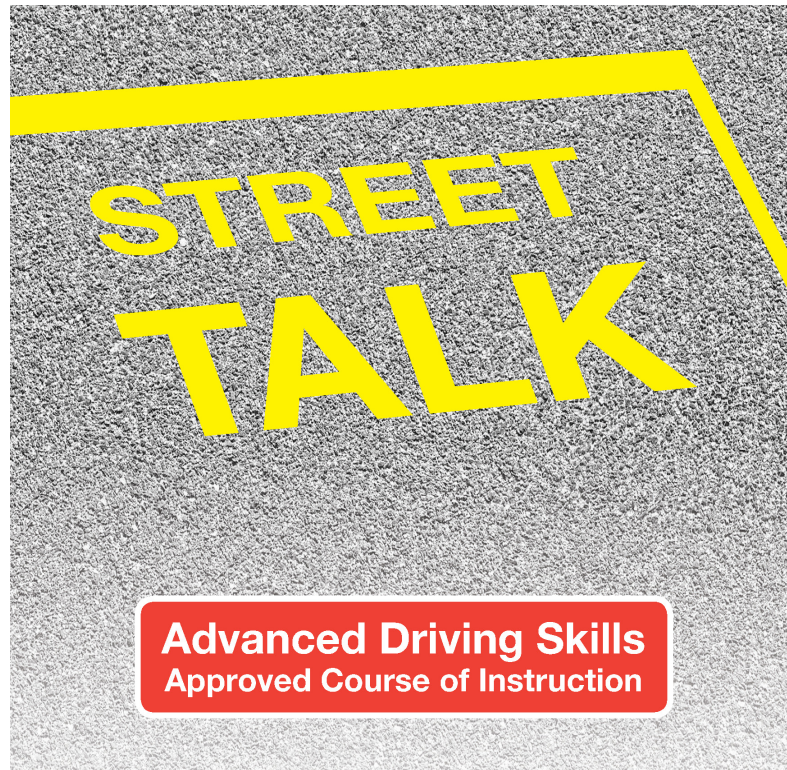


Street Talk

Quality Management System



**The New Zealand Institute of Driving
Instructors Training Group Limited (NZIDI)**

December 2021



PassRite  driving
academy

Quality

The quality of the Street Talk programme is the responsibility of all Street Talk providers, facilitators, instructors, and administrators. The responsibility for the programme's quality does not rest with one person alone.

Street Talk Quality Assurance Manual

The information in this manual is distributed without warranty. While every precaution has been taken in the preparation and presentation of this information, neither the author nor the New Zealand Institute of Driving Instructors Training Group Ltd, nor the New Zealand Institute of Driver Educators Inc. shall have any liability to any person or entity with respect to any liability, loss, or damage caused directly or indirectly using this information.

All rights reserved. No part of this manual may be reproduced or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the CEO of the NZIDI. Contact the CEO using the contact details supplied for further information.

This manual is intended for the use and information of Street Talk National Office and all Street Talk Sub-agents, Providers, Facilitators, and Instructors. Neither this manual nor any part of its contents shall be sold or given to any other person or organisation. This document was last reviewed in December 2021 and is reviewable annually.

Next Review due December 2022

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Definitions

NZIDI	The New Zealand Institute of Driving Instructors Training Group Limited
NZIDE	The New Zealand Institute of Driver Educators Inc
MITO	Motor Industry Training Organisation
NZQA	New Zealand Qualifications Authority
NZTA	New Zealand Transport Agency
Sub-agents	Organisations who have a sub-agency agreement with NZIDI to conduct the Street Talk programme and will have providers/ facilitators / instructors reporting through them
Providers	This term is used extensively in this document. It refers to facilitators and instructors contracted to NZIDI Training Group Ltd for the purposes of service delivery.

For the balance of this document the above terms will be used.

Introduction

This manual is intended as a comprehensive guide to the Quality Management System and administration of the Street Talk programme by NZIDI. The appendices contain forms needed to meet the NZIDI and NZTA's Quality Management requirements.

As the NZIDI, Sub-agents and Providers develop there may be need to review, add to, or remove information from the system and this manual. You will be kept informed of these changes as they develop. If you have any questions about any of this information or the systems in place, please contact the CEO.

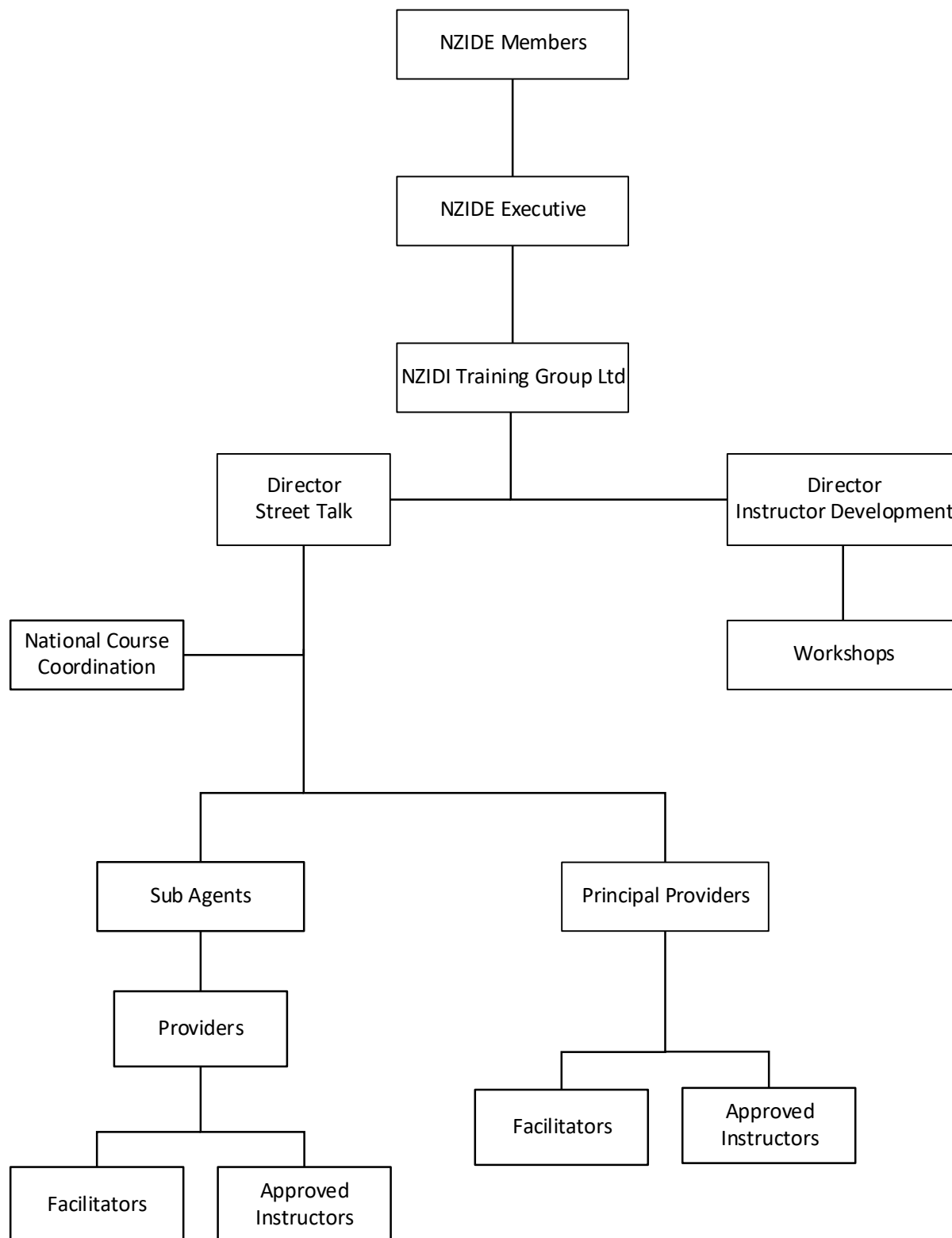
Section 1 sets out the organisational structure and the key roles within it.

Section 2 sets out the Quality Objectives and Code of Professional Practice that were ratified by the NZIDE Executive at its annual July meeting, for use in its original National Training Programme. It also includes the Street Talk Course overview.

Section 3 sets out the processes involved with the delivery and administration of the Street Talk Course. Forms relevant to each process are included with the process.

Section 4 sets out the NZIDI policies that relate to the delivery and administration of the Street Talk Course.

Organisational Structure



Organisational Structure - Detail

NZIDI is an incorporated company with its sole shareholder being the NZIDE membership. The National Executive of NZIDE elects the directors of NZIDI.

Director -Instructor Development

Responsible for the continuing professional development of all providers, facilitators, and instructors nationwide. Currently this involves the provision of development workshops held in major centres, such as Auckland, Hamilton, Wellington, and Christchurch.

Development workshops cover varying topics aimed at improving instructor training and competencies and is currently working towards a standardised training of all instructors within the industry.

Current Director Harald Leeuwenburgh

Director/CEO - Street Talk

Responsible for the day-to-day administration and development of the Street Talk agency. Reporting to the NZIDE executive. The Director/CEO roles and functions include:

- Recruitment of new providers (Principal, Facilitators, and Instructors)
- Training of new providers
- Ongoing Quality Review (Auditing) of the Street Talk Programme
- Quality Management
- Liaison with NZTA
- National distribution of resources

As part of the development of the Street Talk agency, and in support of existing and new providers the director will also establish links with an outside organisation to provide ongoing course coordination. This will involve the establishment and maintenance of:

- A national call centre (0800 Number) 0800 787338
- Central data management support to Providers
- Nationwide school promotion
- Publicity including Yellow Pages, Website etc.

Current Director/CEO Wayne Young

Section 2 – Street Talk Quality

Code of Professional Practice

1. Accept responsibility for their work and the effective use of the resources entrusted to them, following the guidelines mutually drawn up and agreed to by the client and the trainer.
2. Accept only those assignments that are within their own competence or seek appropriate expert assistance from suitably qualified individuals.
3. Maintain self-development, strive to keep abreast of changes and developments relevant to the profession, and accept responsibility for assisting others to develop in the profession.
4. Work to the highest legal and ethical standards.
5. Immediately disclose to the client, or the employing organization, any professional interest that may conflict with the client or organization's interests.
6. Maintain the confidentiality of knowledge gained while acting as an employee or consultant.
7. Strive to establish and maintain suitable relationships with their clients, and fellow trainers, to provide a safe environment within which effective learning and development can take place.
8. Establish measurable plans, and use suitable methods and media, to ensure that their clients can meet the agreed performance objectives.
9. Refrain from discriminating between individuals solely on the ground of age, beliefs, race, sex, or status; and respect the dignity, privacy, and rights of the individual.
10. Pay proper regard to the health, safety, and well-being of the clients, and personnel they are responsible for.
11. Share research findings and the application of the new knowledge and skills, as appropriate, and acknowledge where possible the contribution of others.

Quality Objectives

Responsibility and Authority

NZIDI Director/CEO Street Talk

The CEO derives his/her authority from their appointment by the NZIDE Executive, as the sole shareholder of the NZIDI Training Group Ltd. The CEO has the management responsibility for the operation of the Street Talk Agency as a whole. They plan and control by setting the organisations policies and monitoring compliance with them.

They are responsible for the Quality Management System and the maintenance of the Quality Standards and assuring compliance with the Quality Policies and Standards.

The 'planning' function of role is carried out by setting goals and objectives for Quality Assurance within the organisation and identifying needs and the appropriate actions to meet them.

