

# Driver Training Schools Policies and Procedures

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WASHINGTON STATE DEPARTMENT OF  
**LICENSING**

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# **CHAPTER 1: DRIVER TRAINING SCHOOL LICENSE**

1.1 Background and Authority

1.2 Initial Driver Training School License

## 1.1 BACKGROUND AND AUTHORITY

The Department of Licensing (DOL) is responsible for regulating and enforcing the rules for driver training schools, their owners, and instructors. The Department's role in regulating driver training schools ensures that students receive high-quality instruction, contributing to safer roads and drivers in Washington State. This authority comes from the following laws:

**RCW 18.235** Uniform Regulation of Business and Professions Act

**RCW 46.82** Driver Training Schools

**WAC 308-108** Driver Training Schools

These laws give DOL the power to oversee and ensure compliance with the required standards and practices.

DOL is responsible for regulating:

- Licensing of driver training schools, instructors, and operators.
- Ensuring compliance with curriculum and instructional standards.
- Inspecting facilities, vehicles, and records.
- Investigating complaints and enforcing penalties for violations.

For questions regarding regulations, processes, and enforcements, use the following email and telephone numbers to contact the Driver Training School Program or search **driver training schools** on [dol.wa.gov](http://dol.wa.gov).

Driver Training School (DTS) Program

Telephone: 360-902-3703

Email: [tse@dol.wa.gov](mailto:tse@dol.wa.gov)

## 1.2 INITIAL DRIVER TRAINING SCHOOL LICENSE

According to state law, you must have a license from the Department of Licensing to operate a driver training school.

To get a license, applicants must meet the state's requirements for business ownership, facility standards, vehicle standards, and follow DOL program guidelines.

An initial driver training school license must meet the minimum requirements of RCW 46.82.310, RCW 46.82.360, and WAC 308.108.

To apply for a driver training school license, you must:

- Create a Secure Access Washington (SAW) account
- Add the DOL Professional and Business Licensing Service (PBLs)
- Select Create Business Account
- Select Other Business
- Complete a Driver Training School application, and provide:
  - Unified Business Identifier (UBI) number showing an active business license issued by the Secretary of State and/or Department of Revenue
  - Lease, usage agreement, or proof of ownership for the driver training school location
  - Proof of insurance for location and vehicle(s)
  - Vehicle registration(s)
  - DTS Supplemental Declaration for Online Application form
  - Course Curriculum Guide Submission Form
  - Final exam and answer sheet
  - Student Record form
  - Behind-the-Wheel Instruction Log
  - Driver Training School (DTS) Policies
  - Name of business

- Location(s) where services are provided, in standard USPS format
- Contact information, including:
  - Phone number
  - Email address
  - Website (if applicable)
- Language(s) training course services are offered in
- Course offerings, including:
  - Driver training education course
  - Adult course
  - Course cost(s)
- Pay a non-refundable \$500 licensing fee

\*If an application is incomplete, it will remain on file for 120 days. After that period, the application will be considered abandoned.

## **License issuance process**

Once DOL receives a complete and acceptable application, an auditor will schedule an inspection of the school and its vehicle(s). An inspection cannot occur until the facility and vehicle(s) are ready for use.

After the business location, records, and vehicle(s) are inspected and determined to meet the required standards, the school will be issued a one-year license.

The school's license must be clearly displayed at every location before the school can:

- Schedule, enroll, or accept students for any courses.
- Provide students with verification of enrollment.
- Start any classroom or behind-the-wheel instruction.

\* Enrollment means collecting a fee or the signing of a contract for a driver training education course but doesn't include collecting names or contact information.

\*An instructor license must be linked with a school license to become active.

