



Certified Third Party Tester/Examiner (CTT)

Program Overview



Integrity

Respect

Professionalism

Driver Examiners

DUE DILIGENCE

Proficiency

Equality

Effectiveness



Prepared by:
The American Association
of Motor Vehicle
Administrators

INTERNATIONAL DRIVER EXAMINER CERTIFICATION PROGRAM ADMINISTRATIVE SUMMARY

As a result of the growing responsibilities being placed upon driver examining personnel, the American Association of Motor Vehicle Administrators (AAMVA) membership determined it was necessary to create programs that encourage driver examiners to increase their knowledge and competence. In 1980, AAMVA and the National Highway Traffic Safety Administration (NHTSA) began development of an examiner certification program which led to the approval of the Certified Driver Examiner (CDE) program in 1982.

The Certified Commercial Examiner (CCE) component was created in 1997 to assist jurisdictions with training their commercial driver license (CDL) examiners. In 2015, the Certified Commercial Knowledge Examiner (CCKE) component was created to assist jurisdictions in meeting the CDL Examiner Training and certification requirements contained in Section 384.228, of the Federal Motor Carrier Safety Regulations (FMCSR). The CCE and CCKE will assist jurisdictions in certifying both knowledge and skills test examiners.

The Certified Commercial Third Party Tester (CTT) program was established to upgrade the level of training, and provide for an avenue for third-party testers/examiners to meet the same knowledge and skills requirements as jurisdictional examiner personnel.

The objectives of the program are to improve the efficiency and effectiveness of examining personnel, upgrade the professionalism of examiner/testers and establish standards to assist jurisdictions in their examiner training programs.

The Certification Program is based on the premise that for Testers/Examiners to be recognized as professionals there must be an international program to assure the public, the institutions served and the government of the competence and quality of the practitioners in the field.

The International Driver Examiner Certification Program Board administers the program for AAMVA. The board consists of a chairperson, a vice chairperson, one member from each AAMVA region, and a nonvoting advisor from AAMVA's Board of Directors. AAMVA serves as program secretariat and provides staff assistance to the board.

International Driver Examiner Certification Program Certified Third-Party Tester/Examiner (CTT) Program

Purpose

To ensure the integrity, reliability and validity of the driver licensing process of third-party testers/examiners. To increase dedication to the principles of highway safety. To provide as administered by the jurisdiction or their approved contractor, the necessary level of training and professionalism to those third-party testers/examiners entrusted with the responsibility to administer jurisdictional licensing examinations.

Goals

- To provide an avenue for third-party testers/examiners to meet the same level of qualifications as jurisdictional personnel.
- To upgrade and or maintain the level of training required of third-party testers/examiners.
- To upgrade and or maintain the level of continuing/refresher education required of third-party testers/examiners.
- To upgrade and or maintain the level of professionalism of third-party testers/examiners.
- To provide recognition to those third party testers/examiners who have met the requirements of the certification program and code of ethics.

Third-Party Tester/Examiner Requirements

Participating Jurisdiction

Only those third-party testers/examiners that have been approved by the jurisdiction of a participating member in good standing may seek accreditation as a Certified Third-Party Tester/Examiner (CTT). (Accredited jurisdictions must complete, sign and return to AAMVA, a **Notice of Joinder** prior to starting their CTT program.)

Third-party testers/examiners may be certified in the areas of CDE, CME or CCE only if the member jurisdictions' training program has been accredited in that area. Once a jurisdiction is CTT accredited, an examiner/tester has up to four (4) years to be certified. Jurisdictions may submit an application for extension if they are unable to meet the requirements.

Communication

All communication with the CTT will only be done through the participating IDEC jurisdiction. The jurisdiction will be responsible for all communications to and from the CTT.

Certification Period

The certification period will be equal to four years for those third-party testers/examiners that have met **all** of the requirements of the CTT Program, provided the third-party tester/examiner continues to meet all jurisdictional requirements and is in good standing.