The 'leading' function is carried out by the provision of guidance and support to providers, facilitators, and instructors, setting an example with the quality of training provided. Monitoring the efficiency, effectiveness, and standards of the training services being delivered carries out the 'controlling' function, and taking any corrective actions deemed necessary.

NZIDI Director Instructor Development

The Director of Instructor Development derives his/her authority from their appointment by the NZIDE Executive, as the sole shareholder of The NZIDI Training Group Ltd. The Director has the responsibility for providing programmes and services for the ongoing professional development of providers, facilitators, and instructors along with driving instructors.

They plan, control, and implement such professional development based on the needs within the industry considering current trends, legislative changes, political policy changes and international best practices.

Director Collaboration

Both Directors although semi-autonomous of each other, work in collaboration and wherever possible use the talents, expertise, and skills of the other to fulfil their separate functions. Either Director can delegate or conscript in assistance to order to achieve their tasks. Both Directors have a responsibility to ensure their offices are run at least on a cost recovery basis wherever possible and to uphold the professional image of the NZIDI in all their dealings.

Street Talk Providers and Sub-agents

Responsible for the delivery of Street Talk to the public. They operate under the management of the CEO and are responsible for ensuring the training they provide meets the standards set out in the Quality Objectives and the appropriate Street Talk Facilitators Manual/s.

Street Talk Course Overview

Course Approval for Graduated Driver Licensing System

The "Street Talk" Programme is approved by the Director of the New Zealand Transport Agency under Section 93(a) of the Land Transport (Drivers Licensing) Rule 1999 as a course "teaching advanced skills" for the purposes of gaining a time reduction on the restricted phase of the Class 1 driver licence.

Course Approval for Court Referrals

The "Street Talk" Programme is approved by the Director of the New Zealand Transport Agency under Section 92(1) of the Land Transport Act 1998 as a "Driving Improvement Course". Convicted traffic offenders may be ordered by the Courts to attend the course. Disqualified drivers are required to complete the driving assignments but may only do so when accompanied by a NZTA approved Driving Instructor and approved by the court.

Course Graduate Certificate

Every graduate from a "Street Talk" Course will be issued a NZTA. approved certificate. Where a graduate loses this certificate or it becomes unusable for some reason, they may apply in writing for a duplicate to be issued. The application must specify the reason for the request, the course number, start date, and the name of the provider that will be recorded in the front of their Logbook.

Replacement certificates will not be issued after a period of 2 years from the date of the course.

Course Format

The 5 Session Course Format has been approved by NZTA for all public courses.

5 Session Course Format

This is the standard format for 'Street Talk' as set out in the 'Street Talk' Facilitator's manual.

<i>Activity No.</i>	<i>Subject</i>	<i>Activity Time (minutes)</i>
<u>Session 1</u> (The Total Driving Picture)		
1/1	Introduction	10
1/2	Course Overview and Logbook Introduction	10
1/3	Are You a Safe Driver	25
1/4	Exploring the Total Driving Picture	55
1/5	Assignments 1.1 & 1.2 and Reflection	10
	Session Time	120 (2 hours)
<u>Session 2</u> (Risk and Reality)		
2/1	Aims and Objectives Session 2 plus Reporting on Assignments 1.1 & 1.2	20
2/2	Raising Risk Awareness	30
2/3	Human Risk Factors	50
2/4	Assignments 2.1 & 2.2 (explanation)	20
	Session Time	120 (2 hours)
<u>Session 3</u> (Managing Change)		
3/1	Aims and Objectives Session 3 plus Reporting on Assignments 2.1 & 2.2	10
3/2	Self Talk Strategies (Reframing)	30
3/3	Slippage	20
3/4	What If? and The Change Cycle	20
4/3	Goal Setting Assignment (3.1)	40
	Session Time	120 (2 hours)
<u>Session 4</u> (Hazard Recognition and Hazard Training Guide)		
4/1	Aims and Objective and Report Back	5
4/2	Crash Situations – The Problem	15
4/3	Searching for Hazards – What is a Hazard?	10
4/4	Searching for Hazards – Getting the Big Picture	40
4/5	Creating a Safety Cushion	15
4/6	Applying Hazard Recognition and Response Skills	20
4/7	Assignments 4.1 and 4.2 (explanation)	15
	Session Time	120 (2 hours)
<u>Session 5</u>		
	Practical Coaching and Assessment	60 (1 hour)

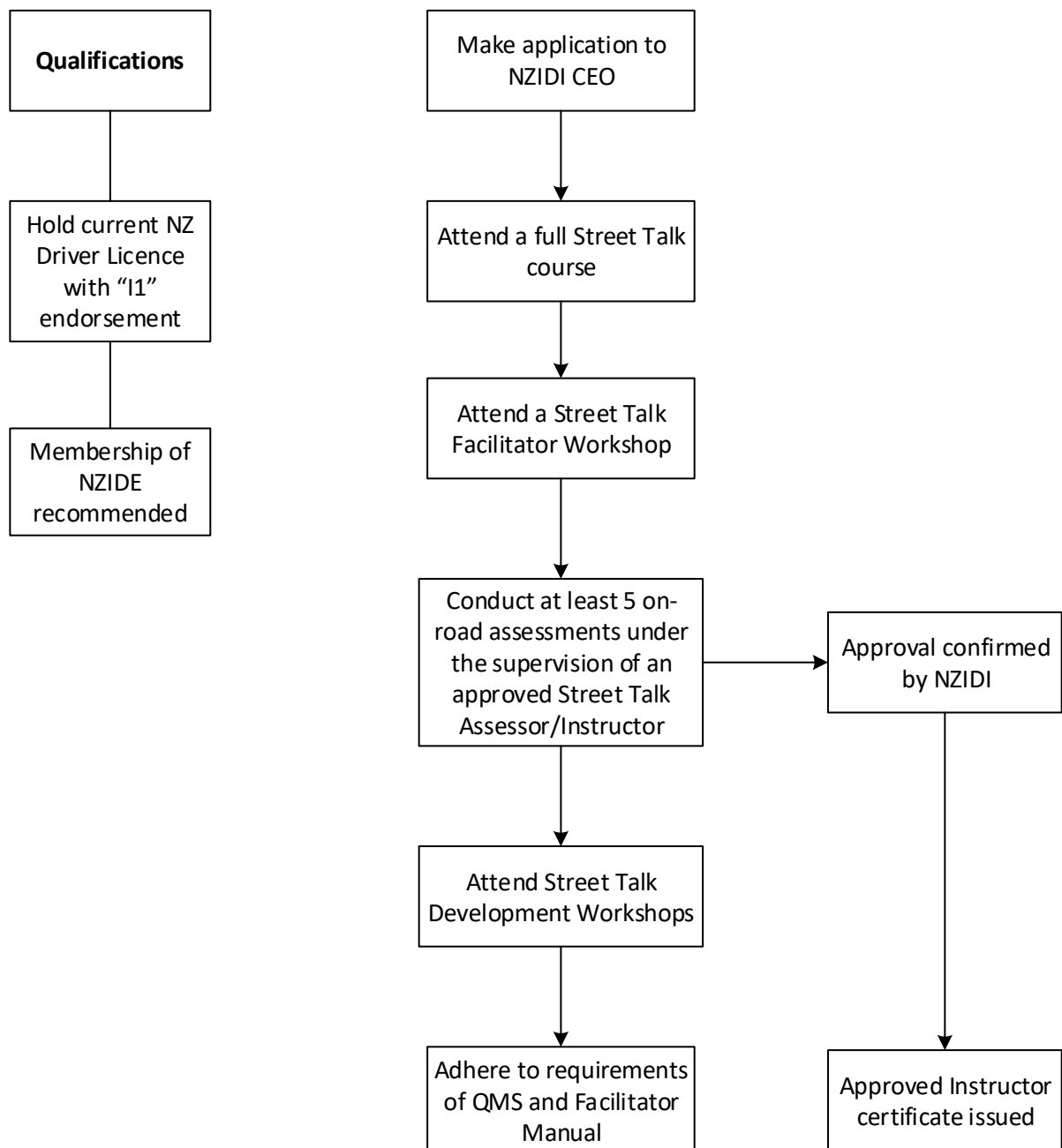
Notes on 5 session course

1. Each session must have a minimum 24-hour break between them in order for participants to complete assignments.
2. Session 3 goals may need more than 24 hours to monitor.
3. A maximum of 60 days after the completion of the session 4 will be given to complete the practical coaching session.
4. Students do not need to obtain Restricted or Full Licence Test standard in the practical coaching session to be issued with a Street Talk completion certificate. However, points of improvement and feedback must be discussed and recorded in the students logbook before a Street Talk certificate can be issued.
5. Full details for delivery of the course in this format are included in the Street Talk Facilitator Manual.
6. Providers are to ensure that all facilitators and instructors have access to and deliver courses as described in the Street Talk Facilitator Manual.

Becoming a Provider (In-Class Facilitators)



Becoming a Provider on Road Instructors



Contract for Service – Facilitators (Sample)

The following contract is a sample of a contract for service with Facilitators. It is recommended that it is modified for On-Road Instructors.

CONTRACT FOR SERVICE

_____ (name of provider)

and

The NZIDI Training Group Limited

For the delivery of

”STREET TALK”

Provider number _____ (provider number)



This contract was agreed on the _____(date)

BETWEEN The NZIDI Training Group Limited

('Agency') of the one part

AND _____ (Name)

Of _____ (Address)

('Provider') of the other part.

WHEREAS The Agency is a duly appointed agent of the New Zealand Transport Agency for the purposes of providing the "Street Talk" programme.

AND WHEREAS The Provider is contracted in the terms set out for Provider in the NZIDI Administration & Quality Assurance Manual (attached as schedule 1).

AND WHEREAS The Agency has agreed to engage the Provider and grant it the right to operate as a provider of the "Street Talk" course on behalf of the Agency on and subject to the following conditions.

NOW IT IS AGREED AS FOLLOWS:

1. The Agency grants to the Provider the right and licence to conduct and operate a business as a Facilitator for the Agency (hereinafter called "the franchise") on the following covenants, conditions and restrictions.
2. The Provider will at its own cost undertake sufficient and adequate advertising of the "Street Talk" Programme.
3. The Provider will not sell, sublet, mortgage, pledge, or in any other way dispose of or part with possession of this franchise.
4. The Provider agrees to indemnify the Agency in respect of any claim resulting solely from the wrongful or negligent actions of the Provider.
5. The Provider will pay all associated costs for training and administration of their franchise. This will include annual fees and subscriptions if any. If any fee is not paid this contract will be suspended until such time as fees are paid. If remaining unpaid for more than 60 days from invoice this contract will be terminated.

