

TRAINING OF THE EXAMINER

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Training of the examiner

Commission Internationale des Examens de Conduite Automobile, CIECA

The "Commission Internationale des Examens de Conduite Automobile" (CIECA) is an organisation for authorities in the field of driver licensing and was founded in 1956. It has an official status as observer to the United Nations. The Commission of the European Communities has agreed to give a financial grant for carrying out a project, entitled "Comparative analysis and practical guide to driver licensing in the European Union". One of the steps that was taken was the organisation of workshops on priority fields for action, one of which was the "Training of the examiner".

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Foreword by the Workshop President

It is an honour for me to present this report on the "Training of the examiner". It proves that CIECA has become an organisation which is consulted at an international level. The Technische Überwachungs Verein Südwest (TÜV) in Stuttgart was proud to host the two workshops which served as a basis for this report. The training and supervision of examiners is one of the major tasks of driver licensing authorities in Europe. It also is one of the fields for action of the project "Comparative analysis and practical guide to driver licensing in the European Union". I am grateful to the Directorate General for Transport of the Commission of the European Communities for subsidizing this project. I would also like to thank the experts from the eleven countries who participated to these workshops. Without their contribution, this report would not have been possible.

Mr. H. Kamm,
Workshop President

Summary

Directive 91/439/EEC stipulates that authorities responsible for issuing and renewing driving licences must train and supervise their examiners to ensure correct implementation of the theoretical and practical driving tests according to its annex II. Despite the relatively precise stipulations of the Directive, there still are many differences between the countries as far as the conditions for access, training period, contents of the training, permanent education and quality control are concerned.

Participants from several countries, all members of the Commission Internationale des Examens de Conduite Automobile (CIECA), discussed these issues at two workshops. The participants should all be considered as experts and as such they have worked towards formulating a "best practice" and come to minimum recommendations for harmonisation in the above-mentioned areas .

This report describes the recommendations the experts came to at the workshops, as well as the arguments and preceding discussions. This report forms a basis, in the field CIECA will also be active in the future. It will be handed out to the CIECA members as well as the European Commission.

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Introduction

Annex II of Directive 91/439/EEC on the driving licence is an extensive description of the skills a driver must possess, before he is allowed to conduct a motor vehicle independently. The examiner is the person who decides if a candidate controls these skills sufficiently. How the examiner should be able to do this, is only mentioned briefly in the second paragraph of point 11 of annex II:

“Driving examiners must be trained to assess correctly the candidates’ ability to drive safely. (...)”

The actual type of training, which the examiner must have followed, in order to do his work according to the criteria mentioned in Annex II of the Directive, are not explained. The coming into force of the Directive, ensures the mutual recognition of all driving licences in the different Member States of the European Union. This makes driving examiners an important factor for traffic safety in all the 18 Member States, because upon issue of his licence a driver automatically gets the right to drive a motor vehicle in another EU Member State, when he moves there.

Following the brief description mentioned in Annex II of the Directive, two workshops were organised about the subject of the training of the examiner. The first workshop, which was held on 28 and 29 March 1996 at the offices of the Technische Überwachungs Verein Südwest (TÜV) in Stuttgart, can be seen as an introduction to the second workshop. At the first workshop the delegates were asked to give describe the current situation in their country with regard to the conditions for access to the training in their country, as well as the training itself. This served as a basis for the second workshop, which was held on 25 and 26 November 1996 and which took place at the same offices.

Prior to the second workshop the delegates received questionnaires in which they were asked to give further, more extensive details on those subjects. These data have been collected and ordered in a working document, which also served as a basis for discussion at the second workshop.

The aim of the workshops was first of all to compare the different systems for selection, training and permanent education of driving examiners. Secondly, they proposed to analyse the contents of the training and the permanent education of driving examiners and they tried to establish a best practice for the curriculum of driving examiners. The most important task for the experts was to come to a best practice. This best practice was laid down as the basic recommendation.

This report reflects the themes that were discussed during the workshops. Therefore, the chapters have been structured as follows: first of all the current situation in the countries where the experts who participated to the workshops came from, is explained. This description is used as a basis for the discussions explained afterwards, which have lead to the experts’ recommendations. These recommendations round off each chapter. At the end of the report you will find a list of the experts, who participated to the workshops.

1. Conditions for access to the training of examiner

This first chapter describes the conditions for access to the training of the examiner. The following subjects will be considered: minimum age, minimum education, possession of a driving licence in one or more categories, minimum driving experience and other conditions.

1.1 Minimum age

Current situation

The following minimum age is required in the different countries to get access to the training of the examiner:

Austria:	27 years
Belgium:	25 years
France:	21 years
Germany:	24 years
Great Britain:	25 years
Hungary:	26 years
The Netherlands:	28 years
Norway:	21 years
Spain:	20 years

In Estonia and in Sweden, there is no minimum age. Even though people can get access to the training at the age of 18 in Sweden, most applicants are aged between thirty-five and forty.