Training & Continuing Education and Certification Examination

To receive certification as a CTT, Third-Party Testers/Examiners must meet **all** of the training & continuing education and certification examination requirements of the IDEC Program. **All training and testing shall be conducted by the jurisdiction or designated contractor.** To seek certification Third-Party Testers/Examiners must receive a **minimum** of:

- forty hours of initial training for basic CDE and commercial CCE
- forty hours of continued/refresher training relevant for basic CDE and commercial CCE
- successfully pass the appropriate certification exam with 80% or better

Certification Fees for CTT

- \$100.00 per individual for initial certification or reinstatement of lapsed certification.
- \$50.00 per individual for renewal of certification.

Program Awards

- Certificate of Certification
- The right to use the CTT acronym in business letters, business cards, etc.
- Lapel pin may be purchased at a cost of \$5 each.
- Eligibility for the annual awards program

Renewal Requirements

Participating jurisdictions will receive from AAMVA a listing of CTT's who are eligible for renewal every four years. Procedures for renewing the CTT are the same as for CDE's, CME's and CCE's. Testers/Examiners eligible for renewal should be renewed as close to their certification expiration date as possible. Any CTT not renewed 6-months beyond the actual certification expiration date would be required to reapply for certification. To seek renewal as a CTT, the third-party tester/examiner must meet all of the following requirements:

- receive a **minimum** of forty hours of continuing/refresher education for basic and commercial
- meet all AAMVA and jurisdictional requirements for renewal; and submit a \$50.00 renewal fee.
- Renewals of CTT certification will receive a new certificate.

**A third-party tester/examiner will be denied renewal if any of the above requirements are not met.

AAMVA THIRD-PARTY TESTER CERTIFICATION PROCEDURES

PROCEDURES FOR THIRD-PARTY TESTER CERTIFICATION

The certification process, for your third-party tester/examiners, involves five steps:

- (1) Training - Each applicant must have satisfactorily completed your jurisdiction's approved third-party tester training program as administered by you or your authorized contractor.
 - a. Examiners are not eligible for certification until they successfully complete the forty hours of instruction of an accredited training program

- (3) Examination - Each applicant must pass the certification examination in relation to the area of being licensed, as administered by the jurisdiction or its authorized contractor.
 - a. A copy of the certification examination and answer sheet will be provided to the jurisdiction's contact person upon approval of the accreditation application.
 - b. A copy of the certification application will be provided to the accredited third party tester. It will be necessary to reproduce sufficient copies of the application to provide one to each applicant. **(Provided only after signing the Notice of Joinder.)**
 - c. **You may utilize other personnel, such as supervisors, to assist in conducting the examinations as you see fit. Protect the integrity of the examination. Provide copies only to applicants taking the examination and collect them upon completion.** Applicants should not be allowed the use of reference material during the examination.
 - d. Use of the answer sheet must be strictly limited to scoring examinations. **Do not provide copies to anyone.** A passing score of 80% is required for IDEC Certification. You must answer forty (40) out of fifty (50) questions correctly to successfully complete the examination. .
 - e. It is permissible to review incorrect answers with applicant. **Do not allow the applicant to retain a copy of the examination.**
 - f. Applicants that do not pass the examination should be advised to go back and study the training materials and information to prepare for re-examination. A second failure, on the certification examination, is considered indicative of a training problem and one that must be accessed. Further examination would not be allowed until additional training has been conducted and the applicant is better prepared.

