



# **NSW Driver Trainers Association**

## **News June 2015**

Well it has certainly been a busy start to the year. We have run 4 workshops, had three site visits, been involved with several key meetings and it's not even half way through the year yet.

We have lots more planned and in the planning stages for the rest of the year and some key dates will be announced very soon. As always you can keep up to date with anything association related on our website, but always feel free to contact us anytime.

<http://nswdrivertrainers.com.au>

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### **State AGM**

All members are invited to attend the NSW Driver Trainers Associations AGM being held on Wednesday 21<sup>st</sup> October. As we now hold a conference every two years which includes guest speakers, there will not be any guest speakers at the AGM. There will however be an update on the Association and the previous year and plans for the year ahead. Formalities such as a treasurer's report, Presidents report and election of committee members will take place at the AGM.

Venue is yet to be confirmed, however the time will be from 10 am to 12 pm with a light lunch following. Closer to the date we will be sending out proxy voting forms and absentee voting forms for those that want to have a vote on committee members but are unable to attend. Also closer to the date we will be requesting replies if you are interested in attending, however at this stage just put the date in your diary.

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### **No more cheques**

Up until now, the association has accepted payments by either cheque or direct deposit. Effective immediately we will no longer be accepting cheques. We may in the future be looking at card payments, but for now we will only be accepting payments by direct deposit or electronic funds transfer (EFT). For some people who are unable to make direct deposits online themselves, you are able to attend any bank and they will make the deposit for you.

We are sorry for any inconvenience this causes, however it is necessary to streamline our accounting and speed up the membership process.

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### **Log Books and Record Keeping**

Despite many reminders over the last few years and a series of workshops on the issue, we are still seeing logbooks not being filled in correctly by driving instructors and a severe lack of correct paperwork being completed for the 3 for 1 scheme. So it looks like it's time for another reminder on what must be filled in and how.

So to make it clear, let's start with the 20 learning goals at the front of the book. These do not need to be signed of by you, but must be signed of by a supervisor before presenting for a test. If you do choose to sign these off because you felt the learner has achieved the learning outcome, the date is for the date you signed it. It is OK if they

are signed off the night before a driving test, as the date is only recording the date it was signed.

The Driving Experience Record should be filled in by you for every lesson you conduct with a learner. There is an explanation of how to do this at the start of this section; however some instructors still seem to struggle with it. So let's start at the first column on the left and work across:

**Date** Write the date the lesson was conducted

**Vehicle registration** Write down the number plate of the car you conducted the lesson in.

**Odometer start and end** Write down the car kilometres at the start of the lesson and then again at the end of the lesson.

**Trip Details** Write down the suburb you started in and then the one you finished in. You can write down some you went through along the way.

**Conditions** Use the codes at the bottom of the page to record weather, traffic and road conditions. You may use several codes for one drive.

**Licence Number** Write down your **DRIVERS LICENCE NUMBER**, not your instructors licence number.

**Signature** You must sign this section. Do not just use initials or your company stamp

**Time** record the start and finish time of the lesson

**Hours** Write down the number of hours the lesson went for. If it is a 3 for 1 lesson you simply write down 3 if it was a 1 hour lesson. You do not need to write 1 + 3, or 1 + 2, or initial it or write instructor or sign it or write driving lesson. JUST WRITE 3.

The Record Keeper at the back of the book **MUST** be filled in if you have credited extra hours with 3 for 1. You must write the date of the lesson, name at least 1 topic you delivered in that lesson, the name of your driving school, your **DRIVING INSTRUCTORS LICENCE NUMBER** and sign it.

If you have given 3 for 1 credit in the log book, and recorded it on the record keeper, you **MUST** fill in a structured lesson planner. This must be the form issued by the RMS. A link to a blank one on the RMS website is below. If you already have your own lesson plans as used by your driving school, you only need to complete page 1 of the RMS planner and reference your own lesson plan in the section provided. If you don't

have your own lesson plans, then you need to complete both pages of the RMS form. The RMS is happy for you to use generic and pre-prepared lesson planners, as long as the Strengths and Development section at the bottom of page 1 is completed individually for each student. So make up some generic ones and leave that section blank and only fill in at the end of a lesson.

And finally you **MUST** sign the planner and get the learner to sign it. These documents will be requested in the event of an audit by the RMS, and failure to produce them can result in serious penalties.

<http://www.rms.nsw.gov.au/documents/about/for/45071489-driving-instructor-structured-lesson-planner.pdf>

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## Airbag recall

By now many of you may have heard about the world wide recall of cars that have had Takata airbags installed. The list of vehicles affected seems to be growing all the time and it could include the vehicles you're using for your business. There have been several lists published in newspapers etc, they it seems many manufacturers are still reluctant to admit it affects their cars. This may be due to the fact that if they admit it affects their car, then they are accepting liability for it. Below is a copy of the latest list publicly available, however we would recommend that you contact your vehicles manufacturer and check if your car could be affected.