# CHAPTER 2: DRIVER TRAINING SCHOOL REQUIREMENTS

2.1 Facility Requirements

2.2 Vehicle Requirements

2.3 Insurance Requirements

2.4 Forms and Logs



## 2.1 FACILITY REQUIREMENTS

### Lease or usage agreement

- A lease or usage agreement must be submitted at the time of initial licensing and annual renewal, and must include:
  - Effective dates
  - Location address
  - Signatures by both parties (lessee and lessor)

### School locations

School locations must meet the requirements of RCW 46.82.360 and WAC 308.108.100, including:

- Have a dedicated location that is owned, rented, or leased by the school and regularly occupied and used exclusively for driver instruction.
- Be in a district zoned for business or commercial purposes or zoned for conditional use permits for schools, trade schools, or colleges.
- It cannot be located within 1,000 feet of a Department of Licensing office where driver's license examinations are conducted. This distance is measured along public streets by the nearest route.
- It cannot be in any of the following:
  - House trailers
  - Residences
  - Tents
  - Temporary stands or addresses
  - Buses
  - Hotel rooms, rooming houses, apartment houses, single/multi-unit dwellings
- Cannot be a telephone answering service, if such service is the sole means of contacting the driver training school.

## **Classroom space requirements**

A driver training school classroom space must meet all the requirements of RCW 46.82.360, WAC 308.108.100, and WAC 308.108.120, including:

- Provide enough seats and table or desk space for all students in the class.
- Ensure the number of students attending does not exceed the city's fire code requirements for the classroom.
- Be fully equipped with all necessary tools and materials for effective student training and instruction.
- Separated by walls, partitions, or alternate scheduling if it shares a space with the business office or reception area in order to avoid interference from other activities.

## 2.2 VEHICLE REQUIREMENTS

### Submitting vehicle registration information

Vehicle information must be submitted for each vehicle used by the driver training school for the purposes of instruction or examination and include:

- 
- Make, model, year, and vehicle identification number (VIN) number of vehicle(s)
- License plate number
- Expiration date

### Driver training vehicles

Vehicles used for the purpose of driver instruction must meet the requirements of RCW 46.82.360 and WAC 308.108.110, including:

- Dual controls for the foot brake and clutch, or just the foot brake in vehicles with an automatic transmission.
- An instructor's rearview mirror.
- Signage with the words **Student Driver, Instruction Car, or Driving School** on top and/or back of the vehicle
  - The sign must be at least 20 inches wide and 10 inches tall.
  - Letters must be at least 2.5 inches high.
- The school's name and telephone number
  - Letters must be at least 1 inch high and located below the aforementioned text.
- All vehicle text must:
  - Have lettering and background colors that make it readable from 100 feet in clear daylight.
  - Be displayed when instruction is being given.
- Fire extinguisher (fully charged and safely secured in the vehicle)
- Emergency strobe light, a reflective triangle, or two 18-inch traffic cones for emergencies.
- A first aid kit with at least 20 approved items which may include:

- Bandages
- Gloves
- Dressings
- Tweezers
- Scissors
- Medical tape
- Antiseptic wipes
- Cold compresses
- Eyewash
- Thermal blanket

Vehicles must be used only for driver training purposes whenever instruction is given.

Vehicles failing to meet RCW motor vehicle equipment requirements or instructional standards, or otherwise could be cited by law enforcement, must not be used for instruction until deficiencies are corrected.

Vehicles must undergo an annual inspection that meets DOL safety and equipment standards. Schools must complete a Driver Training School Vehicle Inspection Report annually to stay in compliance with requirements (see Compliance Inspections).

## 2.3 INSURANCE REQUIREMENTS

### Submitting insurance

A copy of the certificate of liability insurance must be submitted and include:

- Be provided by a company authorized to do business in Washington State
- The name and address of the insurance company
- Be issued in the name of the school
- Policy number(s)
- Effective date(s)
- Expiration date(s)
- Year, make, model and VIN of all vehicles
- Addresses of all locations
- The type of coverage, limits, and details. Which must include at least:
  - \$1 million in automobile liability coverage, covering both property damage and uninsured motorists.
- The certificate holder is:  
Department of Licensing  
Driver Training School Program  
PO Box 9027  
Olympia, WA 98507-9027

\*Insurance must be valid and maintained throughout the school's license period. If there are any changes to the coverage, such as cancellation, expiration, or renewal, the school must notify DOL and provide proof of continuous coverage within 10 working days (see Reporting Requirements).

## 2.4 FORMS AND LOGS

### **DTS Supplemental Declaration for Online Application Form**

Use this form to provide the signatures of all owners and substantial interest holders of a new driver training school when you apply online. This form is required to be uploaded with your online school application.

