



# **CERTIFICATION SCHEME FOR DRIVERS**



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## DOCUMENT APPROVAL

The signatures below certify that this document has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	<b>Designation</b>	<b>Date</b>	<b>Signature</b>
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## REVISION HISTORY

<b>Date</b>	<b>Clause</b>	<b>Description of change/s</b>	<b>Rev. No.</b>

## **1.0 INTRODUCTION**

AAK is a leading motoring organization offering motor related services. Founded in 1919 as a motoring club, AAK has evolved to a significant service provider in motor related services in the Eastern Africa region.

AAK has established a fair and independent Driver evaluation Certification program. This certification program is a culmination of many years of hard work by the AAK technical staff.

This document provides information and guidance on the Automobile Association of Kenya (AAK) scheme rules for candidates undertaking AAK Driver certification.

## **2.0 CERTIFICATION SCOPE**

The assessment is carried out to evaluate the level of competence of drivers and their ability to operate vehicles safely. The vehicles shall include motor vehicles, motor cycles and earth moving equipment in classes E, BCE, FG, I and PSV as outlined by the Traffic Act.

## **3.0 OBJECTIVE**

The general objective of the scheme is to set standards for fairly measuring the competency required for driving vehicles. The benefits of the scheme for the certified driver are as follows:

- Greatly reduced chance of being involved in accidents
- Improved safety and discipline on the road
- Reduced insurance claims
- Less down time on vehicles due to repairs/damage
- Reduced time-off work due to injuries, hospitalization etc
- Increased confidence in driving
- International recognition

## **4.0 JOB AND TASK DESCRIPTION**

The persons who undergo this assessment are responsible for safely driving vehicles on all types of roads, taking into consideration the three pillars of safety; the vehicle, the driver and the road.

## 5.0 REQUIRED COMPETENCE

AAK certification exams are designed for drivers who are trained and are practicing drivers. The candidate is a driver with appropriate practical and theoretical knowledge and experience to drive vehicles and determine vehicle's condition in relation to safety and continual use of the vehicle.

The driver should be able to:

- a) Accelerate smoothly and progressively while taking off.
- b) Approach traffic signals and other hazards correctly; not too fast and no abrupt stops.
- c) Brake smoothly and progressively; not fiercely nor harshly.
- d) Treat the car with care and sympathy.
- e) Ensure that engine and road speeds are properly coordinated. The candidate should not ride or slip the clutch.
- f) Change gears without jerking in case of manual transmission cars. If it is automatic transmission, it should be properly used.
- g) Engage the correct gear. The driver should always be in the correct gear before reaching a hazard.
- h) Cope with road and traffic hazards correctly. The driver should turn corners properly and maintain road margins of safety.
- i) Use horn and headlight properly and when required.
- j) Reverse smoothly and competently.
- k) Read the road ahead and drive accordingly. The driver should plan and assess traffic conditions well in advance.
- l) Careful not to obstruct other vehicles by driving too slowly, taking up the wrong position on the road or failing to anticipate and read correctly the traffic situation ahead.
- m) Overtake safely and decisively.
- n) Position the vehicle correctly on the road
- o) Keep correct following distance.
- p) Observe road signs and signals while driving.
- q) Show restraint without indecision while at the wheel.
- r) Judge speed and distance correctly. Speed limits should be observed.
- s) Carry out pre-trip checks before starting to drive.
- t) Observe, anticipate and adjust to traffic conditions.

## **6.0 CANDIDATE ABILITIES**

The certified driver is responsible for ensuring that he/she meets the required physical requirements in terms of vision, hearing and mobility throughout their certification cycle and attest to their agreement as per the agreement within their application.

## **7.0 PREREQUISITES**

The candidate must bring with him/her the following:

- a) Identity card or passport
- b) Valid driving licence
- c) 2 passport size photographs
- d) Payment for the certification
- e) Have a minimum 2 year driving experience

## **8.0 CODE OF CONDUCT**

Certified drivers must comply with AAK's code of conduct during their certification period.

Certified drivers will conduct themselves in the following manner:

- a) Place the safety and welfare of road users above all other considerations.
- b) Protect and preserve public property and environment while executing his/her duties.
- c) Not knowingly violate any road related laws, regulations, warnings or instructions set forth by Traffic Act and recognized road safety standards/regulations.
- d) Make management and appropriate personnel aware promptly if there are safety concerns relating to driving.
- e) Not mislead, misinterpret or knowingly deceive others concerning my work, myself or the vehicle I am driving.
- f) Cooperate fully and completely with any administrative or investigations by AAK.
- g) Not misrepresent or misuse any AAK certificate, card, acronyms, logos and trademarks belonging to AAK.
- h) Not drive while under influence of alcohol or drugs.
- i) Not drive if medically unfit.