- (4) Application - After having attained a passing score on the certification examination, each certification applicant must complete an individual application form.
- a. Enclose a copy of the application form. It will be necessary to reproduce sufficient copies to provide one to each applicant.
 - b. Please review applications before submission. Make sure names are legibly printed or typed. A no answer to any of the qualification statements will be cause for denial of certification. Make sure that answers are correct.
 - c. Enter the name of your jurisdiction and the applicants' examination score, the person designated by your jurisdiction responsible for approving applications for certification must sign in the space provided.
 - d. Follow the processing instructions on the application form. If the jurisdiction is paying the application fees, rather than individual testers, a single payment is acceptable to cover all applications being submitted.
- (5) Awards - Approved applicants will be issued a certificate. Program lapel pins are available at a cost of \$5 each.
- a. Certificates will be mailed to our jurisdictions motor vehicle administrator for signature and presentation. Please allow 30 days for delivery.
 - b. Certificates and cards will be mailed to your jurisdiction's chief motor vehicle administrator for signature and presentation. **Examiners/testers must at a minimum conduct 10 skills/road tests per year to be eligible for renewal.**
 - b. Award certificates will have an expiration date. Certification requires renewal within four years. Renewal will be based upon refresher training programs. Certified examiners/testers will be notified of the renewal procedure prior to expiration.

FEES

Initial ThirdParty Tester Certification	\$100
Four year renewal	\$ 50
CTT lapel pin	\$ 5

**AAMVA INTERNATIONAL DRIVER
CERTIFIED THIRD-PARTY TESTER
(CTT)
CERTIFICATION APPLICATION**

APPLICATION FOR INTERNATIONAL THIRD-PARTY TESTER/EXAMINER CERTIFICATION

NAME _____
(First) (Middle) (Last)

Email _____

Employed By: (Division/Department) _____

(Mailing Address) _____

I am authorized, by my jurisdiction to conduct road tests for the licensing of drivers. I hereby am making application and attest to the following for International Third Party Tester/Examiner Certification:

	Yes	No
1. I currently hold a valid driver license	___	___
2. I have met my jurisdictions educational requirements	___	___
3. Within the one (1) year prior to my submitting this application, my Driver license has neither been suspended nor revoked	___	___
4. I have satisfactorily completed the examiner training program of the accredited jurisdiction	___	___
5. I pledge that my examiner activities will be conducted in accordance with the International Driver Examiner Certification Program's Code of Ethics	___	___

I understand and agree that I may be decertified by my said jurisdiction and AAMVA for loss of my driving privileges or if I am convicted of a felony.

DATE _____ Signature of Applicant _____

ADMINISTRATIVE ACTION:

I, the administrator of the driver license program for (Jurisdiction Name) _____ have reviewed this application and by my signature, attest to the individual's eligibility and satisfactory performance for third-party examiner.

TEST SCORE _____ CERTIFICATE # _____

SIGNATURE _____

TITLE _____

JURISDICTIONAL PROCESSING FOR CTT PROGRAM

Each jurisdiction submitting individuals to be certified into the ThirdParty Tester/Examiner (CTT) Program must forward to the AAMVA Secretariat, the following:

1. Completed CTT applications, including the final grade. Only those passing the exam need to be forwarded to AAMVA.
2. Payment covering the processing of applications (**\$100 for original application**), postage and handling fees (see below) and optional purchase of lapel pins. Checks or money orders must be in U.S. dollars and made payable to AAMVA.

REMINDER

1. A score of **80%** or better is a passing score.
2. Applications must be forwarded to the AAMVA IDEC Secretariat.
4. Certification is valid for four (4) years and all certified examiner/testers will be notified of renewal procedures.

Mail all applications, examinations and payments to:

AAMVA
Programs Division
Attn: IDEC Program
4401 Wilson Blvd., Suite 700
Arlington, VA 22203

POSTAGE AND HANDLING FEES

Postage and handling fees are assessed when returning certificates and orders for pins.