### **Driver Training School (DTS) Policy**

Each driver training school must have a written policy for customers that includes:

- Enrollment criteria
- Student fees and refund policies
- Rules for course failures and retaking the course
- The minimum and maximum course duration
- A rule that students under 15 years old cannot attend the course
- A rule that new students cannot join after the first three classes have been completed
- Details about Washington's intermediate license rules, restrictions, and penalties. The policy must also include a section where both the parent and student initial or sign to confirm they have received this information.

\*Signatures may be electronic, and electronic policy acknowledgement may include a check box and a disclaimer line (for example: *I have read and agree to all the above*).

### **Course Curriculum Guide Submission Form**

Submit the DOL Course Curriculum Guide Submission [form](#) for DOL review and approval upon application and whenever a change is made to your course. Your course curriculum guide must be shared with students and parents. Your course curriculum guide includes two components:

1. **Course curriculum standards outline.** This component is where you will *cross reference* the required curriculum standards to the educational materials and lesson plans in your curriculum. It provides a high-level overview of how and when each standard is covered in the course.
2. **Course scope and sequence.** This component will show the *flowchart* or progression of the course including the order of lessons, time spent on each lesson, and how the behind the wheel lessons build upon classroom lessons to meet learning objectives. It ensures that all required topics are covered in a logical and developmentally appropriate sequence.

### **Final Exam and Answer Sheet**

Submit a comprehensive course knowledge test (or tests) that covers all or many of the relevant details of the course curriculum that meets the standards established by the department.

**Student Record forms** Use the DOL forms or ones substantially similar that have been approved by the department to collect essential information about students within the course, including:

- Date of enrollment
- Course start and end dates
- Student name, address, telephone number
- Student permit or driver's license number
- Total number of hours of instruction
- Record the type of training given including:
  - If applicable, 4 hours of simulation including date(s) and time(s)
  - Observation date(s) and time(s)
  - Classroom instruction:
    - Dates and times for each session of classroom instruction
    - Classroom progress
    - Comprehensive final written exam

- Name and signature of the instructor(s) who provided each session of classroom instruction
- Behind-the-wheel (BTW) instruction:
  - Dates and times for each session of BTW instruction
  - Comprehensive final BTW exam
  - Descriptions of the drive skills and maneuvers covered on each drive and feedback on student performance
  - Name and signature of the instructor(s) who provided each session of BTW instruction and student initial



## CHAPTER 3: CLASSROOM AND BEHIND-THE-WHEEL REQUIREMENTS

3.1 Classroom Duration and Structure

3.2 Behind-the-Wheel Duration and Structure

3.3 Required Curriculum

3.4 Course Reporting

## 3.1 CLASSROOM DURATION AND STRUCTURE

Driver training schools that provide education for persons under the age of 18 must ensure it includes classroom instruction. Classroom instruction is a critical component of driver education and must follow these standards to ensure effective learning and compliance:

### General Classroom Requirements

- Must always be supervised by a licensed instructor.
- Must be scheduled over at least 30 days.
- Enrollment in the course after the first three classes have been completed is not allowed.
- The use of personal electronic devices, including hands-free, if they distract from teaching in the classroom are prohibited. All electronic devices must be silenced.
  - Exceptions include emergencies, or if the device is being used as part of an approved curriculum or accessing a virtual classroom.
- Students in a session must be on the same lesson (except make-up lessons).
- Must not allow open enrollment and self-paced instruction (except make-up lessons).
- Must follow your approved course curriculum guide.

### Classroom Student Requirements

- Students must be at least 15 years old.

### Classroom Instruction Hours

- Must include a minimum of 30 hours total.
- No single classroom session may be less than one hour or exceed two hours.
  - The only exception is when adding a make-up class, in which case classroom instruction must not exceed four hours in a single day.
- Classroom hours cannot overlap between two or more classes.

- **Make-Up Classes** Acceptable make-up options include:
  - Attending the same class or topic at a different time.
  - Completing instructor-led alternative activities (e.g., worksheets or recorded classes).
- No more than six make-up hours of alternative instructor-led classroom instruction, delivering the same information that was missed.
- All make-up classes must be completed with a licensed instructor present.
- Make-up classes must be documented in the student record.