- j) Obey traffic rules and regulations
- k) Ensure that the vehicle he/she is driving is roadworthy before starting a journey e.g. have daily routine checks to ensure it is mechanically sound, properly insured and licensed.

## **9.0 CRITERIA FOR INITIAL CERTIFICATION AND RECERTIFICATION**

The candidate shall fill and submit an application form indicating the scope of certification and all the relevant details of the applicant. The following documents shall be attached to the application form:-

- a) Medical examination report that covers eye sight from an approved Government Medical Practitioner.
- b) 2 passport photographs
- c) Valid Certificate of good conduct with at least 3 months before expiry.
- d) Copy of identity card
- e) Evidence of 2 years driving experience
- f) Copy of Driving Licence (original to be sighted)

The AAK shall conduct a review of the application And supplementary information for certification to ensure that :

- a) Any known difference between the AAK and the candidate is resolved
- b) The information the candidate has given is sufficient to proceed with the certification process.
- c) The AAK has the competence and ability to perform the certification activity.

Following the review, the AAK shall either accept or decline the application. When the AAK declines the application, the reasons for declining the application shall be documented and made clear to the candidate.

## **10.0 ASSESSMENT METHODS FOR INITIAL CERTIFICATION AND RECERTIFICATION**

- The driving assessment methods and mechanisms will consist of two stages:
  - Written examination
  - Practical examination



## 10.1 Written examination

This will consist of a pre-determined set of multiple choice questions in line with this certification scheme. The exam will not be open book exam. The examination shall cover the following knowledge areas :-

- a) General driving
- b) Highway code provisions,
- c) Road signs,
- d) Basic operation of vehicles

## 10.2 Practical examination

- The candidate will take driving practical assessment for the desired licence class.
- The practical assessment will be taken as an observation examination and the examiner will record his findings on a standard scoring criteria score form as the candidate drives.
- The examiner will ensure that the assessment process remains standardized for all candidates in every testing domain.
- The practical test is structured in such a way that it enables the driver to demonstrate safety in all circumstances and maneuvers regardless of the conditions.
- The driver carries out pre-start checks, in-car preparations, checks mirrors as he drives and takes all precautions as he/she drives.

## 10.3 Examination time frame

The written and practical examination timings under normal cases will be as determined by managers of the scheme. Any changes to the timings for existing classifications or new ones shall be approved in line with the requirements of this scheme.

- Written examination - 45 minutes for Class 'E' & 'FG' and 55 Minutes for other Specialised classes i.e Trucks, PSV ,Motor Cycles , Special Classes.
- Practical examination - 30 minutes driving

## 10.4 Test - scoring

- AAK will take full responsibility to fairly score the candidate exam papers.
- A candidate must pass both written and practical examinations to be certified for a 3 year period and the scores should be not less than 75% for each.
- The written examination shall have domains as follows:
  - Classes E and FG - Three (3) domains for each class including General Knowledge on Theory of driving, Road Signs and Practical driving.
  - Other Classes of driving - Four (4) Domains for each including General Knowledge on Theory of driving, Theory Questions specific to the category of driving, Road Signs and Practical driving
- The Number of questions for written Examination shall be as follows:-
  - Class 'E' & FG - 32 Questions on general knowledge on driving and operation of vehicles and 8 Questions on road signs; a total of 40 Questions
  - Other Class clusters of driving as identified in certification scope - 32 Questions on general knowledge on driving and operation of vehicles , 10 questions on driving theory specific to the category of driving and 8 Questions on road signs ; a total of 50 questions.
- The examination results for both written and practical exams will be recorded on the examination script and forwarded to the certification of persons Decision Committee.

## 10.5 Post test procedure

After the candidate has completed the examinations:-

- a) The examiner is not authorized to reveal the candidate score sheet or discuss his performance on the test.
- b) The examiner may discuss the question answers after collecting the candidate exam paper.
- c) The examiner will evaluate and record the performance of the candidate on the exam papers.

## **10.6 Decision on certification**

- a) The examiner shall submit all the candidate exam records and other relevant documents to the certification of person committee to make a decision .
- b) The committee shall review the records prior to making a decision. Certification will only be granted if all the certification requirements have been fulfilled.
- c) The committee shall record each decision made and any other information pertinent to the certification.
- d) the personnel who make the decision on certification will not have participated in the examination of the candidate or training of the candidate within two years before the Examination .
- e) The decision to grant, maintain, recertify, suspend or withdraw or reduce the scope of certification shall be done by AAK and shall not be outsourced.