Up to 10 Items	= \$ 5.00
11 - 40 Items	= \$ 7.00
41 - 60 Items	= \$ 9.00
61 - 100 Items	= \$ 11.00

MODEL LEGISLATION

DRAFT MODEL LEGISLATION FOR THIRD PARTY TESTING/AGENTS THIRD-PARTY AGENTS AND TESTING

SECTION 1

THIRD PARTY AGENTS AND TESTING

The department may establish a program that authorizes:

(1) third-party agents to

(a) administer driver's examinations as required under (JURISDICTIONAL LAW OR REGULATION) and issue licenses or permits as provided under (JURISDICTIONAL LAW OR REGULATION);

(2) third-party examiner/testers to administer driver's examinations as required under (JURISDICTIONAL LAW OR REGULATION) and issue license or permits provided under (JURISDICTIONAL LAW OR REGULATION).

(b) The department may utilize third-party agents and examiner/testers to perform the functions described under (a) of this section. A third-party agent or examiner/tester must be an individual. An individual may not be or act as a third-party agent or examiner/tester unless the individual satisfies the requirements of this chapter and other applicable law and enters into a contract with the department that specifies the duties of the third-party agent or examiner/tester.

SECTION 2

CERTIFICATION OF AGENTS AND EXAMINER/TESTERS

(a) An application for third-party agent or examiner certification shall be filed with the department on a form prescribed by the department.

(b) If the department determines that an individual is qualified under this chapter as a third-party agent or examiner/tester, the department shall issue to the individual an identification number for electronic record keeping purposes and a certificate indicating the individual is qualified and authorized to perform the functions asy provided under (JURISDICTIONAL LAW OR REGULATION). A third-party agent or examiner/tester shall prominently display the certificate in the agent's place of business.

(c) A certificate is effective on the date of issuance and expires four years after issuance. A renewal application form must be filed with the department not less than 30 days before the time the certification expires.

(d) In reviewing an application submitted by a third-party agent or examiner/tester, the department shall also review the individual's driving record. If the record is satisfactory and the individual is otherwise qualified under Section 4 (2)-(5)-(8), the prospective agent or examiner/tester shall be scheduled for third-party agent or examiner training.

SECTION 3

REQUIREMENTS FOR THIRD-PARTY AGENTS

The department may not certify an individual as a third-party agent unless the individual meets all of the conditions set out in this section. The individual shall:

- (1) meet all applicable requirements of law;
- (2) allow the department to conduct random examinations, inspections, and audits of operating facilities and records as provided under (JURISDICTIONAL LAW OR REGULATION);
- (3) allow the department to conduct annual on-site inspections, evaluations, and audits of operations, facilities, and records;
- (4) transmit the original forms and reports to the department as required by the department;
- (5) conduct skills tests as required under (JURISDICTIONAL LAW OR REGULATION) and provide that applications who fail to successfully complete driving skills testing are not tested more than once in a (JURISDICTIONAL OPTION) period, unless the original test failure was due to vehicle or document deficiencies;
- (6) issue written certification, on a form provided by the department, to each driver-application who passes the driving skills test administered by the third-party agent;
- (7) attend all training courses, workshops, seminars, and other instructional meetings, as required by the department;
- (8) provide information and reports to the department, upon request, concerning a criminal or driving skills testing administration compliant against the third-party agent;
- (9) transmit to the department all fees imposed under this title that are collected under (JURISDICTIONAL LAW OR REGULATION);
- (10) ensure that at least (JURISDICTIONAL CHOICE) percent of the forms submitted to the department are error free;
- (11) comply with the provisions of SECTION 4 (2), and (5)--(8).

SECTION 4

REQUIREMENTS FOR THIRD-PARTY EXAMINER/TESTERS

An examiner/tester applicant shall meet the conditions set out in this section in order to qualify and maintain qualification as a third-party examiner/tester. The individual shall:

(1) comply with the provisions of SECTION 3 (1)--(3), (5), (6), and (8)--(10);

(2) hold a valid driver's license required for operation of the motor vehicle used in the driving skills test conducted by the examiner/tester;

(3) have successfully completed an examiner/tester training workshop and certified examiner/tester program conducted or approved by the department;