(RCW 46.82.360, WAC 308-108-150, WAC 308-108-155, WAC 308-180-165, WAC 308-108-170)

## 3.2 BEHIND-THE-WHEEL DURATION AND STRUCTURE

Driver training schools that provide education for persons under the age of 18 must ensure it includes behind-the-wheel (BTW) instruction. BTW instruction is a critical component of driver education and must follow these standards to ensure effective learning and compliance:

### General Requirements

- All BTW instruction must be under the direct supervision and direction of a licensed instructor.
- All BTW instruction must be conducted in an approved instruction vehicle.
- The use of personal electronic devices, whether hands-free or not, if they distract from teaching in the vehicle are prohibited. All electronic devices must be silenced.
  - Exceptions include emergencies or voice activated GPS devices.

### Student Requirements

- Students must possess a physical copy of a valid instruction permit or driver's license during every BTW instruction.
  - Non-photo permits must be accompanied by another form of photo identification.
- Students must be at least 15 years old.

### BTW Instruction Hours

- Students must complete at least six hours of on-street BTW instruction.
  - Four hours of driving simulation may substitute for one hour of BTW instruction, with prior approval from the Department of Licensing.
- Students cannot complete more than one hour of BTW instruction per day.

### Observation Requirements

- Students must complete at least one hour of in-vehicle observation, supervised by a licensed instructor.
- Permits are not required for observation-only sessions.

(RCW 46.82. 360, WAC 308-108-150, WAC 308-108-160, WAC 308-108-165, WAC 308-108-170)

### 3.3 REQUIRED CURRICULUM STANDARDS

#### **Required Curriculum Standards**

Driver Training Schools educating novice drivers in the instruction of traffic safety must follow the Washington Traffic Safety Education Required Curriculum Standards. The Washington Traffic Safety Education Required Curriculum Standards contain learning outcomes for classroom and behind-the-wheel instruction.

The standards provide a foundation for driver education. They identify the critical content knowledge and skills that must be taught to increase safety for all road users. They are written for -and to- the novice driver. They identify objectives that will help novice drivers, instructors, and mentors meet licensure expectations. These standards are divided into classroom and behind the wheel standards, and broken down by content areas which are as follows:

- Vehicle components
- Vehicle maintenance and malfunctions
- Vehicle handling
- Vehicle safety technology systems
- Driver behavior
- Driver attention and perception
- Driver respect and responsibility
- Rules of the road
- Sharing the road
- Perception and risk management
- Emergencies and adverse conditions
- Hazard awareness & navigation

The standard areas contain specific, targeted learning standards which fulfill the requirements outlined in RCW 46.82.420, RCW 46.82.430, WAC 308.108.150, and WAC 308.108.120.

The required standards are not curriculum. Curriculum involves lesson plans, textbooks, assignments, classroom activities and assessments; however, any curriculum or other materials used for instruction must align to the Washington Traffic Safety Education Required Curriculum Standards to ensure all students, regardless of what school they attend, are equally prepared to meet Washington's driving expectations and responsibilities. The standards (the *what* of driver education) outline expectations for curriculum development (the *how* of teaching).

### **Curriculum Standards Alignment**

It is the driver training school's responsibility to use curriculum that aligns with the standards. By aligning curriculum to the standards, schools will be in compliance with the legal requirements of traffic safety education.

The Department of Licensing must review and approve a school's curriculum (lesson plans, textbooks, slideshows, learning activities, assessments, and videos). The approval process helps ensure that schools have the support they need to be in compliance with the law.

The Course Curriculum Guide Submission Form will show DOL that your course and curriculum are aligned with the Washington Traffic Safety Education Standards.

The school must also keep records that are available to the Department of Licensing (DOL) upon request. These records must include:

- Approved forms with required attachments.
- Upon renewal, when adopting new curriculum, or when making any updates to existing curriculum, fill and submit an updated Course Curriculum Guide Submission Form.
- The Washington Traffic Safety Education Standards must be on display in view of customers.