6. The Provider will use those training notes, trainer manuals, training resources, student logbooks, advertising materials, and assessment materials authorized for the use in the "Street Talk" Programme from the Agency.
7. The Provider will not enter in any other contract that may be seen as a conflict of interest without the written consent of the Agency which will not be unreasonably withheld.
8. The Provider will provide, at its own cost, any necessary training aids and equipment required for the operation of the franchise.
9. The Provider will, at all times, when working on behalf of the Agency, display at the training site all signs, notices and advertisements as may from time to time be required by the Agency.
10. The Provider will be bound by provisions set out in the NZIDI Training Group Ltd. "Administration and Quality Assurance Manual", which may be amended from time to time, and shall adequately maintain all the records as required in that manual.
11. The Provider will conduct itself in accordance with the "Code of Professional Practice" of the Administration and Quality Assurance Manual.
12. The Provider will undergo, at its own expense, any appropriate training required by the Agency to enable it to meet the Agency's standards in the execution of its duties.
13. The Provider shall devote him/herself diligently to the service of the clients participating in the "Street Talk" Programme and shall devote such of his/her time as may be necessary to carry out the work fully and properly.
14. The Provider will be responsible for all PAYE, Taxes, Accident Insurance, Health & Safety Systems in respect of its provision of the "Street Talk" Programme.
15. The Provider will permit any duly authorized representative of the Agency reasonable access to enter the premises of the Provider and/or any other place where the "Street Talk Programme may be or is being provided, for the purpose of carrying out an audit. For the purpose of this clause, to carry out an audit means and includes:
 - a. audit or inspect any relevant documents or other material relevant to the delivery of the Course, held by or on behalf of the Provider in paper, electronic or any other form whatsoever in connection with the provision or performance of the Services under this Agreement;
 - b. observe or monitor activities carried out by the Provider in connection with the delivery of the "Street Talk" Programme under this Agreement; and
 - c. otherwise ensure compliance with the terms and conditions of this Agreement
16. The Provider will provide as soon as possible to the duly authorized representative of the Agency, any copies of any documents or other material held by or on behalf of the Provider in relation to the "Street Talk" Programme and/or this Agreement.

17. The Agency representative will provide the results of any audit under this Agreement to the Provider and will enter into reasonable discussions with the Provider in respect of those results.
18. The Agency will be liable for any costs incurred by the Agency and/or its representative in carrying out any audit under this clause, however any costs incurred in remedial action will be the responsibility of the Provider.
19. The Provider will submit to any audit request from any duly authorized representative of any statutory authority. The costs of any such audits will be a matter for resolution between the Provider and the statutory authority.
20. Nothing in this Agreement, or in the relationship between the parties to this Agreement, will be construed as creating a partnership, joint venture, or an employer/employee relationship.
21. Nothing in this Agreement, or in the relationship between the parties to this Agreement, will be construed as subjecting any party to the creditors of, or claimants against, the owner with respect to the rights and obligations pursuant to this Agreement.
22. The copyright of all materials published by The New Zealand Transport Agency and supplied to the Provider will belong to The New Zealand Transport Agency.
23. The copyright of all materials published by the NZIDI Training Group Ltd. and supplied to the Provider will belong to the NZIDI Training Group Ltd.
24. Each party will on termination of this Agreement return to the other forthwith any requested books, records, papers, or other property belonging to the other party.
25. The Agency may terminate this contract if the Provider defaults on any of the terms contained in this Agreement and fails to remedy such default within 21 days after receiving a written notice specifying the default and the action required to remedy it.
26. The Agency may terminate this contract at any time where the personal conduct or the training standard of the Provider is likely to injure the reputation of the Agency, or where there is an irreconcilable personal difference between the parties.
27. The Agency will terminate this contract at any time where the Provider ceases to carry on business.
28. The Agency will terminate this contract at any time where the Provider commits any:
 - a. Act of bankruptcy.
 - b. Goes or is put into receivership or liquidation.
 - c. Is wound up or is disestablished.
 - d. Where a meeting is called for the purpose of considering appointment of a liquidator.
 - e. Commits an act of fraud.

29. The Provider may terminate this contract at any time by giving the Agency 30 days notice in writing, or such shorter period as the parties may agree on.
30. If any dispute should arise at any time between the parties as to the rights, duties, or obligations of any person bound by this contract, the parties will first make a genuine attempt to resolve the dispute by mutual negotiations. If the parties are unable to resolve the dispute, it will be referred to an independent arbitrator who will be mutually agreed on. The decision of that arbitrator will be binding on both parties. The appointment of the cost of such arbitration shall itself be a decision of the arbitrator.
31. The Provider will not be entitled to any right of renewal and the Agency will not be required to give any reason for failing or refusing to extend this franchise or to grant any further franchise in favour of the Provider.
32. The term of this contract will be for a period of 2 years from _____(date)

Signed by the Agency _____

Date _____

Witnessed by _____ (Name)

_____ (Address)

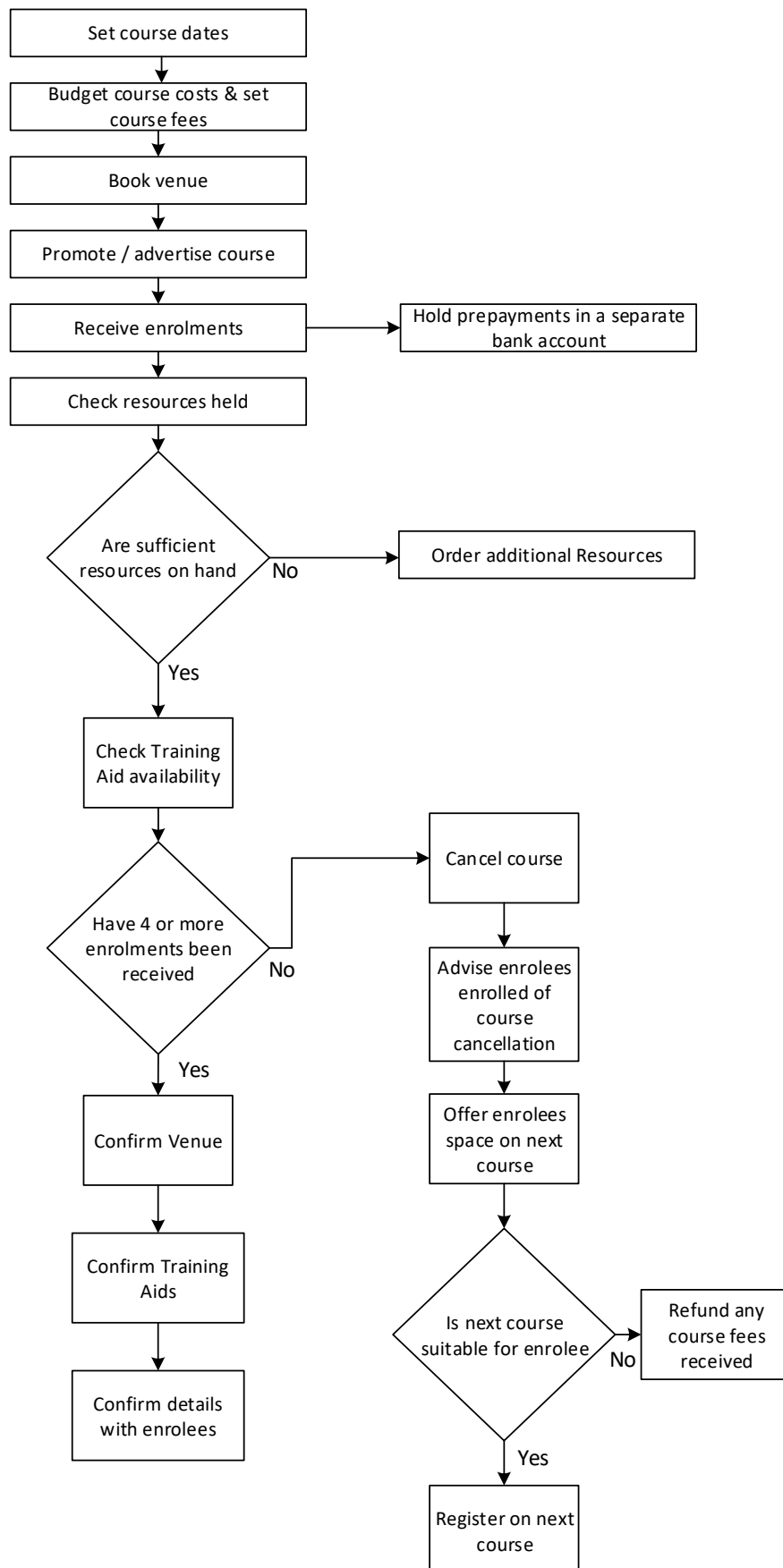
Signed by the Provider 

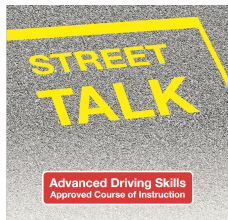
Date 

Witnessed by  (Name)

 (Address)

Arranging a Course





Provider Course Checklist



Course Number: _____ Start Date: _____

Venue: _____

Facilitators: _____ Instructors: _____

Number of Logbooks in stock			
Expected number of participants			
Number of Logbooks ordered		Date Ordered	

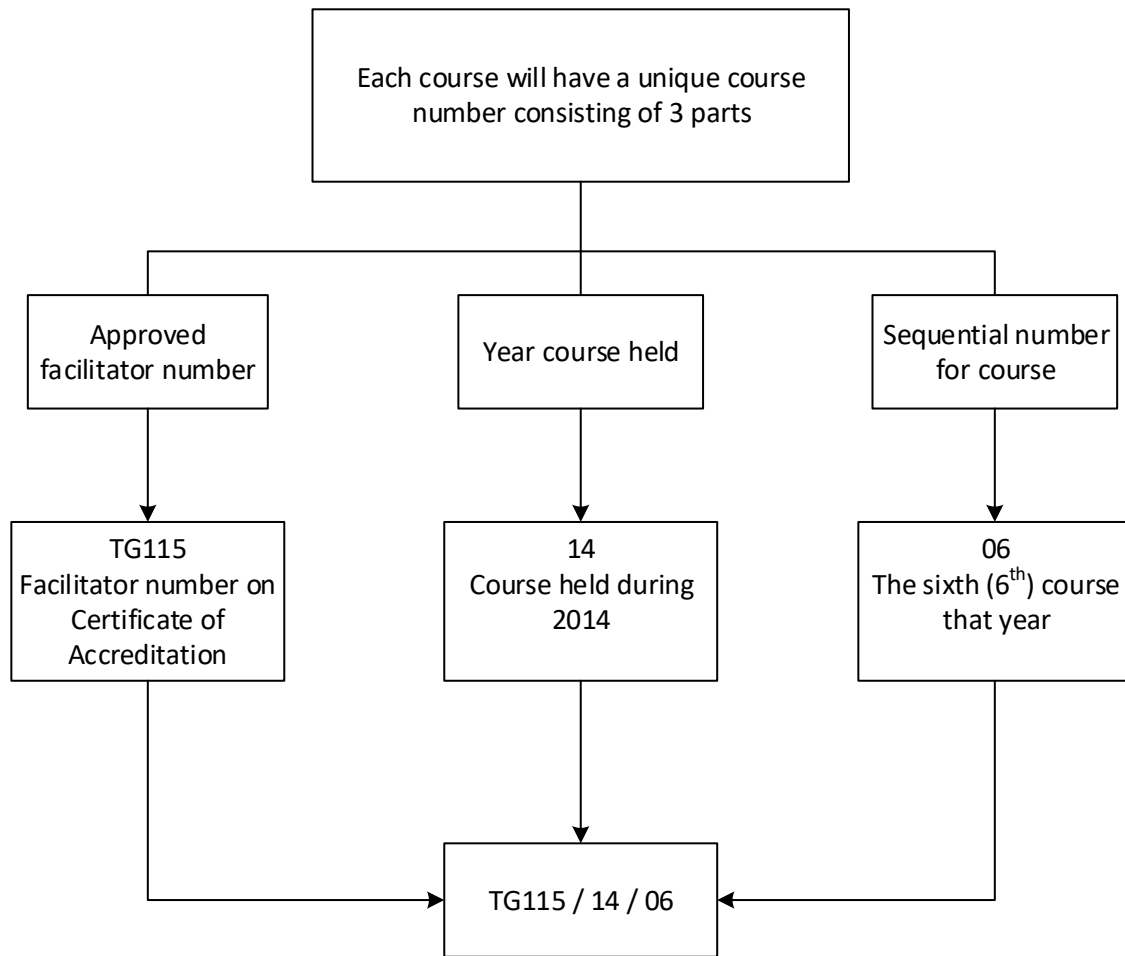
Venue				
Room Size Adequate		Tables		Chairs
Facilities		Heating/Ventilation		Light
Room Layout				
U-Shape		Boardroom		Classroom
Banquet		Chevron		Group
Equipment				
Whiteboard		Marker Pens		Pens / Pencils
TV		Flipchart		Laptop
Data Projector		Street Talk DVD		Street Talk PowerPoint
Hand-outs		Paper		
Paperwork				
Course Register		Course Record		Course Fee Receipts
Health & Safety				
Room Layout		Equipment		Participant Briefing
Evacuation Procedure				