(4) attend all training courses, workshops, seminars, and other instructional meetings as required by the department;

(5) have a driving record that indicates the applicant is competent to operate a motor vehicle safely;

(6) have not had a conviction or administrative license action for any of the following violations under the law of this (JURISDICTION) or a local ordinance or a law or local ordinance of another jurisdiction substantially similar to the law of this (JURISDICTION), during the 5-year period, or (JURISDICTION CHOICE) preceding application or during the time the individual is an examiner/tester:

(A) operating a vehicle while intoxicated in violation of (JURISDICTION LAW);

(B) refusal to submit to a blood alcohol or breath test in violation (JURISDICTION LAW);

(C) failure to stop and provide identification and information after a personal injury or property damage accident in violation of (JURISDICTION LAW);

(D) driving without insurance in violation of (JURISDICTION LAW);

(E) a felony;

(7) while performing duties as an examiner/tester and during the five-year period preceding application, have not had a driver's license suspended, revoked, denied, cancelled or disqualified, or been subjected to a driver's license sanction ordered by the department or a court;

(8) be at least 21 years of age and have at least three years of experience in driving a motor vehicle;

(9) transmit the original forms and reports to the department as required by the department.

SECTION 5

PROFESSIONAL CONDUCT

- (a) A third-party agent or examiner/tester may not provide a driver's license applicant answers to questions on a knowledge or driving skills test or other driver examinations.
- (b) A third-party agent or examiner/tester shall provide services in a professional manner.
- (c) A third-party agent or examiner/tester may not consume intoxicating beverages or controlled substances within eight hours before or during licensing or testing activities and may not be under the influence of intoxicating beverages during licensing or testing activities. In this subsection, "controlled substance" has the meaning given in (JURISDICTIONAL LAW) but does not include a drug prescribed for that person by a physician licensed in this state and used as required by the prescription, unless the prescribed drug affects the ability of a person to safely operate a motor vehicle.

SECTION 6

NOTIFICATION REQUIREMENTS

- (1) A third-party agent or examiner/tester shall notify the department in writing within
 - (A) 30 days before a change in name or address;
 - (B) 10 days of any of the following:
 - (a) a complaint regarding criminal or civil actions, or driving skills test administration received by the agent or examiner/tester;
 - (b) ceasing business operations in the jurisdiction.
- (2) A third-party agent or examiner/tester shall notify the department as follows:
 - (3) before the end of the next business day after the agent or examiner/tester receives notice of any suspension, revocation, cancellation, or disqualification of the agent's or examiner/tester's driver's license ordered by a court or the department;
 - (a) within 10 days after being convicted or found responsible for violation of a law or local ordinance of any jurisdiction relating to motor vehicle traffic control, other than a parking violation;
 - (b) before the end of the next business day after the agent or examiner/tester is charged with a crime.

SECTION 7

TEST ADMINISTRATION

A driving skills test shall be conducted strictly in accordance with the provisions of this title and the test specifications and procedures prescribed by the department. A driving skills test shall be conducted in a vehicle that is representative of the class and type of vehicle for which the applicant seeks to be licensed and for which the third-party examiner/tester is qualified to test. Before testing, the third-party agent or examiner/tester shall inspect the vehicle to verify that it is empty, meets applicable motor carrier safety regulations, is equipped as required by law, and is otherwise safe to operate.

SECTION 8

TERMINATION OF THIRD-PARTY AGENT OR EXAMINER/TESTER CERTIFICATION

(a) The department may cancel or suspend the certificate of a third-party agent or examiner/tester after determining that the agent or examiner/tester has done one or more of the following:

(1) failed to comply with or satisfy any of the provisions of the contract required under (JURISDICTIONAL LAW);

(2) falsified a record or information relating to the third-party agent or examiner/tester program;

(3) committed any act or omission that compromises the integrity of the third-party agent or examiner/tester program; before making a determination under this paragraph, the department and the agent or examiner/tester shall provide the agent or examiner/tester the opportunity for a hearing as provided under (JURISDICTIONAL LAW); or

(4) acted as a third-party agent or examiner/tester without a valid driver's license, when the agent's or examiner/tester's driver's license has been suspended or revoked, or when the agent's or examiner/tester's certificate has been cancelled or when the agent's or examiner/tester's application for a driver's licenses has been denied.

