



MEMORANDUM

Date: 11/18/11

TO: All Driver Education Schools and Associations

FROM: William Kraft, Section Manager
Driver Instructional Services Division

SUBJECT: School Compliance Inspections

In response to questions that arose at the last meeting with the Driver Education Associations, below is a general overview of the main areas of focus for the Driver Education Compliance Inspectors (DECI) when they conduct a compliance inspection.

It is important to remember that all requirements established in COMAR must be followed, even those requirements relating to routine business operations. As such, the Driver Instructional Services Division developed a compliance inspection form to assure that inspectors examine safety concerns and other key areas that would negatively impact the quality of driver education. The newest version of the form will be produced as a two part NCR form allowing the DECI to leave a copy at the school when the inspection is completed.

During a compliance inspection, the DECI focuses on several key areas of COMAR. Specifically they are:

- Operation Requirements
 - Is the license/certification displayed per regulation
 - Are all training vehicles approved by the Administration
 - Are all curricula, instructional materials, quizzes, tests, and forms approved by the Administration
 - Is an Administration approved parent orientation conducted at the start of each driver education program course
 - Are operation and student records made available for inspection by the Administration during the school's posted business hours

- Is a certificate posted identifying the maximum occupant capacity for all business offices used to conduct business and all classrooms used for instruction or to administer tests
- Records Requirements
 - Records are maintained in a secure location for 3 years in hard copy or electronic format
 - Training vehicle insurance, maintenance, inspection, and registration records on file
 - Surety Bond certificates on file
 - Results of tests and evaluations administered to each student on file
 - Signed student rights and responsibilities forms on file
- Instructor Requirements
 - Instructor identification badge worn, in full view, at all times when functioning in the capacity of an instructor
 - Shall teach the courses in accordance with the program curriculum approved by the Administration
 - A certified instructor may not use a cell phone or allow the student to use a cell phone in a moving motor vehicle while conducting behind-the-wheel instruction, except in the event of an emergency
- Business Office Requirements
 - Equipped with a telephone with either voicemail or an answering machine
 - Equipped with a computer with email access
 - Clearly identify and display the driver school name on an exterior sign, a lobby listing, or interior door sign
 - Be open for business to the public and open for inspection by the Administration during posted business hours
 - Office is clean, orderly, and suitable for conducting business
 - Office hours posted in business office
 - Fee schedule posted in business office
 - Refund procedure posted in business office
 - Procedure for filing complaints about the school with the Administration posted in the business office
 - If classroom and adjacent business office share same space, business office hours adjusted so office is not open while classes are in session
- Classroom Requirements
 - Permanent building, fixed location, address for mail delivery
 - Up to date, posted certificate identifying maximum occupant capacity
 - Adequate student seating and writing surfaces
 - Has instructor desk or podium
 - Has materials storage space

- Has heating, ventilation, and air conditioning systems in good repair that keeps students comfortable while classes are in session
- Is clean, orderly, and suitable for conducting instruction
- Free of visible or audible activities other than instruction
- Certified schools shall make available classroom supplies and materials included in the approved curriculum
- Training Vehicle Requirements
 - Training vehicles titled and registered in the name of the driving school
 - Services, cleans, and maintains vehicles on a regular schedule
 - All vehicles Maryland state inspected annually
 - Any vehicle not compliant with Maryland state inspection standards (ie: worn or damaged tires, cracked/broken glass, nonfunctioning lights, etc) removed from service
 - Vehicle registration and insurance certificate in glove box of each vehicle
 - Affix signs to both sides of a vehicle containing the name and telephone number of the certified school
 - Affix to the rear of the training vehicle in letters not less than 3 inches high the words “Student Driver”
 - No signs or other devices that interfere with the safe operation of the vehicle
 - A training vehicle may not be more than 7 model years old
 - A training vehicle shall be equipped with dual brake pedals
 - A training vehicle shall be equipped with reflectors or emergency triangles
 - A training vehicle shall be equipped with instructor mirrors in compliance with these regulations
- Behind-the-Wheel Instruction Requirements
 - Preplanned routes for behind-the-wheel instruction shall be available for review by the Administration at the driver education school office and in the training vehicle
 - Behind-the-wheel instruction shall include documentation of the evaluation results on a form approved by the Administration
- Curriculum Requirements
 - Revisions or modifications to curriculum approved by the Administration prior to use
- Certification of Program Completion
 - A certified school shall submit a program completion certification to the Administration within 1 business day of the student’s completion of the program

It is important to note that these areas are standard areas of focus, but by no means should this be interpreted to mean that the DECI will ignore any violation of the regulations.

If there are any questions regarding this process, please feel free to contact me.