

Instructing and learning with the Required Curriculum

Who is responsible for what?

To help answer this question, it might be useful to look at the separate but related outcomes we want from learners and instructors.

- We want learners to be responsible for their own understanding, skills, and awareness.
- We want instructors to be responsible for developing learners who practice safe and responsible driving.

Before we explore the role of the instructor, let's start by focusing on the learner and their responsibilities.

How can the Required Curriculum help *learners* be responsible for their own understanding, skills, and awareness?

The Required Curriculum goal is to reduce serious injuries and preventable deaths. It describes the understanding, skills, and awareness needed by competent drivers. Desired outcomes include increased competencies and willingness to continue learning by novice drivers. Assessment of improvement in comparison to the Required Curriculum is also desired.

Washington Administrative Code 308-108-150 Rulemaking Update

A public hearing for WAC 308-108-150 was held at the Tumwater Timberland Library on January 9, 2019. There were 10 participants. Before the hearing, DOL received one written comment. During discussion, a vocal vote found the room split. An explanatory statement was written by DTS to address each item raised in the hearing. Once finished, the statement will be available to the industry.

How can the Required Curriculum help *instructors* be responsible for developing learners who practice safe and responsible driving?

Making sure all learners are aware of the Required Curriculum is essential. Students need to know that these concepts will help them to develop. Your instruction and assessment skills will show learners how to assess their own understanding of the Required Curriculum. Empower learners with the tools to know when, why, and how to ask for more coaching when needed.

“Driving a car is not a rational movement from A to B. It is a complex activity in a social context. In this way, car trips and their associated risks are strongly determined by the drivers’ motives and reasons for driving and by their attitudes in life and attitudes toward road traffic.”

— HERMES Coaching Seminar Manual II, p. 32

What are driving instructors required to do?

We haven't yet defined that in rule. Delivering successful learning involves identifying understanding, skills, awareness, and feedback that instructors need. This is paramount for supporting instructors. The Department of Licensing (DOL) is developing resources for teaching and learning. This includes lesson plans, activities, quizzes, and videos. All with an emphasis on situational and self-awareness.

The Required Curriculum is a great step toward improved driver outcomes. It reflects a shift toward a more learner-centered approach. A change in traffic safety culture is possible with support from state agencies. DOL and a team of dedicated instructors help make this possible. Thank you for your commitment. It helps develop learners who practice safe and responsible driving.

Auditor's Corner

The DTS program would like to introduce our newest team members, both Auditor 2s. Welcome aboard!



Chris 'Ryan' Flanagan was born in Walla Walla and raised in the Tri-Cities. Chris works out of the Tri-Cities. He spent 15 years in corrections/law enforcement. He then made a career change into project management. He has a bachelor's

degree in project management.

"I thought it was what I wanted to do as my second long-term career. But having taught driver education for some time, I felt the need to get back into what I enjoyed. I was fortunate enough to end up where I am today."

Chris is married and has two teenage boys. "They have raised my car insurance to a ridiculous amount," Chris laughs. As a family, they enjoy camping, fishing, and traveling to new places, even if it's only for a three-day weekend.

"I'm looking forward to a long career with DOL and to meeting all the new people that come with a new career."



Patrick Creighton is another new team member. "I can't convey my excitement at being the latest addition to the DTS program as an Auditor 2," Patrick enthused.

His passion surrounds public safety and customer service. Immediately

out of high school, he enlisted in the U.S. Army as a military policeman. He completed basic training at Fort Bragg, NC.

In Iraq for 3½ years total, he was present for every campaign of the war. Two overseas tours and two years as an investigator provides a snapshot of his over 12½ year military career. After an honorable discharge, he earned an associate business degree and professional certificates from Pierce College. He also spent those two years as a case manager for veterans. He worked at transitioning service members, and their families. "I'm looking forward to providing a positive impact to my team and DOL. I look forward to working with, crossing paths, and meeting all of you."

