

Driver Trainer News

Electronic Learner Log Book



The Department of Transport and Main Roads (TMR) has launched the *Queensland Learner Logbook app*; a learner logbook mobile application to allow for the electronic capture, storage and submission of learner logbook driving experience. This app is the first of its kind to enable users to electronically submit their completed hours directly to TMR for processing.

The concept of the app came out of TMR's renewed focus on improving the customer experience. It was officially launched on 25 May and is available for free download from the App Store and Google Play by searching for 'QLD Learner Logbook'.

Driver trainers will be required to follow a new process for approving trips where the learner driver is using the app.

The hardcopy Queensland Learner Logbook will continue to be available and accepted by TMR. Those learner drivers who have already recorded trips in a paper logbook can still use the app by creating new entries for their past trips, or by submitting both paper and digital logbooks for processing.

Help spread the word and encourage your learner drivers to download the app.

Further information about the Logbook app can be obtained from the Queensland Government website at: www.qld.gov.au/learnerlogbookapp), in the Help section of the app, or by phoning TMR on 13 23 80.

Motorcycle licensing changes



Changes to motorcycle licensing are being introduced to help improve the skills and safety of Queensland riders and better prepare them for on-road riding.

The changes, to be introduced from 1 October include:

- Introducing a practical pre-learner course as a requirement to get a motorcycle learner licence.
- Requiring new riders to hold a motorcycle learner licence for at least 3 months before progressing to a class RE licence.
- Extending the time a class RE licence must be held from 1 to 2 years.
- Allowing class R licence holders to carry passengers as soon as they get their R licence, rather than having to wait 1 year.

The changes will only apply to licences issued from 1 October 2016. If a person holds a motorcycle licence issued before October, the new rules will only apply if they progress through the licensing system from 1 October 2016.

The table below shows how the new rules will apply once the changes are introduced.

	Rule changes	Licences issued before	Licences issued from
		1 Oct 16	1 Oct 16
Motorcycle learner	Complete Q-Ride pre-learner course	x	✓
	Must hold learner licence at least 3 months	x	✓
Class RE	Must hold class RE licence	1 year	2 years
Class R	Before October		
	<ul style="list-style-type: none"> cannot carry passengers unless class R licence has been held 1 year 		
Class R	From October		
	<ul style="list-style-type: none"> can carry passengers immediately regardless of how long class R licence has been held 		

Q-Ride changes commencing 1 October 2016

Q-Ride changes are being introduced to support the motorcycle licensing changes. The main change is the introduction of the new Q-Ride Training Curriculum, which will replace the existing Registered Service provider (RSP) Q-Ride training programs.

The Q-Ride Training Curriculum includes three standardised courses:

- Pre-learner
- Restricted Class RE
- Unrestricted Class R.

The new Pre-learner course will be conducted off-road and must be undertaken before a learner licence for class RE will be issued.

Other Q-Ride changes include:

- Business Rules will replace the existing RSP Standards
- RSP's will no longer need to arrange and pay for an audit to be conducted annually by an auditor external to TMR. TMR will audit RSP's delivery of the Q-Ride Training Curriculum and compliance with the Business Rules
- RSP's will be able to make their own business decision about whether or not to provide motorbike/s for each course they intend to deliver training
- A copy of the Letter of Authority to use a training area (if the property is not owned by the RSP) will not need to be supplied to TMR regularly. However, RSP's will still be required to obtain a Letter of Authority and provide the letter to TMR if/when requested
- Accredited Rider Trainers (ART) employed by an RSP must complete and give to the RSP a Competency Recommendation Notice for each student they have trained. The Competency Recommendation Notice is to be retained by the RSP as part of each students training record.
- Only RSP's and their nominated persons are to issue Competency Declarations
- TMR will introduce a new web-based system called Q-Ride RSP service. The new service will allow RSP's to notify TMR directly when a learner has successfully completed a Q-Ride course.
- The learner will not be required to attend a TMR Customer Service Centre to lodge a Competency Declaration.

- RSP's will choose whether to issue Competency Declarations in paper or access the new on-line Q-Ride RSP service to complete and optionally print a Competency Declaration.

Training vehicle annual inspection to cease

The requirement for light vehicles registered with a purpose of use 'driver tuition/training' to undergo an annual vehicle inspection by TMR will cease (for vehicles with a registration expiry date from approximately 17 December 2016 onwards). Legislation changes will require these light vehicles to be maintained so that they comply with the Transport Operations (Road Use Management – Vehicle Standards & Safety) Regulation 2010, and serviced in accordance with the manufacturer's recommendations.