## **3.4 COURSE REPORTING**

### **Waivers**

Waivers can be provided to any student regardless of age enrolled in a driver education course that follows the required curriculum, consists of 30 hours of classroom instruction, 6 hours of behind the wheel instruction (BTW) and 1 hour of observation. The required curriculum is established and defined in WAC 308-108-155. Students enrolled in any course or service other than an approved course are not eligible for a waiver. They must pass the knowledge test to qualify for a permit.

Students are not permitted to obtain their instruction permits no earlier than 10 days prior to the start date of the course.

Waiver information that must be reported within the License eXpress for Business portal includes:

- School
- Course start date
- Student permit number

### **Course Completions**

Schools must report course information for students who have completed an approved course.

Course information that must be reported within the License eXpress for Business portal includes:

- School
- Instructor
- Course start and end date
- Student permit number
- Select Yes or No from the Did the student complete the course dropdown menu
- Reason for incomplete, if applicable



- Delivery method (in-person classroom/virtual classroom/hybrid classroom)

\*For step-by-step instructions refer to the Driver's Training School portion of the Online Services for Driver Businesses E-Services Account User Guide

## CHAPTER 4: ADMINISTRATIVE REQUIREMENTS

4.1 Adding a Branch Location

4.2 License Renewal

4.3 Reporting Requirements

4.4 Business Changes

## 4.1 ADDING A BRANCH LOCATION

All branch locations must meet the requirements of RCW 46.82.360 and WAC 308.108.100.

To add a driver training school branch license, you must:

- Update your license with Department of Revenue
- Apply for a branch location online through PBLIS, and provide:
  - Lease or usage agreement
  - Updated proof of insurance listing the added branch location
  - Pay a non-refundable \$250 licensing fee
  - Name of business
  - Location(s) where services are provided, in standard USPS format
  - Contact information, including:
    - Phone number
    - Email address
    - Website (if applicable)
  - Language(s) training course services are offered in
  - Course offerings, including:
    - Driver training education course
    - Adult course
    - Course cost(s)
  - License or endorsement test offerings

### **Additional branch location requirements**

- Branch offices or classrooms must be located within a 35-mile radius of the main licensed location.
  - The DOL may allow exceptions for schools in counties with low population density.
- Driver training schools may lease classroom space in public or private schools regulated by the Office of the Superintendent of Public

Instruction (OSPI); however, a school must still use the main licensed location regularly.

### **License issuance process**

Once DOL receives a complete and acceptable application, an auditor will schedule an inspection of the school facility. An inspection cannot occur until the facility is ready for use.

After the business facility and records are inspected and determined to meet the required standards, the school will be issued a one-year license.

The school's license must be clearly displayed before the school can:

- Schedule, enroll, or accept students for any courses.
- Provide students with verification of enrollment.
- Start any classroom or behind-the-wheel instruction.

\* Enrollment means collecting of a fee or the signing of a contract for a driver training education course but doesn't include collecting names or contact information.

\*An instructor license must be linked with a branch location license to become active.

## 4.2 LICENSE RENEWAL

### Submit a license renewal through PBLS

Submitted the license renewal before the school license expires. A school's status will become inactive if the license is not renewed on time.

License renewals must include:

- Paid fees
  - \$250 for the main location
  - \$125 for each branch location
- Valid lease or usage agreement
- Proof of insurance for location and vehicle(s)
- Name of business
- Location(s) where services are provided, in standard USPS format
- Contact information, including:
  - Phone number
  - Email address
  - Website (if applicable)
- Language(s) training course services are offered in
- Course offerings, including:
  - Driver training education course
  - Adult course
  - Course cost(s)
- License or endorsement test offerings

\*Renewal processing may take up to six weeks

### Consequences of late renewal

If a license is not renewed within 30 days after expiration, the license will be cancelled and all related branch licenses (e.g., branch offices and classrooms) will become inactive. In this case a new initial application and full payment of all fees will be required to continue operations.

## **4.3 REPORTING REQUIREMENTS**

### **(WAC 308.108.140 AND RCW 46.82.310)**

#### **Insurance Changes**

Report within 10 days of any changes to insurance coverage, including cancellations or expirations.

