

Classification of the *Detailed Requirements According to the Gravity of the Non-Compliance**

Programme de reconnaissance des écoles de conduite

Section number	Requirement (v.2017-02)	Gravity of the non-compliance
2.20 (clean)	Vehicles that are used for teaching purposes must be clean and, in the case of a passenger vehicle (Class 5), have the name of the driving school clearly visible without impeding the driver's visibility.	Minor
2.20 (lettering)	Vehicles that are used for teaching purposes must be clean and, in the case of a passenger vehicle (Class 5), have the name of the driving school clearly visible without impeding the driver's visibility.	Minor
2.6	The information regarding the driving school that is registered in the enterprise register, in accordance with <i>the Act Respecting the Legal Publicity of Enterprises</i> , must reflect the structure of the school as it relates to the head office and branches.	Minor
2.7	All driving school personnel must be informed of the business and professional ethics that apply to them.	Minor
2.8	All material that the driving school intends to use for teaching purposes, including computer-assisted learning, must be pre-approved by the accreditation body.	Minor
4.16	A recognized driving school must ensure that its staff members respect the applicable professional and business ethics. The school is responsible for any misconduct on behalf of its personnel.	Minor
4.17	A recognized driving school must ensure that its administrative staff is available during the posted business hours.	Minor
4.18 (quality)	A recognized driving school must take the necessary measures to ensure that its students receive the best quality of service possible. It must also collaborate with the accreditation body to settle any disputes that occur with the students in a timely manner.	Minor
4.18 (complaint)	A recognized driving school must take the necessary measures to ensure that its students receive the best quality of service possible. It must also collaborate with the accreditation body to settle any disputes that occur with the students in a timely manner.	Minor
4.19 (intelligibility)	Any advertising that enters into the activities of a recognized driving school must, in addition to complying with the <i>Consumer Protection Act</i> (R.S.Q., c. P-40.1), its regulations and the Canadian Code of Advertising Standards governed by Advertising Standards Canada, be clear, precise and without confusion regarding the total cost a customer will be required to pay and the conditions a customer must meet.	Minor

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4.19 (law)	Any advertising that enters into the activities of a recognized driving school must, in addition to complying with the <i>Consumer Protection Act</i> (R.S.Q., c. P-40.1), its regulations and the Canadian Code of Advertising Standards governed by Advertising Standards Canada , be clear, precise and without confusion regarding the total cost a customer will be required to pay and the conditions a customer must meet.	Minor
4.29 (rules)	A recognized driving school must have its certificate of recognition that was issued by the accreditation body on display for its clientele, as well as an outline of the RSEP for passenger vehicles (Class 5), if the program is offered. The outline of the RSEP must be in accordance with that found in the Rules for Applying the Course Structure (Appendix 3) and be at least the following size: 24cm x 36cm.	Minor
4.30	All recognized driving schools must display the name that they operate under in all areas that students have access to and the name must correspond to that registered in the enterprise register, as established in the <i>Act Respecting the Legal Publicity of Enterprises</i> .	Minor
4.31 (material)	A recognized driving school and its training officers must use the up-to-date teaching material developed by the SAAQ that corresponds to the class of licence that it is permitted to teach. The approved teaching material is the following: a) Guide for Prospective RSE In-car Instructors b) Guide for Prospective RSE In-class Instructors c) Workbook for Class 6 Instructors d) Rules for Applying the Course Structure e) <i>Operating a Motorcycle</i> f) <i>Operating a Three-Wheeled Motorcycle</i> g) <i>Operating a Scooter</i> h) <i>Driver's Handbook</i> i) <i>Driving a Passenger Vehicle</i> j) <i>Road Access Binder</i> . Reproduction or communication of these documents, in whole or part, in any form and by any process, is strictly prohibited, unless written authorization has been granted by the SAAQ and, if applicable, the source has been indicated. The content of these documents may not be modified by addition, deletion or any other means, unless written authorization has been granted by the SAAQ.	Minor
4.32	An updated version of the documents listed in Section 4.31 from the subsection c) onwards must be available for consultation, according to the class of licence that the recognized driving school is authorized to teach.	Minor
4.34	Before students can access the site provided in Section 4.33, the school must first provide them with a "Website Access Guide". Students then follow the procedure to fill out an online registration form to obtain an access code.	Minor