A light vehicle is defined as a vehicle up to and including 4.5t gross vehicle mass.

Driving tests

TMR has received customer complaints about the inappropriate use of customer reference numbers (CRNs) used to book driving test time slots.

Instances where the same CRN has been used by driver trainers, or another party acting on behalf of the driver trainer, to book time slots for driving tests show there is no apparent intention of the CRN holder to undertake the booking. The CRNs in question appear to have continued to be used without the knowledge of the CRN holder.

As reported in the December 2015 edition of the Driver Trainer News, this practice is potentially in breach of Section 4 of the Code of Conduct for Queensland Accredited Driver Trainers detailed below.

The driver trainer shall respect the privacy of learner drivers or former learner drivers and in particular, must not distribute or make use of any personal details of learner drivers or

former learner drivers without their express consent.

This includes, for example, the inappropriate use of any other person's licence details for the purpose of securing a driving test booking.

A breach of the Code of Conduct may lead to show cause action being initiated to amend, suspend or cancel the driver trainer accreditation. TMR will continue to monitor this activity and action will be taken where non-compliance is detected.

Driving Schools Update Call Steering Project-June 2016

TMR has upgraded the telephone service for its most commonly-used contact numbers; 13 23 80 and 13 23 90.

Customers phoning these numbers will notice they no longer have to choose an option from a defined menu in order to navigate to a consultant who can assist with their enquiry.

The new 'Open Dialogue' system is designed to provide more direct access to a relevant area to assist with their enquiry. Callers will select from menu options such as "Booking a Driving Test", "Change Drivers Test", "I would like to check to see what time a driving test is" or "Driving test at Strathpine".

The telephone channel for driving schools to book driving tests will continue to be available, however customers are encouraged to utilise the online *Services Booking System* to ensure their booking request is processed faster.

Driver trainers should promote the online service to learner drivers making their own test booking. Driver trainers and learner drivers have the capacity to schedule their own test bookings using TMR online service, which is available 24 hours a day.

This may be a preferred service for customers who choose to book for themselves online. The telephone booking

service operates Monday – Friday between the hours of 8:00 am – 5:00 pm.

Speed and red light cameras

Learner drivers should be aware that speeding and running red lights are major causes of road crashes. Speeding reduces reaction time, making it difficult to stop if a vehicle, pedestrian, or hazard moves into the path of a speeding vehicle. Driving through a red light increases the risk of crashing into a pedestrian or vehicle that has started moving through the intersection from a different direction.

The use of speed and red light cameras throughout Queensland is to encourage road users to drive safely within the speed limit. They are set up where:

- crashes often take place
- motorists commonly drive above the speed limit or run a red light
- road workers, pedestrians, or other road users are at risk.

There are different types of speed and red light cameras used in Queensland to deter drivers from driving over the speed limit and disobeying traffic signals.

The Queensland Camera Detected Offence program includes the following types of speed and red light cameras:

- mobile speed cameras
- fixed speed cameras
- red light cameras
- combined red light and speed cameras
- point-to-point speed camera system

Some cameras are permanent and operate 24 hours, 7 days while police officers operate others at certain times.

Speed and red light cameras have a proven record in reducing the road toll.

For more information go to: www.qld.gov.au

School zones



Driver Trainers should emphasise to learner drivers that the traffic environment around schools is one of the most complex traffic environments encountered by motorists and children. This is because traffic and pedestrian movements are concentrated in short periods in the morning and afternoon.



On entering a school zone, a motorist will see a school zone sign. The sign will tell them the reduced speed limit and the times when the limit is in place.

In a school zone there may also be:

- specific parking restrictions
- pick-up and drop-off areas (stop, drop and go areas) where parking is not allowed but where children may be picked up and dropped off only
- school crossings that operate immediately before school and after school to assist children to cross school roads.

Extra care should be taken when driving through a school zone and on the roads and streets around schools at all times.

ASQA-Providing quality training and assessment services to students with disabilities

Registered training organisations are required to comply with the *Standards for Registered Training Organisations (RTOs) 2015*, the *Disability Discrimination Act 1992 (DDA)*, and the *Disability Standards for Education 2005*, when providing services for students who may have a disability.

The Standards for RTOs 2015, outline the responsibility of providers to ensure that the individual needs of clients present no barrier to accessing training or achieve suitable outcomes.

Individual needs of clients may include age, gender, cultural or ethnic background, disability, sexuality, language, literacy or numeracy issues, unemployment, imprisonment or remote location.

For further information go to:
<http://asqa.gov.au>