The issue with the airbags is apparently due to a fault in the design of a backing plate behind the airbag firing system. When the airbag deploys and the explosive charge goes off, this plate can fracture, sending bits of shrapnel through the airbag and into the occupant. There have been several cases world wide of people being injured and killed as a result of this.

To ensure the safety of your clients, and to make sure this type of event doesn't happen to them, please check if your car may be affected by this and should be part of the recall.

## PI/PL Insurance Renewal

It's that time of year again when your public liability and professional indemnity insurance will be due for renewal. As many of you would be aware, an insurance broker called Fenton a Green previously sold this insurance on our behalf. However a couple of years ago, we changed our preferred broker to Focus insurance at which time the policy also changed. There are some great benefits of this new policy over the old one including coverage of costs associated with defending a sexual harassment claim.

However we know that some members simply renewed their insurance through Fenton Green as they sent out renewal notices, which was easy just to complete and renew. Fenton Green continues, quite legally, to send out renewal notices, or requests to come back to Fenton Green, and many of you may have already received such a notice. We would encourage you to check out the full details of these policies they are offering and compare them to what is being offered by Focus Insurance and make a decision not just on price, but on the overall benefits of the policies. We believe you will find the Focus policy (actual insurer is Guild Insurance, Focus is just the broker) to be a great policy for many reasons, including the molestation cover mentioned earlier, run off cover etc.

As we have also disclosed previously, the NSW Driver Trainers Association does receive a commission back from Focus Insurance on all policies sold, so purchasing a policy from them puts money back into your association.

During our recent policy review with Focus, there has been an issue raised with regard to minimum car insurance coverage on any vehicle you conduct a lesson in. This has come about after an instructor delivered a lesson in a client's private vehicle which only had Third Party Property insurance. This vehicle was involved in a crash during the lesson and due to the Insurance coverage; the damage to that vehicle was not covered. So the clients sued the instructor for repair costs to their vehicle and this claim went to their public liability insurer, who subsequently paid the claim.

Due to this, the insurer, Guild Insurance, wanted to place a requirement on the policy that any vehicle used in delivery of a lesson would be required to have comprehensive insurance

coverage. There was some concern that this may be a barrier to some young people who have limited funds taking a lesson in their own car as they may not have been able to afford comprehensive insurance. This in turn could cost people some business as the client may decide to go to another instructor who doesn't have that requirement. So Guild Insurance has made the minimum requirement Third Party Property insurance on all vehicles in which lessons are conducted. This won't be an issue for your driving school cars, as the legislation here in NSW already requires us to have comprehensive insurance, but it will be important for any private vehicle you take out for a lesson. This won't alleviate the issue mentioned above that brought this out into the open as that car had that cover, but at least it is better than no insurance as any crash could see you liable for repairs to all vehicles and property. However it is also worth keeping in mind that no matter what level of insurance a vehicle has on it, there is nothing stopping an insurance company coming after an instructor if they believe the instructor was negligent in their instruction which resulted in the crash. Insurance companies always have the potential to take recovery action for their costs.

We would encourage all instructors to ensure that any private vehicle they take out for a lesson has comprehensive car insurance as a way of minimising the potential for costs arising from a crash. If clients don't have that cover on their car, then we would recommend that the lesson be conducted in your vehicle to again minimise risk to you.

So firstly, do yourself a favour and don't just renew your policy with Fenton Green. Go to the website below and get a quote from Focus and discuss with them the advantages of their policy. And secondly consider your business policy in regards to the insurance coverage on clients' private cars you conduct lessons in.

[www.focus.com.au](http://www.focus.com.au)

## Keys2Drive

Last newsletter we discussed in detail the changes to the keys2drive program in relation to lower pay rates etc. Whilst there was some initial shock among instructors, and some not very happy at all, it would appear from recent discussions with

the program management, that most have been happy to continue. In fact through the period of new contracts being signed and returned, there was only a loss of about 100 instructors across all of Australia. This still leaves over 1200 instructors who seem to feel strongly enough about the program to want to continue with it, even at a slightly lower rate of pay.

The next round of Federal Government funding is coming through soon and will carry things over till the end of the next financial year, but things are progressing well in regard to trying to secure further funding. But they would like your help. Sometime during the second half of this year, the program would really like to ramp up the lobbying of key people within Federal politics to secure more funding, and you can help with this. Often Politicians will listen if their colleagues get in their ear about things, so what would be great is if those that feel strongly about it could start talking to their local Federal Member about how great it is and how it should have guaranteed funding going into the future.

Keys2drive are likely to draft up some template letters for people to use to contact local members etc, so even if you're not experienced at that sort of thing, there will be support there for you. In the big scheme of things, the funding for keys2drive is a drop in the ocean, and in the recent annual budget, and the expenditure for road safety, keys2drive was a very small component.

In other great news, the instructor accreditation will be getting switched back on in July. This means that if you have been waiting to be part of the program, and apparently there are about 300 of you that are registered for training, you will be able to start soon. We have also had discussions with keys2drive management about some other resources on the website that could help instructors in not only delivery of the free lesson, but also in using coaching as a training method.