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4.47	The service contract must respect the regulations of the <i>Office de la Protection du Consommateur</i> and the provisions of the <i>Consumer Protection Act (c. P.40.1)</i> , applicable to a successive performance service contract for teaching, training or assisting, particularly with regards to mandatory information that must be included in the contract.	Minor
4.56	<p>A closed track used by a driving school to teach motorcycle (Class 6A, 6B, 6C), scooter (Class 6D) or three-wheeled motorcycle (Class 6E) programs may be used by several motorcycles or scooters at the same time, but for three-wheeled motorcycles, it may not be used for anything other than three-wheeled motorcycles during practical courses for a Class 6E licence.</p> <p>The training officer to student ratio per group and area must correspond to that outlined in the RSEP for operating motorcycles.</p>	Minor
4.63	<p>A recognized driving school is responsible for all the attestations it has in its possession, along with the electronic batch numbers assigned by the accreditation body. It must therefore keep an updated register of attestations by recording the attestation number, the contact information of the student the attestation was issued to, as well as details indicating which courses the student was enrolled in so that the driving school can demonstrate that the student actually took the course that corresponds to the attestation.</p> <p>A recognized driving school may keep its register of attestations in print format or digital form. The school must keep the lists in a safe location that is easily accessible to the representatives from the accreditation body.</p> <p>When the register is in digital format, a backup copy must be made once a week and must be stored for safekeeping at all times in a location outside of the driving school where the confidentiality of information can be protected.</p>	Minor
4.82	A recognized driving school must respect any applicable laws or regulations in effect in the province of Quebec.	Minor
4.89	<p>To remain recognized, training officers must demonstrate that they always comply with the applicable <i>Detailed Requirements</i>. In addition, they must also pass a periodic evaluation every two (2) years or, if need be, will be subject to any other evaluation measure approved by the SAAQ. These evaluations are developed by the accreditation body and overseen by a person who is authorized by the accreditation body.</p> <p>When warranted, the accreditation body may require the instructor to undergo evaluations more frequently.</p>	Minor (success, with improvements to be made)/ Major (failure)

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4.48	<p>In addition to the mandatory information established by the Consumer Protection Act, the service contract must also include the following information:</p> <ul style="list-style-type: none"> a) Indication that the course is composed of both a theoretical section and practical section, if applicable c) The address where the theoretical modules will take place, as well as the address where the driving practice on the road or closed track will begin, if applicable f) Reference to the fact that there will be computer-assisted learning, if applicable, and that it does not replace theoretical courses, is optional and the number of hours depends on the student's motivation k) Indication that, in the event that the school ceases activity or has its recognition withdrawn, the student's file can be transferred to the accreditation body or to another recognized driving school, depending on the circumstances (...) 	Minor
4.48	<p>In addition to the mandatory information established by the Consumer Protection Act, the service contract must also include the following information:</p> <ul style="list-style-type: none"> b) Indication that the student must obtain a blank, up-to-date Road Access Binder before beginning the course, which is available from their driving school d) The driving school's number of recognition e) The date when the course begins and indication that the student has a period of at least 18 months to complete their driving course g) Indication that the school will give the student a course completion attestation, free of charge, detailing the result obtained and the stages completed h) Indication that the course completion attestation will be given to the student at the end of the course or service i) Indication that, in the event that there is a dispute between the school and the student, the student may file a complaint with the accreditation body j) Indication that student's information may be shared with the SAAQ to ensure that the requirements of the Highway Safety Code (c. C-24.2) are respected, in particular for the purpose of following up on complaints, quality control for the services received and validation of course completion attestations l) The student's consent for their personal information and email address to be given to the accreditation body for survey purposes. 	Serious
4.55	<p>The school shall determine if a student has passed, failed or not completed a course by using to the following guidelines:</p> <ul style="list-style-type: none"> a) Students that complete the mandatory theoretical and practical components of the course while complying with the applicable course program regulations are considered to have passed the course b) Students that demonstrate trouble learning the material during the practical training evaluations are considered to have failed the course c) Students that do not complete the mandatory theoretical and practical components of the course in compliance with the applicable program regulations are considered to have not completed the course. <p>For students that have failed the course, the training officer must document all areas of incompetency that the student displayed during the program.</p>	% Minor or serious
4.61 (free of charge)	<p>A recognized driving school must issue a course attestation to each student at no charge for the program that they completed. This attestation must be duly filled out by the school, crossing out any sections that are not applicable so as to render them unusable.</p>	% Minor or serious