Discussion

At the second workshop, the participants were asked to give their expert opinion on the minimum age of candidate examiners rather than explain the current situation in their country. They shared the opinion, that older persons are better able to work in this field. There are several reasons for the fact, that a person having his driving licence for a short period of time, shouldn't be able to get access to the training to become an examiner.

First of all, many traffic accidents are caused by young and novice drivers, because they can not judge traffic situations so well yet and/or because they take too many risks. This group of drivers is therefore considered not to be able to judge other people's driving capacities. Secondly, examiners have to be very good drivers themselves to do their job properly. Therefore a few years of driving experience was considered necessary. An older person, having a considerable driving experience was considered to be better able to judge traffic situations and to avoid risks. A more mature person would be in a better position to judge other people's driving capacities.

Recommendation

The participants discussed the minimum conditions for access to the training for examiner at length. The experts agreed that there are different experiences that a candidate examiner should have in order to be accepted by candidate drivers, such as driving experience, pedagogical experience, maturity and authority. In practice, young people have less experience and authority. Generally they do not apply for the profession of examiner. Therefore, the participants agreed that the minimum age for access to the training of examiners in category B should be 25 years.

1.2 Minimum education

Current situation

The following minimum education is required in the different countries to get access to the training of the examiner:

Austria:	University degree in technique or in law
Belgium:	Secondary school up to 18 years
Estonia:	University degree or driving instructor
France:	Secondary school up to 18 years
Germany:	Engineer
The Netherlands:	Secondary school up to 17 years
Norway:	Secondary school up to 18 years and driving instructor
Spain:	Secondary school up to 16 years
Sweden:	Secondary school up to 16 years

Great Britain recommends secondary school up to 18 years, Hungary a university degree in technique, but in both countries, this is a recommendation, not a requirement.

Discussion

At the discussions, it became clear that there are large differences in the historical background of the training for driving examiners. In the German speaking countries and in Hungary, the profession of examiners is a technical one, connected with the technical control of vehicles. Therefore the licensing authorities require from candidate examiners to be engineers. However, this condition brings along that there are hardly any women examiners in these countries. The German participant found the condition of engineer as a minimum education for candidate examiners unnecessary. The experts decided therefore not to add it to the list of conditions.

The connection with the profession of driving instructor seems rather obvious. Their experience as a teacher gives driving instructors a certain "added value", compared to other candidate examiners: driving instructors are experienced in educating novice drivers, they have authority and are used to taking over if a situation asks for it. Therefore they should also be better able to judge a person's capacity to drive. However, their own capacity to drive depends mainly on their training and the responsibility for the quality of it lies with the authorities who train them.

In Norway, the training of driving examiners follows that of driving instructors and is organised by the State. Therefore, the quality of driving instructors is more or less guaranteed. In The Netherlands, the situation is completely different. Driving instructor is a liberal profession and there is no control on the pass rate of driving instructors. Yet, this control could be a good way to assess an instructor's quality. The profession of driving examiner is not connected to the profession of driving instructor in any way in most of the countries. Nevertheless, it could be useful to link the training for these two professions in some way, because there are so many similarities between them. A condition for this link then would have to be, that the training for both professions was organised and controlled by competent authorities. Further research is needed to find out what is the best way to train both the driving instructors and the examiners at the same training institute to a certain point.

Recommendation

At the workshop, the experts recommended at least a secondary school education as a condition for access. Most countries already impose this minimum education now. Countries could still impose stricter conditions if they wish to do so. The national systems, connected to the historical background and the current activities of licensing authorities, differed too much between the participating countries, for the participants to come to any further conditions in this area.

1.3 Licence category

All participating countries require at least a category B licence for entry to the profession of examiner in any category. The following countries also impose the possession of other categories:

Austria:	- category B licence if the candidate is a lawyer - category B and C licence if the candidate is an engineer
Estonia:	licence of all categories
Great Britain:	licence of category B and of the category, one wants to become examiner in
Hungary:	licence of categories A1, B, and C
The Netherlands:	licence of category B and of the category, one wants to become examiner in
Spain:	licence of category B and of the category, one wants to become examiner in

In some countries however, candidates have to pass exams for all categories during the training (if they don't have a licence in all categories yet): France, Germany and Spain.

Discussion

At the workshops, the participants discussed about which licence categories should be required for access to the training for examiner. All countries agreed that candidate examiners need at least a category B licence, which is already the case in all participating countries.

Some experts thought that a licence in all categories would be better (Estonia, Norway, Spain and The Netherlands). According to the French participant, the minimum number of categories should be A, B and C.

In France, ten out of fifty examiners trained each year, fail for the exams in category D & E. A new regulation is being studied which stipulates that examiners have to have an A driving licence before the entry test for category B. Driving licences for the categories C, D and E will be obtained during the training to become a driving examiner.

In The Netherlands only twenty percent of the examiners are category A examiners and ten percent are C, D & E examiners. It is expensive to train them, but according to the Dutch participant it would be the best if examiners held a driving licence in all categories.