For more information go to:

[www.keys2drive.com.au](http://www.keys2drive.com.au)

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## Workshops

So far this year we have held 4 workshops for members and the attendance rate has been great,

especially for the Sydney one. We have been to Newcastle, Port Macquarie, Orange and Sydney with future workshops to include Albury, Coffs Harbour, Nowra and more in Sydney. Dates for these will be announced soon.

So far the workshops have included a 3 hour session on coaching as a training technique, followed by some general discussion and question time. The general discussion has always been one of the most appreciated parts of our workshops as it allows instructors to talk to each other, discuss various issues and find out what others are doing and how they could develop their own training and business more. But this year the coaching sessions have gone over very well. Many of the people who have attended have thought they were using coaching in their training, but after these sessions have realised how much more they could do.

In fact after the Sydney event I was contact by 2 people to tell about their lessons the following day. They said they were able to try some of the ideas from the previous day's workshop and had some success with them. That immediate feedback is priceless as it shows we have inspired people to try different things and see how they work in the real world. But we also learnt and the actual session developed a little from the first one in Sydney to the last one in Orange as we found some things that didn't work or needed some tweaking.

The next round of workshops listed above will contain the same coaching session, so if you have been to one of these this year, you may not be that interested in another, although you are always more than welcome to come along. For those that didn't attend any of these workshops, we would encourage you to come along. They are a great professional development opportunity and a fantastic way to find out more about the industry that you work within.

We have also set up an online feedback form for attendees to use. This feedback can help us when developing more workshops and it only takes a couple of minutes to complete. So please, if you have been to one of our workshops, please take a moment to complete the feedback so we can better help you. Follow the link below:

<http://goo.gl/pprAoI>

## Field trips

So far this year we have been to Crashlab, the Transport Management Centre the Police Driver Centre. We are still in the process of organising a visit to the Centre For Road Safety Vehicle Technology lab as well as getting training from Bosch on their tech, however dates etc still to be finalised.

The deposit system we have had in place for these events has worked really well with less no shows from members than in previous years. We have even had members ask why we are giving them their deposit back on the day as they say they would have paid to come along. At this stage we will continue with refunding deposits however in the future we may look at a user pays system.

Some people have had an issue with the limits placed on how many people can attend, however these have been set by the venue. These have been done to ensure a quality visit for all and to ensure that the person looking after us on the day is able to deliver the best tour. It has resulted in some people missing out and so we will be trying to organise follow up visits to the ones where there has been demand for more spots.

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## Driving Tests and Registries

Service NSW is a new agency that has been tasked by Government to create an innovative network of one-stop shops, supported by growing online and phone services. You may be familiar with Service NSW as your local driver testing facility or through booking a driving test on the Service NSW website.

Service NSW and our association have begun developing a great relationship with open communication which will result in regular meetings and updates. We recently met to get an update on where things were at with the change over from RMS to Service NSW for driver testing, and the redevelopment of associated sites.

We are pleased to announce that since our last meeting, waiting times for driving tests have reduced significantly to around 10 days across the board. This is due to the increased capacity of many of the sites following on from a continuing recruitment program of testing officers, as well as

the increase in system capacity. The recent past has seen most weeks deliver over 4000 tests per week in the Sydney Metro area alone (the highest figure since March 2011) and in fact the week from May 25 to 30 should see over 4500 delivered.

There are currently 32 Service NSW service centres operating across the state, with another four sites to be rolled out by the end of June and a further 34 sites by December 2016. These service centres offer more than 800 transactions including Seniors Card applications, birth certificates, driver licences and vehicle registrations. Please note that Service NSW issues paper licences, which should be accepted as a valid licence until the customer's new licence card is received. There should be a 5 day turnaround for a person receiving their photo licence. Whilst we have had discussions around this issue, what Service NSW is doing is no different to the banking sector where printing of cards is centralised and they are mailed out. They are not mailed in envelopes that identify them as being RMS or Service NSW, so it should minimise the risk of stolen cards.

Some sites are a redevelopment or refurbishment of an existing RMS registry, which needs to be closed down during that time, while others are a development of a new site all together. Where a site has to be closed for refurbishment, it is an average of 8 weeks before reopening, so if you have that happening in your local area, the inconvenience shouldn't be too long. Where a new site is required, Service are endeavouring to keep the old RMS registry open whilst developing the new site, so that there is a seamless transition from one venue to the next without interruption of service.

As Service NSW will not actually own any property, and will be leasing them, we may see For Sale signs at some venues. This does not mean Service NSW is for sale, just that the building is for sale to a new property investor. In fact Fairfield site will be on sale as of the week starting May 25 2015.

To improve the customer experience and keep wait times at a minimum, Service NSW has also developed several of its keys sites as "super centres" or "hubs" as many have called them. Previous fears were that these would be the only places testing would take place, but that is not the case. Testing will still take place at most other

centres, but these ones will be super sized in terms of ability to deliver. In fact they will regularly run 10 lines of driver testing at a time. On top of this, these centres, and many of the others will start testing earlier and finish later. How do 7 am tests sound? Great for those kids who want to do it before school!