Actual number of participants	
-------------------------------	--

Changes to be made before next course;

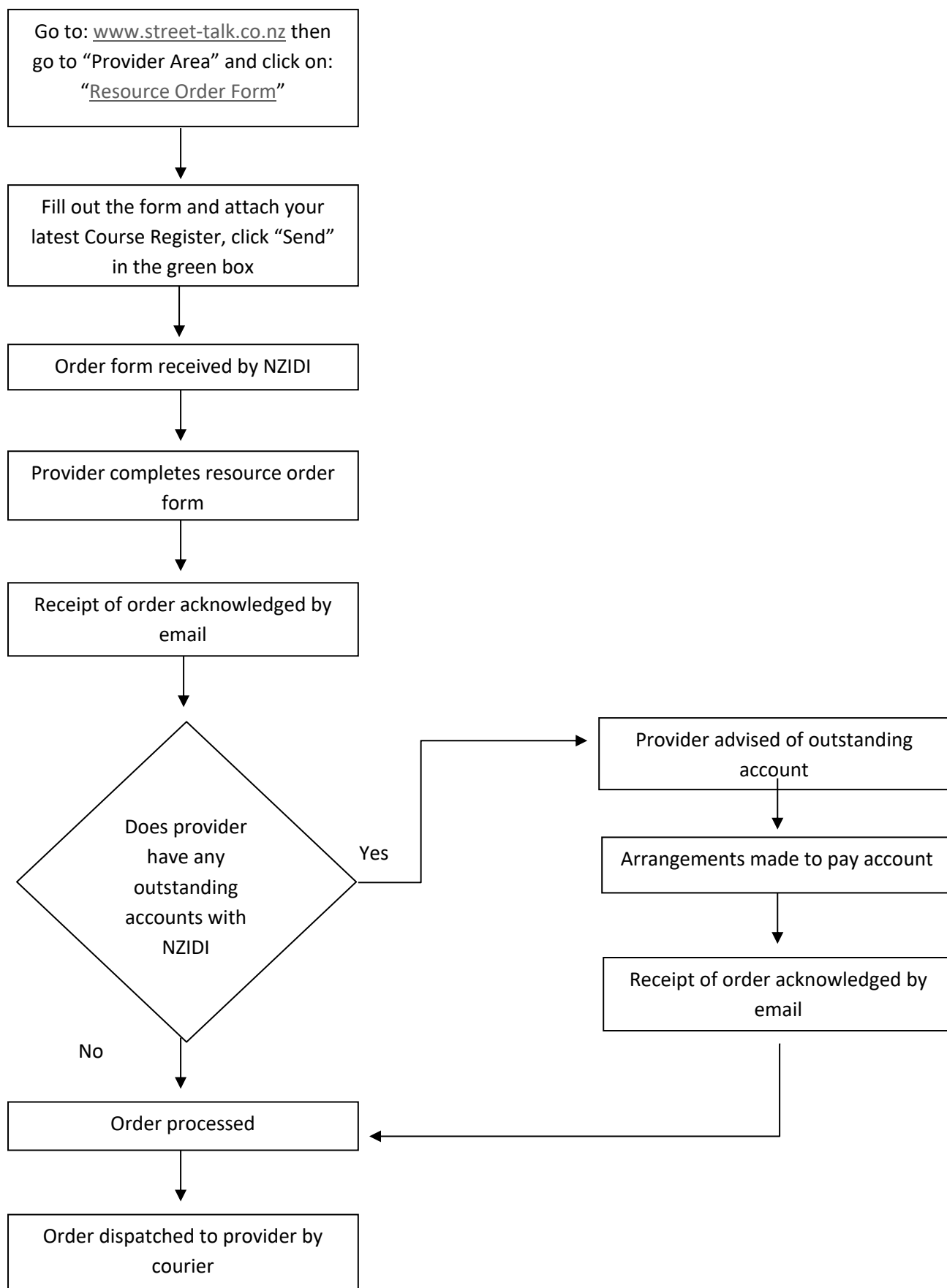
Other Comments:

Course Numbering System



Facilitator numbers are prefixed either TG or PR depending on who they are contracted to
TG = NZIDI Training Group
PR = PassRite sub-agency

Resourcing Ordering



Online Resource Order Form

Full Name (required)

Provider ID (required)

Email (required)

Address

Street Address (required)

Suburb

Town/City (required)

Postal Code

Shipping Address

Street Address (required)

Suburb

Town/City (required)

Postal Code

Telephone

Shipping Address is same as normal address

Resource Items

Item	Price	Qty	Total
Street Talk Logbooks (Minimum order 5)	\$30	<input type="text" value="0"/>	\$0
Certificates Required		<input type="text" value="0"/>	
Power-Point presentation USB	\$25	<input type="text" value="0"/>	\$0
Total Order			\$0

Click "Yes" to attach your latest course certificate register.

Yes

Payment Options

All accounts are due for payment by the 20th of the month following supply (Unless alternatives arranged prior to supply)

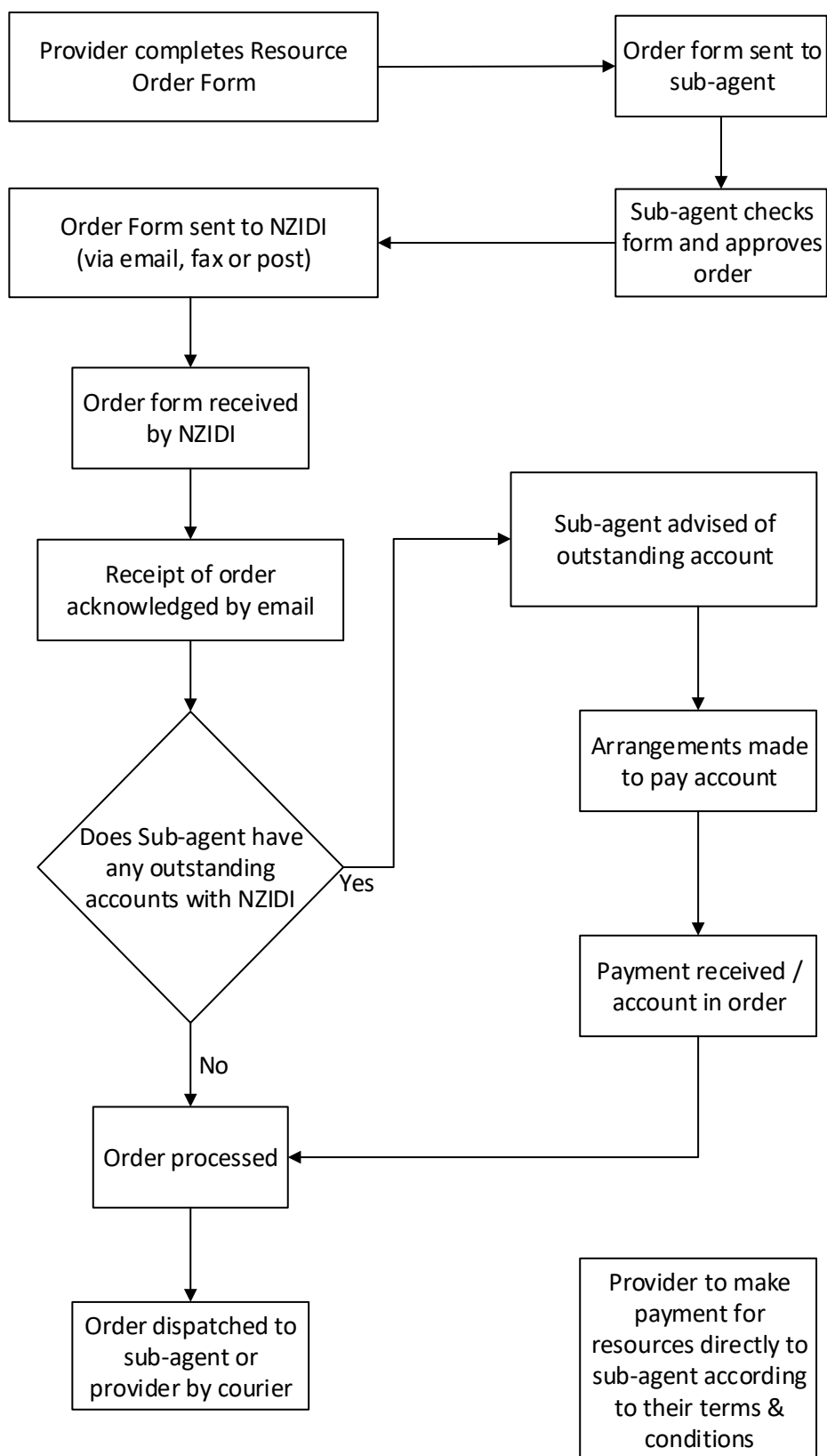
Online Banking: NZIDI Training Group Limited

ASB 123073-0120728-00

Show your name & Provider No in the Reference field.

Send

Resource Ordering – Sub-agent





STREET TALK RESOURCE ORDER FORM



Agency:-



PassRite Group
PO Box 13-387, Onehunga, Auckland 1643
Phone (09) 636 0111 Fax (09) 636 1499
Email sales@passrite.co.nz

Date :-

ORDER FROM:

Name _____

Address _____

Area _____

Send by **Courier / Post/ Pick up**
(Delete one)

Date require books by: _____
(Please allow 5 working days for delivery)

Please supply the following:

Number Required	Item	Cost
	Street Talk 2005 Logbooks @ \$25 + GST each = \$28.75 Including Certificates	
	Replacement Certificates @ \$5.00 + GST each = \$5.75	
	Street Talk video or DVD clips @ \$25.00 + GST each = \$28.75	
	Courier 5 to 10 books \$11.00 11 to 20 books \$22.00 21 to 30 books \$33.00	
	Total	\$

Please find attached a cheque, cash or credit card details for my payment of \$

Post all orders to: **PDA Group P O Box 13-387, Onehunga, Auckland 1643** or
for credit card purchases Fax to (09) 6361499 or Email to sales@passrite.co.nz

Card Holders Name _____

Card **VISA / MASTERCARD** (Delete one) Amount \$ _____

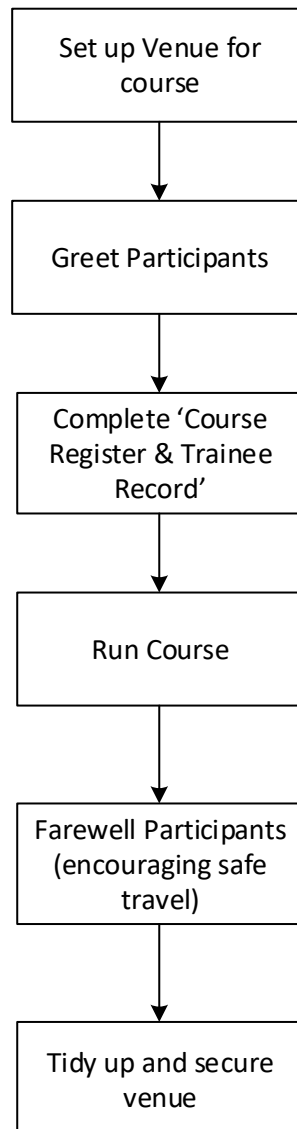
Expiry Date. / Card Holders Signature _____