The argument for imposing several driving licences for access to the profession of examiner, was that it enables examiners to look at traffic situations from another driver's point of view. This would be in the interest of traffic safety, because examiners would then be better able to anticipate to the driving behaviour of other road users. However, training all examiners for all categories was not considered necessary by the experts, because the tests taken in the categories other than B are very limited in number. Although training all examiners for all categories

would be the best option, the participants didn't recommend it, because the costs would be too high in comparison to the benefits.

Recommendation

The experts also agreed that candidate examiners have to hold a driving licence for the category they want to become examiner in. Seven countries wanted to impose that a candidate examiner holds a driving licence in all categories, two countries wanted to impose only a driving licence in category B and two wanted to impose a licence in categories A, B and C. After long discussions, the experts agreed that candidate examiners should at least have a category B licence. Most countries already impose a category B licence for access, because the training for examiners is usually based on category B. A large majority of the practical tests concern category B. The other categories are very limited in number. Therefore it is not necessary to train all examiners for these "specialisations".

1.4 Driving experience

Current situation

If a person holds a licence in a certain category, this does not always imply that he has driving experience in it. And, as the Austrian participant pointed out, it would not be feasible for a driver to get enough driving experience in all categories. Consequently, next to the licence category, driving experience as a condition for access to the training for examiner was discussed as well.

The following driving experience is required in the participating countries:

Austria:	3 years category B, respectively B and C
Belgium:	7 years category B
Estonia:	3 years category B 2 years all other categories
France:	3 years category B
Great Britain:	5 years category B
Hungary:	5 years category B 3 years category, one wants to become examiner in
The Netherlands:	10 years category B
Norway:	3 years category B
Spain:	2 years category B
Sweden:	5 years category B 3 years category, one wants to become examiner in

Only Germany doesn't impose a minimum driving experience.

Discussion

Very good driving skills were considered to be a very important requirement for getting access to the training to become examiner, because good driving skills are necessary to be able to judge other people's driving capacities. Only being in possession of a driving licence for a certain period of time would enable a candidate to develop good driving skills.

Recommendation

If a person has a driving licence, this does not necessarily imply that the licence holder has driving experience. Therefore it was decided that a candidate examiner should also have five years driving experience.

1.5 Entry test

Current situation

Being in the possession of a driving licence does not necessarily equal driving experience. However, this is what licensing authorities expect from candidate examiners. Therefore, in order to assess a candidate's capacity to drive, many countries also impose an entry test, which consists of a practical driving test for category B: Austria, Belgium, France, Great Britain, Hungary, Spain, Sweden and The Netherlands. In France, a candidate also has to pass a "conours" (extra selection method), in Spain a theoretical test. In Great Britain, the Netherlands and in Sweden the candidate is being interviewed. In Hungary, the entry test consists of three parts: a one-and-half hour driving test in a vehicle of category C, a theoretical test and an interview.

Discussion

A minimum of 5 years driving experience doesn't guarantee, a candidate is a good driver. The experts were particularly interested in the question, how to assess one's driving skills. The conditions of the different countries were discussed.

Recommendation

In order for licensing authorities to check if candidates are skilled drivers, an entry test would have to be passed as well. Some countries have a practical test before, during and at the end of the training. It was decided, that the driving skills of a candidate should be checked at least once.

1.6 Other conditions

Current situation

In some countries, other conditions are asked from candidates who want to become examiners. In France and in Great Britain, a candidate must not have committed any traffic offences. In Germany, you need one and a half years working experience as an engineer to become an examiner, in Hungary 5 years working experience as a driving instructor or as an engineer. In the Netherlands, Sweden, Spain and Hungary, candidate examiners also have to pass a psychological test. In Sweden a candidate also has to have pedagogical experience.

Discussion

Especially the psychological and the pedagical element were thought to be of importance for the profession of examiner. However, no recommendations were made in this field.

The table on the next page shows the current minimum conditions for access to the profession of driving examiner for category B per country.

Land	Minimum Age	Minimum Education	Driving licence category	Driving experience	Other conditions	Entry Test
Austria	27	- University degree law - University degree technique	-> B -> B and C	-> 3 years -> 3 years		yes
Belgium	25	sec. school up to 18 years	B	7 years		yes
Estonia	-	- university degree - driving instructor-training	-B -A, C, D, E	-> 3 years -> 2 years		no
France	21	sec. school up to 18 years	-B -A, C, D, E	-> 3 years -> during training	- concours - no traffic offences	yes
Germany	24	university degree technique	all categories	-	1,5 years working experience engineer	no
Great Britain	25	sec. school (not official)	B	5 years	no traffic offences	yes
Hungary	26	- university degree - driving instructor-training	A1, B, C	5 years	5 years working experience, psychol. test	yes
The Netherlands	28	sec. school up to 17 years	B	10 years	psychological test	yes
Norway	21	sec. school + - university degree - driving instructor-training	B	3 years		no
Spain	20	sec. school up to 16 years	B	2 years	psychol. test	yes
Sweden	-	sec. school up to 16 years	B	5 years	psychol. test pedagogical experience	yes

2. Training period

This second chapter describes the training period in the different countries. The discussion and the recommendations will be considered in general for all categories at the end of this chapter. In 4 of the participating countries all candidates are trained for all categories: Estonia, France, Germany and Spain. In all other participating countries the training for category B is the starting point and the training for other categories has been derived from it.