The locations of these higher capacity centres are Bankstown, Blacktown, Castle Hill, Ryde, Macarthur, Silverwater, Botany, Miranda, Liverpool, Wetherill Park and the Brookvale/Dee Why area. More sites will be announced as Service NSW works through the design of the network, locating facilities to best serve customers and meet demand.

As Service NSW is an agent, delivering RMS policy, they are not responsible for the policies themselves. If there are issues with the test itself and its criteria, then that is an RMS issue. If it is a problem about the delivery of that test, that is a Service NSW issue. The process for conflict resolution is the same as before, where we are not supposed to confront testing officers at the counter and argue a test result. We should make an appointment with the Service NSW Centre manager to discuss and try and resolve. If no resolution is achieved, you then need to contact the customer resolution coordinator at the email address below.

We have also been asked in the past about the ability of driving instructors to become testing officers and whether or not they can retain their instructors licence. This is possible, and an instructor can keep their instructors licence, but it is put on hold whilst they are in the employ of Service NSW. It is not cancelled and therefore if it comes up for renewal, they can renew it and keep current for such a time as they might leave the employ of Service NSW. But simply they cannot operate as a driving instructor whilst delivering driving tests. In fact Service NSW tells us that a many of the recent recruits into the roles of testing officers have actually come from our industry.

You can find out more about Service NSW by visiting [service.nsw.gov.au](http://service.nsw.gov.au), calling 13 77 88 or downloading the Service mobile app, available for both iPhone and Android. If you have any questions or concerns about these changes, please email [customerresolutioncoordinator@service.nsw.gov.au](mailto:customerresolutioncoordinator@service.nsw.gov.au).

## PCYC and Safer Drivers Course

Another recent meeting was with the PCYC to discuss some issues with the Safer Drivers Course and some of the issues that individuals have with their local clubs. Whilst these are limited in number, some have common causes, and unfortunately in some cases it is the instructors fault.

One issue is that you cannot be paid for delivery of modules completed until you have returned all relevant paperwork for those sessions. This not only includes your invoice for work provided, but also the signed attendance sheets and the feedback sheets from the learners.

There also appears to be some instructors who have not returned all the relevant documentation to the PCYC as part of your contract. This documentation includes:

- A signed copy of your contract.
- A copy of both your instructors licence and drivers licence.
- A copy of your motor vehicle comprehensive insurance policy.
- A copy of your Public Liability and Professional indemnity insurance.
- Either a copy of your Working With Children Certificate or your Working With Children clearance number.
- Your PCYC Police check.
- A copy of your module 2 coaching routes.

If you are unsure if any of these are outstanding for yourself, please contact Jenny Davidson at [jedavidson@pcycnsw.org.au](mailto:jedavidson@pcycnsw.org.au)

Also contact Jenny if you have any issues at local club level. These can often be sorted out easily and earlier action can prevent a small problem becoming a big problem.

The PCYC still needs instructors in the following areas, so if you have been trained or want to become part of the program, please contact Jenny. The areas requiring more coaches are:

- Penrith
- Blacktown
- Mt Druitt
- Campbelltown
- Lithgow

- Nowra
- Kempsey
- Moree
- Goulburn

The PCYC has also identified areas where they have become very reliant on one or two particular coaches and would like to engage some more, so that in the event where those coaches are not available for any reason, the PCYC would still be able to deliver courses. These areas are:

- Penrith
- Campbelltown
- Umina Beach
- Lithgow
- Kempsey
- Griffith
- Port Macquarie
- Armidale
- Gunnedah
- Moree
- Tamworth
- Grafton
- Goulburn

For anyone who isn't trained and qualified as a coach or facilitator for the Safer Drivers Course, and would like to be, the RMS are running courses in July.

**Facilitator training – 9am to 5pm Thursday 30 July 2015**

**Coach training – 9am to 5pm Friday 31 July 2015**

Location is the Youthsafe offices at Gladesville.

If you are interested in completing the training, you need to be registered with one of the service providers first. In this case we would suggest the PCYC, so you would need to contact Jenny to complete the expression of interest form before enrolling for the course. As spaces are limited, priority will be given to those willing to work in the areas listed above.

There are requirements that all coaches and facilitators must meet and costs involved with the training. These are outlined below.

**Steps for booking into training:**

- 1. Facilitators and coaches wanting to participate in training must ensure they are engaged by an approved Provider**

**and that they meet the pre-requisites for training.**

### Facilitator Requirements

- Certificate IV in Training and Assessment (TAE40110)
- Minimum 12 months facilitation experience
- Completed working with Children Check

### Coach Requirements

- Current Driving Instructor Licence (not restricted)
- Minimum 12 months driving instructor experience
- Completed working with Children Check

- 2. A booking form must be completed and submitted to Youthsafe – this may be done online or a booking form may be downloaded from the Youthsafe website to complete and email or fax to Youthsafe (email [office@youthsafe.org](mailto:office@youthsafe.org) or fax (02) 98170360).**