(b) If the department determines that grounds for termination of a third-party agent's or examiner/tester's certificate exist and that the grounds relate to a failure to comply with or satisfy the requirements for a certificate or under the contract required under (JURISDICTIONAL LAW), the department shall suspend the certificate until the third-party agent or examiner/tester corrects the deficiency.

SECTION 9

BONDING, COLLECTION OF FEES AND COMPENSATION TO AGENTS

If the third-party agent or examiner/tester performs a function for which a fee is imposed under this title, the third-party agent or examiner/tester may collect the statutory fee on behalf of the department and may collect and retain a fee as compensation for performing the functions. The fee due the third-party agent or examiner/tester may be set by the agent or examiner/tester. The third-party agent or examiner/tester may retain any amount due the agent or examiner/tester as provided under this section and remit the amount collected on behalf of the department as determined by contract.

SECTION 10

DEPARTMENT REVIEW OF LICENSING APPLICATIONS

The department may reject an application approved by a third-party agent or examiner/tester if the application fails to comply with the provisions (JURISDICTIONAL LAW). The department shall allow an individual whose application is rejected under this section to reapply to the department.

SECTION 11

ON-SITE INSPECTIONS AND AUDITS

An applicant for a third-party agent or examiner/tester certificate shall permit the department to conduct inspections and to electronically audit its operations, facilities, and records relating to its third-party agent or examiner/tester program, for the purpose of determining whether the applicant is qualified to participate in the program. A third-party agent or examiner/tester who has been certified and has executed an agreement described under the contract shall permit the department to inspect and audit its third-party agent or examiner/tester program to determine whether it continues in compliance with the requirements of this chapter. The department may perform an inspection or audit without prior notice to the third-party agent or examiner/tester.

(a) An inspection or audit must include, at a minimum, an examination of:

- (1) records relating to the third-party agent or examiner/tester program;
- (2) evidence of compliance with this title;
- (3) the following if the individual is a third-party agent or examiner/tester,

(A) skills testing procedures, practices, and operations;

(B) vehicles used for testing; and

(C) effectiveness of the driving skills test program by either testing a sample

of drivers who have been issued certificates evidencing that they have passed the driving skills test administered by the third-party agent or examiner/tester or by having department employees or designees that the driving skills test from a third-party agent or examiner/tester.

SECTION 12

ADVERTISING

(a) A third-party agent or examiner/tester may not advertise in a manner that indicates in any way that the third-party agent or examiner/tester can guarantee the issuance of a driver's license or imply that the third-party agent or examiner/tester can in any way influence the department in the issuance of a driver's licenses or imply that preferential or advantageous treatment from the department can be obtained.

(b) A third-party agent or examiner/tester that is certified by the department may advertise that the third-party agent or examiner/tester is "certified," but may not indicate that the agent or examiner/tester is approved, sanctioned, or in any other way endorsed by the department, and may not use any other name besides the name of the application for certification . A third-party agent or examiner/tester may not use "state" or "provincial government" in any part of the third-party agent's or examiner/tester's business name, except when the name does not contain reference to the individual's status as a third-party agent or examiner/tester.

SECTION 13

INSURANCE REQUIREMENTS

(a) A third-party agent or examiner/tester shall maintain insurance coverage that meets the requirement of (JURISDICTIONAL LAW) on motor vehicles owned by or registered to a third-party agent or examiner/tester.

