from their skills exam score sheet into the corresponding columns/boxes in this section of the EAR
- **Discrepancies** – List the score total for both the certifying Examiner and Master Examiner. Discuss the differences in scoring between the certifying Examiner’s score sheet and the Master Examiner’s score sheet. Identify missed deductions and scoring errors and explain any rationale for why an error should or should not have been scored by the certifying Examiner

How to Complete the Skills or Certification Checklist:

- **Objectives** – Place a “+” on the line next to each objective the certifying Examiner accomplished. Consequently, place a “–” on the line next to each objective the certifying Examiner did not successfully accomplish
- **Results** – Check the corresponding box that indicates whether or not the certifying Examiner passed the check-ride
- **Notes** – Speak to safety issues and outstanding areas of concern. Examiners may make suggestions for additional training needs that will help the certifying Examiner improve their skills. This space may be used as needed to further explain the results of the check-ride
- **Signature** – The Certifying Examiner and Master Examiner sign the EAR

The results of the check-ride do NOT need to be given immediately to the certifying Examiner. Master Examiners may consult with a DOL representative prior to finalizing the outcome of a check-ride if further clarification is needed. Master Examiner’s should not certify an Examiner who cannot properly deliver all components of the skills exam.

4.9 Recertification Requirements

Master Examiners (ME) and Certified Examiners (CE) are required to successfully qualify on a recertification check-ride every year. The check-ride expiration date will no longer be aligned with the instructor renewal date. Instead, it will be valid for 365 days from the date the last valid passing check-ride was conducted by a Master-Examiner.

Recertification rules:

- The DOL may notify instructors and schools 30 days prior to their check-ride expiration date as a reminder, however it is the responsibility of the school and individual examiner to comply with renewal date requirements, including maintaining, and submitting documents for recertification
 - ME's are responsible for submitting all examiner certification documentation within three days (pass or fail) to DTS. MEs submitting late check-ride submittals (beyond three business days of the check-ride) will receive a warning letter. ME's with three warning letters may result in loss of their ability to conduct check-rides for up to six months
 - There is **no grace period for expired check-ride expiration dates.** The DTS system will automatically place those who are expired in a suspended status
 - Examiners failing to submit required documentation before their check-ride expiration date may result in a suspension from testing. This suspension can be lifted upon acceptance of a passing check-ride from a DOL or school ME
- Examiners whose instructor license has lapsed, has been suspended, or otherwise does not have a valid instructor license, may at the discretion of the program, be required to complete examiner recertification that includes all initial training requirements
- A certified ME can conduct check-ride for renewal or training purposes for a CE or another ME, either employed at your school, at another school, or public school as long as they are otherwise in compliance with this paragraph
- Any check-ride conducted by a DOL ME is valid to be used as an Examiner's recertification check-ride as long as the check-ride was conducted to standard and prepared on the EAR form (See Paragraph 4.7, Check-rides)
 - Due to audit priority and scheduling, never wait on or expect an auditor to complete your check-ride requirement when nearing your expiration date. Examiners should complete their check-rides well in advance of deadlines.
 - Examiners may request a DOL ME check-ride by emailing the DOLDTSExaminers@dol.wa.gov three to four weeks in advance of the desired date.
- ME's are allowed two and CE's are allowed three attempts to pass their recertification check-rides
 - If an examiner disqualifies on their first recertification attempt, that examiner is temporarily suspended from administering examinations for three calendar days, starting immediately after the failed check-ride. On the fourth day, they may make their second attempt to recertify
 - In the event of an examiner's first recertification disqualification, the ME conducting the check-ride must notify DOL immediately following the failed check-ride so the information can be recorded and processed. At that time, the DTS program will suspend the examiner's approval to test in the License Express for Business website and start the three-day suspension period. All recertification documentation otherwise must be sent to DOL within three days
 - If an examiner disqualifies on their final recertification attempt, that examiner's approval to test status will be suspended for a period determined by the DTS program. An ME may lose the ME Certification on their second disqualification. An ME may make a 3rd and final attempt to certify at a reduced status of CE. They will not be certified to train other examiners
- If an examiner's approval for testing status has been terminated due to failing three consecutive recertification check-rides, that examiner may apply to be reinstated, if:
 - A new CE Training course has been successfully completed (new examiner process). The program may require the examiner to complete a course provided by a DOL ME examiner

- They successfully qualify using an initial certification check-ride with an ME
- Any other training requirements, as established by DOL, have been completed
- DOL reserves the right to suspend or remove an examiner's approval to test status at any time, and/or require additional training or assessment, including for:
 - An examiner who displays a serious lack of ability to administer examinations correctly,
 - An examiner who displays immediate or egregious safety concerns in the administration of examinations, or
 - For any reason, as deemed necessary by DOL or the DTS program, per discretionary authority in conjunction with the DOL's mission or Target Zero
 - MEs who have training or check ride documentation that reflect repeated errors in judgement, are incomplete or inaccurate, continually submits late documentation, fails to maintain required records, or otherwise demonstrates a substantial incompetence or negligence, may result in the program reducing their approval to test status from an ME to a CE, and/or suspension of their ME and/or CE approval to test status pending a review and/or retraining as prescribed by the program.

Section Five- Knowledge Exam

This section includes the following topics:

- 5.1 Introduction**
- 5.2 Knowledge Exam Guidelines**
- 5.3 Before the Knowledge Exam**
- 5.4 During the Knowledge Exam**
- 5.5 After the Knowledge Exam**

5.1 Introduction

This section provides the recommended practices when administering a knowledge exam. This section will assist you in establishing your operational procedures and ensure that you comply with DOL's Knowledge Exam requirements and expectations.

This is a 40-question exam and each question is worth four points. The passing score for the knowledge exam is 80%. If the applicant only misses eight questions this is a qualifying score. If the applicant misses more than eight questions, they are disqualified. The scores entered into the License Express for Business website are to be determined using the Knowledge Test Score Calculator (See Appendix 4 – Knowledge Test Score Calculator).

5.2 Knowledge Exam Guidelines

All driving schools, examiners and staff must follow DOL's specific guidelines and expectations when administering knowledge exams. These guidelines include:

- Exams can only be administered at a location that has been approved by DOL
- Exams can only be administered by an Examiner who has one of the following approval to test designations:
 - A Master Examiner
 - A Certified Examiner
 - A Certified Knowledge Examiner
- Provide continual in-person and direct observation of all applicants while administering knowledge exams. Examiners must be in the same unimpeded enclosed space as the applicant to permit proper hearing as well as observation of the test applicants (i.e. do not use windowed partitions between the examiner and the applicants)
- The use of cameras for remote monitoring does not substitute for direct monitoring by an examiner
- The exam area must be used exclusively for examinations during the exam (i.e. do not administer knowledge exams in a classroom while a TSE class is in session)
- Do not allow non-testers, with the exception to an interpreter, in the testing space while the test is being administered
- Exams must be administered in a quiet and fully controlled environment that is separate from other activities and noises. If there is any doubt obtain prior written permission
- If applicants refuse to follow exam guidelines, do not allow them to take the knowledge exam

- Do not face away from the test applicant, help non-testing applicants, or do other activities other than observe testing applicants
- Do provide a different version of the knowledge exam
- Do not provide assistance by explaining the test question or pointing out the correct answer. You are only permitted to instruct applicants on how to fill out the form or provide other similar general examination instruction

5.3 Before the Knowledge Exam

Confirm Identity and Eligibility:

- Ensure that the applicant meets the eligibility requirements (see section 3.2)
- Identify all applicants prior to administering a Knowledge Exam to ensure the person taking the examination is the actual person being represented. Do this by inspecting the applicant's identification or a combination of applicable documents to match name, date of birth, and signature or photo of the applicant using the list of documents found in, section 3.2 Eligibility for Examinations
- Look in the License Express for Business website to ensure the applicant's DOL number is valid and what test version to provide that is different from their last test
- Inspect test material to ensure none have been marked with answers

Seating Arrangement:

- Maintain wide spacing between applicants
- Ensure relatives or family members do not sit together
- Each applicant must have adequate desk space
- Alternate seating and rows of seating, when possible
- Desks must be clear of all items except a pen or pencil and the exam materials
 - No backpacks, coats, or bags
 - No computers, tables, phones, recording devices, cameras, headphones, or other electronic devices
 - No note-taking materials
 - No textbooks, manuals, or Driver Guides

Explain the Exam Procedures:

Before you administer knowledge exams to applicants, Examiners are to:

- Explain that there is zero tolerance for cheating and bribery
- Explain that there are no electronic devices allowed
- Note taking is not allowed
- No collaboration or talking is allowed
- They are not permitted to provide hints or assistance to the applicant
- Describe procedures for emergencies
- Allow no bathroom breaks during the exam
- Tell applicants that there is no talking or communication allowed
- Ensure only applicants and examiners are allowed in the examination area during exams
- Not allow late entry if the driving school has specific scheduled examination times
- Explain what applicants are to do when finished

- Provide a copy or access to the test policies to review, and have the applicants sign the policy acknowledgement indicating they have read those policies

Distribute Materials:

- Distribute exams one at a time to ensure that applicants don't take an extra copy
- Ensure the test form is completely filled out as much as possible.
- If you see the same last name on an exam, you should separate the two applicants
- Ensure the applicant has a pen or pencil to complete the exam
- Ensure that adjacent applicants (left and right) and anyone within three feet proximity (behind or in front) have different versions of the exam regardless of their test start time
- Ensure applicant desks are clear of all unrequired items
- Ensure applicants who are retesting receive a different test version from the version they last took, regardless of the last test location
- For large group testing it is recommended to label each test with numbers and color code the test version (i.e. using a labeled folder containing the test)

Oral Examinations:

- Examiners may administer knowledge exams orally, if specifically requested by an applicant who has made their first attempt using a written exam or whom has indicated they have a learning disability
- Oral exams must be administered verbatim
- Bilingual Examiners can administer an oral knowledge exam in a language that they speak fluently
- Oral exams in another language otherwise must utilize a DOL-approved interpreter
- Oral exams are administered in a quiet and separate space from other applicants

5.4 During the Knowledge Exam

The Examiner must:

- Remain physically in the same room (i.e. unobstructed space) throughout the entire knowledge exam time
- Constantly observe and be able to hear the applicants. Do not work on other tasks (i.e. do not turn your back or leave to help arriving customers)
- Be alert for cheating or collaboration
- Not allow any open book examinations
- Not allow applicants to work on other tasks during the exam time
- Make sure applicants are not using cell phones and electronic devices while taking the examination. All devices are to be hidden from view
- Ensure no one leaves the room with any exam materials
- Keep examination conditions quiet and controlled
- Ensure there is no communication between applicants during the exam
- Do not allow questions about the exam content
- Do not give assistance on the exam
- Ensure applicants are not engaging in disruptive behavior
- Only Examiners and applicants should be in the exam area during the exam

- Ensure compliance with interpreted Knowledge Exam protocol (See Paragraph 3.4, Interpreted Knowledge Exams)

If the applicant is caught cheating, disqualify the exam attempt, and report this to the department (Section 3.4).

5.5 After the Knowledge Exam

Collect the Exam:

If the applicant has finished the exam early, the examiner will determine if the applicant can leave the examination area. Applicants should not disturb other examining applicants on their way out of the examination room. Examiners should:

- Collect each exam and answer sheet individually
- Ensure that all answer sheets are legible and completely filled out including:
 - Applicant name
 - Date of birth
 - DOL number (permit, ID, driver license, or pre-application number)
 - Applicant signature
 - Examiner license number and signature
 - Exam version and language
 - Date, start and end time of exam
 - Full school name, location, and license number
 - Name of interpreter if applicable
 - Identification used for that test ensuring the description is clearly discernable
- After all testing has finished, or using another examiner, grade the knowledge exam and write the percentage score on the answer sheet. Examiners should not be grading tests, entering scores into the License Express for Business website, conduct other school business, or doing anything other than observing testing applicants
- Ensure that all markings including wrong answers are clearly marked in a manner that can be photocopied without loss of information
- Double check your math to ensure that the final score has been calculated correctly
- Ensure there are no missing copies of the exam or answer sheets
- Provide score results to applicant (e.g. verbally, in writing, or electronically) ensuring not to give exam materials back to the applicants or an unauthorized party
- Incorrect exam questions may not be provided or reviewed by the applicant. If an applicant specifically asks for this information, then they may individually receive the precise driver guide page number(s) listing their missed questions (**never** provide the entire list of page numbers for all questions). The applicant is not to be provided access to exam answer keys or be in the vicinity of the answer keys at any time (See Appendix 5 – DTS Knowledge Exam Reference Sheet)
- Ensure applicants have not left any personal belongings behind

Administration:

- Inspect, void and shred any knowledge exams that have been marked or altered
- Secure all examination materials in a locked file cabinet, lockbox, or otherwise comply with DOL-approved security measures at all times. Do not store applicant records in the trunk of a car or leave unattended for someone to take when you are not looking (i.e. Records should not be left in a basket in the open)

- Completely and accurately enter knowledge exam scores and information into the License Express for Business website within 24 hours of exam completion
- If the system is reported down, preventing the score from being recorded, note that in the applicant record so auditors may evaluate those records against the log of system outages. Do not conduct testing if you are unable to verify the applicant meets requirements due to the License Express for Business website being down without specific written authorization
- Certified schools and agreement managers are required to report in writing intentional or unintentional release of personal information, DOL data, or violations of other security obligations outlined in their agreement contract.

Section Six- Skills Exam Routes

This section includes the following topics:

- 6.1 Introduction
- 6.2 General Route Elements and Definitions
- 6.3 Route Guidelines and Requirements
- 6.4 Designing a Route Map
- 6.5 Sample Map with Turn-by-Turn Directions

6.1 Introduction

This section identifies proper skills exam routes. It gives instruction on which principles should be considered when creating your school's routes. An adequate skills exam route provides the environment for uniform exam procedures and allows examiners to familiarize with and become experts on their own routes. Each route is to have all the required elements and maneuvers and be approved by DOL prior to use.