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4.61 (dully filled out)	A recognized driving school must issue a course attestation to each student at no charge for the program that they completed. This attestation must be duly filled out by the school, crossing out any sections that are not applicable so as to render them unusable.	% Minor or serious
4.62 (a-h)	<p>The course attestation is issued using one of the forms found in Appendix 8, corresponding to the program that the student completed. It must contain the following information:</p> <ul style="list-style-type: none"> a) Course taken b) Student's name and contact information c) The driving school's number of recognition d) The date each module and practical driving session took place, filled in by the person of authority at the driving school e) The indication "pass" or "fail" according to the result obtained by the student on the driving test, or the indication "incomplete", where applicable f) The student's signature g) The name of the recognized driving school, the address and embossed seal h) The signature of the person of authority at the driving school, or an authorized representative. <p>The dates of the modules and practical driving sessions completed by the student can be recorded by the person of authority after each module and session; the other dates, signatures, seal and final grade are to be filled out when the attestation is issued.</p>	% Minor or serious
4.62 (filled out in advance)	<p>The course attestation is issued using one of the forms found in Appendix 8, corresponding to the program that the student completed. It must contain the following information: (...)</p> <p>The dates of the modules and practical driving sessions completed by the student can be recorded by the person of authority after each module and session; the other dates, signatures, seal and final grade are to be filled out when the attestation is issued.</p>	% Minor or serious

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4.68	<p>A recognized driving school must keep a file for each of its students. This file must contain the following information:</p> <ul style="list-style-type: none"> a) A copy of the service contract with the student (Section 4.46) b) A copy of the attestation c) The student's record, which must clearly identify the date and time of each lesson, and must bear the initials or signature of the student and training officer who participated in each lesson, along with the training officer's number of recognition. <p>In addition to these documents, any students enrolled in the RSEP for passenger vehicles (Class 5) must also have the following in their file:</p> <ul style="list-style-type: none"> a) The answer sheet for their theoretical exam (Module 5 and indication of the exam taken) b) The practical training evaluation forms (In-car sessions 5 and 10) and a summary sheet of in-car session 15, all bearing the initials and signatures of the student and training officer who participated in each lesson. 	% Minor or serious
4.69	<p>Student files must be available in the administrative office of the recognized driving school during the student's learning period. To facilitate record keeping, the school may keep a copy of each student's file in digital format. The school must submit a copy of the file to the accreditation body upon request.</p>	% Minor or serious
4.71	<p>Training officer work schedules must demonstrate a clear link to the student records. These schedules must be easily accessible to representatives from the accreditation body.</p>	% Minor or serious
Appendix 3	<p>ROAD SAFETY EDUCATION PROGRAM – Rules for Applying the Course Structure (e.g.: not teaching the whole RSEP course = major)</p>	According to the situation: minor, serious or major
Appendix 4	<p>ROAD SAFETY EDUCATION PROGRAM – OPERATING A MOTORCYCLE</p>	According to the situation: minor, serious or major
Appendix 5	<p>ROAD SAFETY EDUCATION PROGRAM – OPERATING A SCOOTER</p>	According to the situation: minor, serious or major
Appendix 6	<p>ROAD SAFETY EDUCATION PROGRAM – OPERATING A THREE-WHEELED MOTORCYCLE</p>	According to the situation: minor, serious or major
4.42	<p>A recognized training officer must notify the accreditation body immediately of any changes or inaccuracies in the information or documents related to their recognition or that could affect it.</p>	According to the situation: minor, serious or major