## **10.7 Certificate issuance**

- a) Competency certificate will be issued by AAK signed by an authorized signatory.
- b) Certificate shall include:
  - Name of Certified Person
  - Driving Licence Number
  - Serial number
  - Name of certification body (AAK)
  - A reference to this certification scheme required by ISO 17024 standard
  - The scope of certification - Class of certification
  - Effective date of certificate and expiry date
  - Certification Logo
  - Terms and conditions of certification
- c) If the applicant does not meet requirements for certification, a report of performance shall be prepared by Chief Driving School Manager indicating that the candidate did not successfully complete the certification. The results will be made clear to the candidate.

## **10.8 Candidate's Certification Package**

Upon certification, the certified driver shall :

1. Sign a contract which shall include agreement to abide by Certified Driver Code of Conduct and Terms of use of Mark and certificate.
2. Receive a certificate with a laminated photograph when he/she is certified or recertified.

## **10.9 Validity of certification**

The certificate shall be valid for 3 years after the decision date of certification.

## **10.10 Criteria for re-certification process**

- a) Recertification candidates must complete all the recertification requirements before the expiry of the certification date:
- Pass both written and practical exams
  - Hold a valid driving license with at least 1 (one) month to expiry for the class he/she is seeking to be re-certified in
  - Valid certificate of good conduct
  - 2 pass port size photographs
  - Copy of the National identity card
  - Payment for re-certification
- b) Recertification candidates shall take their written and practical examinations up to one (1) month before the certification's date of expiry.

## **10.11 Re-sit examination**

A candidate has only one chance to re-sit the written and/or practical exam at a cost of 50% of the certification fees. If a candidate fails in the re-sit exam, he/she shall undertake training before taking the exam again.

## **10.12 Training requirement**

- a) Candidates who fail in either one or both written or practical examination twice (two times in roll) shall not undertake any other assessment until they undertake a driver training.
- b) Training shall not be less than 15 hours in total.

## **11.0 SURVEILLANCE METHODS AND CRITERIA**

The certified drivers shall be required to give a feedback at least once in the course of their certification period. A feedback form shall be included in their certification package. Other methods of surveillance like telephone interview shall be used in cases where the feedback form does not work.

## **12.0 SUSPENDING, WITHDRAWING OR REDUCING THE SCOPE OF CERTIFICATION**

Suspension for a certified driver will apply due to any of the following:-

- a) Any misrepresentation or fabrication of documents issued by AAK in regards to this certification scheme.
- b) In the event of cancellation of driving license by NTSA.
- c) The driver fails to maintain moral, ethical or professional behavior satisfactory to AAK or engages in misconduct that adversely affects professional competence or integrity.
- d) Misuse of the Certification Logo
- e) Failure to renew certification by a period exceeding 3 months from due date.

All these can result to suspension, and if the certified driver fails to resolve the issues that have resulted in the suspension, in a time established by AAK, it will result in the withdrawal or reduction in the scope of the certification.

AAK shall have enforceable arrangements with the certified persons to ensure that in the event of suspension of certification, the certified person refrains from further promotion of the certification while it is suspended.

AAK shall have enforceable arrangements with the certified persons to ensure that in the event of withdrawal of certification, the certified person refrains from use of all references to a certified status.

## **13.0 LIFTING SUSPENSION, WITHDRAWAL OR REDUCTION OF SCOPE OF CERTIFICATION**

Certification shall be restored if the issue that has resulted in the suspension has been restored. Failure to resolve the issue/s that have resulted in the suspension in the time established by the AAK shall result in withdrawal or reduction of the scope of certification. As a guide, suspension shall not exceed six (6) months from the date of suspension. The candidate shall apply for restoration of certification as soon as the issues that have resulted in suspension have been resolved.

The AAK shall reduce the scope of certification to exclude the aspects of the candidate not meeting the requirements, when the certified candidate has persistently or seriously failed to meet requirements for those parts of certification.

## **14.0 APPEALS AND COMPLAINTS**

### **14.1 Receiving of Complaints and evaluation.**

14.1.1 Complaints shall be received orally by phone or in a meeting, in writing through a letter, email, or questionnaire. All oral communications must be confirmed by written communication and attached to the customer complaint form.

14.1.2 Once received, the Head of Driving School shall perform a detailed investigation to ascertain the validity of the complaint and if found Valid, a remedial action shall be taken.

### **14.2 Resolution**

14.2.1 Complaints shall be resolved and a correction action taken within the shortest time possible and not more than fifteen (15) days after receipt.

### **14.3 Communication with customer**

14.3.1 After determination and implementation of the corrective action, the results shall be communicated to the client.

#### **14.4 Appeals**

14.4.1 All appeals shall be verified and if valid institute the necessary investigation for proper action to be taken. The staff members who are involved in the appeal process shall not be the same ones who executed the initial service/complain.

14.4.2 The HOD shall ensure that corrective actions are taken on appeals in good time. The results of the appeal shall be communicated to the client as soon as a verdict is reached.

**END**