Routes should offer a variety of different driving situations (i.e. some residential and some multi-lane road) and street types (i.e. turn at a traffic light) in order to fully assess an applicant's ability to safely operate a motor vehicle on public roads. It is not necessary to travel excessive distances on skills exam routes in order to meet minimum standards. Required maneuvers should be conducted in areas of least possible danger. When meeting guidelines, completed routes should represent the best routes available.

An effectively designed route promotes a positive skills exam environment for both the applicant and the Examiner. Among other things, it lessens exam anxiety and provides examiners enough time to score properly and maintain good awareness.

6.2 Route Elements and Definitions

The skills exam route elements simulate normal driving situations. They evaluate the applicant's ability to drive vehicles safely without causing danger to others. Skills exam routes must include the following elements:

One (1) Backing Maneuver– measures the applicant's ability to back a vehicle safely from driveways, parking lots and other places while observing all directions. This maneuver should:

- Not be combined with other maneuvers
- When reasonable it is conducted at an alley or driveway. This maneuver may also be simulated by backing around an intersection. At intersections, begin by driving to the side of the road (approximately 18 inches from the curb or edge of road). Start from a position of about three car lengths from the corner to be backed around
- For simulated backing at intersections, alley, or driveway, use one consisting of a curb or clearly visible road edge.
- Should be approximately a 90 degree angle to capture the applicant's skill level
- Should consist of a road being backed onto that is between approximately 10 and 20 feet to the center point of the road and not be greater than 30 feet. It is preferable that the center of this road be approximately 20 feet wide, both for safety and so that to complete this maneuver, the applicant re-enters traffic by moving a full car width.

- Be located at the safest location able to facilitate the maneuver elements. When possible, the applicant's vision should not be obscured in either direction (e.g. fence or brush) nor ever be adjacent a hazard such as a ravine. If it is a simulated backing (conducted at intersections) the best location is an uncontrolled intersection or dead end street, otherwise the road backed onto should be the least traveled of the two roads (usually the one not marked by lines and/or facing the only traffic control device). You should avoid backing onto a road with a yellow line. This line generally indicates high traffic volume and can be a distraction or danger to opposing traffic
- Be used at a location with a level street
- When possible the location is to allow for checking in both directions for cross traffic
- Have two and one-half car lengths (approximately 50 feet) of straight-line backing after the turn is made that is clear of obstructions and obvious as to where the edge of the road is located. Avoid times when trash cans will block this path of travel
- When reasonable, avoid turning immediately (at the same corner) after the backing. Either turning left or going one street down prior to turning right is preferred. This gives the applicant an opportunity to demonstrate they can safely reenter traffic

One (1) Park and Start on a Hill Maneuver– assesses an applicant's ability to safely park and start on a hill, without creating a traffic hazard. It also demonstrates an applicant's ability to leave their vehicle unattended, in a properly secured manner while on an incline or decline. This maneuver should:

- Be performed when the vehicle is facing uphill or downhill
- Be conducted on a paved street with a curb (preferred) or clearly marked road edge, in a location where there will be minimal danger in case of loss of control
- Steep hills and other dangerous situations are to be avoided
- May be simulated (on flat ground), if no hills are available in your area
- Not be combined with another maneuver
- To complete this maneuver, the applicant must re-enter traffic

One (1) Parallel Parking Maneuver– assesses the applicant's ability to manipulate the vehicle in reverse in a confined or restricted area. The Parallel Parking maneuver also requires proper vision during reverse parking and re-entering traffic and gauges spatial awareness as it relates to the applicant and their vehicle. This maneuver should:

- Be conducted on a paved, level street with a curb (preferred), clearly marked road edge, or between four delineators (traffic stanchions)
- Be done ideally in low-traffic areas, avoiding highly-congested roads
- Be one of three parallel parking scenarios:
 - Between four flexible delineators (traffic stanchions):
 - ❖ Space between delineators (traffic stanchions) is a distance of 7-ft. wide by 25-ft. long, (does not include additional distances to a curb or edge of road)
 - ❖ When delineators (traffic stanchions) are used, there must be four of them. Avoid placing other barriers or stanchions within five feet of this maneuver
 - ❖ Delineators (traffic stanchions) must be clearly visible from inside the vehicle. These should minimally be about 4 feet tall and no less than 3 inch wide in a high visibility fluorescent color such as orange or red
 - ❖ Only conducted in the driving school parking lot or along the street
 - Between two vehicles:
 - ❖ Most common real-life scenario for applicants

- ❖ Greater risk for collision
- ❖ Arm signal may be required when re-entering traffic if the turn signal is not visible to traffic approaching from the rear
- ❖ Only conducted on the street, along the route, in an approved location
- Behind one vehicle:
 - ❖ Simulated distance for parking –visual approximation of 30-ft. (1 ½ car lengths)
 - ❖ Rear boundary is imagined or visualized by the applicant
 - ❖ Preferred method to use when using large trucks, campers, vans, etc.
 - ❖ Only conducted on the street, along the route, in an approved location
- Each driving school can decide which scenario works best for their routes
- Require applicants to exit the parking space and re-enter traffic.

One (1) Starting Maneuver– determines the applicant’s ability to safely exit and re-enter traffic from a parked position on the street. The Starting maneuver should be conducted in a location where moderate traffic volumes exist and should NOT be combined or scored as a part of any other maneuver. It is a stand-alone maneuver. When possible, there should be enough area for the vehicle to drive safely off the traveled portion of the road such as a parking lane or edge of the road.

At Least Seven (7) Traffic Control Devices – evaluate the applicant’s ability to recognize and respond to traffic signals, traffic signs, pavement markings, roundabouts, etc. Traffic control devices may also include temporary traffic diversions such as construction crews, law enforcement barriers, maintenance personnel, school crossing guards, etc. Traffic Control Devices required on each route include:

- Two stop signs
- Two traffic signal lights
- Two warning signs
- Flashing light

In remote areas that lack availability for the number of required components, it may be necessary to setup a route so that it utilizes a specific stop sign or traffic signal twice (perhaps in a different direction or on two separate occasions) within the same exam.

At Least Six (6) Turns – measure the applicant’s ability to make proper turns safely into the correct lane without crossing into other lanes or interfering with other traffic. A route contains at least three right turns and three left turns. A well-designed route should include turns on both wide and narrow streets as well as marked and unmarked lanes. When possible, turns involving one-way and multiple lane streets should be utilized. Do not exclude these types of turns when they are available to use. When practical, minimize turning at neighborhood traffic circles. Leaving or turning back into the school’s parking lot does not count toward the requirement for six turns

At Least Two (2) Uncontrolled Intersections – evaluate the applicant’s ability to maneuver safely through traffic at cross streets. A proper route should include at least two uncontrolled intersections (i.e. are absent of any traffic control devices). To be considered an uncontrolled intersection, the route must be designed so that applicants drive straight through it, rather than turning, utilizing proper vision and speed control with respect to other traffic/pedestrians. A roundabout or neighborhood traffic circle is not considered an uncontrolled intersection since it controls the flow and direction of traffic.

If a four-way uncontrolled intersection is unavailable, then driving past any cross street having a “T” intersection, cul-de-sac with obvious lack of visibility to the end of the street, or dead-end street with obvious lack of visibility to the end of the street, having no traffic controls, may be substituted.

At Least One (1) Lane Change – assesses an applicant’s ability to change lanes safely. Lane changes should be done with two lanes of traffic in the same direction (typically a four-lane road), in order to check the applicant’s skill level and vision. Each route should include at least one lane change but should not unnecessarily add additional lane changes. A turn lane may count toward this requirement when a normal lane change is not available

6.3 General Route Guidelines and Requirements

- Each location where skills exams are conducted must have at least two approved skills exam routes. It is recommend to limit the number of routes to promote examiner scoring accuracy
- Each route must contain all the required maneuvers
- Once leaving the parking lot of the school the route may NOT leave the public roadways except for partially entering a driveway to conduct the backing maneuver, or to return to the school
- Other than driving past them, do not include cul-de-sacs, park-n-rides, U-turns, roads with a sign indicating no access or limited access, is unusual or dangerous, or could result in a ticket as part of your route.
- Routes should not create an unnecessary hazard to the applicant. Avoid starting skills exams in highly congested, high–speed areas for safety reasons, including turning across obviously dangerous uncontrolled roadways, or backing adjacent to an embankment. When turning left onto wide or high traffic street it is best to turn at an intersection using a traffic control device
- Routes should be at least 15 minutes but no more than 20 minutes in length and start from your driving school location, unless an alternate starting location is approved by DOL and listed on your route approval. This time includes both the pre-trip equipment inspection and the out-briefing of the applicant that occurs in the car
- Routes should be designed so that the maneuvers are dispersed far enough apart to allow for proper scoring, as well as time to administer clear direction to applicant
- Routes must include one of each type of maneuver along the approved route. Do not combine route maneuvers at a single location
- Skills exam routes may NOT be used in any traffic safety education curriculum, warm-ups, practice drives or driver training of any sort. Crossing the path of one of these routes as a part of necessary travel to and from areas is permitted
- Driving Schools may NOT use skills exam routes designated for Licensing Service Offices (LSO) without prior program written approval and LSO coordination
- If an applicant takes more than one skills exam at your driving school, utilize a different route for each exam. Alternate the route for every attempt an applicant makes (e.g. DA or VIO). This helps ensure that applicants do not memorize certain elements of a particular route if they take subsequent exams
- Prior to submitting a route for approval, drive the route several times to ensure that it captures all the necessary components and that the maneuvers can be completed in a safe and timely manner, while still upholding the validity of the skills exam

- Test routes will no longer be approved prior to being certified by an auditor except in rare situations. Certification involves an auditor driving the route.
- Each skills exam route must be approved by DOL in writing
- Route edits must be completed within seven days in order to be approved. Ensure maps and route instructions meet standards prior to submitting them. Failure to provide maps that meet requirements may result in suspension of DOL skills testing
- Schools are not authorized to deviate from approved routes. Utilizing any routes that have not been approved by DOL is prohibited. If a route does not meet the listed requirements, then redesign and submit a route change request
- When submitting changes to a route (temporary or otherwise) to DOL, ensure the new changes are documented by listing on each page the school location, route number and date of the revision on each page. Route changes or modifications must be legible, clearly illustrated, and documented so DOL can inspect them. Documents not meeting standards or the required features are unreadable, will be returned
- Route maps should NOT be viewable or accessible to applicants or the general public, but are to be made available to examiners conducting skills exams
- DOL may disapprove a route not meeting requirements or which is unsafe. If a route is disapproved for any reason by DOL, it cannot be used for examinations. Once a route has changed, the new route replaces the older route and can no longer be used
- Schools should foster good relations with the public as representatives of the program. Therefore, schools will reasonably facilitate the relocation of maneuvers when complaints are received. If a community files a petition with the agency, then that maneuver location will be removed from an approval status until the program makes a final determination into the merits of the complaint

6.4 Designing a Route Map

To ensure all the above-listed route elements are present on each route, DOL requires that driving schools submit their routes for approval prior to using them. To submit a proposed route, schools will develop and submit a route map with a legend of the maneuvers and elements along the route and turn-by-turn directions as outlined in this section. The use of online mapping programs is encouraged.

If a driving school's examination route(s) is not certified, due to deficiencies and/or safety reasons, the DOL representative will document the changes needed for each specific route and collaborate with the driving school to make sure the deficiencies are corrected. If instructed to make corrections to the route map or instructions, such corrections are to be completed and returned within seven calendar days. Failure to return the requested changes in time may result in lengthy delays or a suspension of skills testing.

Route Map Requirements:

To ensure accurate maps that can be used easily by examiners or to quickly resolve complaints, each map must clearly list maneuvers and legend symbols along the route (See Paragraph 6.5, Sample Map with Turn-by-Turn Directions), and include turn-by-turn directions that match the map, containing all required elements along the route. Route maps are to:

- Begin at the driving school that is licensed and approved for testing
- Start and end points are clearly indicated on the map

- Include an itemized legend listing the symbols and their meanings of the following elements along the route: uncontrolled intersections, stop signs, traffic signals, flashing lights, neighborhood traffic circles/roundabouts, warning signs, and railroad crossing signs
- Route maps must be clearly legible and include:
 - Full school name or DBA name, location, and route number on each page
 - The date the map was created or revised
 - Tracing the route with a visible line when needed to clarify the route path
 - Legible street names and street paths
 - Arrows showing direction of travel along the route
 - Location and order of maneuvers, lane changes, and alternative locations
 - Location of legend elements (e.g. traffic lights, warning signs, or stop signs)
- Turn by turn directions include:
 - List of street names being turned onto (i.e. Turn left onto...)
 - List of all street names being driven
 - List lane changes, other legend elements along the route, and each maneuver; including identifying the order each maneuver is performed so that the route is easy to follow (i.e. A-Backing maneuver)
- When developing your routes, make sure that all routes are equally challenging