2.1 Category B

The training period for category B is as follows:

Austria:	1 week theory, 30 weeks practical training
Belgium:	minimum 1 month, in practice usually 3 months
Estonia:	2 weeks (theoretical part), followed by a probational period of 2 months, during which a candidate has to take practical tests
France:	8 months (4 theoretical, 4 practical part), followed by 15 days traineeship
Germany:	40 days, spread out over 6 months
Great Britain:	2 weeks distance learning, 4 weeks practical training category B, minimum of 12 hours monitoring
Hungary:	58 hours theory, 66 hours practical training, spread out over 5 months
The Netherlands:	45 days, after these 45 days the candidate takes exams independently during one year, only some under supervision; during this first year the candidate has to follow another 5 days of training
Norway:	4 months traineeship, followed by a 3 weeks training course
Spain:	6 weeks
Sweden:	10 weeks theory, 30 weeks practical training

2.2 Category A

In all countries the training for category B is the starting point for the training for category A. The possession of a category A driving licence is a condition for access to the training for A-examiner in all countries, except France, where one can pass the test for category A during the training. The training period for category A in the different countries is as follows:

Austria:	1 week
Belgium:	1 week theory, 1 week practical training
Estonia:	1 week
France:	1,5 weeks if a candidate already possesses a driving licence of category A, if not, he gets a 4 weeks training first to get his driving licence
Germany:	1 week
Great Britain:	1-2 weeks
Hungary:	1 week
The Netherlands:	6 days, followed by 50 practical tests under supervision
Norway:	1-2 weeks
Spain:	1 week
Sweden:	2 weeks after passing an entry test A, 4 weeks of taking practical tests under supervision

2.3 Categories C, D and E

During the training period for the categories C, D and E, a candidate is normally being trained to become an examiner in all these three categories. Being in the possession of a driving licence of the categories C, D and E is a condition to get access to the training for these categories in all countries except for France, where one can pass the exams for these categories during the training. The training period for categories C, D and E, following the category B training, is as follows:

Austria:	1 week
Belgium:	1 week theory, 2 weeks practical training
Estonia:	1 week
France:	1 week if a candidate already possesses a driving licence of categories C, D and E, if not, he gets a 45 days training period first
Germany:	1 week
Great Britain:	4 weeks after an entry test
Hungary:	2 weeks
The Netherlands:	11 days, followed by 20 tests under supervision
Norway:	4 weeks
Spain:	1 week
Sweden:	C+E 2 weeks; D+E 2 weeks

Discussion and recommendations

There is a large variation in the training period for the profession of examiner. In most of the countries, the training for category B is the starting point for the (often voluntary) training for the other categories. Most of the experts want this to stay this way, because there's a larger demand for category B examiners than for other examiners of other categories and the category B training is a good starting point for other categories. The training for category B should take at least 6 weeks, to be able to guarantee that the most important aspects of the profession of examiner are dealt with. The largest part of the training should contain the procedure of taking practical exams. During this part of the training candidates should take practical tests under supervision.

The discussion then went on about the extra training that should be given to examiners in categories other than B. In a majority of the countries, the training period for category A takes one week, but in many countries it takes one to two weeks. For the categories C, D and E the training period varies from one week to four weeks. The experts decided that the average period would be a good minimum.

For category A the minimum training period should therefore be one week (five days / forty hours). For the categories C, D and E the minimum training period should be two weeks (ten days / eighty hours).

3. Contents of the training of driving examiners

The third chapter describes the contents of the training of driving examiners. The different aspects of the training will be considered, as well as the question if and how candidates are tested during and at the end of the training.

As a preparation to the workshops and in order to make an inventory which subjects are taught at the training of driving examiners and how many time is spent on them, the CIECA secretariat sent the participants a questionnaire.

It was difficult for the participants to the workshops to say how many hours are spent on each item. Usually, these items are integrated in the whole training programme of a country and therefore the experts communicated the information below with reservation. For the same reason some experts sent a description of their training programme instead of filling out the questionnaire.

In Estonia, the training programme has not been worked out yet. The Estonian participants brought along a concept of their training programme. This will be used as a basis for the information given below.

In Hungary, the training for examiners exists only since one year and therefore it still is in an experimental stage.

The contents of the training in the participating countries are given on the next pages, in alphabetical order.