OSPI Instructors

Office Superintendent of Public Instruction (OSPI) instructors can take two paths to get a DOL/DTS license. To decide which path is right for you, please contact the DTS program at 360-664-6692 or tse@dol.wa.gov

PATH 1: Active instructors certified by OSPI to conduct both classroom and BTW instruction

1. Complete DOL DTS instructor application <https://www.dol.wa.gov/forms/661002.pdf>
2. Include application fees of \$125
3. Attach instructor credentials (copy of certificate with TSE endorsement or CWU transcript)
4. Mail application packet to:
Driver Training Schools
Department of Licensing
PO Box 35001
Seattle, WA 98124-3401
5. Get fingerprinted (FBI doesn't allow agencies to share background check information). Go to www.identogo.com to schedule an appointment through MorphoTrust. For more details, see Fingerprinting and background checks.
6. No test required

PATH 2: Active instructors certified by OSPI to conduct BTW only instruction

1. Complete DOL DTS instructor application <https://www.dol.wa.gov/forms/661002.pdf>
2. Include application fees of \$150
3. Attach instructor credentials for BTW instruction and provide proof of 40 additional hours of instructor classroom training (copy of certificate with TSE endorsement or CWU transcript)
4. Mail application packet to:
Driver Training Schools
Department of Licensing
PO Box 35001
Seattle, WA 98124-3401
5. Get fingerprinted (FBI doesn't allow agencies to share background check information). Go to www.identogo.com to schedule an appointment through MorphoTrust. For more details, see Fingerprinting and background checks.
6. Complete only the DTS instructor knowledge exam.

Staff Spotlight

Meet the Transportation Services Compliance Team



From left to right: Jason Russell, Josh Pearson, Brooke Bane, and Angela Ramacher.

What We Do

The compliance team is the final stage in the department for regulatory work. They support Dealer, Manufacturer, For Hire, Limousine, and Driver Training School (DTS) programs. The programs license, regulate, and investigate their respective departments.

They apply knowledge of legal standards and operational guidelines for licensing.. They often draft due process administrative actions based on state laws, administrative rules, and regulations for the programs.

Who We Are

Jason Russell (aka “that guy”), is our new legal services manager. He has been with DOL for one year, coming over to Transportation Services in October 2018. His upbeat personality, dedication, and focus has been instrumental in streamlining the compliance process, while ensuring sound judgment and due process measures. His team includes three compliance officers: Josh Pearson, Brooke Bane, and Angela Ramacher.

Josh started his career with DOL six years ago and has been with the compliance team for almost two years. His expertise has made him the “go-to guy” when compliance questions come up. He’s a driving force for consistency and training. He not only provides knowledge and understanding, but comic relief when needed.

Upcoming Traffic Safety Instructor Education Opportunities

2019 PacNW Driver & Traffic Safety Conference

March 1-3 at the Embassy Suites by Hilton Portland Airport. To register, go to <http://triwou.org/projects/tse/conference/2019-PacNW/registration>

PDSA/DSAA Spring 2019 Conference

April 5 at Bellevue College from 8 a.m. to 4 p.m. To register, go to pdsaw.org/conferences

Western Oregon University

June/July Traffic Safety Education Instructor Training, Early Summer Academy. For more information, go to <http://triwou.org/>

Angela Ramacher (“Ang”) started Jan. 2, 2019, but has been with DOL since 2015. She came from the DRIVES project, where she was a supervisor. She often asks questions — the right questions. She is a great addition to the team and makes fun, furry creatures that look amazing! Ang is an amazing baker and loves to fatten up the team.

Brooke Bane started on January 2, 2019. She came over from the DOL’s License Integrity Unit where she started in September 2017. Brooke brings passion and hard work to the team and loves to prove herself through her work ethic. Like Ang, Brooke loves to bake, and we love to be her taste testers!

Stakeholder Spotlight

What Does It Mean to Teach and What Is the Power of Education?

The following is a short story about a real opportunity presented to Chris Johnson. He founded the Washington Motorist Safety Training (WMST). This prompted his WMST team to reevaluate what driver training instructors do.