Card Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Macintosh HD:Users:waymedyoung:Desktop:Street talk - CURRENT.doc

On Day of Course





Course Record

Course No: / /
(Course No = Facilitator No / Year / Course Number)

Venue: _____

Facilitator _____

If an assistant is used, or your contact details have changed, please add these details

Name: _____ Signature: _____

Address: _____

Phone No (H) _____ (M) _____

Session Number	Session Date	Start Time	End Time	Number Attended	Number Completed Assignments
1					
2					
3					
4					
5					
6					
7					
8					
Practical	N/A	N/A	N/A		N/A

Last Date for Practical: _____

Number of Certificates Issued: _____

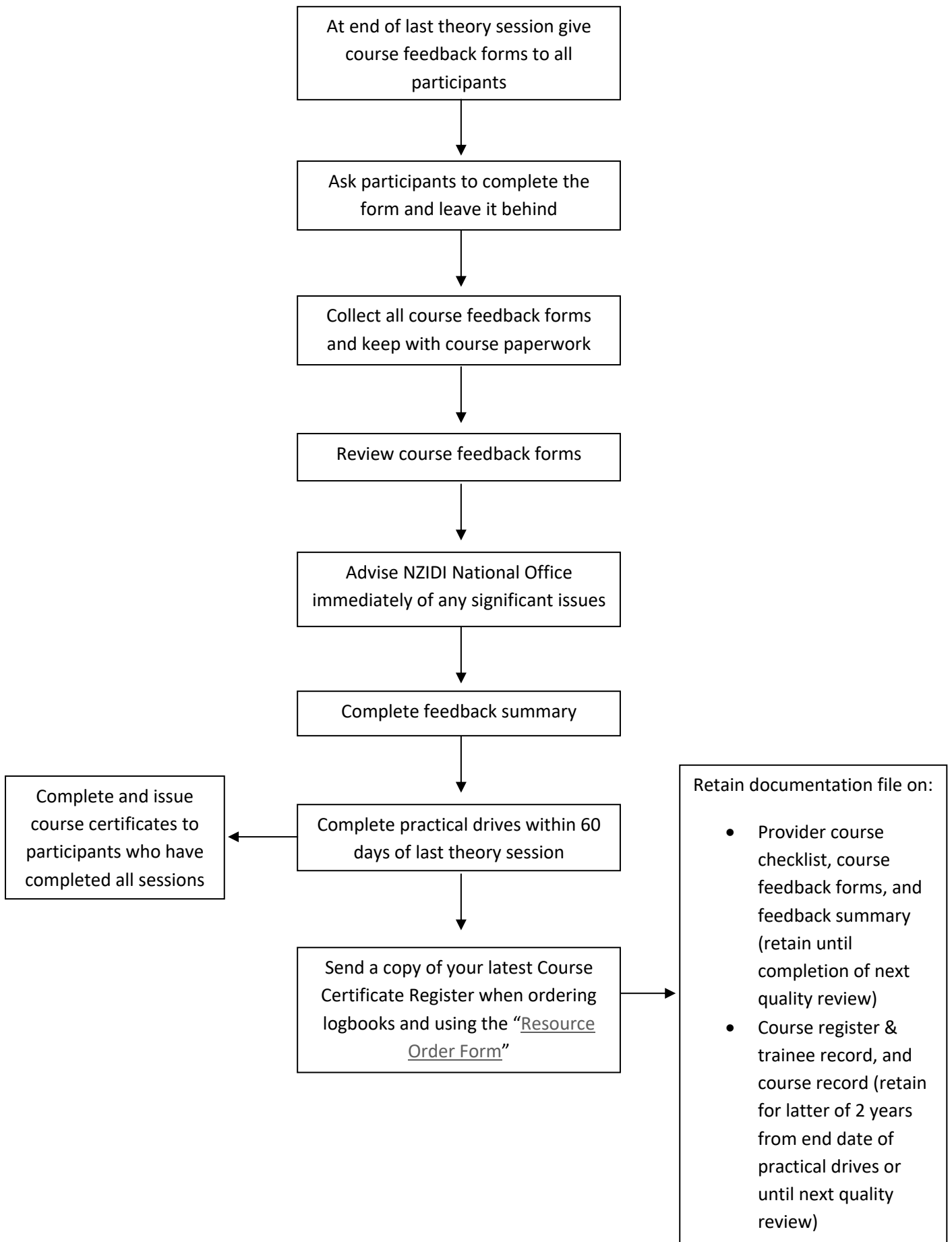
Comments:

Course Register & Trainee Record

Course Number: / / Start Date / / End Date for Practical / /

Name	Address	Phone	Driver Licence	Attendance									Instructor I/D	Certificate No	Cert Date
				Licence I / R / F	Session 1	Session 2	Session 3	Session 4	Session 5	Session 6	Session 7	Session 8			

End of Course Process – Providers



Street Talk Restricted Licence Practical Session

Record of coaching and assessment – To be completed by Driving Instructor


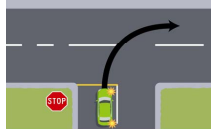


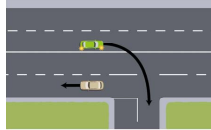
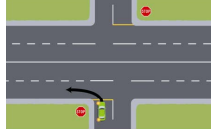
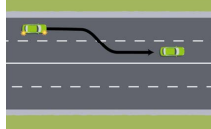
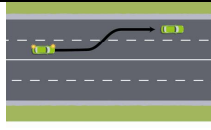

Student Full Name _____ <small>Note: as per the Licence.</small> _____ _____ Address _____ Town /City _____ Phone contact _____ Instructor _____ ID _____ Vehicle WOF Yes / No Reg Yes / No	Driver Licence Number <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center; width: 100px; height: 20px;"> <tr> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> </tr> </table> Date of Assessment _____ Start time _____ End time _____ Log book complete YES / NO Pages incomplete _____ Certificate Number _____ Issue date _____ Up to road worthy standard Yes / No								
Declaration <i>I agree to the terms of this assessment and the use of my vehicle for the coaching session. I understand that I'm responsible for any personal and / or property damage and any traffic infringements.</i>									
Student Sign _____	Instructor Sign _____								

Observation and Mirror Use
Signal Use and Gap selection
Speed Choice and Following Distance
Lateral Position and Control
Parking / 3Point Turn
Overall comments on performance

Traffic Situations	Observation	Signaling	Gap Selection	Speed Choice	Following Distance	Lateral Position	Hazard Detection and Response
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Right turn Giving way to intersecting traffic (2*)	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Right turning giving way to one lane of oncoming traffic (2*)	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Right turn giving way to two lanes of on coming traffic	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Left turn giving way to intersecting traffic (two lanes each way)	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Turing left giving way to intersecting traffic	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Right turn to intersecting traffic(two lanes each way)	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Left turn giving way to intersecting traffic (one lane each way)	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Left turn with priority (maybe at a T or X intersection)	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Lane changes right and left	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Lane changes right or left in preparation for turn	<i>Comment</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Merge lanes	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Straight drive ahead medium speed	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Straight drive (arterial road)	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Straight through and right turn at a roundabout	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>
	<i>OB</i>	<i>SU</i>	<i>GS</i>	<i>SC</i>	<i>FD</i>	<i>LP</i>	
Reverse parallel park or three-point turn	<i>Comments</i>						<i>Ped' L R A</i> <i>Veh' L R A B O</i> <i>Other L R A B</i>

In vehicle safety checks	Tick
Parking brake	
Windscreen demister	
Rear window demister (where fitted)	

Critical Errors (no more than 1 overall) Cross X							
Driving too slow	Driving too fast	Failing to look	Failing to signal	Blocking ped-xing	Mounting kerb	Stalling the vehicle	Other illegal action

Traffic Situation	Task assessment items													
	Hazard Detection and Response	Hazard Detection		Responses		Observation	Mirror use	Signaling	Gap selection	Speed choice	Following Distance	Lateral Position	Control	
		Yes	No	Yes	No	OB	MU	SU	GS	SC	FD	LP	C	
	Ped' L R A Veh' L R A B O Other L R A B	Comments												
	Ped' L R A Veh' L R A B O Other L R A B	Comments												
	Ped' L R A Veh' L R A B O Other L R A B	Comments												
	Ped' L R A Veh' L R A B O Other L R A B	Comments												
	Ped' L R A Veh' L R A B O Other L R A B	Comments												
	Ped' L R A Veh' L R A B O Other L R A B	Comments												
	Ped' L R A Veh' L R A B O Other L R A B	Comments												
	Ped' L R A Veh' L R A B O Other L R A B	Comments												
	Ped' L R A Veh' L R A B O Other L R A B	Comments												

Sample Certificate

Street Talk
Advanced Driving Skills
Approved Course of Instruction

XXXXXX
AGENCY COPY

STREET
TALK

This is to certify that

Candidate full name _____

Driver licence number _____

has successfully completed an Advanced Driving Skills course

Facilitator's name _____

Facilitator's signature _____

Date course completed _____

NZTA Course Provider No. **C150060/** _____



Street Talk
Advanced Driving Skills
Approved Course of Instruction

XXXXXX
CUSTOMER COPY

STREET
TALK

This is to certify that

Candidate full name _____

Driver licence number _____

has successfully completed an Advanced Driving Skills course

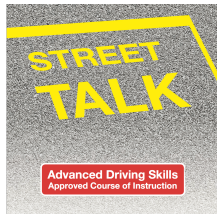
Facilitator's name _____

Facilitator's signature _____

Date course completed _____

NZTA Course Provider No. **C150060/** _____





Course Feedback

Thank you for participating in and completing the Street Talk course. We welcome your feedback to help us understand how you found the course and if we can make any improvements. Please take a moment to answer the questions and return this form to your facilitator or instructor.

Course Start Date; _____

<i>Please rate the following (tick appropriate box)</i>	1	2	3	4
The service I received was				
The quality of the resources were				
Was the subject material covered				
Were the facilitators teaching methods				
<i>The quality of the venue was</i>				
<i>Was the facilitator's knowledge of the subject</i>				

Ratings: 1 = Needs Improving, 2 = Satisfactory, 3 = Good, 4 = Very Good

Did the course meet your expectations? Yes No

What parts of the course benefitted you the most?

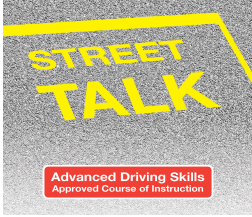
How can we improve the course?

How did you find out about this course?