Austria:

The training consists of the following four parts:

- 1) Legislation, vehicle and technical knowledge, psychological knowledge, pedagogical insight, defensive driving and road safety aspects (160 hours/20 days)
- 2) Participation to 100 driving tests (procedure of a driving test)
- 3) Anti-skid training (1 day)
- 4) Practical training of novice drivers in a driving school (30 hours)

Belgium:

The training consists of the following parts:

- 1) Legislation (3 days) 2) The procedure of a driving test (1½ day)
- 2) Vehicle knowledge (½ day) 4) Psychological knowledge (1 day)
- 3) Pedagogical insight (½ day) 6) Defensive driving (½ day)
- 4) A practical training in legislation, procedures of the driving test (theory & practice): at least one month.

Estonia:

In Estonia, a new training scheme is under discussion. However, the Estonian participants described the training they give to examiners at the School for Pedagogics in Tallinn as follows:

- 1) Legislation (20 hours)
- 2) Social psychology (20 hours)
- 3) Psychology at work place (20 hours)
- 4) Communication psychology (20 hours)
- 5) Specific training on the profession of examiner (20 hours)
- 6) Computer training (20 hours)
- 7) Driving skills (12 hours)
- 8) Didactics (12 hours)
- 9) Rhetoric, etiquette (8 hours)
- 10) Practical driving (8 hours)

France:

In France, the training for examiners consists of the following items:

- 1) Administrative knowledge (9 days):
 - administrative law (3 days)
 - organisation of the D.S.C.R. (1 day)
 - management of personnel (2 days)
 - procedure of driving tests (3 days)
- 2) Road safety politics (23 days):
 - road safety (2½ days)
 - legislation (8 days)
 - teaching how to drive (½ day)
 - pedagogics of driving (5 days)
- 3) Computer science (4 days)
- 4) Administration (2 days)
- 5) The profession of examiner (43 days):
 - taking audio visual tests (4 days)
 - taking practical driving test for category B (27 days)
 - teaching (5 days)
 - communication techniques (5 days)
 - dealing with candidates who have physical handicaps (1 day)
 - professional ethics (1 day)
- 6) Anti-skid training (1 day)

Furthermore, the examiners receive 20 days training for category A and 40 days training in the categories C, D, E, if they don't possess a driving licence of these categories yet. A candidate may fail the tests for these categories once. If he fails a second time, he has to stop the training. A candidate's driving skills are assessed both during and at the end of the training.

Germany:

The training consists of the following parts:

- 1) Legislation (10-12 days)
 - German legislation (1 day)
 - examiner regulations (1,5 days)
 - national and international traffic law (4,5 days)
 - liability regulations (1,5 days)
 - administrative authority in the Federal Government and in the countries and its responsibilities (1 day)
 - traffic offences (0,5 day)
- 2) Theoretical procedure of a driving test (12 days)
 - driving licence regulations (4 days)
 - traffic regulations (4 days)
 - method of a driving test (3 days)
 - examination of handicapped drivers (1 day)
- 3) Practical procedure of the driving test (10 days)
 - simulate driving tests (2 days)
 - training on the job by theoretical and practical driving tests (8 days)
- 4) Vehicle and technical knowledge (2 days)
- 5) Psychological knowledge (2 days)
 - pedagogics of driving test (0,5 days)
 - psychological aspects of driving test (1 day)
 - communication techniques for an agreement between instructor and applicant (0,5 day)
- 6) Defensive driving, road safety aspects and driving training in categories A, C and D (2-3 days) If a candidate doesn't possess a driving licence of all categories, he has to pass the practical tests for these categories during the training. If he fails them, he has to stop the training.

Great Britain:

In Great Britain, the initial training takes place over a four week period and consists of one week driving and three weeks test training. Specific subjects can roughly be broken down into the following time scales, though it is an integrated programme:

- 1) Defensive driving including hazard perception (4 days)
- 2) Skid avoidance (½ day)
- 3) Technical and road safety knowledge (2 days)
- 4) Procedure of a driving test (5 days)
- 5) Assessment skills (5 days)
- 6) Customer service (3 days)
- 7) Miscellaneous (½ day)

A candidate has to pass a theoretical test during the training period. Throughout the course, the training is assessed through written reports and supervision.

Hungary:

The following information was given on the training of examiners in Hungary:

- 1) Psychology (12 hours)
- 2) The system of drivers's training (12 hours)
- 3) Theory of examination (8 hours)
- 4) Methodology subjects (42 hours in total):
 - on the theoretical test,
 - on security control examination for all categories,
 - on the practical test for all categories
- 5) Traineeship (98 hours in total) :
 - Taking oral tests
 - Taking written tests
 - taking security control test for all categories
 - taking practical driving test for all categories

The Netherlands:

The Dutch training for examiners consists of the following parts:

- 1) Legislation (4 days)
- 2) The procedure of a driving test (6 days)
- 3) Vehicle knowledge (½ day)
- 4) Technical knowledge (½ day)
- 5) Social skills (4 days)
- 6) Aspects of driver's education (2 hours)
- 7) Anti-skid training (1 day)
- 8) Defensive driving (1 day)
- 9) Miscellaneous:
 - giving instructions,
 - assessment skills,
 - communication techniques
 - dealing with candidate drivers and driving instructors.