*Youthsafe will:*

- Acknowledge receipt of booking form when it is submitted.*
- Verify directly with Providers via email that each facilitator and coach is engaged by the Provider nominated on the booking form and that there will be work available for the facilitators and coaches booking into training.*
- Issue a tax invoice when engagement by Provider is verified and pre-requisites for training checked – facilitator*

*training \$770 (incl GST) and  
coach training \$880 (incl GST).*

- 3. Payment for training is to be made on receipt of the tax invoice via electronic transfer or cheque – payment details on tax invoice.**

**Direct payments** to BSB: 062-245  
Account: 28018893  
Please quote invoice reference number

**Cheques** made out to Youthsafe  
& sent to Youthsafe at  
PO Box 3023 Putney NSW 2112

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## Transport Management Centre

As part of our tour of the Transport management Centre, we were informed about how the traffic light network operates. With too much detail to go into here, we would recommend going to the website below for more information. Remember the more you know, the more you can pass on and appear more professional to your clients.

<http://www.scats.com.au/>

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## Bike Safety

In March, the Centre for Road Safety launched a new animated video aimed at improving bike safety on our roads. This was done in partnership with the Amy Gillett Foundation who we have previously supported.

This video contains great information put into simple terms that can help your learners understand how they can better share the road with cyclists. To view the video, follow the link below.

<http://roadsafety.transport.nsw.gov.au/stayingsafe/bicyclists/index.html>

## Misunderstood road rules

Our last newsletter came out just after the launch of another series of the most misunderstood road rules. This was backed up by videos explaining the correct rules. This has been done before in NSW; however these videos were released by TMR QLD. They are a great training tool, and if you use technology in your lessons, like iPads or other tablets, these would be good way to help your clients understand what they must do in certain situations. The link below is for the QLD videos.

<https://www.youtube.com/watch?v=I7yYikzTBsA&list=PL4832D27DC53CA213>

This one is for the NSW videos.

<http://roadsafety.transport.nsw.gov.au/campaigns/roadrules.html>

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## TLISC Review of Driving Instructor Qualifications

As outlined in our previous newsletter, the Driving Instructor Qualifications are under review at the moment. The ADTA National is involved in this review and is representing our industry in development of the new qualifications and a new module on driving a car.

During this review it became apparent that the current qualification doesn't have a unit that actually teaches you to teach someone to operate a motor vehicle. There is one for applying safe behaviours and one for developing safe behaviours, but not one on how to actually drive a car. So the ADTA National, through Anthony Cope as National President, is part of a working group on developing a new unit to cover this gap.

The timeframe for this is that everything needs to be completed, approved and published by the last quarter of this year, so everyone is working hard to make it happen.

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## Member Surveys

Last newsletter we mentioned another couple of surveys we would like to conduct with our members. These are being released a little later than expected, but the information we gather is invaluable to us. It can help firstly build a picture of what's happening out there in the industry, and then also how the association is performing compared to your expectations. Both only take a couple of minutes to complete, and the more people that do this, the more informed we are. The surveys are anonymous, so please don't be afraid to tell us what you really think. There is a separate link to each one below.

About our Industry:

<http://goo.gl/RL41Sg>

Association Satisfaction:

<http://goo.gl/JsaOei>

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## Police Driver Training

On June 3<sup>rd</sup> we ventured south to Goulburn for a return visit to the Police Driver Training centre. We were worried on the way down when we saw the current temperature was -3.6°, but by the time we arrived it was a beautiful day. With a couple of people meeting us there, and everyone else travelling together on a bus, it was a great opportunity for members to network and talk about their business etc.

Built in the 80's on an area covering more than 300 acres, the facility includes of a training building with several training rooms and meals rooms, a mechanical workshop and small display area for historic police vehicles and memorabilia. For the practical driving components there is a skid pan, a vehicle manoeuvring area(VMA) and a 2.6 km long high speed circuit which includes a couple of side streets, stop signs and traffic lights.

The skid pan area is used to train in retention of control and minimising loss of control in situations of reduced grip. To help with this, the area is not only wet down but has sheep lanolin added to further reduce grip. The vehicles also wear tyres that are mostly bald. This reduced grip means loss of control can be instigated at lower speeds. Exercises on the skid pan are competency based.

The VMA is a large bitumen area where cones are set up for various vehicle manoeuvring exercises. These include driving down a narrowing lane, into garages, reversing out of tight garages etc. Mirror use is a key component when using the VMA as well as discussion and consideration of pivot points when the vehicle is turning. However Police policy dictates that in any situation where reversing must be done with restricted vision, another officer must give assistance. Exercises in this area are not a time trial except for the training of highway patrol officers.

The high speed circuit is used for training in road craft, braking, acceleration, urgent duty driving and pursuit driving. Several supervisors are placed in static positions around the circuit to oversee and control the exercises. Silvers course trainees will reach speeds of 160 kph whilst highway patrol will reach speeds of 190 kph.