Would you recommend this course to somebody? Yes No

Please add any other comments on the reverse of this form

Thank you for completing our questionnaire



Course Feedback Summary

Course Number; ____ / ____ / ____

Course Start Date; ____ / ____ /20 ____

Number Participated; _____

<i>Total Participant Ratings</i>	1	2	3	4
The service I received was				
The quality of the resources were				
Was the subject material covered				
Facilitators teaching methods				
The quality of the venue was				
Facilitator's knowledge of the subject				

Ratings: *1 = Needs Improving, 2 = Satisfactory, 3 = Good, 4 = Very Good*

Course expectations met (number)

Yes

No

Most beneficial parts of the course? _____

How can we improve the course? _____

How did they find out about the course? _____

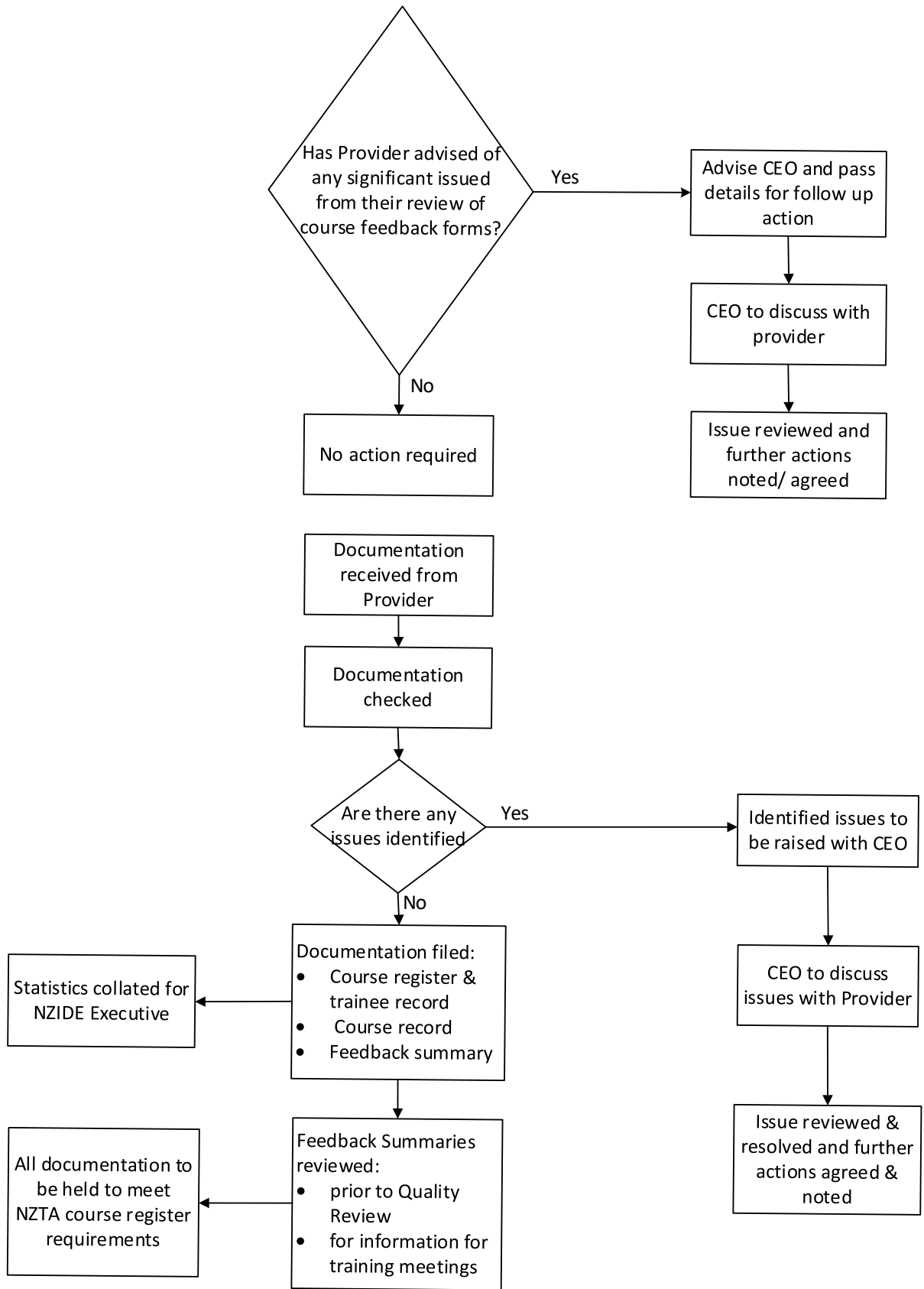
Numbers who would recommend this course:

Yes

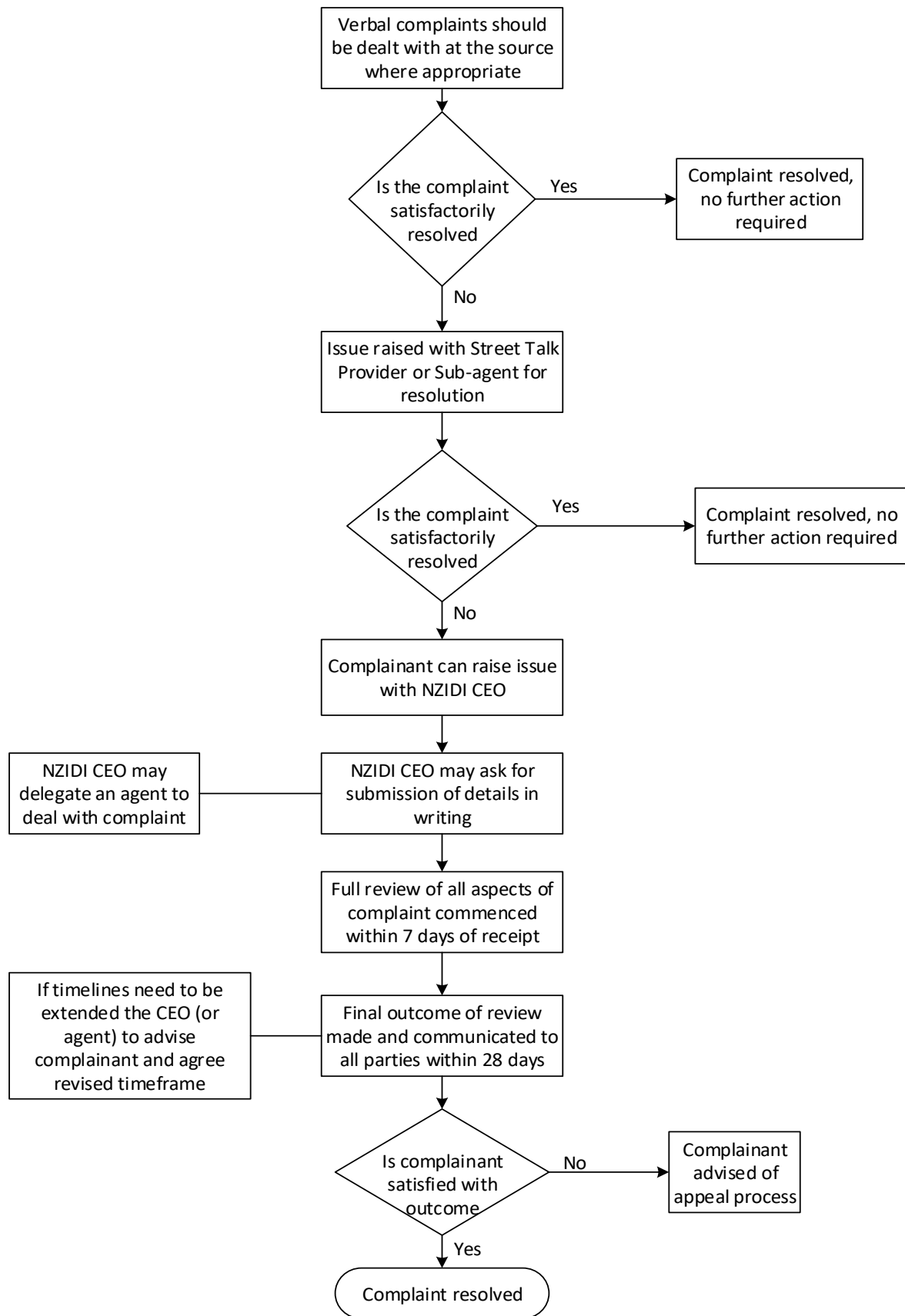
No

Other comments _____

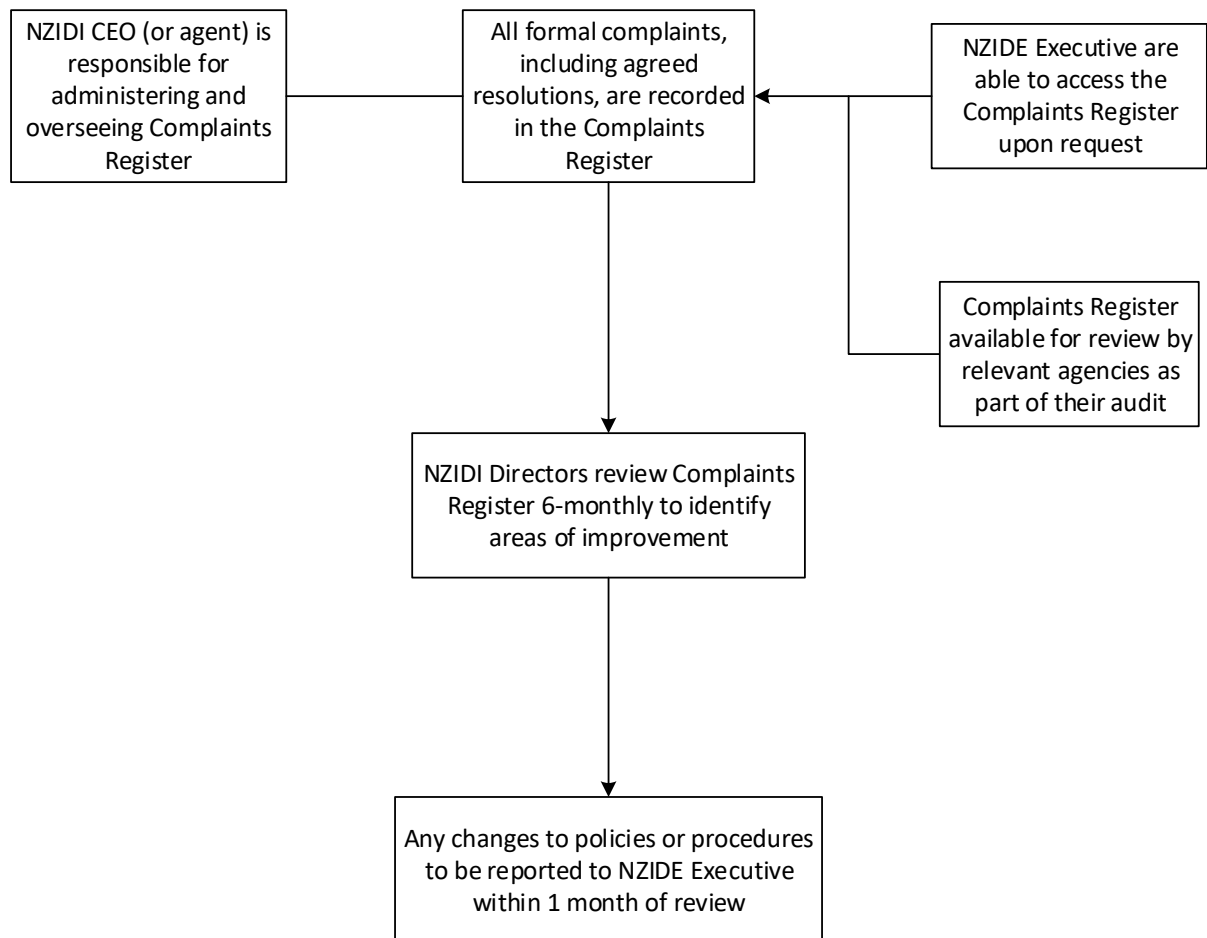
NZIDI National Office – End of Course Process