A candidate's driving skills are assessed both during and at the end of the training. If a candidate fails such a test, he may try again after an extra period of training. If he then fails again, he has to stop the training.

Norway:

The training course in Norway consists of the following parts:

- 1) Administrative matters (2 days)
 - The Public Administration Act (sphere of authority, executive work)
 - Directives for activities (field of responsibility, duties)

- Internal routines (organising, functions)
 - Driving licence regulations, circulars, etc.
- 2) Professional standard and public relations
 - Public relations (relations between the administration and the individual, establishing contacts and creating confidence)
 - Communication
 - Professional ethics
 - Attitude
 - Difficult candidates
 - Complaints, duty to inform, work procedure
 - 3) The contents and the execution of the theoretical and practical test (10 days)
 - Goals for training according to the normal pattern of driving instruction
 - Practical driving test (evaluation form, construction and evaluation of fixed routes)
 - Test theory (validity, reliability)
 - Theoretical test (written and oral)
 - 4) Follow-up of practical experience, in connection with the theoretical part (1 day)
 - 5) Summary

Spain:

The Spanish training for examiners consists of the following parts:

- 1) Legislation (20 hours)
 - 2) The procedure of a driving test (15 hours)
 - 3) Vehicle knowledge (5 hours)
 - 4) Psychological knowledge (5 hours)
 - 5) Pedagogical insight (5 hours)
 - 6) General driving technique (30 hours)
 - 7) Practical driving training on vehicles of all other categories (36 hours)
 - 8) Practical test technique, manoeuvres (10 hours)
 - 9) Practical test technique, on the road (40 hours)
- If a candidate doesn't possess a driving licence of all categories yet, he has to pass the practical tests for the categories he doesn't have in his possession during the training. Even if he should fail the tests, he may continue the training.

Sweden:

The Swedish training for examiners consists of the following parts:

- 1) Legislation (100 hours)
- 2) The procedure of a driving test:
 - theory (30 hours)
 - practice (30 weeks)
- 3) Vehicle knowledge (10 hours)
- 4) Technical knowledge (10 hours)

- 5) Psychological knowledge (50 hours)
- 6) Pedagogical insight (50 hours)
- 7) Anti-skid training; consists of a one day visit to an anti-skid track
- 8) Road safety aspects is integrated in other subjects (4 hours)
- 9) Miscellaneous:
 - withdrawal of licences,
 - foreign driving licences,
 - test theories, evaluation,
 - cultural knowledge,
 - dealing with conflicts.

During and at the end of the training, a candidate has to pass exams. If a candidate fails such an exam, he may try again after supplementary training. If he then fails again, he must stop the training. The final exam consists of a two hours driving test.

Discussion and Recommendations

Unfortunately, the contents of the participating countries differed too much for the experts to come to detailed conclusions or recommendations on the entire training. For this reason it was decided not to discuss the contents in detail. Even though, there were some agreements. All the participating countries spend some time of their training programme on legislation. All countries found the procedures of the practical driving test, by which is meant the execution of the actual driving test, the most important part of the training. Consequently, they also spend most of the training on this item. Teaching examiners driving skills was also considered by the participants to be an important part of the training. Furthermore, most countries teach subjects in the area of psychology, pedagogy and didactics as well as some technical and/or vehicle knowledge.

However, the contents of the training is often adapted to the individual needs of examiners, related to their education and/or previous experience. Besides, the different parts of the training are sometimes difficult to define because they are integrated in a training programme. The recommendations only concern the contents of the practical part of the training and not the minimum time spent on each item mentioned in the questionnaire above. This practical training of driving examiners in category B should at least contain the following elements:

- driving behaviour
- traffic insight
- observation technique
- control of the vehicle
- anti-skid training
- defensive driving

4. Permanent education

After an examiner has been trained, further education is needed to ensure the quality of his work. However, there are large differences between the countries concerning the length and the contents of this permanent education. In some countries, permanent education is completely or partially voluntary and the content can be decided upon in accordance with the individual needs of examiners. The length and the contents of the permanent education in the different countries is described below.

Current Situation

The **Austrian** countries (Länder) all have a different permanent education. Two and a half days of permanent education per year are obligatory, one and a half day are voluntary. One day is spent on the procedure of the practical test, one day on anti-skid training and one day on giving practical training to novice drivers.

In **Belgium**, examiners receive approximately five days of permanent education per year on a voluntary basis. There are four aspects involved:

- 1) continuous monitoring,
- 2) conflict management and customer satisfaction,
- 3) new legislation procedures,
- 4) practice in other categories.

In **Estonia**, examiners follow four days of permanent education per year.

In **France**, the permanent education takes three days a year on average, but it ranges from 2 days to 10 days, in accordance with the difficulty of the course. The permanent education aims at improving the evaluation of the category B driving licence and certain other items, also in accordance with the different categories of licences and with running projects such as information technology and the French point system. They are not standard, but adapted to the needs for education of the examiners.