There are several levels of training that police can do here, with the basic level being called Bronze. This encompasses vehicle inspection, lights and siren use and is a prerequisite for police employment for both sworn and non sworn employees. This level however does not allow for driving over the speed limit. Years ago most of the force only had this qualification; however following a push to have more highly qualified officers on patrol, there are only about 1200 Bronze certified officers in NSW.

The next and most common level is Silver. Only sworn police employees can obtain Silver certification and there is a 6 month waiting time to get into a Silver course (down from 12 months). Silver certification is for general duties officers and is a 3 day course focusing on knowledge, skills and attitude to engage in urgent duty and pursuit. Skills looked at are road craft, system of vehicle control, skids, pull/push steering, car inspection, public street driving, police safe driver policy and vehicle manoeuvring.

The next level up is Highway Patrol. This looks at the same skills as Silver but also introduces analysing skid control, advanced vehicle manoeuvring, vehicle control under brakes, examining speed checking, urgent duty driving and high level high speed defensive driving. Only phase 1 of Highway patrol is taught at this venue, with other phases such as radar and lidar use taught at the Academy.

There is another level of training above Highway Patrol, and this is for the Advanced Defensive course. This course is for surveillance driving and dignitary security and is conducted in the trainee's everyday car they drive.

The venue also trains field training officers which are located at local area commands, and their role is to monitor the driving of local officers and offer local remedial training where required. Field training officers can also be involved with 4wd vehicle training. All police officers are allowed to drive 4wd drive vehicles, but are not allowed to engage 4wd mode unless specifically trained to do so.

It was also interesting to hear about some of the technology available to the police when on patrol. Whilst we have heard about the number plate scanning cameras in patrol cars, we were not aware that they can scan 6 number plates per second. Wow! Also the Police Radio Dispatch Centres (VKG) can track police vehicles in real time on a map. They will know who is in the vehicle, what they have on board as well as their speed. This is of great assistance when dispatching the closest and best equipped patrol car to a job, or tracking a pursuit as it progresses.



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## Module 2 delivery

Through our partnership with the PCYC in the Safer Drivers Course, we have been alerted to several situations of module 2 coaches not delivering the session as it was designed and not following a coaching approach. These are being addressed on an individual basis and auditing has been conducted as well as follow up assessment of delivery, however we feel it is an appropriate time to remind all members, regardless of which provider you are delivering for, how the module 2 session must be delivered. The following is taken

from our March 2014 newsletter, so we said it all before, but it appears some people don't read this stuff, or choose to ignore it.

- Module 2 should reflect what has been discussed in module 1, including talk of the Personal Compass and Circle of Control.
- Should centre on low risk driving strategies to minimise the risk of the 5 major crash types.
- Should consist of 7 drives in total. 3 per learner driver and 1 coach drive at the end.
- The first 4 (2 per learner) learner drives should only be about 7 minutes each, with the last 2 (1 each) around 10 minutes each. The coach drive is about 5 minutes and is centred on a commentary drive. Each learner only drives for around 24 minutes during Module 2.
- The four main strategies employed are maintaining a 3 second gap, slowing down when vision is less than 5 seconds, protecting your Crash Avoidance Space of 3 seconds from adjacent crashes and buffering (positioning) of the car on the road.
- The session must start with a walk through of a 3 second gap using cones as markers behind a stationary car on the road side. We are hearing stories of this not being done.
- Before the first learner drives, there must be a discussion about whether they have checked their personal compass before setting off.
- The Learner in the rear seat must be included and engaged during the whole session.
- This session must take on a Coaching model, not an instruction model. This means less telling and more asking. Help the Learners come up with answers and solutions and don't just tell them everything.
- This session is NOT for the purpose of addressing other issues in their driving. Whilst we are able to comment on small things during module 2, this must not be the majority of discussion and should really come after the core topics and information have been covered.

The requirements for Facilitators and Coaches are below.

### **Facilitators for module 1 in class**

- Cert IV in Training & Assessment TAE10
- Completion of the one-day introduction to the Safer Driver Course run by RMS
- Demonstrate a minimum 12 months experience in facilitation or be a current Safer Drivers Course Facilitator
- Have completed the Working With Children Check

### **Coaches for module 2 in car**

- A current, unrestricted NSW Driving Instructor Licence
- Completion of the one-day Safer Driver Course – coach training program
- Demonstrate a minimum 12 months experience as a licensed driving instructor; or be a current Safer Driver Course coach.
- Comprehensive motor vehicle insurance
- Public Liability – minimum \$20 million
- Professional Indemnity - minimum \$1 million
- Have completed the Working with Children Checks

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## **Coaching**

We spoke earlier in the newsletter about our coaching workshops, and one of the things we have found over the last few years is that despite many instructors believing they are using coaching as a training method, many are still having trouble understanding it or putting it into a practical application. It's one of the biggest challenges I believe all providers of the Safer Drivers Course in NSW will be facing with their module 2 coaches.

The link below is for a YouTube video I stumbled across when preparing our coaching workshops, and whilst it is long, it is great video that can help with what coaching really is, and how it can be used in lessons, including the safer drivers course.