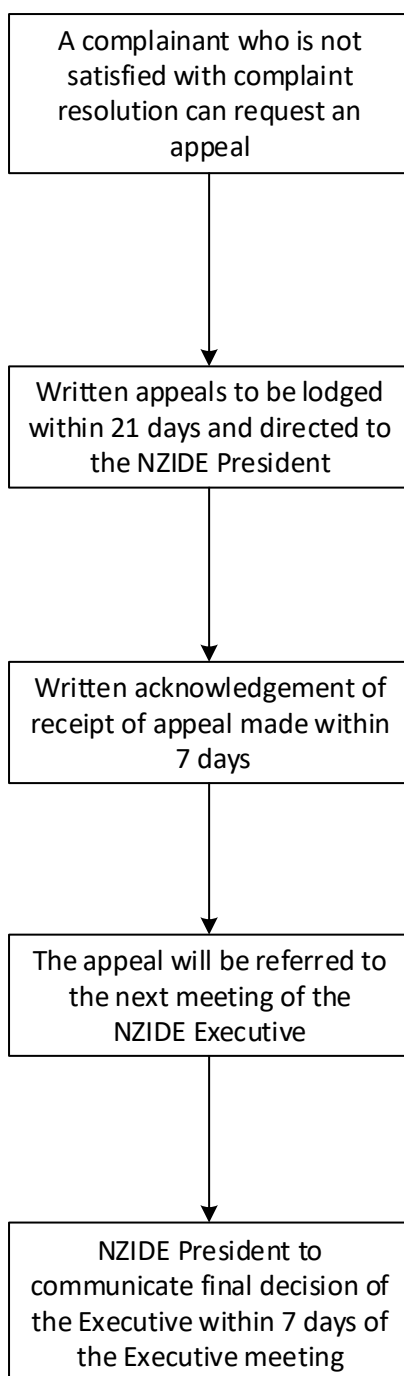
Complaints Process – Verbal Complaints



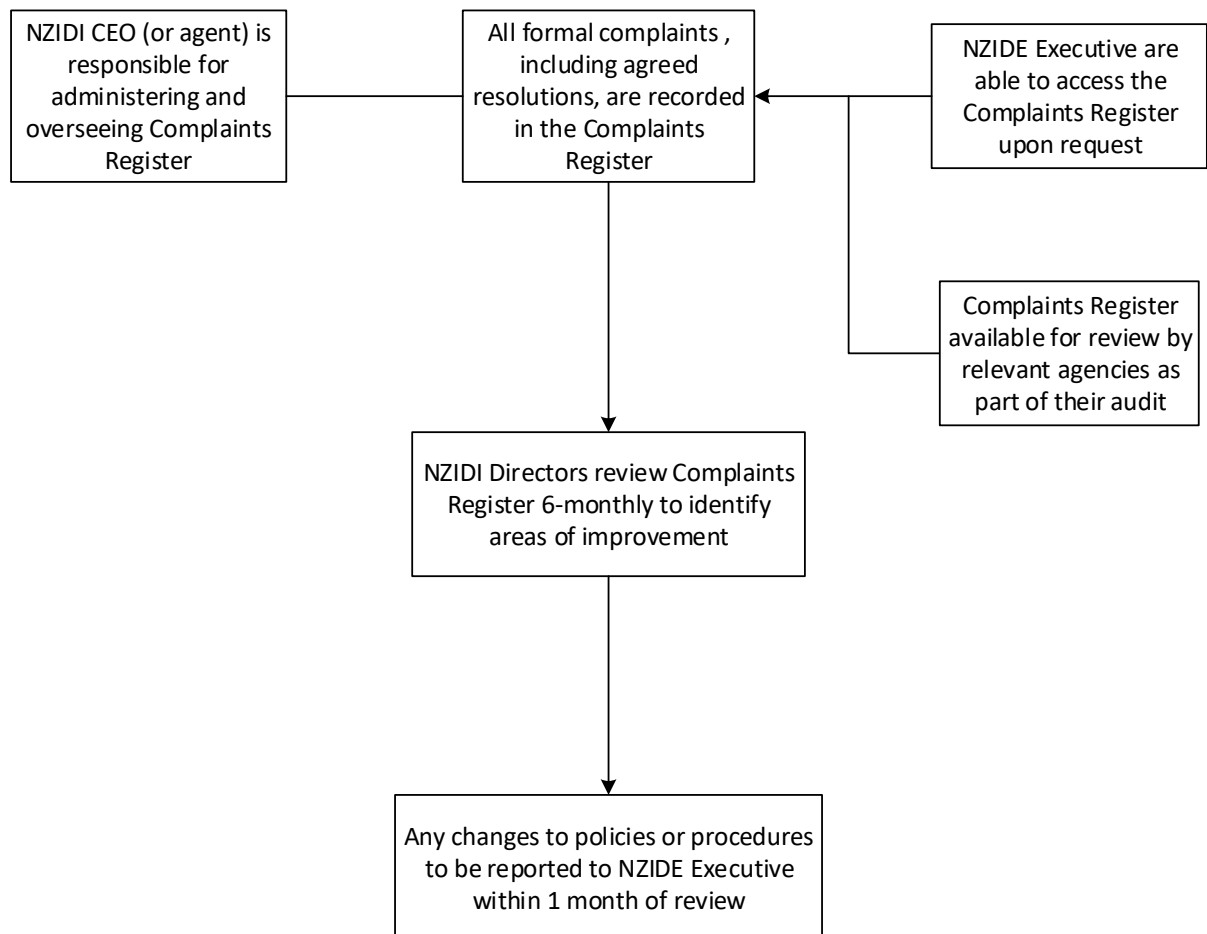
Complaints Process – Written Complaints



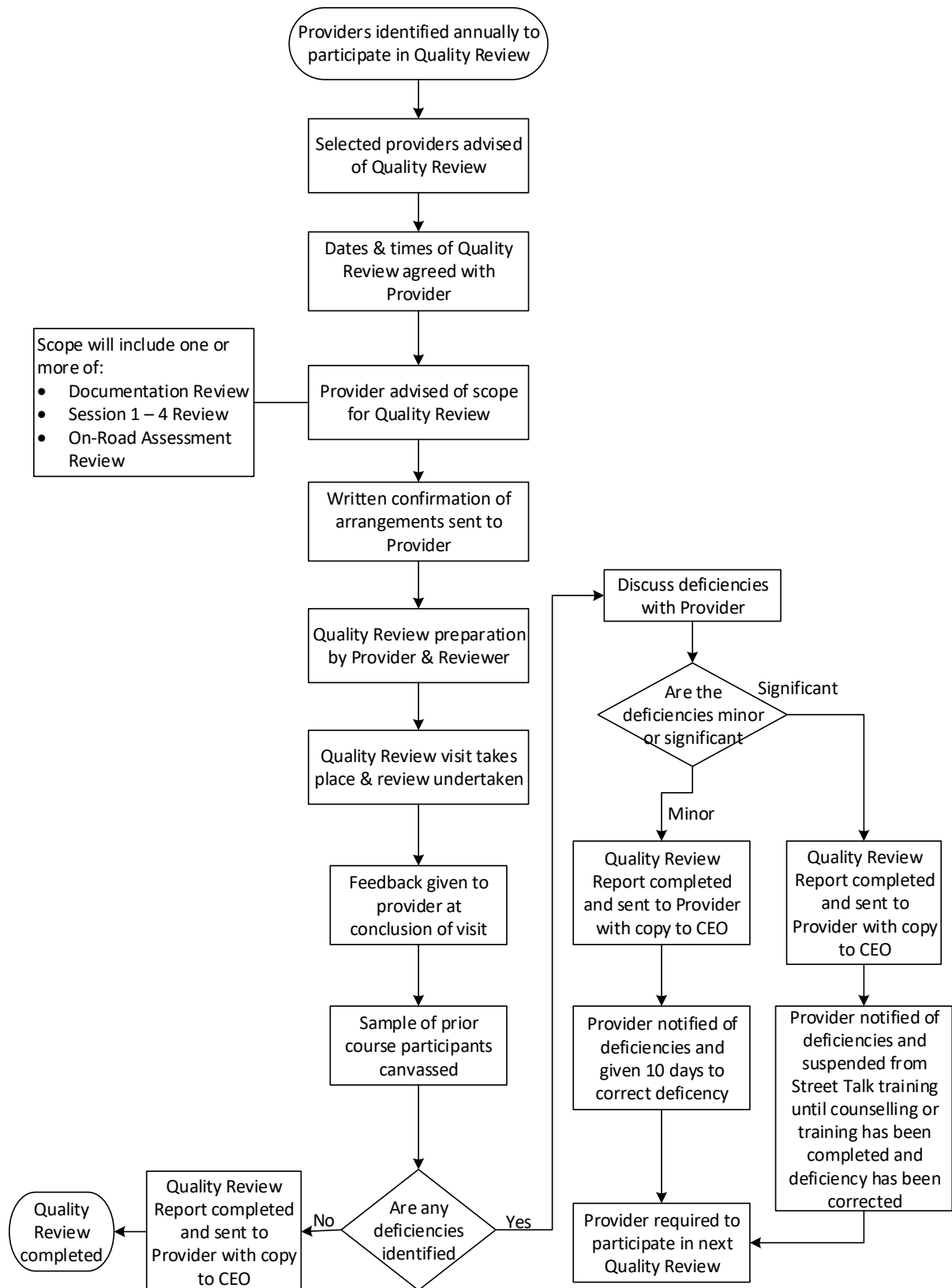
Complaints Process – Appeals

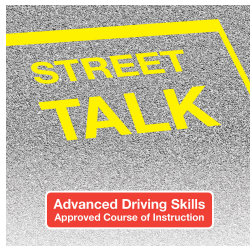


Complaints Process – Reporting and Monitoring



Quality Review Process





Quality Review – Provider



Reviewer: _____

Date: _____

Provider: _____

Provider No: _____

Personnel Files

Name		Name		Name	
CV		CV		CV	
U/S 14522		U/S 14522		U/S 14522	
U/S 7097		U/S 7097		U/S 7097	
I endorsement		I endorsement		I endorsement	
Last Workshop Attended		Last Workshop Attended		Last Workshop Attended	

Comments: _____

Documentation

Course Register	
Trainee / Course Records	
Provider Course Checklist	
Feedback Forms	
Facilitator manual	
DVD / Powerpoint	
Quality Management System	
No of courses in last 12 months	

Comments; _____

Participant Quality Review Discussions

I agree that you will be contacting a selection of participants from the following courses to receive their responses as part of this quality review.