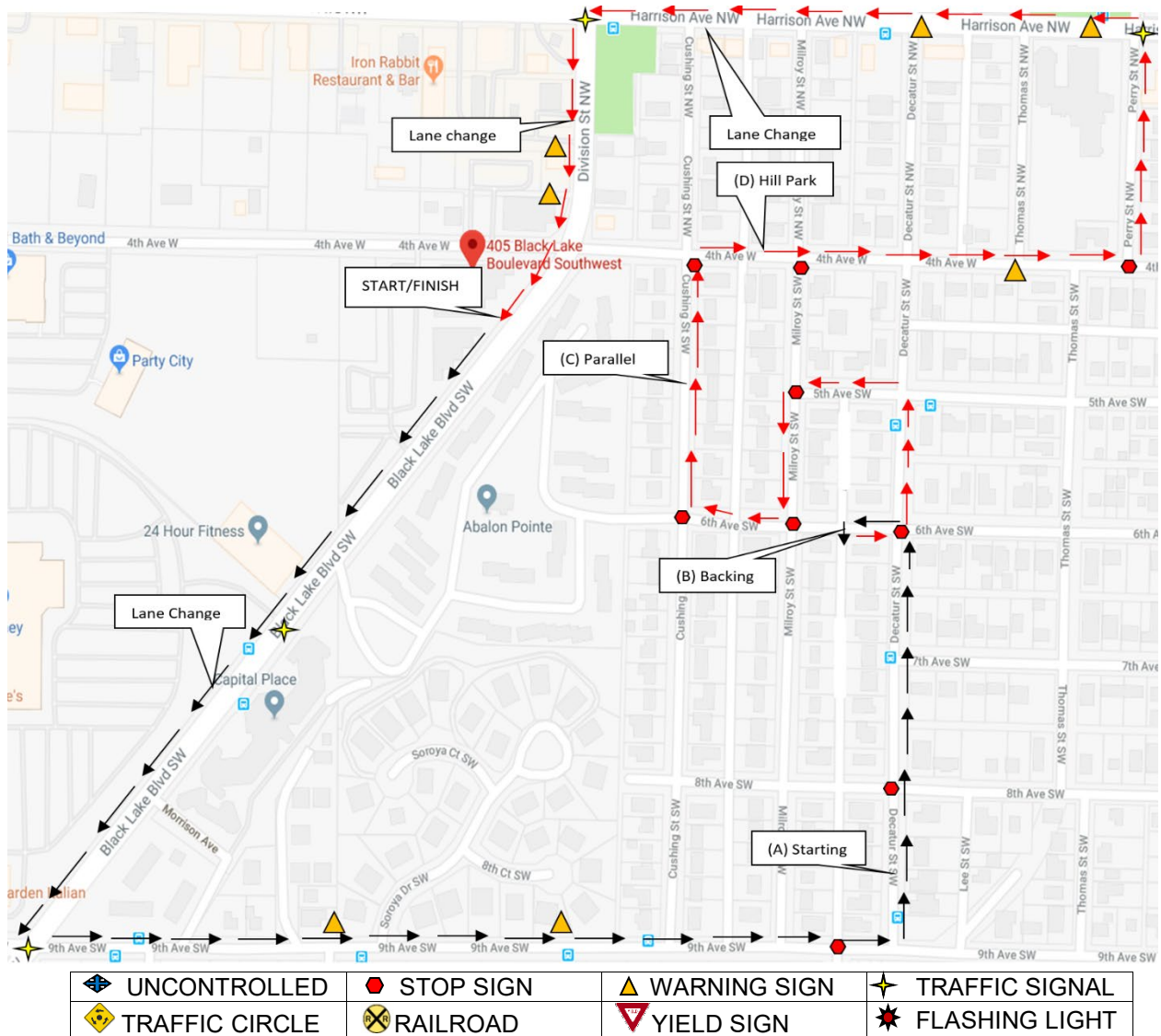
Required Elements and Maneuvers	Minimum requirement per route
Backing	1
Park and Start on Hill	1
Parallel Parking	1
Starting	1
Stop Sign	2
Traffic signals/lights	2
Warning signs	2
Flashing light	1
Left turns	3
Right turns	3
Uncontrolled intersection	2
Lane change	1

- Schools may not exclude elements that are available in the immediate area. If needed, an element may be re-used. Flashing lights and uncontrolled intersections may be substituted for other types of controls when they are not in the vicinity
- Testing route documents may be submitted for initial or change approval to DOLDTSEaminers@dol.wa.gov

6.5 Sample Map with Turn-by-Turn Directions

DOL- Black Lake Road (ME/CE Certification), Olympia – ROUTE 2 rev.21DEC17

1. Turn Right onto Black Lake Blvd, past traffic light toward mall, (Left **Lane Change**)
2. Turn Left (Turn Lane) onto 9th Ave SW (Two warning Signs, Bike lane, and past a Stop Sign at Decatur St).
3. Turn Left onto Decatur St SW, **Starting Maneuver (A)** (Stop Sign at 8th).
4. Turn Left onto 6th Ave SW (Stop sign), **Backing Maneuver (B)** (in-between Decatur & Milroy). Continue East on 6th Ave.
5. Turn Left onto Decatur St SW (Stop Sign).
6. Turn Left onto 5th Ave SW (Stop Sign).
7. Turn Left onto Milroy St SW (Stop Sign).
8. Turn Right onto 6th Ave SW (Stop Sign)



Note: Map creation resources can be found in the training section of the porta

Section Seven– Vehicle Inspection/Walk Around

This section includes the following topics:

- 7.1 Introduction**
- 7.2 Equipment**
- 7.3 Hand and Arm Signals**
- 7.4 Brake Reaction Test**

7.1 Introduction

This section describes the procedures you must follow before administering a skills examination or check-ride. The purpose of the vehicle equipment inspection is to ensure that the vehicle being used for the skills examination is roadworthy and safe. The hand and arm signal test assesses whether the applicant can safely communicate his or her intentions in the event of a turn signal or brake light failure. The brake reaction test assesses whether the applicant can safely stop the vehicle. The pre-trip inspection is an appropriate time to observe the applicant for physical limitations. If observed, the test should be ended for equipment failure and the applicant referred to a testing LSO location. Prior to beginning the test, be sure to ask the applicant if they read the test appointment brochure (or equivalent test policies) and if they have any questions.

7.2 Equipment

Prior to conducting equipment checks, you should introduce yourself, the examiner then confirms the applicant identity, and then performs an equipment check. The vehicle must be legal and safe to drive. Do not add to the equipment checklist, however, you do not have to test in an obviously unsafe or unsanitary vehicle. Be able to articulate either a legal, safety, or a written policy reason if a test is refused. For example, an engine check light without other issues present is not seen as a reason to refuse a test since it is not part of the required checks and does not usually prevent the car from operating (i.e. may be due to a benign issue no longer affecting the car such as a loose gas cap). Exclusions should be part of a written school policy (i.e. only school vehicles are to be used) that has been approved by the department. The following are required by law and must be in working order prior to the exam. The examiner must conduct a pre-trip inspection for each test conducted, including school owned vehicles, positioning themselves outside the vehicle, with the driver window down, to determine the following equipment is operational or current

Note: During this phase, equipment failure or other reasons for not conducting the test (i.e. muffler dragging) are not scored. If the applicant repeatedly fails to follow instructions prior to beginning the test, refer them to the LSO. If the applicant clearly does not understand your instructions due to a language barrier, you may have their relative or friend orally translate your instructions as you say them. Once you get into the car, no further outside assistance is permitted

- The presence of extra vehicle equipment (e.g. steering knob or hand controls, panoramic mirror, or pedal or turn signal extenders, etc.) are indicators that the applicant may need to be referred to the LSO. Therefore, be observant for these indicators and

determine if the applicant is using such equipment to compensate for an impairment. If used to compensate for an impairment, do not test

- Have the applicant set the parking brake and leave it set until the exam begins. If the parking brake is already set, ask the applicant to disengage and reset it to ensure proper function. There is no need to do this check multiple times. If the brake does not work, treat it as an equipment failure and do not continue the test
- After setting the brake, verify that all brake lights are working, including the center brake light if equipped. If a brake light consists of multiple LED/bulbs, the majority of the individual lights must work in order to use the vehicle. When checking the brake lights, position yourself so that you are not directly behind the vehicle. Although in statute, for the test there is no requirement for lights to be working from a particular distance
- Verify that all turn signals are working. If the turn signals are not working, the applicant must use arm signals to substitute for the inoperable turn signal, use another vehicle, or be offered another appointment.
- Seat belts must be worn at all times during the skills exam. The exam cannot begin or continue until the applicant has fastened their seat belt. If the applicant removes the seat belt during the exam, instruct them to put it back on and continue the test.
- An ignition interlock device (IID) is required during the skills exam if the applicant has this restriction; unless he has a work vehicle waiver (See Paragraph 3.4, Ignition Interlock Devices)
- License plates are generally required on the front and back of the vehicle along with current tabs on the rear plate. Some vehicles without indentations and/or holes for a license plate on the front are not required to have both plates. If front plates are absent, check the registration to confirm it is required
- Check the vehicle tab expiration. If the tabs expire during the same month the exam is being conducted, then inspect the vehicle registration to ensure that it is not beyond the expiration date
- Make sure the windshield is not cracked or chipped in the line of vision and does not obstruct the vision of the applicant or the examiner
- If it is raining or snowing check the function of the windshield wipers
- Although not part of the normal pre-trip checks, during adverse weather conditions it may be necessary to check items that could create a dangerous situation (e.g. not having snow tires, studded tires, or working headlights, etc.). For ice and snow conditions, applicants are to be warned that if there is any loss of control, spinout, or slipping that it would end the test and the test would have to be rescheduled (such weather-equipment related issues are not scored or recorded into the License Express for Business website)
- Although not advised due to the potential impact of road conditions on your ability to properly score or react to hazards, if you will be on the road after sunset, additionally check prior to the test, vehicle interior speedometer lights, headlights, reverse lights, original equipped amber lights, and license plate light for operation.
 - Headlights are required to be on by law a half-hour after sunset or whenever due to insufficient light or unfavorable atmospheric conditions, persons and vehicles are not clearly discernible at a distance of one thousand feet (RCW 46.37.020).
 - Due to safety, hand and arm signals are not to replace inoperative turn signals after sunset or whenever visibility becomes a safety concern (i.e. traffic can no longer discern the hand signal).
 - If proper course scoring is not possible, you should not take the applicant on the test. If during the course you can no longer score accurately due to lack of vision, consider it an equipment failure, and do not record the test.

- If equipment fails while on the roadway (i.e. lighted lamps required by RCW 46.37.020 are not operational), end the test and treat as an equipment failure, mark "Equipment failure," and list the specific reason in comments.
- The left outside mirror is always required by law. However, the right outside mirror is not required by law. If the vehicle does not have a rearview mirror, then a right outside mirror is required
- The driver's door window must roll down enough to allow the use of hand signals
- The passenger door must open and close from the inside and outside
- A valid insurance card must be presented and remain in the vehicle during the time of exam. Acceptable proof of insurance must comply with WAC 308-106-020. Insurance requirements include:
 - An insurance card meeting WAC 307-106-020 will list the name of the policy holder(s), a description of the vehicle, or both, list both an effective and expiration date of coverage, and a policy number
 - SR-22 or Broad form insurance is accepted if it is for the person taking the exam
 - A liability bond must contain a number issued by the State Treasurer
 - Faxed or computer prints of insurance coverage from the insurance company is acceptable
 - Proof of insurance can also be provided via a portable electronic device
 - An Insurance Binder providing temporary insurance coverage for a specified time until a formal policy is accepted or denied may be accepted as long as it has either the name(s) of the policyholder(s), or a description of the vehicle (e.g. year, make and/or model, or "fleet") or both; and the effective and expiration dates of the insurance coverage
- Rental vehicles are only permitted **if** the applicant presents proper proof of insurance and is a **licensed driver**. An unlicensed driver can never use a rental vehicle for a drive test. If a rental contract indicates that company insurance has been declined, the applicant must show other documentation indicating insurance coverage. A licensed driver (from another country) may utilize a rental vehicle for the examination. If so, ensure the applicant's foreign license is valid and that they have the required insurance coverage
- You can accept vehicles with dealer license plates if the driver presents acceptable proof of insurance and is carrying a Dealers Permit for Demonstration or an equivalent permit issued by the dealer. The permit is valid for up to 72 hours. Check if the driver has this permit and has valid insurance covering the vehicle. If not, the vehicle is not to be considered legal for the drive test
- An applicant may use a vehicle from a car-sharing group for a drive test if they are the member of the car-sharing group. Only the car-sharing group member is allowed to drive the vehicle. Car-sharing group members are generally licensed drivers, and usually 21 years of age, but never less than 18 years of age. They are still required to show an insurance card that contains all elements of WAC 308-106-020 (see above). The coverage will be in the name of the car-share group

Note: Effective 1986, legislation requires vehicle drivers and passengers (meeting Federal Motor Vehicle Safety Standard 208) to wear the seat belt assembly in an adjusted and securely fastened manner. Based upon this standard, seat belts are required in:

- Passenger cars manufactured after January 1964
- Convertibles and open top vehicles manufactured after December 31st, 1967

- Trucks and multipurpose passenger vehicles that have a GVWR of 10,000 pounds or more manufactured after December 31st, 1971
- Vans, motor homes and vehicles carrying chassis-mounted campers manufactured after December 31st, 1975
- Some individuals may be exempt from the seat belt requirement if carrying a note from a physician indicating the individual is unable to wear a seat belt for health reasons

Applicants may use any vehicle (owned or not owned by the applicant) that is in safe operating condition, with the exception of vehicles not meeting any of the operational or insurance requirements listed above

7.3 Hand and Arm Signals

Applicants must correctly demonstrate hand and arm signals during the vehicle inspection and walk-around, prior to being administered a skills exam. The driver's window must roll down to allow the applicant the ability to properly demonstrate hand and arm signals. In the event the exam vehicle's electronic turn signals fail during a skills exam, hand and arms signals may be substituted in place of the inoperable signal(s). Occasionally, alternate the order in which you request the hand and arm signals to be given. This ensures the applicant has not memorized them in a particular order and knows them outright. If the hand and arm signals are demonstrated correctly, continue with the examination.

If the applicant does not know the correct hand and arm signals, they can be given an opportunity to independently review the correct procedure. The applicant must review this without any instruction or coaching from an examiner. The examiner may provide a resource for this review. Once the applicant has reviewed the training tool on their own (usually only for a short period of time), the examiner may then return to the vehicle and allow the applicant another opportunity to correctly demonstrate hand and arm signals. If the proper hand and arm signals are then demonstrated correctly, the skills exam may continue without further interruption. If the applicant still does not know their hand and arm signals, the examination will be ended as an equipment failure (without scoring or entry into the License Express for Business website)

If the electronic turn signals do not work on the exam vehicle, give the applicant the option to use their hand and arm signals in place of the electronic signals during the skills exam. If the applicant chooses to use hand and arm signals during the skills exam, be sure to explain that points will be deducted if hand and arm signals are not used properly. The applicant may also choose to reschedule their skills exam for another date/time or perhaps utilize a driving school's DOL-approved exam vehicle (if available at that location)

7.4 Brake Reaction Test

The brake reaction test is conducted to determine if an applicant can safely and quickly stop the vehicle. This test must be given to an applicant prior to each skills exam they take.