In **Germany**, examiners receive five days of permanent education per year. Examiners can choose from courses on several subjects which belong to the basic programme. The following courses are offered:

- 3 day course "driving training on all kinds of vehicles except passenger cars"
- 4 days course "driving test of the handicapped driver" and
- 2 days course "psychological test for drivers who failed in traffic".

The examiners follow them according to their needs.

In **Great Britain** refresher courses are given as necessary as well. DSA recently embarked on two-and-a-half day refresher courses for all personnel. The training consists of one day procedure of a driving test (also containing road safety aspects), one day customer service (also containing psychological knowledge) and half a day vehicle knowledge (update on disability controls). There is ongoing education of legislation, through circulars and trade magazines.

In **Hungary**, examiners receive ten hours of permanent education on several aspects and six hours to discuss experience with a supervisor.

In **The Netherlands**, the licensing authorities offer three and a half days of mandatory permanent education to examiners in category B. The first two days are spent on theory lessons; legislation and test procedures. One day is spent on driving skills in relation to the assessment of the driving test. Half a day is spent on social skills. Category A examiners receive two days of practical training and one day application per year. Category C/D and E examiners receive 3 days of practical training and one day application per year.

In **Norway**, the permanent education consists of two to three days on the job training per year. The subjects are part of the basic training programme.

In **Spain**, the permanent education consists of five days per year. The days are split up in six hours of practice and two hours of theory.

In **Sweden**, the permanent education consists of approximately two weeks in different subjects. Specific subjects, such as revised legislation, are mostly taught in groups. The basic training for examiners is for category B. For other categories and tasks such as the supervision of Driving Schools and computering, the examiner receives special training. The permanent education depends on the tasks of the examiner and on the training he received in connection with that before.

Discussion and recommendations

At the workshops, the permanent education was discussed at length. In view of the fact that the contents of the permanent education differed so much between the countries, the experts decided not to come with any specific recommendations there. However, they agreed that the permanent education should consist of the same items as the normal basic training. Several countries adjust the permanent education to the needs of individual examiners. This was considered by most experts to be the best way of formulating the contents. They also agreed that the time spent on permanent education should be 10 percent of the basic training for each category.

5. Quality control

Current situation

In almost all countries, there is some sort of quality control. Most countries check their examiners by way of statistics, on the basis of their pass rates. In other countries the quality control is based on audits; a supervisor drives along with an examiner to see how he carries out his tasks.

In **Austria**, driving schools observe the way examiners work. If an examiner does not function well, the driving licence authorities compare pass rates and discuss the differences with the examiner. This type of quality control goes on for five years after an examiner has started to work. After that there no longer is any quality control. Supervisors do not drive along with examiners.

In **Belgium**, quality control is based on statistical information. There is no minimum number of exams a supervisor has to observe. Supervisors drive along if a problem arises with a particular examiner and with new examiners.

In **Estonia**, there are no data in the form of statistics to check the quality of examiners.

In **France**, quality control is based on statistics. Examiners are checked at two levels; at a local level there are chief examiners and at a national level there is a special administration body.

On a regional level, there are forty-seven inspectors who are responsible for the quality of examiners. The examiners are controlled at least once a year and this control is followed by an evaluation. All the procedures are evaluated. There are three possibilities: A) good, B) instructions are known but not applied, C) instructions are not known and therefore not applied. Specific problems with examiners can also be reported to the central administration (Sous Direction de la Formation du Conducteur). This central administration compares the pass rates of driving examiners by means of periodical controls and makes inquiries if there are large differences between the pass rates of examiners working at one and the same centre or in one region.

There are three ways of controlling the quality of examiners in **Germany**:

- 1) comparison of pass rate of individual examiner with regional data,
- 2) driving accompanied by supervisors (product audits) and
- 3) simulation during the permanent education.

DEKRA has one or two audits per year and every two years special officials perform audits as well. Examiners with low pass rates sometimes get no complaints and others with high pass rates get a lot of complaints. It is forbidden to publish the results of tests in Germany, for reasons of data protection. The works council is against publication. The TÜV collects test results and compare them with the average regional test results. DEKRA does have this information on results, but does not publish it.

In **Great Britain**, examiners are supervised by means of twelve inspection visits during two-and-a-half days per year by a senior officer, or more if the opportunity arises or there is perceived to be a problem with a particular examiner. The DSA (Driving Standards Agency) has

local meetings with the manager who supervises a number of examiners. A fault analysis check is made on Driving Test Papers, where statistical trends can be identified. There is also an audit role from operational staff who make random visits to test centres.

In **Hungary**, a supervisor observes and evaluates a driving test two to three times a year. If the examiner is not good enough, he may be forbidden to take any exams for half a year. In that case the examiner is obliged to follow further training. A periodical control is necessary. According to the Hungarian participants there should be an audit two to four times a year.

