

Improved Class 5 to 8 road test forms Q-and-A's

Q. Why are we changing the road test forms?

A. Customers have repeatedly told us that our GLP road test forms are not intuitive and that when they are unsuccessful they are often unsure why. These form changes are intended to retain the benefits of GLP scoring but give the customer feedback in a way they can better understand so they can improve their driving skills.

Q. Why didn't we go back to a demerit-based approach?

A. GLP introduced the current scoring system to address issues with demerit-based scoring. Specifically, demerit based scoring:

- Does not teach examinees how, when, and where they made errors
- Can lead to examinees passing even when they are very weak in a skill or category of skills

As part of our review, B.C.'s GLP scoring method was compared to other licensing jurisdictions and was found to be in line with road safety and testing best practices.

Q. Do we know that this new road testing form will be better?

A. From the pilot of the new road test forms, survey responses showed a 10% increase in our customers' ability to understand their road test results and sheet.

Q. How was this new road test form designed and who did it?

A. A number of people with different expertise were involved in the form's design. This included Driver Examiners, trainers, user experience experts, forms designers, managers and customers.

Q. What do people think of the new "Skills Explainer" page?

A. Driver Examiners, Driving Instructors and customers were extremely supportive of the new Skills Explainer page as it clearly explains what the driver needs to do to be successful.

Q. What is gained if we are not changing how we conduct our road test?

A. The road test form is a tool that Driver Examiners can use to help explain to examinees what they need to do to improve. The form is intended to change and enrich the debrief conversation by focussing the conversation on driving habits instead of individual errors.