Course No: _____

Course No: _____

Course No: _____

Provider Signature

Comments: _____

Reviewer Signature

Provider Signature



Quality Review – Session 1-4



Reviewer: _____

Date: _____

Provider: _____

Provider No: _____

Course No: _____

Session No: _____

Facilitator: _____

Number of Participants: _____

Venue: _____

Venue				
Room Size Adequate		Tables		Chairs
Facilities		Heating/Ventilation		Light
Room Layout				
U-Shape		Boardroom		Classroom
Banquet		Chevron		Group
Equipment				
Whiteboard		Marker Pens		Pens / Pencils
TV		DVD Player		Laptop
Data Projector		Street Talk DVD		Street Talk PowerPoint
Handouts		Paper		Flipchart
Paperwork				
Course Register		Course Record		Course Fee Receipts
Facilitator Manual				Logbooks
Health & Safety				
Room Layout		Equipment		Participant Briefing
Venue Requirements				

Comments: _____

Session Review

Item Reviewed	Rating	Item Reviewed	Rating
Facilitator			
Personal Presentation		Vocal clarity & volume	
Use of gestures		Welcoming & Friendly	
Eye Contact		Body Language	
Confidence		Positive Affirmations	
Enthusiasm		Use of notes / manual	
Teaching Aids			
Whiteboard Text/graphic size		Whiteboard Readability	
Whiteboard, use of colour		Talks to participants	
DVD Player use		Powerpoint use	
Course Subject			
Knowledge of material		Clarity of Explanation	
Keeps to subject		Time Management	
Teaching Style			
Asks Questions		Gives Feedback	
Facilitates group discussions		Student Interaction	
Uses participant's names		Conflict management	
Periodically checks progress		Non-threatening	
Manages distractions			
Extras			
Refreshments		Other	

Ratings 1 = Excellent 2 = Good 3= Satisfactory 4 = Below satisfactory 5 = Poor

Comments: _____

Reviewer Signature

Facilitator Signature



Quality Review – On Road



Reviewer: _____

Date: _____

Provider: _____

Provider No: _____

Course No: _____

Instructor: _____

NZ Driver Licence No: _____

Expiry Date: _____

Current Instructor (I) Endorsement: Yes / No

Expiry Date: _____

Location: _____

Trainee: _____

NZ DL No: _____

D/L Class Learner / Restricted / Full

Expiry Date: _____

Vehicle: _____

Reg No: _____

Current WOF: Yes / No

Current Reg: Yes / No

Instructor Instructions Clear: Yes / No

Finish Time: _____

All Traffic Situations Covered: Yes / No

Start Time: _____

Log Book Completed Yes / No

Total Time: _____

Documentation Completed: Yes / No

Comments: _____

Reviewer Signature

Instructor Signature

Section 4 - Policies

Training Spaces (Venues)

The quality of all venues used for training is to be of the highest possible standard so as to enhance the professional image of the Street Talk Programme, Providers and NZIDI. Venues are to be of suitable size for the course requirements.

Access to a Data projector, TV or Video and whiteboards is required unless the Provider supplies their own.

All on-site health and safety policies and instructions must be known and followed in case of emergencies. Such policies and instructions will be made available to course trainees at the commencement of each course.

Seating is to be arranged conducive to course facilitation and small group interaction.

Course Participant minimum numbers

Each course shall consist of at least 4 participants. In the case where less than this number is available at the commencement of the course, the course shall be postponed. Where the course has commenced with the minimum of 4 participants and for whatever reason, a participant withdraws, the Provider is able to complete the course.

Participant Withdrawal

If a participant withdraws from the course, or is unable to attend a session, they must be stood down until the next available course. For example, a participant attended sessions 1 and 2, then misses session 3, they are unable to re-join the course at session 4. They must attend all sessions in sequence. In this example they would need to re-join a course at session 3 and then complete sessions 3 and 4 before completing the practical drive.

Ordering Resources

Street Talk resource ordering will be done by completing the online form on the Street Talk website (www.street-talk.co.nz). Orders received prior to 12:00pm Monday to Friday will be dispatched the same day. Orders received after this time will be dispatched the following day. Please allow 3 - 4 days for delivery.

It is recommended that all Providers have a small stock on hand.

Street Talk Certificates

Signing of certificates

Only an approved NZIDI Street Talk Facilitator may sign off certificates. Under some circumstances separately approved driving instructors can be contracted for the set purposes of conducting the on-road assessments. This instructor must be prior approved by the CEO and must have a separate approval number and meet all NZTA approval requirements as a Driving instructor.

The facilitator and instructor must keep a record of all on road assessments for a minimum of 2 years or until completion of Quality Review (whichever is the later).

Note: A certificate shall not be issued under any circumstances unless the participant has completed all the elements required throughout the course including full attendance.

Facilitators Manual

This sets out the recommended and approved course delivery process. All modules, course objectives and outcomes must be delivered allowing for personal variances for character and delivery style. No information is to be omitted however additional information such as local statistics, stories etc can be used to enhance the programme.

Alterations from the prescribed methods will only be considered if a general consensus is formed from Providers that such alterations will enhance the programme. Such alterations will need NZTA approval prior to implementation.

Resource and Information Control

All training resources will be supplied by the national office at a standard that will be not less than that set in the Quality Objective for Module Development. Providers will ensure that resources are maintained at that standard at all times. Compliance with that standard will be checked during quality reviews.

Master copies of all the forms required are supplied with this manual. Master copies of these forms are also available from the Street Talk Resources section of the Street Talk website. Only these forms, and any subsequently issued by the national office, are approved for use in the Quality Management and the Trainee Recording and Tracking Systems, unless otherwise approved. Documentation will be inspected periodically to ensure compliance with the organisation's Quality Objective for Documentation.

Except for 'hand-out' materials supplied to trainees as part of their training, no resources or materials are to be supplied to any person or organisation outside the NZIDI Training Group Ltd without the express approval of the CEO.

All personal information obtained by the NZIDI Training Group Ltd, or accredited providers (including all facilitators and instructors) is to be always considered confidential, although the CEO will have due regard to legitimate requests for information or documentation from any Statutory Authority. Any requests for training documentation or information from any organisation outside the NZIDI Training Group Ltd will be channelled through the CEO. No training documentation or information will be released to any person or organisation outside the NZIDI Training Group without the express approval of the CEO.

Documentation General

1. All reasonable steps are to be taken to ensure that information is accurate
2. All information is to be verified where possible by the sighting of supporting documentation
3. All documentation required by the National Office and/or the CEO is to be forwarded within 10 working days of any course completion, or within 5 working days when requested.
4. All course records are to be maintained for 2 years or until the next Quality Review, whichever is the latter.

Documentation - Providers

- A register of courses conducted which includes details of:
 - The Provider, assistants (if applicable) and Instructors
 - The location
 - Course identification number
 - Course dates
 - Name, address, phone number and NZ Driver Licence number of the course participants
 - Details of the assignments completed and/or performance objectives achieved
 - Any relevant comments from the tutor
 - A certificate register of all certificates issued through their agency
 - A copy of all Training related correspondence and Annual Reports
- Personnel files for all facilitators, tutors and instructors including:
 - Details & copies of qualifications
 - Details of any professional development completed
 - Copies of relevant Quality Review reports (relating to the individual)

A copy of the Course Certificate Register is to be sent to the national office within 10 working days of completion of the course or the next time resources are ordered through the Street talk website. The provider is to retain the originals of all course documentation for a period of not less than 2 years or their next Quality Review, whichever is the latter. Providers will be periodically asked for a sample of on-road assessments.

Any requests from the CEO for any other documentation or information will be actioned and information supplied within 1 week from the receipt of that request. The information supplied may be used to resolve complaints or monitor courses and Providers as part of the Quality Review process. All training related communications will be in writing, and copies will be maintained in the files of both the sender and the receivers. Communication by way of computer Email will meet this requirement provided the recipient acknowledges each Email.

There are some Providers who use computer generated records instead of manual records. Providing these contain the same information and are approved by the CEO, these will then be accepted.

Documentation - National Office

The National Office will keep the following documentation:

- A register of all providers that records their appointment date, qualifications and training including;
 - Provider Training Application Form
 - Details and copies of qualifications
 - Details of relevant professional development completed
- A register of Provider training courses which includes details of;
 - The course
 - The location
 - Course number
 - Start and end dates
 - Certificates issued
- A National Street Talk Certificate Register
- Copies of all course records submitted by providers
- A copy of all training related correspondence and annual reports
- A copy of all quality review related correspondence and reports
- A National Street Talk Certificate Register
- Quality Management System manual
- Correspondence (Electronic or otherwise)
- Newsletters
- Copies of annual reports
- Financial records (Electronic or otherwise) including;
 - Monthly financial records
 - Annual accounts
 - Banking deposits
 - GST/Income tax records
 - Stock records
- Stationary Order Form
- Misc Forms
- Master Copies of all forms used in this Quality Management System

The national office will supply providers with master copies of all required documentation.

Documentation – Annual Reports

Providers

Providers will supply the national office with an annual report detailing their Street Talk activities for the 12 month period ending 31 March. The annual report is to be received no later than the 30th of April each year. The information supplied in the annual reports will be used by the CEO to compile the NZIDI Training Group Ltd Annual Report to the New Zealand Institute of Driver Educators Inc. This report is to show number of courses held, number of participants etc.

National Office

The CEO will supply the President of the New Zealand Institute of Driver Educators Inc., as the representative of the sole shareholder, with the Annual Shareholder's Report. This annual report will detail all the NZIDI Training Group Ltd activities for the previous 12 months, and will also include a copy of the financial accounts. Quality Review

Ensuring Consistency and Detection of Service Deficiencies

Periodic and regular quality review of all Providers, Facilitators and On-road Assessors is part of the management function of the national office of the CEO. This may be conducted by an approved person authorised by the CEO. This will take the form of visits to Providers and training courses, auditing of documentation and resources, monitoring of formal and informal feedback. The purpose all quality reviews is to ensure that Providers are supplying their training services in accordance with the quality policies of the NZIDI Training Group.

Where a Quality Review has been undertaken a copy of the assessment and/or quality review report will be supplied within 2 weeks of the completion of each review conducted. Where a service deficiency is identified, the CEO will arrange whatever is necessary to remedy that deficiency. Any costs associated with such remedy will be the responsibility of the provider. Any requests from the CEO for any other documentation or information will be actioned and information supplied within 1 week from the receipt of the request. The information supplied to the CEO will be used to maintain a national Quality Control register. All quality review related communications will be in writing, and copies will be maintained in the files of both the sender and the receivers. Communication by way of computer Email will meet this requirement provided each Email is acknowledged by the recipient.

Terms of Reference for Quality Review

- Quality Management System Manual
- Facilitator Manual
- Quality Review Checklists (refer copy of checklists in this manual)
- Best Practice Guidelines as per DVD presentation standard
- Facilitator Contract
- Any other items identified by NZTA

Correction of Service Deficiencies

1. **Minor deficiencies.** The provider will be notified and will have 10 days to correct the deficiency. If such corrective action does not take place, then the provider will be suspended from all Street Talk training activities until such time as appropriate counselling and/or training have corrected the deficiency. Re-instatement will only be achieved by the approval of the CEO or their delegate.
2. **Significant deficiencies.** The provider may be suspended from all Street Talk training activities until such time as appropriate counselling and/or training have corrected the deficiency. Re-instatement will only be achieved by the approval of the CEO, or their delegate.
3. Where deficiencies have not been, or are unable to be, corrected by the provider the NZIDI may take action to terminate the service delivery contract as described in that contract

Any person affected by these clauses may appeal the decision and an independent arbitrator appointed.

Internal Quality Reviews

Internal Quality Reviews will be conducted periodically at the various levels of the organisational structure as and when the need is perceived according to the normal management function. The CEO will carry out a formal Internal Quality Review of the NZIDI Training Group Ltd annually and will report the results of this audit to the President of the NZIDE as part of the annual report to the shareholder.

External Quality Audits

The NZIDI Training Group Ltd will submit to, and co-operate with, any audit required by the shareholder or by any statutory authority.

NZTA has the right and indeed obligation to audit any approved course or certificate issued as a result of a Street Talk course.

Provider Training

All Providers will be assessed for their training and delivery skills and will be trained as required to enable them to meet the Quality Objective on Training Courses.

No Provider will be involved in the delivery of any Street Talk programme unless under the supervision of an approved Provider until they have been trained in the contents and use of the relevant training resources. The CEO will confirm with the Provider when that are approved to conduct Street Talk courses without direct supervision of the course.

The training of providers will be the responsibility of the CEO but may be delegated where appropriate.

A record of all training provided to Street Talk Providers will be maintained at the National Office.

Any Provider that has not facilitated a course within a contract period (2 years) will need to undergo an updaters course before being able to facilitate courses.