- To submit updated insurance through PBLs:
  - Create a “Update Financial Guarantee” AMR
  - Attach the notice of cancellation if applicable and updated proof of insurance

#### **Vehicle Updates**

Report within 10 days of a new vehicle being added to service or removal a vehicle from service.

- To add a vehicle through PBLs:
  - Create a “Update Vehicle Information” AMR
  - Include photos of all vehicle requirements listed in Section 2.2
  - Vehicle registration
  - Provide updated proof of insurance

\*Vehicles may not be used for instruction until written approval has been received.

- To remove a vehicle, email [TSE@dol.wa.gov](mailto:TSE@dol.wa.gov) and provide:
  - Make, model, year, and VIN number of vehicle
  - Reason for removal

#### **Course Changes**

Report any changes to forms or curriculum materials to [TSE@dol.wa.gov](mailto:TSE@dol.wa.gov).

These records may include:

- Course Curriculum Guide Submission form
- Final exam and answer sheet
- Student records
- DTS policies

\*You must receive written approval prior to use of new or updated forms or curriculum materials.

### **Instructor Incidents**

Report within 10 days to [TSE@dol.wa.gov](mailto:TSE@dol.wa.gov) any driving or traffic-related incidents involving a school instructor, including:

- Convictions for traffic violations.
- Traffic infractions or citations.
- Deferred prosecution agreements.
- Suspension, revocation, cancellation, or denial of driving privileges.

### **Traffic Incidents**

Report within 24 hours to [TSE@dol.wa.gov](mailto:TSE@dol.wa.gov) of any traffic collision involving a training vehicle that requires an accident report under RCW 46.52.030, including:

- Date of collision
- Names of all individuals involved
- Any injuries
- Vehicle descriptions involved (plate/vin)
- Police report (if applicable)
- Description of collision (if no police report)
- Photos of collision (if available)
- Vehicle status
  - For a vehicle being reported in service, include all required vehicle photos for approval and a vehicle inspection report
  - For a vehicle being reported as removed temporarily, after repair provide all required vehicle photos for approval, vehicle inspection report, and bill of repair
  - For vehicle being reported as permanently removed or totaled provide updated proof of insurance

## **Instructor License Requirements**

Report within 10 days of any change of employment.

School administrators can use the Online Services for Driver Businesses E-Services Account User Guide and use the Manager User Access section to add or remove employees.

Instructor licenses must be linked with a school to be active, they can be linked to a main location, branch location, or both.



## 4.4 BUSINESS CHANGES

### **Location Change**

If a school location is changing the update must be submitted within 10 business days.

To apply for a location change submit a “Update Physical Address” AMR within PBLs that includes:

- Copy of the lease or usage agreement
- Updated proof of insurance

Location changes do not require a fee unless the change is part of a regular renewal or ownership change (see WAC 308-108-025 for fee details).

A new inspection will be completed to ensure the new location meets all requirements.

### **Ownership Change (UBI Change)**

If a business is changing the UBI due to new ownership the original owner must submit a closing report for the previous school license within 10 business days of the change. The new owner must submit a complete initial application plus a purchase agreement, including an initial licensing fee, within 10 business days of the change.

Upon the sale or transfer of a school, the student records are transferred to the new owner and become the property and responsibility of the new owner.

The original school license can continue operating for up to 60 days after the change, while the new license application is under review.

An initial inspection will be conducted to verify that the school meets all certification requirements.

### **Business Structure Change (UBI Change)**

If the business is getting a new UBI because of an update in the business structure, the owner must submit a complete initial application, including an initial licensing fee, within 10 business days of the change.

The original school license can continue operating for up to 60 days after the change, while the new license application is under review.

### **Ownership Transfer (No UBI Change)**

If a school's ownership is being transferred, the original owner must notify the DOL in writing within 10 days.

Submit an "Update Owners" AMR within PBLIS that includes:

A change to the businesses' officers, directors, or interest holders may be updated by submitting a new DTS Supplemental Declaration for Online Application form, providing a purchase agreement, and reporting the update with the Department of Revenue if applicable.

Upon the sale or transfer of a school, the school and student records are transferred to the new owner and become the property and responsibility of the new owner.

Ownership transfer may not be approved if there is pending administrative action against the current owner under RCW 46.82.310(6)(d).