The brake reaction test is conducted while standing outside of the vehicle, near the driver's door. The examiner should stand near the driver's window, clear of any danger and have a clear view of the foot controls of the vehicle. The driver's window must be down so the applicant can clearly hear your commands and allow you to observe the applicant's brake reaction skills. The engine must be off, and the parking brake set, during the brake reaction test

Instruct the applicant:

“I am going to check your ability to stop. Put your foot on the gas pedal. When I say stop, step on the brake as quickly as you can.”

Pause briefly, and in a normal tone of voice say, **“Stop”**

The applicant should be able to step on the brake pedal quickly enough to stop the vehicle in an emergency. If they cannot, repeat the instructions and have them try again. If they are still unable to perform the brake reaction test adequately, the applicant should be referred to the licensing service office. Slow reaction times might be an indicator of poor awareness, lack of strength or mobility or mental/physical limitations. Treat this situation as an equipment failure. Since this is prior to the start of the test, the examiner may after first saying the instructions verbatim, further explain or rephrase the instructions to ensure the applicant understood the task, then say the instructions again verbatim.

Section Eight- Skills Exam Scoring Procedures

This section includes the following topics:

- 8.1 Introduction
- 8.2 Skills Exam Verbiage
- 8.3 Skills Exam Score Sheet
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8.1 Introduction

Applicants need to be knowledgeable and skilled in order to meet the demands of increased traffic volumes, as well as interacting with drivers of varying experience levels while on public roads. The skills exam measures applicant qualifications and identifies areas of needed improvement that could be corrected through practice and preparation. The skills exam provides defined scoring of objective observation points to be used for evaluation

The standards for administering and scoring the skills exam are included in this section. Examiners must deliver the skills exam instructions verbatim, using the exact language provided, to every applicant taking the exam. This means the examiner must memorize the instructions provided by DOL.

Examiners should memorize the drive routes for their school, know where each maneuver is performed, and be aware of scheduled roadwork, trash collection times, or other traffic issues that could interfere with the exam

Cautions to Observe:

- If the applicant loses control of the vehicle, you must be alert and prepared to assume control, including verbal or physical control (e.g. turning the steering wheel and/or applying the parking brake). **Do not be too quick to assume control; unless it is obvious the customer cannot cope with the situation**
- You must be careful to watch everything the applicant does including where they are looking, what they are doing, as well as where they are driving
- Never attempt to instruct the customer how to perform a maneuver. Tell them where and what to perform, but not how. Record your observations as you proceed, and don't rely on memory
- Do not hurry the customer or act bored with their performance. Avoid appearing impatient. Score inconspicuously, but not secretively
- Score according to the principles and procedures in this section. Do not exceed the definitions or otherwise deviate from the manual (e.g. do not score Unable simply because the applicant did not park in the stall fully; score VIS for not touching their chin to their shoulder; or disqualify them for not settling their car at a stop sign), Unable is only listed under Parallel Parking and the Backing maneuver therefore it would not be scored as part of the other maneuvers

- Although some scores are restricted to what is listed in the maneuver category, (Backing, Parallel parking, Park and start on hill, and Starting) the remainder are applicable to the entire course whenever it is observed to occur (i.e. Lane Travel is scored whenever the applicant moves a car width) but must be scored under the applicable category (i.e. Lane Travel)
- Use good judgment when scoring. Consider if the applicant may have used their peripheral vision (i.e. There is no need to do a blind spot check until a car width in movement occurs), whose action was clearly prudent and reasonable (i.e. directed by a police officer to cross the lane line to pass), nor make assumptions about intent. Scored errors normally will be clearly observed, defined, and applicable to the measure (e.g. lack of skill, danger potential, or congestion potential)
- Do not interfere with the test unnecessarily. If you instruct the applicant to stop a maneuver (i.e. you were too close to a parked car and might hit it), with the exception of instructing the applicant as part of the required test instructions (i.e. to stop the applicant due to reaching 50 feet during the backing maneuver), the examiner has ended the test
- Do not score the same individual error in more than one location on the score sheet.
- You must be careful to watch everything the customer does. Do not get into the habit of scoring only one or two items. Score every error observed that is listed in the manual however do allow an applicant a reasonable opportunity to do the things you are scoring. Once the test has ended, stop scoring (e.g. Dangerous Action, Accident, Violation, or Failure to Perform immediately ends the test)
- Errors deducted should be obvious that they occurred. Do not score something you have not observed. If you do not know how to score it, look in the examiner manual to see if it is listed. If it is not listed in the manual or you are not sure the error was made, do not score it
- You must know the exact definitions listed in the manual; otherwise, you will be unable to score correctly (i.e. difference between DP and CP). Failure to score correctly may result in the licensing of an unqualified applicant
- You may use for either a recertification check-ride or an applicant test (but not for an initial examiner certification or reinstatement check-ride) either the official DOL English or Spanish job aid sheet to assist in verifying the verbiage to use or to verify the correct error was scored. Use of the job aid sheet is never to interfere with your ability to observe the test and the car must not be in motion, nor are instructions to be given while looking at the job aid sheet. For all other languages not the examiner's native language, they must give the test in English.
- If an applicant decides to stop the skills exam, you should not urge them to continue. You may ask permission to drive the applicant back to the school. Be sure to have your driver license on you. If the applicant refuses, advise them to park the vehicle and stop the examination. If needed, contact your school to request a ride back

Teaching versus Examining

Although you may have extensive driver training expertise, as an examiner, you are now administering a skills exam to determine if the applicant should receive a driver's license. Examiners may not instruct, train or coach during a skills exam. Examiners must remain objective while scoring an applicant's performance and this is difficult if you have influenced or coached the applicant during the exam process. Test applicants must independently demonstrate they can safely complete the exam. As a result, once the test has begun, the examiner may NOT:

- Coach, prompt, encourage, reference signs, or add unnecessary conversation during the test
- Discuss rules of the road with the applicant (i.e. speed limit).
- Provide hints or pointers (e.g. “at the stop sign turn left/right;” or “are you sure that’s all?”), or unnecessarily look prior to the applicant looking to check for traffic. (You should verify it is safe to go immediately after the applicant has checked)
- Announce the name of the maneuver or control device (e.g. “Now we’re going to do the backing maneuver” or “at the stop sign turn right”)
- Acknowledge correctness once the examination has started (e.g. “Great job” or “You’re doing it right”).

Remember to Review These Prior to Beginning the Exam:

- *Verify the applicant’s eligibility (see Paragraph 3.2) and record the document used to identify the applicant.*
- *Ensure the vehicle equipment is in working order (see Paragraph 7.2)*
- *Verify the applicant has valid insurance (see Paragraph 7.2)*
- *Verify the applicant has a valid instruction permit, valid foreign license or a Temporary Authorization to Drive form*
- *Verify the applicant can perform the hand and arm signals properly*
- *Verify the applicant’s ability to adequately complete the brake reaction test (see Paragraph 7.2)*
- *Ask the applicant if they have any questions*

Note: Scoring only begins once you have left the parking lot, entering the roadway, with the exception of dangerous actions, collisions, and running stop signs.

8.2 Skills Exam Verbiage

While administering a skills exam, Examiners must use DOL’s standardized verbal instructions to ensure consistency of examination protocols across the state. Examiners must memorize the exact skills exam verbiage and use it verbatim when administering a skills exam. However, there are occasional instances where simple clarification must be given by the examiner in order to clarify their intent (as well as keep applicants on the route). This can be done as long as it kept minimal, was necessary to use, was done after the verbatim instructions, and does not resemble coaching or instruction. For example, examiners could point and say “at the telephone pole” without adding any unneeded or unscripted wording. You should avoid mentioning signs, controls, street names, or turn lanes. Examiners should give the verbiage far enough in advance, but not too far ahead, such that the applicant has the best chance to fully understand and correctly complete the maneuver or follow your instruction.

Maneuvers and Verbiage:

Backing Around a Corner - Advise the applicant to turn into the driveway or alley. When simulating the maneuver, use a street corner/intersection, and advise the applicant to “drive to the side of the road and stop.” Once in position and stopped, about three car lengths from the edge of the road or intersection, advise the applicant in one continuous phrase to:

When a curb is present:

“Back around the corner to the right, staying as close to the edge of the curb as you can, then safely continue backing in a straight line until I say stop”

When no curb is present:

“Back around the corner to the right, staying as close to the edge of the road as you can, then safely continue backing in a straight line until I say stop”

If the maneuver is simulated (i.e. at an intersection) and not being done from an alley or driveway, then the Examiners must also add:

“Imagine you are backing out of an alley or driveway”

At that time, the applicant should back around the corner, making a mandatory stop before the roadway (or sidewalk if one is present), check both directions for traffic or pedestrians, then continue backing around the corner and then continue backing in a straight line for an approximate distance of 50 feet (or two and a half car lengths). If the applicant stops backing prior to 50 feet, instruct them to continue backing until directed to stop. Once stopped, or you instruct them to stop, score all applicable deductions.

When the maneuver is complete, instruct the applicant: ***“Re-enter traffic”***

Park and Start on Hill - Prior to giving this verbiage, Examiners should identify a specific landmark or location where they want the applicant to perform the maneuver, either uphill or downhill. For example, “see the tree ahead on the right.” As the applicant approaches that location, advise the applicant (prior to reaching the location in one continuous phrase) to:

“Park your vehicle (next to the tree on the right) as though you were going to leave it unattended”

If there are no appropriate hills on your drive route or the hill you are using is not an obvious slope, you may simulate a slope by adding to the verbiage:

“Assume you are on an uphill (downhill) grade”

When the maneuver is complete, instruct the applicant: ***“Re-enter traffic”***

Note: The hill park maneuver is the only maneuver where the applicant will be required to secure their vehicle as if leaving it unattended

Parallel Parking - The instructions for this maneuver differ for parking between four delineators (traffic stanchions), between two vehicles, or parking behind one vehicle on the street. As the applicant approaches the parking area, give the appropriate instructions for one of the following three scenarios that apply to your drive route. At the conclusion of this maneuver, the applicant must re-enter traffic

Between Four Delineators (Traffic Stanchions in the School Parking Lot)

- Identify the delineators (traffic stanchions) as “four poles”
- Instruct the applicant:

“Parallel Park between the four poles as if you were parking between two vehicles”

Behind a Single Vehicle Along the Street

- Identify the landmark, (i.e. “see the yellow car”)
- Instruct the applicant:

“Imagine another vehicle parked 1-1/2 car lengths to the rear; parallel park between the two”

Between Two Vehicles Along the Street

- Identify the landmark, (i.e. “ see the space between the red and blue cars”)
- Instruct the applicant:

“Parallel park between these two vehicles”

When the maneuver is complete, instruct the applicant: ***“Re-enter traffic”***

Note: Do not use this verbiage if the vehicles are more than 1 1/2 car lengths apart.

Starting Maneuver - This maneuver is performed while on the street, along your drive route, and is a separate maneuver. It is not to be combined with any other maneuver.

Instruct the applicant (identifying where you want them to stop, i.e. “before that red mail box ahead”):

“Drive to the side of the road and stop”

When the maneuver is complete, instruct the applicant: ***“Re-enter traffic”***

Right and Left Turns: Give the verbiage approximately 100 feet before an intersection or the intended turn. This will allow the applicant enough time to assess the scenario for safety, prior to making the turn. It is not part of the permitted instructions to identify signs, signals, the turn lane, or other road markings. The applicant must be able to position themselves into the turn lane when one is present. In the case of roundabouts, you may additionally identify the exit number (e.g. at the next corner turn left, take the third exit)

Instruct the applicant:

“At the next corner, turn right (left)”

Lane change: This maneuver is performed on a multi-lane roadway. If a multi-lane roadway is not available in your area, moving into a turn lane may substitute for a lane change (in the case of turn-lanes, do not give lane change instructions, instead use right/left turn instructions). Examiners should watch for traffic as the applicant changes lanes

For the lane change, that is not part of a turn, instruct the applicant:

“When safe, move to the right (left) lane”

8.3 Skills Exam Score Sheet

The scoring system is designed so that the applicant’s actions, errors or omissions, while on the skills exam, will be assessed and scored in one of the following deduction categories:

- **Danger Potential:** An action that would be potentially dangerous if other traffic or pedestrians had been present
- **Lack of Skill:** An action that, while not particularly dangerous, clearly indicates a lack of skill
- **Congestion Potential:** An action that is not necessarily dangerous, nor clearly indicates a lack of skill, but would potentially congest or inhibit the normal flow of traffic

The skills exam score sheet is for skills examinations only. A copy of the completed score sheet must be maintained for three years for audit purposes. Complete all portions of the score sheet accurately and legibly.

The score sheet is divided into maneuvers with specific points for evaluation. Each mistake or omission must be scored. If the performance on a single maneuver is unsatisfactory, a number of points will be deducted

- For the first error, the examiner will legibly circle the error abbreviation as they occur
- For each subsequent error, the examiner will place a hash mark through the circle as they occur to indicate the number of times the error was repeated
- For each error made there should only be one corresponding error circled (or hash mark)
- At the end of the exam (not during), the maximum point deduction that can be deducted in each section of the score sheet is circled. The point deduction for a Danger Potential error is always the maximum allowable points that can be deducted for that category
- In cases of an error for Lack of Skill or Congestion Potential, the examiner would score only the points for that particular section (i.e. 2 or 3 points)
- When errors are circled for both Lack of Skill and Congestion Potential, score the maximum allowable point deduction (i.e. circle the DP point value instead of both LS and CP points). See example below:

Parallel parking		
DP: Vis Sig Cont Thru Curb Unable Road		④
LS: Curb 1 1/2 <u>Loc</u>	2	
CP: Try <u>Dis</u> Cent	2	

Reminder: Examiners should score (or circle) every error made during an exam. Examiners should not wait until the end of the exam to circle errors. They should be circled as they happen or shortly thereafter. However, if you are not sure of the deduction, wait until the end of the test and look up the correct score in the examiner manual. Examiners are to wait until the end of the

test before circling the points deducted in each category. This helps prevent the applicant or Examiner from anticipating the result. The circles should be large enough to be clearly readable when adding the deductions at the end of the exam

Do NOT multiply deduction scores by the number of errors that were made. See example below:

Right turns		
DP: Vis Sig Spd Cut Pos Wide		6
LS: Wide		3
CP: Late Stop Lanes		3

In this example, a single maneuver, Congestion Potential may have a value of three points. The score sheet has been circled and hash marked for four Congestion Potential errors on the maneuver. **The deduction is for three points, not twelve.**

Reminder: Except for the disqualifying errors listed in Paragraph 8.5, do not record errors not specifically listed on the score sheet or beyond what is described in Paragraph 8.3. Examiners should NOT be inserting their own scoring or interpretations into the skills exam. Follow the scoring definitions as written. Do not circle or add points if a DA, FTP, VIO, or ACC occurs as the test has ended and a percentage score is not possible.