(b) In addition to the requirements of (a) of this section, a third-party agent or examiner/tester shall maintain bodily injury and property damage liability insurance coverage on motor vehicles owned or used by the third-party agent or examiner/tester to administer skills test in this (JURISDICTION). The amount of insurance coverage required under this subsection may not be less than (JURISDICTIONAL CHOICE) for bodily injury to or death of one or more persons in any one accident and not less than

(JURISDICTIONAL CHOICE) for injury to or destruction of property of others in any one accident.

(c) A third-party agent or examiner/tester shall maintain insurance coverage that does not exclude from coverage a person taking a driving skills test administered by the third-party agent or examiner/tester, any person suffering bodily injury or sustained property damage as a result of a driving skills test administered by the third-party agent or examiner/tester.

(d) As evidence of required insurance coverage, a third-party agent or examiner/tester shall file with the department a certificate of insurance issued by an insurance company licensed to do business in this (JURISDICTION) or a certificate of self-insurance approved by the department. A certificate of insurance or self-insurance must include the make, model, year, and vehicle identification number of each vehicle that is used by the third-party agent or examiner/tester to administer a driving skills test.

(e) A third-party agent or examiner/tester may not use a motor vehicle to administer a driving skills test unless the vehicle is insured as required by law.

(f) The department may cancel a contract with a third-party agent or examiner/tester upon determining that the third-party agent or examiner/tester has failed to file a certificate of insurance or self-insurance or has failed to maintain insurance coverage.

SECTION 14

CIVIL LIABILITY

(a) A third-party agent or examiner/tester authorized under this section to perform a licensing function will be held civilly liable for performing or failing to perform the function.

(b) A person may not bring a civil action against the (JURISDICTION) or an employee of the (JURISDICTION) to recover civil damages resulting from an action or omission of a third-party agent or examiner/tester in performing duties described under this chapter.

SECTION 15

DEPARTMENT RESPONSIBILITY

(a) The department shall establish (JURISDICTION CHOICE) an annual and random quality control audit and inspection.

NOTICE OF JOINDER

AAMVA IDEC THIRD-PARTY TESTER (CTT) PROGRAM

NOTICE OF JOINDER

I, the administrator of the driver examiner program for the Jurisdiction of _____, do hereby state that our jurisdiction's training program had been accredited and is in good standing, by the AAMVA IDEC Board, in the program area(s) of: CDE, CME, and /or CCE (circle all applicable). I further affirm our intention to fully participate in the AAMVA Certified Third-Party Tester/Examiner program in the areas of: non-commercial, motorcycle and / or commercial (circle all applicable).

For the Jurisdiction of _____

Name: _____

Title: _____

Signature: _____

Dated: _____

For Secretariat Use:

Notice Received: _____(Date)

CODE OF ETHICS

AAMVA IDEC PROFESSIONAL CODE OF ETHICS

It shall be the guiding purpose and the individual duty of every International Driver Examiner:

P ***Professionalism***

Examiners should model exemplary personal and professional behaviors. Customers should be met with prompt and courteous service. Staying informed of organizational changes and developments in the traffic safety related field increases an examiners proficiency and effectiveness when performing their job.

R ***Respect***

Respect others as you would want them to respect you. Listen actively to each individual's problem or question; customers are seeking your assistance to help solve a request for assistance. Do your best to exhibit a patient, upbeat and positive attitude with everyone.

I ***Integrity***

The success of a driver examiner is driven by personal integrity. Uphold the honor of your profession by abiding to the professional guidelines and examining standards. Review your work performance standards and code of ethics periodically.

D ***Due Diligence***

Exercise due diligence with all examinations and practice only such authority that has been duly entrusted for the position. Handle all interactions with diplomacy and tact.

E ***Equality***

Use your professional expertise and experience to evaluate each applicant equally and fairly. Your job is to make sure the minimum requirements to operate a motor vehicle safely are met. Most importantly, remember you are a Certified Driver Examiner (CDE) and are the first line of defense to ensuring the safety of our roads.