

Driver Training Student Expectations

Manitoba Public Insurance is responsible for issuing driver training permits in Manitoba and is committed to ensuring that all students who receive training from permitted instructors and schools receive quality training in an environment that is safe and is respectful of their well-being and dignity.

All permitted Driver Training Providers must adhere to a Professional Code of Conduct which defines expectations for honest and fair practices. This document summarizes key responsibilities of training providers and establishes basic expectations for any student engaged in driver training.

Students must act in a manner that enables quality and fairness in teaching. All students are expected to:

- Listen, learn, practice, complete assignments, and arrive at class prepared.
- Be respectful of instructors and classmates and refrain from disturbing, disrupting, or interfering with the learning of others.
- Attend scheduled lessons on time and notify training providers of potential absences or conflicts.
- Comply with the rules established by the training provider.

Unacceptable Conduct

All permitted Driver Training Providers and students must behave in a respectful manner when engaged in driver training. This includes, but is not limited to, interactions with other students, driving instructors, driver training school staff, MPI staff, and agents conducting business on behalf of MPI. The following behaviours will not be tolerated:

- Attempted or actual use of physical force against another person
- Threatening statements or behaviour that causes another person to reasonably believe that physical force may be used against them
- Behaviours that affect another person's psychological or physical well-being, including verbal remarks, physical gestures, or written communications perceived as an attempt to bully, threaten, demean, or intimidate that person
- Any behaviours that may be perceived as sexual solicitations or advances
- Discriminating on the basis of any characteristic set out in subsection 9(2) of The Human Rights Code
- Using, possessing, or being under the influence of alcohol, cannabis (marijuana) or illicit drugs while engaged in driver training
- Possessing a "weapon" as defined in section 2 of the Criminal Code (Canada)

Any student who encounters or witnesses any form of unacceptable conduct during the course of training should report the matter immediately. Please see the Conciliation section on page 3 for more information.

Driver Testing Policies

Driver Training Providers and students must abide by the following policies when attending any MPI-conducted knowledge/road test:

- It is not permissible to use any device to record a road test, road test route or make any recording (visual or audio) of any MPI employee, any person attending an MPI testing site, or any individual taking an MPI-conducted driver examination.
- When attending a road test appointment, applicants are expected to arrive on time, with an acceptable vehicle, and be prepared to be tested.
- It is unacceptable to interfere with driver examiners, examination applicants, or road test vehicles during driver examinations. Attempts to circumvent the test, in any manner, will not be tolerated. This includes communication with, or coaching from, any individual.
- All vehicles presented for road testing must be properly licenced and insured, properly equipped, and be in safe operating condition. Vehicles must be free of any markings or visual aids which may serve to assist the applicant during the road test.
- No one may attempt to influence road test results or access to road test appointments through aggressive or threatening language or behaviour, or through the offer of gifts or other benefits to any driver examiner, MPI employee or agent of MPI.

Driver Training Providers must respect a student's right to privacy. Unless permission is specifically given by the student, no Driver Training Provider may discuss test results with the driver examiner.

Failure to adhere to Driver Testing Policies may result in cancellation or discontinuance of the road test.

Professional Conduct

All permitted Driver Training Providers are required to conduct business according to honest and fair practices. Students should notify the provider, or MPI, if they believe any of the following standards have not been met:

- Promoting their business only through accurate, clear, and fair advertising that does not mislead about services provided, does not exaggerate instructor qualifications, and does not misrepresent fees associated with training or other services.
- Respect student confidentiality by ensuring that personal information is kept secure administratively, technically, and physically and is not compromised. Except as required by law, student information must not be shared with third parties, including potential employers, without written consent from the student.
- Demonstrating a high standard of driving and instructional ability while upholding safety standards including showing consideration for all other road users.
- Refraining from engaging in any other activities, such as use of mobile devices, while supervising any student's driving.
- Ensuring that every vehicle used for training is maintained in good mechanical condition and provides a safe and clean learning environment.
- Accounting for any funds paid in advance by each student, in respect of driving lessons, testing fees, or any other purpose.

Provision of Information to Students

Prior to the delivery of any training, Driver Training Providers are required to inform students of the terms, conditions, policies or business practices that may impact the student. This information must be provided in writing, either electronically or in print, and must include:

- *Driver Training Student Expectations (This Document)*
- Current contact information at which the instructor or a representative can be reached
- Estimated cost and duration of any lessons or other services, such as use of a driver training school vehicle for the practical driving test
- The terms and conditions which apply to lessons that are cancelled by either party and the terms under which fees may be refunded
- The procedure for reporting any concerns or complaints.

Conciliation

Driving Training Providers are expected to deal promptly and fairly with any complaints received.

Students who have concerns about the training they received, or who believe that their training provider failed to meet their obligations under the Code of Conduct should advise the driving instructor or the driver training school of the issue, following the training provider's complaints procedure.

Students who are unable to reach an agreement or are uncomfortable addressing the matter directly with the provider, are advised to contact Manitoba Public Insurance's Driver Training Permit Unit at permitunit@mpi.mb.ca.

MPI will investigate all complaints received. MPI personnel may contact the student, Driver Training Provider(s), and/or additional witnesses during the investigation.