8.4 Procedures for Conducting the Skills Exam

Use the procedures in this section when conducting and scoring the skills exam. The scoring procedures standardize the manner in which skills exams are conducted.

- The skills exam must be conducted from the passenger seat. You should angle yourself slightly toward the applicant so you can properly observe
- Verify the individual testing is actually the applicant
- Ensure the applicant has read and had an opportunity to ask a question about the required drive test policy elements (Do not answer rules of the road questions)
- Complete the skill test score sheet as the deductions occur
- Do not engage in general conversation. If needed, you can redirect applicant questions and casual conversation by stating: “We can talk about that when we get back as I want you to focus your attention on your test”
- Only the Examiner, the applicant taking the exam and an interpreter for the hard of hearing (if needed), or service animal (if needed) are allowed in the car.
 - Interpreters for the deaf or hearing impaired will also be required to wear a seat belt when accompanying an applicant on a drive test.
 - Service animals who do not stay in the back seat, or next to them when required, may be scored under equipment failure. Examiners with valid reasons not to test with service animals (allergies, fear of animal, or religious objections), should have another examiner conduct the test. The service animal does not need to be secured in any manner. The service animal must be under control throughout the drive test. If

- the service animal is not under control, the examiner advises the applicant to control the animal or the test will be ended
- RCW 49.60.215 prohibits discrimination in a place of public accommodation due to the “use of a trained dog guide or service animal” by a disabled person. “Service animal” under RCW 49.60.040 is any dog or miniature horse that is trained to do work or perform tasks for individuals with a disability, including sensory, psychiatric, intellectual, or other mental disability. The tasks performed by the animal must be directly related to the disability. Examples of work or tasks include, but are not limited to alerting those who are hard of hearing, providing nonviolent protection, assisting during a seizure, alerting individuals of allergens, retrieving items such as medicine, and helping persons by preventing or interrupting impulsive or destructive behaviors. Emotional support, well-being, comfort, or companionship does not constitute by itself a work or task to be performed.
 - The business cannot ask the applicant about their disability, as this is private information, and the business cannot ask for proof of disability, a medical note, or require documentation for the service animal.
 - Fear of dogs by other employees or by applicants is not a valid reason for not allowing a service animal. Service animals are not limited to a specific type, breed, or size.
 - A business can ask if the animal is a pet. If the animal is a pet, the business can exclude the animal. If the handler answers that the animal is a service animal, the business can proceed to a second question. The business can then ask a task or training question, such as, “What is this animal trained to do for you?” The answer to this question will determine if the business needs to allow the animal or if it can exclude the animal.
 - ❖ If they refuse to answer, the animal can be excluded
 - ❖ If they disclose their disability, but refuses to disclose what the animal is trained to do for them, the animal can be excluded
 - ❖ If they provide documentation or certification that the animal is a service animal, but neither the documentation nor the handler can explain what the animal is trained to do, the business can exclude the animal
 - You can not charge for the service animal per “Guide to Service Animals and the Washington State law against Discrimination” (www.hum.wa.gov)
 - Each maneuver must be attempted for a passing score. Except for having to redo a maneuver due to not understanding the instructions, each maneuver must only be attempted once per exam. An applicant can re-adjust what they are attempting, but may not make a second attempt at another location along the route (an exception can occur due to a failure to understand the instructions and an inability to repeat the maneuver at that location without leaving the route)
 - If an IID warning signal sounds during the drive test requiring a breath sample of the driver, instruct the applicant to drive to the side of the road and stop. When the breath sampling is completed, continue with the drive test. If the applicant is unable to activate the IID device within five minutes, stop the drive test, list as an equipment failure, and advise the applicant to reschedule.
 - Becoming stuck in the snow is considered an equipment failure and the test ended

Note: Equipment failures (i.e. speedometer) are not considered a completed test. Such tests would not be entered into the License Express for Business website. The partial score sheet is retained in the applicant record and the specific reason is noted in comments.

8.5 Causes for Disqualification

With the exception of an accumulation of errors, if an ACC, VIO, DA, or FTP occurs, note the dangerous action, the action taken to prevent the collision, and the location, and immediately end the skills exam. The examiner will direct the applicant back to the office by the most direct route and discontinue further scoring. Do not tell the applicant that the exam has ended before returning to the office.

For mechanical issues that prevent completion of the exam do not score or enter the test information into the License Express for Business website. Mechanical issues are viewed as an equipment failure.

The Following are Examples of Disqualification:

Accident - The following are considered accidents:

- Contact with a pedestrian
- Contact with another vehicle. A slight bumper contact while parking that leaves no mark is not normally considered an accident. However, any damage including scratches, dents, indentations, scuff marks, or the car alarm goes off caused by contact is considered an accident.
- Driving onto lawns or shrubbery causing an indentation, deformation, or damage is considered an accident Note: When using an unpaved roadway for the backing maneuver, do not score when still on the designated travel portion of the path the examiner directed and tire tracks are made due to muddy or wet weather conditions.
- Contact with a fixed object (such as a mailbox) is an accident. However hitting the parallel park stanchions are not considered an accident.

Reminder: An accident involving unoccupied property requires an attempt to locate the owner or leave a name and contact information on the property. Schools are to report accidents to law enforcement according to state law and local jurisdiction thresholds and time-periods. Schools are to report to the DTS program when there are injuries or when damage to school cars are valued at or exceed \$1000. Examiners should advise the applicant they should leave their contact information and the examiner should independently leave their contact information as a witness if the driver of the other vehicle cannot be found and there has been damage to the vehicle. Scoring will stop once an accident occurs.

Dangerous Action - These are dangerous driving situations by the applicant that are not specific violations of the law:

- An accident that was prevented by the expert driving on the part of another (e.g. swerved to avoid a collision or required hard braking)
- Dodging out of the way by a pedestrian
- The examiner had to assume physical or verbal control of the vehicle (i.e. preventing a collision)
- Specifically listed driver errors requiring this score (i.e. two wheels on the curb))

Examples of verbal control include an applicant who backs out of a parking stall with fogged windows that have obscured vision enough to become dangerous and therefore you need to tell them to stop or while you are driving you need to instruct an applicant to turn on their windshield wipers when it's raining or snowing. In these situations, score as a Dangerous Action. In

situations involving other traffic, there should be a real and immediate threat of collision that can be articulated and listed on the score sheet. Striking a curb during the course of performing a required maneuver is not considered a Dangerous Action. For example, during a parking maneuver, if the applicant strikes a curb then you would score *CURB* because it is listed as a scored item. Once a dangerous action or verbal control has taken place, which must be described to the applicant, and driving back would be unsafe, you may then ask to drive back or say, "I'll drive back from here." Remember scoring will stop once a DA occurs.

Violation - Violations **are limited to** the following situations only. If a violation occurs, calmly bring to the applicant's attention what event just happened (i.e. "There was a stop sign at that last turn"), but wait until returning to the start point before informing them that they have disqualified.

- Speeding is scored only when the applicant exceeds the speed limit by more than five mph (i.e. six or more miles an hour). Bring their speed to the attention of the applicant, (i.e. "You are driving ___ miles an hour." After the violation has occurred you may limit their speed for safety reasons
- Failure to stop for a stop sign or traffic light*
- Driving on the wrong side of the road (e.g. being more than a tire width over a marked lane separating opposing traffic or having more than 50% of the car over the opposing traffic side of an unmarked road with two directions of travel). See exceptions listed under Paragraph 8.1, Cautions to Observe.
- Driving straight in a turning-lane
- Turning from a straight-ahead lane
- Driving the wrong way on a one-way street
- Any time an applicant is stopped by law enforcement and receives a warning or a citation

**Do NOT score VIO for failing to settle the vehicle at a stop. If the passing scenery stopped, even for a brief moment, do not score VIO. Do not score the applicant VIO if they enter on a green or yellow light and they do not clear the intersection before the light turns red. If the light is red prior to entering the intersection then score VIO. Score YEL if they entered on a yellow light and could have stopped but did not. A score of ATTN is possible depending on what occurred such as an obvious failure to react safely to pedestrians, road conditions, and other cars. Reminder: Do not score a VIO or DA for not using their seat belt (See Paragraph 7.2 Equipment). Stop scoring once a VIO occurs.*

Failure to Perform:

- If an applicant is unable or unwilling to comply after they are told an action is required (e.g. applicant refused to try a maneuver and you were not able to assess anything or they state that they cannot perform the required action), this may be scored as a failure to perform (FTP). The examiner must advise them this would be a cause for disqualification. If the applicant still refuses to try the maneuver, the exam is ended. The examiner will indicate the reason and number of times the applicant was warned at the bottom of the score sheet marked "if no, reason." Discontinue the exam and direct the applicant back to the school. Do not advise the applicant of their disqualification until you have arrived at the school.
- During the examination, if the applicant repeatedly fails to follow instructions or directions on the skills exam such they cannot complete the directions in a reasonable

period of time, preventing completion of the exam, then they can be disqualified. Missing one turn is not a failure to perform. In this case, directly return to the course and continue the test. On the other hand, repeated deviation from the course is a failure to perform. With that in mind, it is the Examiners responsibility to say the directions early enough, clarify if it appears the applicant did not understand, and assist in needed clarifications in a timely manner if the applicant appears to be turning off the route. It is expected that the examiner maintain control of where the applicant drives. The skill test is not to be a test of language understanding. Scoring FTP for leaving the route should be very rare.

- Examiners should use other means of communication whenever it appears that there may be a language barrier or a complete failure to understand instructions including paraphrasing instructions, using gestures, or drawing pictures to clarify instructions on a separate piece of paper
- If the applicant offers the examiner a bribe or gratuity in exchange for a passing score on the skills exam, they will be disqualified. Examiners should follow bribe-reporting procedures as set out in Paragraph 3.4 of this Examinations Manual.
- Failure to perform cannot be scored until the applicant has begun the test. The test begins when the applicant enters the roadway (i.e. leaves the start point of the course either from a parking spot along the road or when leaving the parking lot).

Accumulation of Errors:

Accumulation of more than 20 points will disqualify an applicant. However, accumulation of errors (even if a failing score) does not immediately end the test. Without another type of disqualification occurring, continue the test and test scoring until completion:

At the conclusion of the examination:

- Add the point deduction for each section of the exam
- Subtract the total from 100 to obtain the applicant's score
- A score of 80 or better is passing
- Double check your math

8.6 Scoring the Skills Exam

This section includes definitions of the maneuvers as well as the different items to be scored. It helps to commit these scoring procedures to memory in order to score accurately. Each possible scoring item detailed below has a corresponding abbreviation found on the score sheet. These abbreviations indicate the specific error(s) that were made and are listed on the score sheet under each score category

Reminder: When scoring during the skills exam, the abbreviation should be circled to indicate an error was made. If the error is made more than once, a hash mark is placed through the circled abbreviation to indicate each additional instance the error was made

Vision (Vis) is scored when an applicant does not use best possible vision when entering or leaving traffic, making lane changes, backing, entering intersections, etc. Best possible vision will depend on the vehicle. Examiners are expected to use good judgment when scoring vision

- Vision may be scored for not checking for traffic at all or was improperly done (e.g. checking vision late or too early to be timely)
- Do give credit if an applicant appeared to use their peripheral vision
- When an applicant is driving a vehicle with obscured vision or no side windows, best possible vision may be using mirrors rather than looking over their shoulder into the blind spot area of the vehicle
- Some new vehicles are equipped with monitors that allow a view of what is to the rear of their vehicle. An applicant is still expected to turn and look behind and to the sides of the vehicle when backing. Advise the applicant who has a back-up camera that this will not be considered a substitute for best vision during the test. Do not score an applicant who occasionally views the camera image but do score an applicant who fails to use their best possible vision the majority of the time (i.e. more than 50% of the time). Do not block the monitor with your clipboard

Signal (SIG) is scored when a signal is required under the scoring rules, and it is not used at all, is late, or was done in the wrong direction. Signal may also be scored when it was not disengaged or put on unnecessarily (under mechanical operation). Examiners are expected to use good judgment if the car disengages the signal and the applicant correctly puts it back on

Backing

This maneuver cannot be combined with another maneuver

Examples when to disqualify an applicant:

- Applicant backs wide, going over the center of the road and does not return to their lane of travel stop the exam and score as Dangerous Action
- Applicant backs over (on top of) the curb with more than one wheel (or two axles for if a dually truck), either with one wheel then another on the same attempt or both are on the curb at the same time, score as a Dangerous Action
- Applicant causes damage to lawn, shrubs, etc., score as an Accident
- Applicant fails to stop for an approaching car from the rear that is so near as to represent a risk of collision, score as Dangerous Action (do not score if applicant stopped and the other car went around)