A member of The Volunteers of America Organization contacted WMST in October 2017. The organization provides after-school activities. They also provide a place in rural northwest Washington where youth meet.

These youth get support from their community and peers. WMST was asked to help three youth who were approaching the age allowed for driver education. These teens had little chance of affording driver education. And they had no way of finding transportation to and from classes.

WMST faced a challenge more than covering the typical cost of a driver education class. These teens lived in a location far away from a WMST classroom. Chris decided

“The education we provide goes beyond preventing injuries and fatalities. It gives students the ability to set themselves up for success.”

to attend a Volunteers of America weekly meeting to find a solution. He also met with the youth to learn more about them, seeking their input toward a solution to this challenge.

He returned from his visit with something more powerful than the solution he sought. He gained deep insight into what it would mean for these teens to get their licenses.

And it was much more than a mode of transportation. These students promised to help not only themselves but their community as well. The students wanted to set up a mobile food bank. They proposed

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When is a customer required to test at a licensing office?

There are only *two reasons* you must refer a customer to a licensing office for testing. If you are unsure, contact the DTS customer service team at 360-664-6692 or tse@dol.wa.gov.

1. Physical or mental impairment

Customers who have physical or mental impairments that could affect their ability to operate a motor vehicle safely must be referred to the Licensing Service Office for testing (see Chapter 3 of the Instructor Examiners' Guidelines and Requirements Manual).

- Log into your LX for Business account. On the “What would you like to do?” page, select “Refer to LSO”.
- This re-exam option is for medical-type referrals only.
- There is no need to provide a statement to the DOL Driver Training School program when you select this type of referral.

2. Cheating or bribing incident

Training schools providing exams must notify DOL in the case of a cheat or bribe incident. The DOL testing agreement outlines this rule in Section 42, Item 8. In this type of situation, follow these steps.

- Provide a statement explaining the circumstances to the DOL INT TSE email box (tse@dol.wa.gov).
- Log into your LX for Business account. On the “What would you like to do?” page, select “Add knowledge test scores” or “Add skills test scores”.
- Complete the required exam information.
- There is no longer a need to enter a score of 1 when recording a cheat/bribe in LX for Business.
- Under other information, answer “yes” to “LSO testing required”.
- Select Cheat/Bribe from the drop-down.
- This re-exam option is for a cheat/bribe incident only.

Stakeholder Spotlight

continued

driving leftover food from lunches at their high school to people in need.

Inspired by their vision to “pay it forward,” Chris returned to his office with a request. If the students could get to class, would the WMST team of instructors be willing to volunteer their time?

Hearing the youths’ story, the WMST team eagerly volunteered. Incredibly, a call came in that day from someone in the community. They offered to drive the students in every weekend for the classes and the drive lessons.

You might wonder if these youths ended up being as committed. “The truth is, these students never missed a class, never missed a drive, and they passed every exam,” Chris said. “They had such a remarkable attitude and determination. They showed up positive, happy, and

humble for every lesson.”

The students became close friends. The WMST staff and instructors grew quite attached to them as well.

In the summer of 2018, Chris went to local motorsports event with his own children. He went to a concessions stand for food. After

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waiting in line, he was greeted by a loud and cheerful server. He then turned and called out to his work colleagues to come over and say ‘hi’. To Chris’ surprise, it was the three students the WMST team had volunteered to teach. The students now have jobs, and they rideshare to work in the one car they were able to get between them.

“The best part is they still use the same car to deliver the food

they promised to provide their community,” Chris said.

Chris and his staff say they have gained much insight from this experience. “The education we provide goes beyond preventing injuries and fatalities. It gives students the ability to set themselves up for success.”

“In return, they can give back to their community,” he said. “With each opportunity, we get to share knowledge and best practices. We have a real chance to help someone unlock their true potential.”

For more information about how you can help provide driver training for underserved youth, contact Chris Johnson, CEO & Curriculum Developer for WMST LLC, at 425-252-9913 or drive@gowmst.com.