<https://www.youtube.com/watch?v=DjNa4BwhMps>

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## **Hygiene**

As a customer service industry, it is important that we provide the best service possible while also providing the best environment for quality learning. As our industry is a little different to many in that we are in an enclosed car with our clients for a long period of time, it is important that make that enclosed environment a pleasant place to be.

Whilst we appreciate some instructors may be smokers, we would like to remind you of the effects of that on your learners when they enter your car. Whilst our code of practice (available to view on our website) states that you are not to smoke during lessons, it doesn't mention about smoking in the car between lessons. However we would suggest that this is not a great practice as the smell of the cigarettes stays in the car and is very easily picked up by someone who doesn't smoke. It's not a pleasant smell and could make it very uncomfortable for your client. We would recommend that if you need to smoke between lessons, that you do that outside and away from the car. You may need to leave some extra time between your lessons to allow for this break.

Please be aware that the smell will usually be on your clothes as well, so it would be advisable to have some sort of deodorising spray on hand to tone that down before you go to your next lesson.

There are also personal hygiene issues. One of the hardest things to do is to tell someone they smell. You don't want to offend them, but on the other hand you don't want to be near them. So if you have some body odour issues, nobody may have told you and you may be losing clients because of it. Rather than tell you about the issue, they will likely let it go and try another instructor. So if you think you sweat more than normal, or that you may have an issue, it might be worthwhile carrying some personal deodorant in the car and have a quick spray between lessons.

Having a bottle of fabric deodoriser, like Febreze, in the boot can be great for situations where you think the car seats etc might have trapped some smells. And it doesn't always start with us. I am sure we have all had a client who was a bit on the nose and we can still smell them well after the lesson. Well so will your next client. So make their life better and use these products to make your car a better place to be.

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# CrashLab

One of our visits this year was to Crashlab. This is the purpose built facility that crash tests new cars to assess their ANCAP rating. But that's only part of what they do. Testing of motor bike and cycle helmets also happens here as well as child car seats.

Whilst we were not able to witness an actual crash test, just seeing how they are done, the range of tests conducted and hearing about some of the results and the science behind the testing, gave us a better insight into vehicle safety. This is great information that the attendees can pass on to their clients and in particular their younger clients, to try and encourage buying safer cars.

You might notice that many of the faces in the crashlab photo below appear in the above police training photo. This is the trend we are seeing, that the same few people attend our events. It is great that we have some dedicated people wanting to develop themselves even further, but we would like to see ore of you. So when we announce some future events, either workshops or field trips, please get in early and get your name down.



<http://roadsafety.transport.nsw.gov.au/research/crashlab/index.html>

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## Skills for Learner Drivers

Continuing with our new section of skills to teach learner drivers, we are moving Traffic Lights. Remember these are some of the skills we often see either overlooked, or taught incorrectly by either parents or previous instructors of our clients. We are trying to provide an outline of the things you should be teaching and some ideas as

to how you could teach them. As always, if you have a particular way of teaching something, let us know and we can share it around to benefit more learners.

### *Purpose*

Whilst it may seem obvious to some, many people don't think about why traffic lights have been installed at certain intersections. The main reason is to improve and control traffic flow, in particular at intersections where two or more heavier trafficked roads meet. But the other reason why lights could be installed is in an attempt to make an intersection safer. A classic example of this is the infamous 5 ways intersection at Miranda in Sydney's south. Up until 2002, this intersection was controlled by a roundabout (and some other variations of a roundabout in the 70's) which had been recognised as the biggest black spot in NSW for minor crashes. In 2002 it was converted to a set of traffic lights at a cost of \$8 million, but the crash rate fell from 222 to 13. So clearly traffic lights can make intersections safer when used correctly.

### **What does each colour light mean?**

Again most people think they know what the different colour lights mean, but more often than not the only one they really know is red. When you ask your learner drivers what each light means you will often get a definite answer for red and green, but a bit ambiguous for orange (call it amber or yellow if you want, but I will stick to orange here). And even then they are usually wrong for green. The most common responses to what do the lights mean are:

Red = Stop

Orange=Prepare to stop

Green = Go

So let's find out what we should be teaching them, starting with Red.

**Red** = Stop. The vehicle must stop behind the first unbroken line and must remain behind the line until the light changes to green or flashing orange.

**Green** = Proceed with care. **It does not mean GO!** Despite what most people think, a green light does not know if it safe to go, it is only a computerised program that tells when you are allowed to go. Caution must still be exercised and a check of all directions must be performed before entering the intersection.

Many learners will tell you they have heard they only need to perform this check if they are the first car, because that's what they have been told looked at in the test. And they are partly correct. They are correct in that the testing officers will only be looking for scanning at traffic lights if they are the first car to proceed through after the light has changed from red. But who cares? People still run red lights later than that as well as those emergency vehicles that are allowed to proceed through red lights. Below is a photo from the Police Driver training Centre of a police car that was on urgent duties, responding to a home invasion that went through a red light, was clipped by a 4wd and spun into a pedestrian. Nobody was killed or seriously injured, but more from luck than anything else. If only the driver going through the green had looked at all approaches before entering, then this photo wouldn't exist. So please teach your clients to scan all intersections before going through regardless of what is marked in a test.