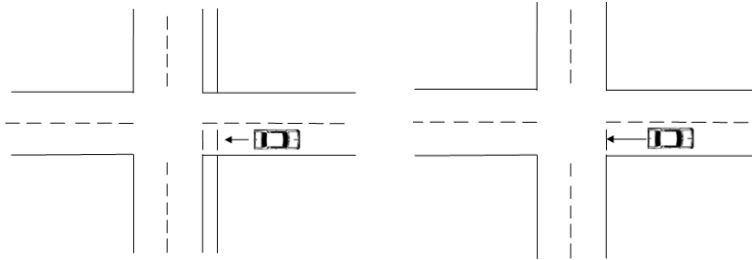
Danger Potential:

- Applicant fails to use best possible vision to check traffic in all vulnerable areas (i.e. fails to look in both directions when entering the roadway). For best possible vision while backing, the applicant should turn and be looking primarily out the rear window unless use of mirrors is best possible vision (i.e. enclosed camper, van, truck with a canopy, etc.). Prior to the turn, applicants should check in all vulnerable areas for potential cross traffic and pedestrians. Before re-entering traffic after the maneuver, checking of the “blind spot” on the left side is required if movement of a car width or more to the left is made. *Reminder: Driving to the side of the road to begin backing is scored under lane travel (VIS)*
- After stopping, the applicant fails to use required signal when re-entering traffic. This is scored only if the applicant moves one car width to the left after the backing maneuver was completed in order to re-enter traffic. It is not required while backing around the

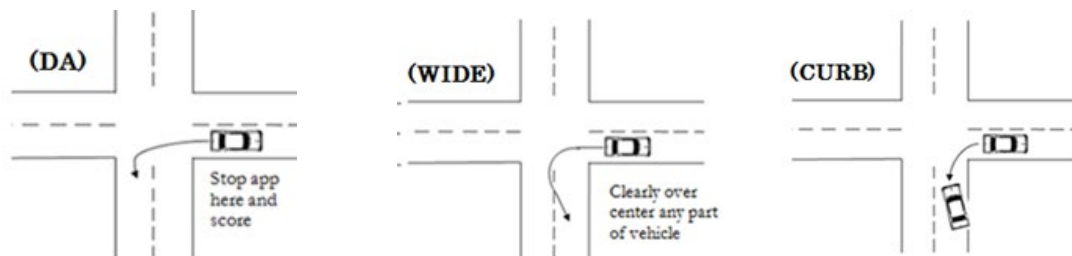
corner. When continuing straight staying next to the edge of the street and passes the maneuver area do not score unless a lane change is made in which case it is scored under the appropriate sections. *Reminder: Driving to the side of the road to begin backing is scored under lane travel (SIG)*

- Fails to stop at sidewalk area, if present (with or without street markings) (SW)
- Fails to stop before entering the travel portion of road while backing, when no sidewalk is present. *Reminder this is not a violation, only a deduction.* (STP)

Note: Do not score STP and SW in the same maneuver.



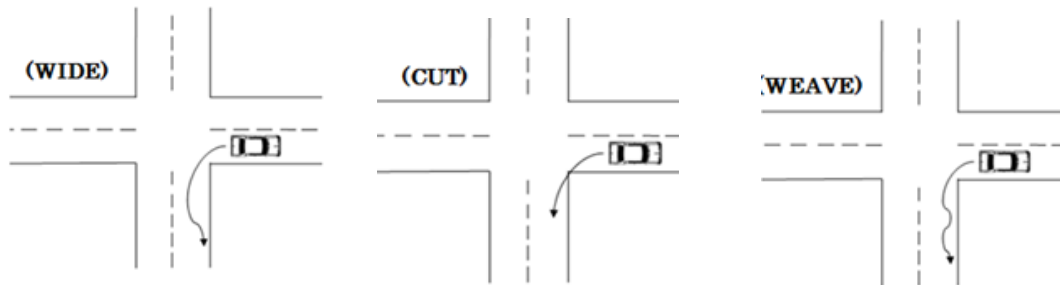
- Fails to make a second stop or check if needed due to limited visibility, to look for traffic at an obstructed corner, alley or driveway. Do not score if the applicant safely edges out and looks for traffic (2 STP)
- Prior to the turn, applicant is unable to back the car around the corner, striking the curb three times. Stop the maneuver and continue the rest of the exam (UNABLE). Do not score UNABLE after the turn has been made
- Backs too fast during backing. Use good judgment with this because some applicants have better backing skills than others (SPD)
- Backs wide, going over center of the road (WIDE)
- Runs off road with one wheel over curb or strikes the curb after the turn and is unable to continue backing as a result (CURB). *Reminder: Two wheels on the curb (i.e. two different wheels on the curb occurring during the same vehicle direction of travel, either at the same time or sequentially) score as Dangerous Action (DA), (For a single axle with multiple wheels score each axle as one wheel)*
- Backs off of the road with one or more wheels (with no curb present) and no damage to property. *This includes driving off the road onto a graveled area.* (ROAD)



Lack of Skill:

- Backs wide (but not over center of the road) during turn. The right rear wheel is in excess of 18" of road's edge (by visual approximation) (WIDE)

- On the straight line backing of two and a half car lengths (approximately 50 feet) does not keep vehicle within 18" of road's edge (by visual approximation). *Score after going around the corner, not before.* (DIS)
- Cuts across corner where no curb exists (applies to either backing around the corner or dropping off the curb from a driveway/alleyway) (CUT)
- While backing, strikes curb (but does not stop movement) (CURB)
- While backing, does not keep vehicle in straight line (scored after backing around the corner) (WEAVE)



Parallel Parking

The applicant must re-enter traffic to complete this maneuver. This maneuver cannot be combined with another maneuver and does not require the applicant to set their parking brake or turn their wheels. *Reminder: Applicants, with vehicles that have an automatic parallel parking-assist feature, cannot use the automatic feature and must manually parallel park the vehicle.*

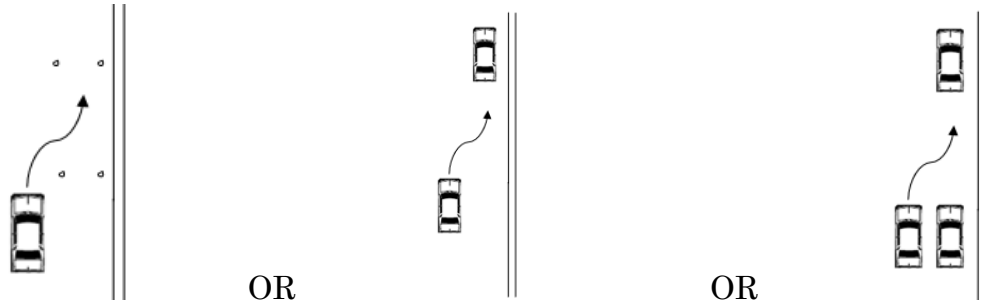
Examples when to disqualify an applicant:

- When there is damage to property, it is scored as an Accident
- When there is more than one wheel over the curb, score as Dangerous Action
- Examiner intervenes physically or verbally to stop applicant from hitting either a parked car or approaching car, score as a Dangerous Action
- When passing car is forced to swerve into another lane or brake hard to stop score as a Dangerous Action.
- Vehicle alarm goes off as a direct result of making physical contact score as an Accident.

Danger Potential:

- Applicant fails to use best possible vision when entering, leaving, or within parking space during any attempt. For best possible vision while backing, the applicant should turn and be primarily looking out the rear window, unless use of mirrors is best possible vision (i.e. enclosed camper, van, truck with a canopy, etc.). Before re-entering traffic for a second attempt, a check of the "blind spot" on the left side is required. An additional attempt occurs when 50% or more of the vehicle leaves the space (VIS)
- Applicant fails to signal properly when leaving the parked position. Do not score signaling during the backing portion of the maneuver, but do score each time 50% of the car leaves the parking area (*See Congestion Potential TRY*). Score Signal when:
 - No turn signal or an improper signal is given by the applicant; or

- When a hand/arm signal is required (due to obstructed views from the rear), but is not utilized by an applicant (SIG)
- Drives forward or backs through poles. *Reminder: Turn as necessary to observe where the applicant is looking and where the car is going* (THRU)
- Backs over curb with one wheel (CURB)
- Bumper contact with another vehicle (no damage) or strikes delineators (traffic stanchions) regardless if damage occurs to the stanchions (CONT)
- Positions vehicle so that passenger side wheels are past the stanchions, as if on curb, but no curb is present (ROAD)
- Score the applicant after they have made two attempts to park and still not properly parked. Score all errors made up until that point (e.g. Lack of Skill Jockeying or Congestion Potential TRY). *If the applicant does not back in at all or drives straight into the space without backing, the instructions were not understood therefore give additional instructions and allow another attempt at the maneuver* (UNABLE)



Lack of Skill:

- Strikes curb while attempting to park stopping vehicular movement. Wheel does not go over curb (CURB). *Caution: If you could barely feel contact be aware that perhaps the vehicle is only touching it rather than having been stopped by the curb. If you are not sure, do not score it. Also if a gentle scrape occurs that did not stop the vehicle, then do not score it*



- Applicant fails to park within the designated 1½-car lengths (visual approximation of 30 feet). *This deduction should be scored when parking and/or when the applicant is leaving the parking space*
- Applicant excessively jockeys back and forth within parking space. Parallel parking should require no more than three moves (to enter or leave). Do not combine moves made to back into the space with those made to leave the space, or with additional attempts to park. When counting each move, use the change of each vehicle direction (i.e. opposing direction requiring a shift into a different gear). Each vehicle

movement is counted as one, even if it was not a straight line or there were pauses in vehicle movement. After backing into the space (first move), and after a subsequent forward movement (second move), if the applicant then backs again to center the vehicle, this becomes the third movement. After the applicant moves the vehicle six times in the space without exiting, stop the maneuver, score everything you see (i.e. DIS) and advise the applicant to re-enter traffic (*do not score UNABLE*) score as JOC

Congestion Potential:

- Applicant backs more than once from the travel portion of the road (Driving ½ of the car or more into the travel portion of the road. (TRY)



- Applicant does not park within visual approximation of 12" from the curb (without traffic stanchions). Does not park within visual approximation of 12" from the edge of road if no curb is present (without traffic stanchions), or does not park within 12" visual approximation from the passenger side delineators (traffic stanchions) when they are used. Small cars inside the required space, but more than 12" from the curb or stanchions, will be scored even though they may not be out in the lane of traffic (DIS)



- Fails to center vehicle properly between vehicles, delineators (traffic stanchions) or within a designated area, being either too far forward or back (use approximation) (CENT)

Examiners may respond to applicants wanting to make another attempt at parallel parking (by saying "YES"), if the applicant asks. However, examiners are not to prompt or suggest that applicants try again. A second attempt is for that maneuver location, and attempting a second parallel park at another location is not permitted. If a second attempt is made, all deductions made on either attempt is scored. If the applicant does not back in (i.e. drives through the cones without parallel parking) the instructions were not understood, that scoring is not counted, and a second attempt is allowed at another location

Park and Start on a Hill

The applicant must re-enter traffic to complete the maneuver. This maneuver cannot be combined with another maneuver

Examples when to disqualify an applicant:

- When there is damage to property, it is scored as an Accident
- When there is more than one wheel over the curb, score as Dangerous Action
- Examiner intervenes physically or verbally to stop applicant from hitting either a parked car, approaching car, or an object, score as a Dangerous Action
- Surrounding traffic takes evasive action to avoid a collision (i.e. swerves into another lane or brakes hard), score as a Dangerous Action.

Danger Potential:

- Fails to use best possible vision when re-entering traffic moving to the left, “checking blind-spot,” or fails to use best vision while moving within the parking space. *Reminder: Moving the vehicle laterally by more than one vehicle width is scored under lane travel (VIS)*
- Applicant fails to signal to re-enter traffic if movement to the left is made. Score when the applicant has not signaled out of the parking space *Reminder: Moving into the space is scored under lane travel (SIG)*
- Fails to secure parking brake. *Reminder: If parking brake is not released when attempting to leave, advise the applicant so they do not damage their vehicle and score under mechanical operation. If vehicle automatically engages the parking brake and is unable to be turned off or be manually engaged, do not score. (PB)*
- Fails to put manual transmission in gear or an automatic transmission in park (GEAR)
- Applicant fails to turn front wheels in the proper direction. *If the applicant attempts to turn the wheel correctly, either partially or when the curb hinders movement, do not score as an error (WH)*
- Fails to position front tire, or entire car within approximately 12” of curb or edge of road (DIS)
- Does not maintain complete control of vehicle or allows vehicle to roll forward or backward significantly (CTL)
- One wheel over curb when leaving (CURB)
- Applicant fails to give proper signal when re-entering traffic. *Applicant must check blind spot to the left and signal prior to entering traffic if movement to the left is made. For driving to the side of the road, score under Lane Travel (SIG)*

Lack of Skill:

- Makes more than two moves when positioning vehicle, after driving to the side of the road (jockeying back and forth) (JOC)
- Strikes curb when leaving parking position (if only slight scrape do not score) (CURB)
- Releases parking brake before vehicle is controlled by engine or foot brake (CTL)

Congestion Potential:

- Rear tire is over 12" from curb or edge of road (DIS)

Starting Maneuver

The applicant must re-enter traffic to complete the maneuver. This maneuver cannot be combined with another maneuver

Examples when to disqualify an applicant:

- When there is damage to property, it is scored as an Accident
- When two wheels are over the curb, score as Dangerous Action
- Examiner intervenes physically or verbally to stop applicant from hitting either a parked car, approaching car, or object, score as a Dangerous Action
- Surrounding traffic takes evasive action to avoid a collision (i.e. swerves into another lane or brakes hard), score as a Dangerous Action.