In **The Netherlands**, the quality of examiners is based on the results of practical tests, letters from candidates and the evaluation of supervisors. There are statistics on examination centres, driving schools, individual examiners and categories. If the difference between the pass rates of an individual examiner and the average pass rate is more than five percent, this difference is discussed with the individual examiner by the driving licence authorities. The examiners are accompanied at 12 to 16 practical tests per year, that is four tests per 29 control. The tests are evaluated and the supervisors report the evaluation to the CBR.

In **Norway**, there are two ways of checking the quality of examiners: through the comparison of data and through accompanied tests. Supervisors drive along one to two days a year.

In **Spain**, regional pass rates are compared to individual pass rates of examiners every month. An examiner is not supervised unless there are serious problems.

The **Swedish** licensing authorities only collect data per centre and per region, but quality control takes place by looking at complaints. Examiners also observe each others tests and discuss them with their managers. Sweden has 29 driving test centres which are run by a manager. Part of their responsibility is to keep the quality at a high level. The prescriptions and rules they have to follow are given by the Head Office. The time spent on quality control depends on the need.

Discussion and recommendations

At the workshops, the best way to control the quality of examiners was discussed as well. Even though a majority of the participating countries controls the quality of individual examiners by comparing their pass rates with average pass rates, this was considered not to be a good way. The pass rates can be manipulated and therefore this was not considered to be an objective control. Supervision in the form of audits was preferred.

Conclusions

This report describes the outcome of the two workshops on the training of the examiner, which took place in 1996 in Stuttgart, Germany.

The experts in this working field, who participated to these workshops, came to some conclusions and recommendations concerning the conditions for access, training period and the contents of the training. These recommendations were the result of discussions between the participants and reflect a kind of best practice. It should be clear, that the opinions expressed in this report do not represent the official range of thought of the participating countries, but rather the opinion of experts in the working field. The experts came to the conclusion that these recommendations form a solution which can counteract the variety in training and which can harmonise them, in order to guarantee the quality of driving examiners. You will find the most important recommendations below.

Recommendations

Minimum conditions for access to the training of examiner:

- 1) An examiner has to hold a licence in the category he wants to become examiner in
- 2) An entry test is compulsory (for all categories)
- 3) Minimum age: 25 years
Minimum education: secondary school
Minimum driving licence: a category B driving licence
Minimum driving experience: 5 years
- 4) Specialisation:
 - Category A: 1 year B examiner or 5 years possession of a category A driving licence
 - Category C, D, E: Minimum age: 28 years
3 years examiner category B, or 5 years possession of a driving licence C/D

Minimum training period

- Category B: 6 weeks
- Specialisation:
- Category A: 1 week
 - Category C, D, E: 2 weeks

Permanent education

Period: 10 % of the basic training, that is:

- Category B: 3 days (or 24 hours)
- Specialisation:
- Category A: half a day (or 4 hours)
 - Category C, D, E: one day (or 8 hours)

The hours can be filled in according to the individual needs of an examiner.

Contents: parts of the basic training

Quality Control

An audit of 8 hours a year.

Complaints, administrative information (and data on accidents, etc.) will be used as a basis.

Authorities responsible for the training of driving examiners

Austria:

- Driver schools. Bundesministerium für öffentliche Wirtschaft und Verkehr
Sektion I, Abteilung 7, Radetzky Strasse 2, A-1030 Wien

Belgium:

- Ministry of Transport (legislation)
- GOCA (Groupement des Organismes agréés de Contrôle Automobile),
Rue de la Technologie 21/25, B-1080 Bruxelles

Estonia:

- Estonian Motor Vehicle Registration Centre (ARK), Lohu 12, EE0026 Tallinn

France:

- Direction de la Sécurité et de la Circulation Routières, Sous-Direction de la Formation du
Conducteur, Arche de la Défense Paroi Sud, F-92055 Paris la Défense Cedex 04
- Ecole Nationale de Sécurité Routière (Nevers)

Germany:

- Verband der Technischen Überwachungsvereine e.V. (Vd. TÜV)
Kurfürstenstrasse 56, Postfach 10 38 34, D-45038 Essen
- DEKRA e.V., Technische Prüfstelle, Liebstädter Str.5, D - 01277 Dresden

Great Britain:

- Driving Standards Agency, Stanley House, 56 Talbot Street, GB - Nottingham NG1 5GU

Hungary:

- General Inspectorate for Transport, Kraftfahrer Ausbildung & Prüfung,
Teréz krt.38, H-1066 Budapest

The Netherlands:

- Centraal Bureau Rijvaardigheidsbewijzen (CBR), P.B. 5301, 2280 HH Rijswijk
- CCV, CBR, P.B. 5301, 2280 HH Rijswijk

Norway:

- The Norwegian Public Roads Administration, Directorate of Public Roads,
Box 8142 Dep, 0033 Oslo, together with:
- The National Training School for Driving Instructors, 7500 Stjørdal, Norway

Spain:

- General Traffic Directorate, Driving Research Centre,
C/ Josefa Valcárcel 28, E - 28071 - Madrid

Sweden:

- The Swedish National Road Administration (SNRA), Driving Standards & Licensing
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