**Orange** = Stop unless not safe to do so. That's right, it means **STOP!** Unfortunately it doesn't mean "prepare to stop" as most drivers think. To put that into context, if you were driving down an ordinary road with no intersections or anything, and you were asked to prepare to stop, what would you do? I would think you would look in your mirrors first to determine danger from behind, and you would then slightly ease on the brake. And then what? That's the problem. What's the follow up to those actions? It can't be stop because you weren't asked to; you were only asked to prepare to stop. So is it keep going at that slower speed or what. So if an orange light meant prepare to stop, what are we really expected to do? That's why it's not "prepare to stop".

Most drivers treat orange lights totally the opposite of how they should. Their thought seems

to be "I will only stop if I can't make it through before it goes red". The problem here is they are putting the emphasis on going, and stopping is the second option. So it really should be "I am only going to go through if I can't stop safely". This puts the emphasis on stopping and going through is the second option.

So there's really two parts to the decision process when the light goes orange. 1 is can I actually stop before the first line, and 2 is can I do that without causing a crash. If the answer to 1 is no, then you need to proceed anyway, perhaps because you were very close to the line when the light changed to orange. But if the answer to 1 is yes I can stop, then the second part about whether it is safe to stop is hugely important. That's a lot to think about in a very short timeframe. So how could a learner give themselves more time to make those decisions?

We should be teaching learners to approach every green light with the attitude that they might need to stop. This could be because the light changes or because it would be unsafe to proceed. So this means they need to think about this further back on their approach while the light is still green. Like most things in life, if you have planned for a decision you need to make earlier and thought about all the options, the final decision will usually be a better one. Whereas decisions that are made with no information, little time to prepare and no time to think are often worse decisions.

### **Traffic Light Approach**

If we are preparing our learners to stop at traffic lights, regardless of the colour they are right now, then we need to teach them to do several things. The first would be to check their mirrors. This helps them determine who is behind them, how far behind they are how fast they are travelling and if they are paying attention. If we had a big truck a few metres from the back of our car, the decision on stopping or not might be fairly simple. If you stop you will be squashed, so you would need to keep going. But if nobody was behind, or they were fairly far back, we would then have more chance of stopping safely if we need to stop.

The second thing we should teach is to them is to set up the brakes. This involves a light touch of the brakes that takes up the slack of the pedal, prepares the brakes to operate and puts our brake lights on. This last part is important because it now warns the drivers behind that I might be

going to stop at these lights, and in turn they should start braking.

As they get closer to the lights, we need to encourage them to start checking the entire intersection to see if it would be safe to proceed. This needs to be done far enough back that we could still stop if need be, such as in the case of an emergency vehicle going through a red. They will then reach a point where they have determined it is safe to proceed and now may not be able to stop in the case of an orange light due to being so close to the intersection. It is at this point that they would still go through even if the light changes, but they should still scan as proceeding.

So what we are teaching them is to check mirrors, brake a little and scan as they approach traffic lights. When we think about it, these are the same things we said would happen if you were told to prepare to stop. So maybe we need to think about the lights like this:

Red = Wait here. Don't go anywhere.

Orange = Stop

Green = Prepare to Stop

### Stop signs at traffic lights

Many people are not aware of the stop sign that is at all traffic lights or what it is there for. We should be teaching our learner drivers about this sign as they are likely to encounter a set of traffic lights that are not working at some stage in their driving lives.

This sign is usually placed facing the more minor road (the road with less traffic flow) and comes into operation if the traffic lights are blacked out or flashing. In this case the cars with the stop sign facing them must come to a complete stop and then give way as they would at any other stop sign. Cars approaching from the road without the stop sign should still exercise caution approaching an intersection with malfunctioning traffic lights due to the increased confusion this could cause other drivers.

### Joke(s) of the month

After 100 years lying on the sea bed, Irish divers were amazed to find that the Titanic's swimming pool was still full.

## Apps for the Month



Evernote Scannable

Do you ever need to scan a document and save it as a PDF, but don't have access to a scanner, or found portable scanners expensive or bulky? Well this great iPad app uses your inbuilt camera to easily find and scan a document and save it as PDF on the spot.



Akinator

If you ever feel like wasting some time in between lessons, then challenge the Akinator genie to guess the person your thinking about. Uncannily accurate.



Microsoft office is now available for Apple devices. You can create, edit and read Excel, Word and PowerPoint files on your IOS device.

### YouTube must see videos of the month

This is the Pinetown video mentioned earlier in Skills for Learner drivers. **(WARNING GRAPHIC CONTENT).**

<https://www.youtube.com/watch?v=oNnB-4-A2t8>

How not to conduct a first driving lesson.

<https://www.youtube.com/watch?v=hhmiJzI5caA>

Beautiful and awesome. What a challenge!

[https://www.youtube.com/watch?v=xQ\\_IQ\\_S3VKjA](https://www.youtube.com/watch?v=xQ_IQ_S3VKjA)

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