Danger Potential:

- Applicant fails to signal properly when re-entering traffic. *Reminder: Driving to the side of the road is scored under lane travel (SIG)*
- Fails to use best possible vision when re-entering traffic. *Reminder: Driving to the side of the road is scored under lane travel (VIS)*
- Goes over curb or off shoulder of road with one wheel when leaving parked position (CURB)

Approach to Uncontrolled Intersections

Examiners are only to score deductions under this section when driving straight through an uncontrolled intersection (i.e. no turn is made). If your drive route necessitates turning at an uncontrolled intersection, it is scored under Left/Right Turns

Examples when to disqualify an applicant:

- If there is an accident
- Examiner intervenes physically or verbally to stop applicant from hitting another car
- Another car or pedestrian has to take evasive action to avoid a collision

Danger Potential:

- Applicant fails to observe all possible areas for approaching traffic prior to entering intersection. If the view is clear upon approach to intersection, vision is not scored (VIS)
- Fails to decrease speed, as necessary, before entering intersection. (SPD)

Congestion Potential:

- Makes unnecessary stop at uncontrolled intersection with an unobstructed view (STP)

- Hesitates to almost a stop when approaching an uncontrolled intersection with an unobstructed view (HES)

Traffic Control Devices

Examples when to disqualify an applicant:

- When the applicant drives the wrong direction (i.e. cuts in front) of a neighborhood traffic circle or roundabout regardless of size, score as a Violation
- When there is damage to property, it is scored as an Accident
- When there is more than one wheel over the curb, score as Dangerous Action
- Examiner intervenes physically or verbally to avoid an imminent collision, score as a Dangerous Action

Danger Potential:

Fails to comply with or take **necessary** precaution when indicated by a traffic control device (e.g., yield signs, traffic cones, railroad signs, traffic dividers, flashing yellow lights, bicycle lanes, neighborhood traffic circles, white fog lines, roundabouts, construction or law-enforcement barriers). See traffic circles/ roundabouts in the box below. *Do not score FTC for bike lane or parking lane when part of making a turn. Do not score for yellow warning signs or speed bumps. (FTC)*

Traffic circles/roundabouts:

- If the driver failed to safely slow for the intersection, or if a vision check was required due to limited visibility then score under Traffic Control Device. (FTC)
- If the applicant strikes or drives over the curb with one wheel, or drives over the curb line when driving around it, then score under Traffic Control Device. (FTC)
- If the applicant drives two wheels onto the curb of the traffic circle or roundabout then score as a dangerous action (DA).
- **Score** violation (VIO) if the applicant goes left and in front of the traffic circle, going the wrong way. However, **do not score** if the applicant was forced to by-pass a blocked neighborhood traffic circle by going the wrong direction.
- **Do not score** applicants who fail to signal when turning at a traffic circle of any type. This is due to the variances in the types of traffic circles. However, you may still score SIG when a lane change is made without a proper signal.
- *Reminder: Ensure your score matches the specifically listed definition and does not exceed it. When scoring, first look to score under the more specific section (e.g. When turning score under turns, for lane changes score under lane travel, for right of way issues score under that section, and for stop signs use that section).*

Congestion Potential:

- **Applicant** makes an unnecessary stop at a traffic control device (yield sign, railroad crossing, school zone sign, etc.) (STP)

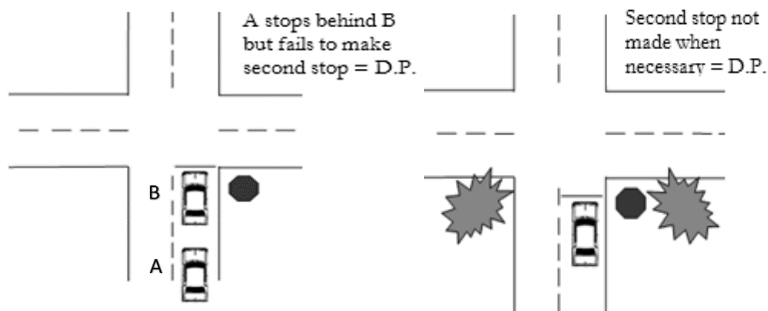
Stop Sign/ Flashing Red Traffic Light

Examples when to disqualify an applicant:

- Applicant fails to stop, score as a Violation
- Examiner intervenes physically or verbally to avoid an imminent collision

Danger Potential:

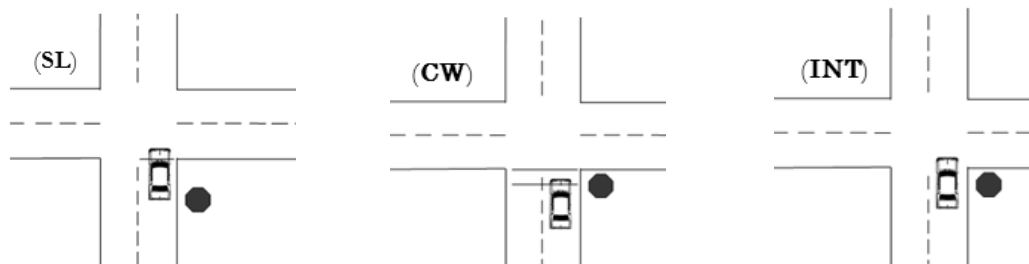
- Fails to look both directions before starting. (VIS)
- Fails to make second stop when needed (2 STP):
 - When a vehicle ahead has stopped, causing applicant to stop one car length or more before stop line, intersection, or crosswalk (Note: *If they stopped within the area of the intersection already, do not score VIO*)
 - When a second stop is needed to observe for cross-traffic, or to yield the right-of-way. Do not score if applicant safely edges out and looks for traffic, but doesn't need to stop a second time (*If they have already stopped near the intersection, do not score VIO*)



Congestion Potential:

- Fails to stop before crossing a designated stop line (SL)
- Fails to stop before entering a marked crosswalk (CW)
- Fails to stop before the edge of the road or intersection, when there is no marked crosswalk or designated stop line (INT)

Only score when the wheel well of the vehicle has reached the scored location (i.e. do not score if only the bumper is past the marked stop line). If the stop line is so faded as to be too difficult to see do not score, instead consider a route change. An applicant is not required to stop prior to the sidewalk



Note: If there is a stop line and crosswalk at the same stop sign, score only the last applicable error. In cases where both SL and CW road markings are present and could be scored, score only crosswalk (CW), however, if the applicant also goes into the intersection, score only INT.

TRAFFIC SIGNAL LIGHT

Examples when to disqualify an applicant:

- Applicant fails to stop, score as a Violation
- Examiner intervenes physically or verbally to avoid an imminent collision

Danger Potential:

- When the applicant's vehicle is first in the lane and they fail to look both directions before entering the intersection (VIS)
- Fails to anticipate change of signal on approach, entering on yellow when stop could have been made safely (YEL)

Note: If turning at a signal light, score VIS under the Left/Right turn section

Congestion Potential:

- Fails to stop before crossing a designated stop line (SL)
- Fails to stop before entering marked crosswalk (CW)
- Fails to turn right on red light after stopping, when no prohibiting sign is posted (do not score if vision is obscured or if the ability to make turn safely is in question) (ROR)
- Stops unnecessarily or fails to proceed when traffic light is green (HES)

Note: If there is a stop line and crosswalk at the same traffic signal light, score the last applicable error. In cases where both SL and CW road markings are present and could be scored, score only crosswalk (CW), however, if the applicant also goes into the intersection, score only INT

MECHANICAL OPERATION

Danger Potential:

- Fails to manually cancel the turn signal if it does not shut off automatically or if applicant signals when no turn or lane change is being made. (SIG)
- Drives unnecessarily with less than 1/3 of steering wheel between hands (See note). Drives with hands positioned anywhere other than the outside of rim. Drives only using their fingers to hold the steering wheel. Do not score HANDS if an applicant's hand position changes or are inside the rim of the steering wheel during turns, as long as they return to proper hand control position after turning is complete. Only score when the car is in motion. Use visual approximation to evaluate. If you are unsure, do not score. (HANDS)
- Elbow out of window or on the window sill while driving (ARM)
- Seated in a manner impairing vision or control (POS)

- Unnecessary one hand driving (i.e. shifting or giving hand signals while turning or extended driving while unnecessarily leaving hand on the shifter) (1HAND)
- Fails to depress clutch when starting engine (CLUTCH)
- Puts selector in improper gear causing vehicle to go in wrong direction (GEAR)
- Unnecessary hard braking (BRK)

Note: Do not use the ability to touch thumbs together as a measure of the 1/3 rule. This is due to the differences in hand sizes. Also, do not score if the applicant grinds the ignition. Only apply rules defined in the manual.

Lack of Skill:

Other than vehicle malfunction

- Jerky clutch engagement (CLUTCH)
- Stalls engine (STALL)
- Difficulty starting engine (if turned off while on skills exam). Do not score if vehicle is at fault (START)
- Races engine (RACES)
- Improper shifting - clashes gears, fails to shift when necessary or starts in improper gear (GEAR)
- Fails to release parking brake (PB)
- Lacks knowledge of or does not properly use vehicle controls (i.e. windshield defroster, wipers, lights, etc.) (CTL)
- Spins wheels **excessively** on wet or slick road (SPINS)

If vision is obstructed due to fogged windows from rain, ice, snow or other conditions and the applicant proceeds, or the driving is becoming hazardous without the applicant taking necessary precautions, score as a Dangerous Action (**DA**). The necessary precaution would be dictated by the problem such as requiring wiping off windows, turning on the defroster, or turning on the windshield wipers, etc.

LANE TRAVEL

Lane changes made (e.g. while traveling in traffic, moving into turn lanes, or while driving to the side of the road for specific maneuvers such as hill parking or the starting maneuver) will be scored in this area. If reentering traffic you move a vehicle width during any of the maneuvers then it may be scored under this section. One vehicle width movement is necessary before scoring lane travel.

Examples when to disqualify an applicant:

- If applicant drives over the marked centerline of a two-way street by more than one tire width, score as a violation for driving on the wrong side of the road
- If the applicant drives more than 50% of their vehicle over the center of an **unmarked** two-way street, score as a violation. Do not score if it was appropriate for the applicant to do so based on directions provided to them or when necessary to legally drive around an obstacle

- Examiner intervenes physically or verbally to avoid an imminent collision
- Another driver has to brake hard or swerve to avoid a collision (being caused by the applicant)
- An automatic lane departure system controls the car preventing a near collision.

Danger Potential:

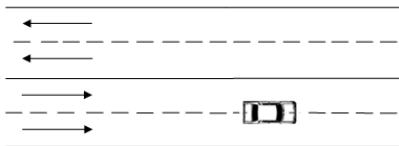
- Fails to use best possible vision to determine if it is safe to change lanes (VIS)
- Fails to signal (100 feet) before changing lanes (SIG)

Note: Movement into another lane or movement of one car width to the left or right is necessary before scoring VIS or SIG under Lane Travel. However, do not score if the lane was protected by a physical barrier (i.e. dividing wall).

- Does not keep to the right where no clear center line or center markers are visible on a two-way street (RT)



- Does not keep vehicle in a single lane; overlaps lanes where two or more lanes are clearly marked or defined in one direction. Crosses marked center line on a two way street (*If more than one tire width score as VIO for driving on the wrong side of the road*). (LANES)



- Strikes curb or puts one wheel over curb when driving to side of road (CURB)

Congestion Potential:

- Occupies both lanes where there are two or more lanes in one direction and the lanes are not marked or defined, creating confusion of intentions (LANES)
- Changes lanes unnecessarily back and forth from one lane to another (i.e. around parked vehicles) (WEAVE)

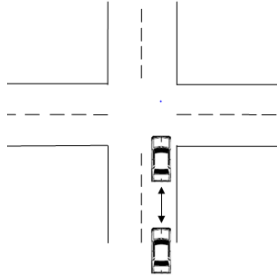
FOLLOWING

Danger Potential:

- While driving, follows too close for existing traffic, vehicle speed or road and weather conditions (i.e. unable to react safely to traffic conditions) (CLOSE)

Congestion Potential:

- Leaves more than one car length of distance (approximately 20') between their vehicle and the vehicle stopped ahead of them at stop sign or signal (DIS)

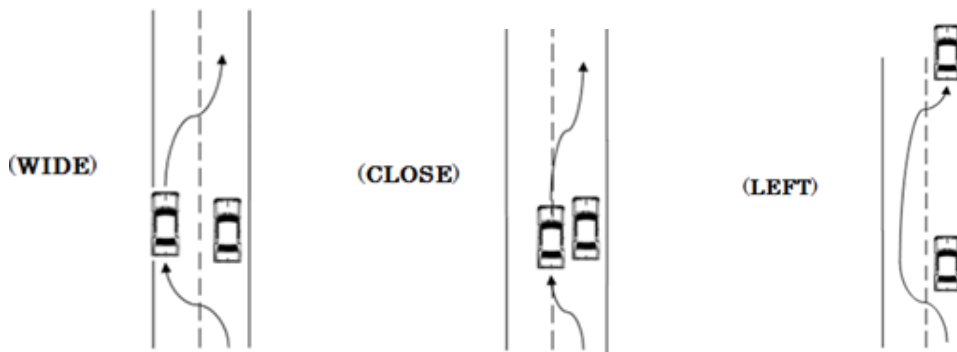


PASSING

Passing may occur on multilane roads or residential roads, and includes legally having to pass buses, garbage trucks, or parked cars that block the road.

Danger Potential:

- Applicant fails to use best possible vision prior to or after passing (VIS).
- Applicant fails to signal prior to passing or after completion of pass (SIG)
- Passes excessively wide of vehicles or other object being passed (WIDE)
- Begins pass, passes, or completes pass excessively close to other vehicles or objects being passed (CLOSE)
- Needless travel on left portion of road, before or after pass (LEFT)
- Passes on the right when not safe (RIGHT)



Congestion Potential:

- Does not pass when safe to do so (PASS)

Note: Do not score for crossing lines if directed by cones, police officer, or as legally necessary and safe to do.