The transferred license remains subject to suspension, revocation, or denial as outlined in RCW 46.82.350 and RCW 46.82.360.

### **Location Closing**

If a school license is closing, the owner must send TSE@dol.wa.gov a Driver Training School Closing Report within 30 days.

If a license is closing without new ownership of records, a closing inspection will be conducted to:

- Collect licenses
- Confirm the storage location of records after business closure
- Collect any unsubmitted student course records

# CHAPTER 5: INSPECTION REQUIREMENTS

5.1 Compliance Inspections

5.2 School Disqualifications

5.3 Public Disclosure

## 5.1 COMPLIANCE INSPECTIONS

Driver training schools must undergo regular inspections to ensure compliance with state laws and regulations. These inspections are conducted by the Department of Licensing and cover various aspects of the school's operations. Inspections may be announced or unannounced per the discretion of the Department.

During inspections auditors will review the school's overall compliance with program policies and procedures, including administrative, curriculum, instructor, and school requirements.

Inspections can be requested by DOL at any time during regular business hours and records must be available within 2 days of the request.

### Timing of inspections

- Prior to initial licensure.
- After initial licensure, there will be a 90-day follow-up inspection.
- Regular inspections occur *at least* once a year.
- Changes in location, ownership, or vehicles may trigger additional inspections.
- Additional inspections such as follow-ups, or observations of classroom or driving instruction may occur at any time.

### Inspection components

- **License Display.** A valid copy of the school and all instructors' licenses must be clearly displayed at every location.
- **Curriculum.** A copy of the required curriculum must be clearly displayed at every location. Including:
  - The Washington Traffic Safety Education Required Curriculum Standards

- Course Curriculum Guide as approved by the Department of Licensing
- **Records Inspection.** All records must be kept at the school's main licensed location for 3 years, be available for inspection, and comply with state requirements. Records may be held electronically as long as they can be provided or produced upon request and readable for inspection. Records include:
  - **Instructor records.**
    - Records of any traffic violations or collisions involving instructors.
  - **Collision or injury reports.**
  - **Business Records.** Check franchise agreements, corporate documents, bank records, partnership agreements, and purchase and sale agreements.
  - **Lease or Usage Agreements.** Ensure the school has a valid and current lease or usage agreement and identify any changes to leaseholders.
  - **Vehicle Records.** Vehicle-related records must be kept for 5 years and may include:
    - Registration(s)
    - Original insurance policy
    - Title(s)
    - Annual vehicle inspection report
    - Maintenance records
  - **Course Records.** All course records include:
    - Student records
    - DTS policies
- **Classroom Facilities.** Check seating, equipment, and general compliance with state requirements.

- **Vehicles.** All instructional vehicles must be made available for auditor inspection. If vehicles are not at the main office, the school must arrange for them to be available at a branch location for inspection.
- **Reports.** Check waivers and course completions submitted in Licensing eXpress for Business.
- **Advertising.** Check to ensure advertising includes the full legal name of the school, identifying itself as a driver training school and does not indicate that the issuance of a driver's license is guaranteed or assured as a result of the course of instruction offered.
- **Public Notice of Disciplinary Action.** Display of disciplinary actions issued to the school or instructors per WAC 308-108-180(2).

\*Any documents collected during the audit are for review purposes only and will not replace required submissions.

## **5.2 SCHOOL DISQUALIFICATIONS**

**(RCW 18.235, RCW 46.82, WAC 308-108)**

All licensed Driver's Training Schools must adhere to all applicable laws, rules, and policies. Failure to do so could result in disciplinary action including fines, suspension, or revocation of the license.

Schools and instructors will receive notice when the Department takes disciplinary action and will be provided opportunity for a settlement or hearing.



## 5.3 PUBLIC DISCLOSURE

The Department of Licensing (DOL) often receives requests for information about driver training schools, owners, or instructors.

Any and all records that you provide to the Department are subject to public disclosure, including but not limited to:

- Applications
  - Insurance
  - Vehicle information
  - Lease
  - Ownership records
- Audit or investigation records
- Correspondence

A person's right to privacy is violated only if releasing the information would be highly offensive to a reasonable person and is not of legitimate public concern (RCW 42.17.255).