

Purpose and Principles

The Code of Conduct (hereinafter the “Code”) sets out ICBC’s expectations for professional conduct from its driver training stakeholders. It has been developed in a spirit of fairness and in support of British Columbia’s community of driver training schools and instructors.

ICBC respects the expectation of schools and instructors to access timely testing services for their students and to have their questions and concerns heard. This Code supports these goals, while also enabling ICBC staff or agents of ICBC to provide customers with safe and convenient access to the professional service to which they are entitled.

Driver training school owners/operators, their driver training instructors and/or any other staff who violate the Code may have their school’s road test booking privileges suspended.

Code of Conduct

Driver training schools will make every attempt to ensure that:

1. Their employees do not interfere with the ability of ICBC staff or agents of ICBC to conduct their business;
2. Their employees do not use any device to record the road test route or make any visual or audio recording of an ICBC employee, any person who is in an ICBC office or is taking an ICBC-conducted driver examination;
3. Their employees do not solicit business at ICBC offices;
4. For every test booked by the driver training school, a candidate will appear at the driver licensing office at the appropriate time with an acceptable vehicle, and be prepared to be tested; and
5. They will review the Code annually with their employees.

Driver training instructors will:

6. Not make derogatory comments about or engage in confrontations with students, other driver training schools, driver training instructors, or driver examiners;
7. Not attempt to influence or offer gifts or other benefits to a driver examiner or any other ICBC employee in the conduct or outcome of a road test;
8. Not practice in or otherwise use parking lots at ICBC offices during business hours, except for parking, as required, to attend a road test appointment or for legitimate personal business, such as an instructor’s own licensing transactions;
9. Not request a specific driver examiner or refuse a specific examiner to test their students – except where the driver examiner previously tested that student, and there are other driver examiners available at that location;
10. Not interfere with driver examiners, examinees or road test vehicles during road tests;
11. Ensure that their students present themselves to the test location at least 15 minutes prior to the road test appointment time;
12. Ensure that they have their student’s permission to discuss test results with the driver examiner, so as to respect the student’s right to privacy; and
13. Ensure that vehicles presented for road testing meet Motor Vehicle Act and Motor Vehicle Act Regulations safety standards, are properly licenced and insured, and that Commercial Vehicle Inspection Permit (CVIP) stickers, if applicable, are current.