RIGHT-OF-WAY

Danger Potential:

- Right of way not clearly yielded (ROW)

Congestion Potential:

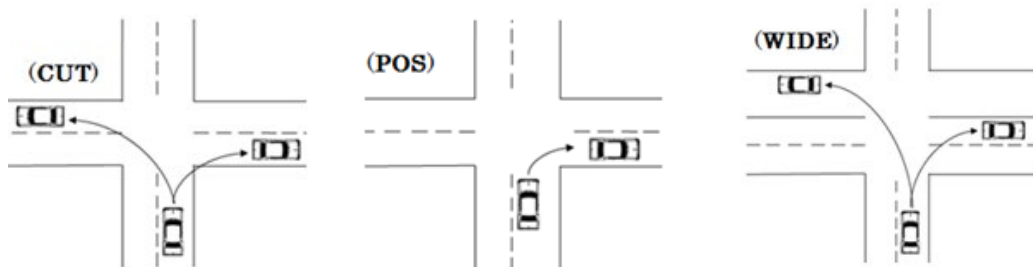
- Right of way not taken when clearly yielded by others (ROW)

Note: Do not score ROW if the applicant cuts someone off while changing lanes without a reaction by other drivers (e.g. swerves, brakes, etc.). If the examiner intervenes due to being in imminent danger of collision, then score DA. If the driver fails to react safely to others, a score of ATTN is possible.

LEFT/RIGHT *TURNS*

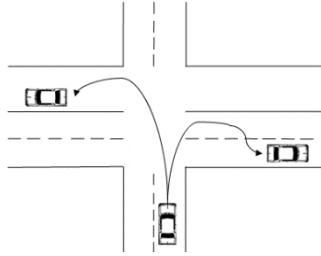
Danger Potential:

- Applicant fails to observe for traffic using best possible vision prior to and during turns (VIS)
- Applicant fails to give correct signal for at least 100 feet (five car lengths) before the turn, unless at a stop sign or red traffic light where a stop is made. A signal is required to turn after stopping for a stop sign or traffic light (SIG)
- Approaches or goes into turn too fast requiring braking in turn. This is a measure of how safe the turn is being made and is scored when excessive braking occurs. (SPD)
- Cuts corner. On right turn, hits or goes over curb or off road with one wheel or on left turn goes over marked centerline, or the center of an unmarked road. (CUT)
- Applicant fails to move as far to the right or left as practical (staying in the proper and legal lane of travel) before turning (when lanes are not defined). Practical means far enough to prevent other vehicles from passing or squeezing through on the turning side. Do not score when barriers such as parked cars preclude a car from passing. For unmarked roads, use visual approximation of the centerline when making a left turn. (POS)
- Completes turn into improper (i.e. farthest) lane, or on right turn crosses centerline or center of road so that part of vehicle is partially on the wrong side of the road (temporarily crossing with no more than one tire), or on left turns one wheel is off the road. (WIDE)



Lack of Skill:

- Turns wide (partially or entirely leaves lane), but completes turn into proper lane. (WIDE)



Congestion Potential:

- Late getting into turn lane (or proper lane) prior to turn (LATE)
- Stops vehicle unnecessarily at intersection (STP)
- Turns to center of lane, straddling two marked or unmarked lanes. *This situation is when applicants straddle lanes going in the same direction of travel during a turn. This can occur on any road having more than one lane of travel in the same direction (LANES)*

GENERAL DRIVING PERFORMANCE

Examples when to disqualify an applicant:

- Applicants who continue to drive more than 10 mph below the safe speed limit despite having been warned to drive the speed limit (FTP).
- Examiner intervenes physically or verbally to clear a path for an emergency vehicle (DA)

Danger Potential:

- Applicant fails to react safely to traffic conditions (e.g. other vehicles, turn or stop signals of others, pedestrians, or emergency vehicles, etc.) or fails to stop at a stop sign located in a parking lot. Examiners must be able to describe what occurred to the applicant. Do not score for failure to stop talking during the test; instead redirect the applicant. *Do not score for not following a caution sign. (ATTN)*
- Drives more than 10 mph below the posted or safe speed limit, unless conditions warrant) *Reminder: The examiner is to score and advise the applicant to drive the proper speed, mentioning how fast the applicant is driving. (SLOW)*
- Makes unnecessary stop while driving straight ahead with no traffic controls (STP)

Congestion Potential:

- Drives more than 5 mph below the posted or safe speed limit, unless conditions warrant (SLOW)
- Hesitant to proceed (excessively waits for distant traffic) (HES)

SCORING IN A PARKING LOT

Only the following items are scored in the school's parking lot:

- Score Dangerous Actions that occur in the parking lot. This ends the test (**DA**)
- Score Accident if this occurs in the parking lot. This ends the test (**ACC**)
- If an applicant fails to stop for a standard red octagon stop sign located in a parking lot, score Attention under General Driving Performance. *Other street markings or words painted on the ground in the parking lot such as 'STOP' or stop lines are not scored.* (**ATTN**)
- If the parallel park maneuver is conducted in the school parking lot (only done with four delineators or traffic stanchions) then score under that section.
- All other items on the skills exam are not scored items in a parking lot

Note: If the applicant leaves their parking brake on while attempting to leave the parking lot, do not score, but do advise the applicant so they do not cause damage to their vehicle.

Examples that highlight how to apply scoring rules:

For pedestrians, if you went around a pedestrian because it was reasonable, legal, and necessary you would not score it. If you are not sure a defined error occurred, then do not score it. Some scoring possibilities include:

- If the applicant makes contact with a pedestrian, then that is scored ACC, or they jump out of the way then score DA.
- If a pedestrian steps off into a mid-road (non-intersection) crosswalk and instead of stop, the applicant goes around the pedestrian, scored as a deduction (ROW).
- At intersections, drivers must stop if a pedestrian or bicyclist is in their half of the roadway. Drivers must also stop if a pedestrian or bicyclist is within one lane of their half of the roadway. Once the pedestrian or bicyclist is beyond one lane of their half of the roadway, drivers may go (See Washington Driver Guide). If the applicant ignores these rules and the pedestrian did not jump out of the way (i.e. DA), this is scored as a deduction (ROW).

Entering an intersection is the driver's responsibility to do so safely. Nothing is scored until something happens that can be scored. If you are not sure, do not score it. Some scoring and non-scoring possibilities include:

- Do not score if the applicant safely enters on a green or yellow light.
- Score YEL under Traffic Signal light if they could have safely stopped and did not.
- If evasive action had to be taken by a pedestrian or other motorist, or the examiner took control score as a DA. Be sure to describe the collision avoided, the action taken to avoid it, and the location where it happened.
- Score ATTN if the situation could have been avoided, it created a safety issue, and could not otherwise be scored elsewhere.

For Yellow flashing lights, the Washington Drivers Guide states a flashing yellow traffic light means slow down and proceed with caution. A flashing yellow arrow means left turns are allowed, but you must yield to oncoming traffic including bicyclists and pedestrians. Some scoring possibilities include:

- FTC scoring applies to yellow lights when nothing else is happening, and the applicant fails to slow down and proceed with caution.
- ROW is scored instead when a failure to yield occurs.
- If evasive action had to be taken by a pedestrian or other motorist, or the examiner took control score as a DA. Be sure to describe the collision avoided, the action taken to avoid it, and the location where it happened.

Section Nine- Skills Exam Results

This section includes the following topics:

- 9.1 Introduction
- 9.2 Completing the Skills Exam Score Sheet
- 9.3 Informing the Applicant of Skills Exam Results

9.1 Introduction

The final process for the skills exam is completing the skills exam score sheet, informing the applicant of their results and submitting the results into the License Express for Business website.

Completing the score sheet and informing the applicant of the test results only occurs after returning to the school, the applicant has turned off the vehicle ignition, and you have unbuckled your seat belt.

The applicant is not licensed to drive until the results are submitted to DOL and the driver license is issued. The exam records are a part of the official record. Their preservation and accuracy are very important.

9.2 Completing the Skills Exam Score Sheet

Complete the skills exam score sheet. At the end of the exam, review the score sheet to see if all portions are marked clearly and correctly. If the test was completed without an immediate disqualification, add up all of the deducted scores circled on the score sheet and write the total score in the section provided at the bottom of the score sheet. Ensure that the score sheet is completely filled out and signed.

The following items on a skills exam score sheet must be completed:

- **Your Score:** To calculate the final score
 - Review the score sheet and ensure that you have circled the correct point value deduction for each section
 - Add up all the correct point value deductions that you have circled to calculate the total deductions
 - Subtract the total deductions score from the maximum score of 100
 - The result is the final score
 - Double check your math to ensure that you have calculated the correct score
- **Qualified:** Applicants that score 80 or better on the skills exam qualify. Check the “Yes” box. Applicants that score below 80 or receive an automatic failure, while on the skills exam, are disqualified. Check the “No” box.
- **Reason for disqualification:** Put a check mark in the appropriate space (e.g. DA for Dangerous Action, ACC for Accident, VIO for Violation, FTP for Failure to Perform, or Deductions for scores under 80). Other than “Deductions,” the reason area should briefly explain the reason for disqualification. This should describe what collision was avoided

(e.g. person, car, or object) or what dangerous action specifically listed in the manual occurred (i.e. two wheels on the curb). If an action was taken to mitigate the situation (i.e. took verbal control) then this is to be described. Then list the location of the disqualification. *Reminder: If your reason describes a deduction error rather than a dangerous action or violation, your reason was not adequately explained.* Examples that would be acceptable include:

- Two wheels on the curb during the backing maneuver
- Did not stop at the stop sign at the corner of Jones St and Smith Ave
- Took physical control to avoid collision when turning right onto 6th Ave
- 32 MPH in a 25 MPH on 3rd Street in front of Cedar Elementary
- Took verbal control to avoid going through a red light with cross traffic on 8th Ave
- Pedestrian jumped out of the way when re-entering traffic from hill-parking
- Traffic swerved to avoid a collision when turning left at 6th and Pine Street
- It is extremely important that error(s), which result in automatic failure, are documented and explained in the reason area of the score sheet. These explanations are useful to review during applicant complaints or examiner performance reviews. See examples below:

Qualified: Yes No Your score: 86%

If no, reason:

Accident Dangerous action Violation of law Deductions Failure to perform

DLE-520-001 (9/10/10) We are committed to providing equal access to our services. If you need accommodation, please call (360) 902-3900 or TTY (360) 664-0116.

Qualified: Yes No Your score: VIO

If no, reason: 32 MPH in a 25 MPH zone

Accident Dangerous action Violation of law Deductions Failure to perform

DLE-520-001 (9/10/10) We are committed to providing equal access to our services. If you need accommodation, please call (360) 902-3900 or TTY (360) 664-0116.

- Do not make extra markings, drawings, use white out, obscure score sheet readability, or bring into question the test results. Extraneous markings and corrections could lead to problems when attempting to explain results or if the results are later disputed.
- Scoring an incorrect error may occur but should be a very exceptional occurrence and not be the result of changing your decision to score an error. The expectation is that you correctly mark all observed errors, providing a clean and professional copy of the score sheet to the applicant. However if you must make a correction, the error should be minor and scribbled out such that the markings do not resemble scoring (do not mark it as an 'X'), placing the examiner initials next to the correction such that it does not impair readability of the score sheet. The examiner and applicant copies need to be identical. More than one such error may reflect a need for additional training.

9.3 Informing the Applicant of Skills Exam Results

The manner in which applicants are advised of skills exam results is important and can provide useful information for the applicant that may help improve their driving. Informing applicants of their skills exam results should happen whether the applicant qualifies or not. Follow these steps:

- At the end of the skills exam, examiners will correctly total the skills exam score, or list the immediately disqualifying event, at the bottom of the skills exam score sheet
- Regardless of the outcome, advise the applicant of the skills exam result prior to explaining errors. Use the wording “you qualified” or “you disqualified” not “you passed” or “you failed”

- Then, explain each error recorded on the score sheet:
 - Do not tell the applicant how to drive or assume the position of an instructor. Merely point out their errors. Do not discuss errors outside the definitions outlined in this manual. By specifically telling the applicant what errors were made, you are making them aware of areas to improve on
 - Explaining the errors should be brief and quick (i.e. limited to the reason for the deduction being scored for each error made). Keep your responses limited to the type of deduction made or reason for disqualification (describing the location where the errors occurred along the route). When an applicant has disqualified, extended conversation or dialogue can lead to arguments and misunderstandings
- If the applicant disqualifies, explain the reason why (e.g. accumulation of errors, violation, etc.). Never use the terminology “I have failed you” or other personal statements:
 - Try to convey to the applicant the idea that they were the person taking the examination. Explain the errors were theirs and that you are merely an impartial observer
 - Avoid personal references in advising the applicant of exam results. This reduces arguments being made by the applicant and puts the focus on their performance as the reason for disqualification
- Give the applicant a full and complete copy of the skills exam score sheet. Retain the original skills exam score sheet in the school records
- Advise the applicant of the next step in the procedure:
 - If qualified, tell the applicant where they can go for issuance of their license
 - Explain that scores will be entered within 24 hours
 - Explain that skills exam scores will be valid for one year
 - If disqualified, advise the applicant they may schedule another exam at their convenience
- Ensure skills exam scores are accurately entered into the License Express for Business website within 24 hours. When possible, disqualifying scores should be entered immediately. Be sure you have updated the correct applicant record.

Appendix 1 DOL Driver License Examination Interpreter Instructions

<https://www.dol.wa.gov/external/DTS/docs/DTS-interpreter-instructions.pdf>

Appendix 2 Drive Test Instruction Cards

<https://www.dol.wa.gov/external/DTS/docs/drive-test-instruction-cards.pdf>

Appendix 3 Examiner Assessment Report (EAR) checklist

<https://www.dol.wa.gov/forms/661030.pdf>

Appendix 4 Knowledge Test Score Calculator

<https://www.dol.wa.gov/external/DTS/docs/661037.pdf>

Appendix 5 DTS Knowledge Exam Reference Sheet

<https://www.dol.wa.gov/external/DTS/docs/knowledge-exam-reference-guide.pdf>

Appendix 6 Title VI Poster

<https://www.dol.wa.gov/external/DTS/docs/title-VI-poster.pdf>

Appendix 7 Title VI Complaint Form

<https://www.dol.wa.gov/external/DTS/docs/DTS-discrimination-complaint.pdf>

Appendix 8 Title VI Tracking Log

<https://www.dol.wa.gov/external/DTS/docs/discrimination-complaint-log.xlsx>

Appendix 9 Drive Test Scoring Job Aid

<https://www.dol.wa.gov/external/DTS/docs/DTS-scoring-aid.pdf>