



Winter Edition Newsletter
February 2022

New Program Manager

We are excited to share that we have hired a new program manager for the DTS Program. Sarann Sinthavong started with the program on December 1st, 2021. She started her DOL career at DTS over six years ago as the customer service supervisor. She has been a Licensing Service Manager in our Business and Professions Division for the last five years, managing the customer team for the Public Protection Services Section and recently the Real Estate programs. Sarann is excited to bring together her leadership experience working with the industry and other programs to ensure all DTS stakeholders have a voice at the table as it relates to traffic safety education and operating their schools in the state Washington. Sarann grew up in California and has been a Washington resident for almost twenty years. In her free time, she enjoys spending time with her family and friends exploring the state and supporting the economy with retail therapy.



PERSONAL PROTECTIVE EQUIPMENT

Currently, there are no changes to any health and safety requirements in place. Please refer to the [Governor's website](#) for the most current information on mask requirements. Check with your County Auditor's Office to learn if your county has additional requirements.

KNOWLEDGE EXAMS

Yahoo email addresses will no longer be accepted to receive secure emails. This is due to the low security settings from Yahoo.

Knowledge exams were sent out the week of January 3rd. These exams needed to be implemented no later than January 28th and the previous exams destroyed. If no exams were sent to you, please contact tse@dol.wa.gov as soon as possible, so we can distribute those out to you.

AUDITOR'S NOTE

With the new year, comes exciting new changes and even the possibility of returning to a new normal. Over the past two years the driver training school industry has worked with DTS auditors to get annual audits completed. Much of this has been done electronically and we understand this can be a daunting task for many schools. We look forward to getting back to in-person audits but also realize that many virtual practices are better. The future process will likely contain elements of both, which we feel will benefit both DOL and the schools.

One of the audit team's goals is to create an environment that is fair, firm, and consistent. Also, it's important to have an open line of communication with the industry. The entire audit process has been painstakingly and thoroughly reviewed in detail. Though many things



will not change, it's important to let the DTS industry know that some things will. School owners can expect to see the number of student records being reviewed will be more consistent with the volume they do.

Finally, the DTS Audit Team has 5 open positions and recruitment will start soon. If you or anyone you know who has a background in driver training, audits or investigations, or another relevant field, this might be a good opportunity to look in to.

HELP US HELP YOU

- When you have questions for the DTS customer service and licensing team email tse@dol.wa.gov.
- Be sure to provide complete information:
 - Always provide your full name and license number.
 - When you have questions about a school provide the full name of the school and the school license number.
 - Please provide a detailed email explaining exactly what you are inquiring about.
- If you experience system issues:
 - Always include an image of any error you receive.
 - Always provide an image of where you are in a process when you encounter an error.
 - When images are not possible:
 - Be sure to tell us the name of the system you are using when you encounter the error. Our systems are Secure Access WA (SAW), the Professional and Business Licensing System (PBLs), and LX for Business (DRIVES).
 - Tell us in the email what the error says and what you were doing when you encountered the error.
- Give us some time to review your renewals before the expiration date. Your renewal will submit to our program for review as soon as you complete the application. Program staff must review and complete the renewal. You should provide your renewal as soon as you can, but please allow at least two weeks for program review.

STUDENT ATTENDANCE

It has come to our attention there is some confusion around when student signature is required for attendance. The RCW & WAC do not require schools to collect the student's signature for classroom instruction. Student signatures are only required for behind-the-wheel instruction. The instructor is required to sign for classroom and behind-the-wheel instruction. Our audit team will not cite for missing student signatures for classroom lessons.

PERMIT/BEHIND THE WHEEL CONFUSION

Before a student can do any behind-the-wheel instruction, they must have a Permit. Recently, we have been involved in several instances of students completing only the pre-application process and then going through some, or even all, of the course without a permit. The students are confusing the pre-application with a permit, and at the end of their course they haven't even begun the six-month permit requirement. Students should be reminded that the pre-application does not have a fee and a permit costs \$25. If they have not paid a fee, then a permit was never issued. Also, the initial paper document they receive when being issued a permit is temporary. Within a couple weeks they will receive the actual card in the mail. If a student is still using a temporary document more than 30 days after issuance, suggest they contact DOL to follow up on the status of their Instruction Permit.

AT THE LSO

The LSOs can't issue the photo Driver License without a birth certificate. Please remind your students if they have a non-photo instruction permit, they will be required to bring their birth certificate to the LSO to complete driver license issuance.

ADULT ONLY WAIVERS

State law (RCW 46.20.020) allows for testing waivers for an Instruction Permit if the applicant is enrolled in a driver training education course. Driver training education courses must consist of both behind-the-wheel (BTW) and classroom instruction and follow the approved curriculum. The approved curriculum is established and defined in WAC 308-108-155.

Waivers may only be provided to students enrolled in a course that contains both BTW and classroom instruction and teaches all the elements listed in the required curriculum. This applies to students regardless of age. Minimum hour requirements for classroom and BTW instruction only apply to students under the age of 18. Schools may not submit a testing waiver for students enrolled in driver education courses that do not include classroom instruction that covers all required curriculum defined in WAC **and** BTW instruction.

ORAL INTERPRETATION

It was recently brought to our attention that there is some confusion and inconsistent practices as it relates to the oral interpretation of the knowledge exam. In the IEGR, section 3-10 requires all knowledge exams that are orally interpreted must be recorded. This applies to all interpreted exams, regardless of who provides the translation services. This would include orally reading aloud any of the seven available exams including English.

LOGIN PROCESS

Just a friendly reminder to always start your login process by going to secureaccess.wa.gov. This is the page that you will see the State Seal (picture below). Once there, you can navigate to your Professional Business Licensing System service or the LX For Individuals and Businesses service.