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4.43	A recognized driving school must require that its recognized training officers inform it immediately of any changes in the information concerning them in the <i>Detailed Requirements</i> , in particular regarding the validity of their training officer card, the status of their driving record or any traffic violations that are inconsistent with a driving school's activities and for which they have not been pardoned. The school must then send this information to the accreditation body for the appropriate measures to be taken.	According to the situation: minor, serious or major
4.53	When teaching course programs, a recognized driving school: a) must use the material specified in Section 4.31 in compliance with the educational guidelines b) must not require the student to learn anything other than the course's mandatory theoretical and practical components c) must not charge more than the established maximum price, plus tax, to a student who is only learning the program's mandatory theoretical and practical components d) cannot charge additional administrative fees e) cannot charge a student additional fees for practical driving lessons on a public roadway or closed track that are not outlined in the program. For the RSEP for passenger vehicles (Class 5), in addition to the obligations outlined in the first paragraph, the school must have new and up-to-date Road Access Binders available for purchase and assist students who would like to access the independent learning website described in Section 4.33.	According to the situation: minor, serious or major
4.59	A recognized driving school must ensure that its course programs correspond to those in effect established by the SAAQ.	According to the situation: minor, serious or major
4.66	Any improper use of course attestations constitutes a non-compliance with the <i>Detailed Requirements</i> and the provisions of Section 4.87 shall apply.	According to the situation: from minor to irreparable harm
4.78	A recognized driving school must always comply with the specifications listed on its certificate of recognition.	According to the situation: minor, serious or major
4.79	A recognized driving school must always comply with the <i>Detailed Requirements</i> and make sure that its recognized training officers do so as well.	According to the situation: minor, serious or major
4.80	A recognized driving school must inform the accreditation body as soon as possible of any changes or inaccuracies in the information or supporting documents that could affect its recognition status. It must also inform the accreditation body as soon as possible of any changes or inaccuracies in the information or supporting documents of training officers that could affect their recognition status.	According to the situation: minor, serious or major

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2.11	A driving school may use only the premises under which the law and regulations allow a driving school to make such use (e.g. municipal bylaws). A driving school is responsible for verifying with the responsible authorities that it has the right to use the premises to teach driving lessons.	Serious
2.12	The driving school premises must be accessible to the public without passing through a house or residence.	Serious
2.13	The driving school must have an administrative office open to the public and have at least one classroom. There must be a wall separating all classrooms from administration and the waiting room, if applicable, and not a screen or other type of divider, unless the school can prove to the accreditation body that the students will not be bothered at all by the staff and customers coming and going or the phone ringing.	Serious
2.14	If the driving school intends to offer motorcycle, scooter or three-wheeled motorcycle driving courses (Class 6), they must have access to either an asphalt or cement-covered closed track that complies with the program regulations outlined in the Road Safety Education Program – Operating a Motorcycle (Appendix 4).	Serious
2.15	<p>The driving school cannot offer its courses at an educational institution, except for in the following cases:</p> <p>a) The driving school held a driving school permit on June 29, 1997, and on that date they offered courses in a classroom at an educational institution. In addition, it has continually maintained its status as a recognized driving school since June 30, 1997. This exemption is limited to the building where the driving classes were held on June 29, 1997.</p> <p>b) In exceptional cases, to offer courses in a location where, according to the SAAQ, there are no other premises available that comply with the <i>Detailed Requirements</i>, the driving school may be authorized to hold classes at a school if the premises comply with the <i>Detailed Requirements</i>.</p> <p>Any driving schools that correspond with the conditions outlined in paragraph b) and wish to be authorized to hold their classes at a school must present a written request to the accreditation body. If the request is approved, the accreditation body will give written consent with precise terms and conditions after having obtained approval from the SAAQ.</p>	Serious
2.16	All vehicles that are used for teaching, except scooters and three-wheeled motorcycles, must belong to either the driving school, the person of authority, a company belonging to the school (e.g. management company), a company specialized in rentals/leasing or, in the case of motorcycles, be owned by a related driving school.	Serious

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2.17	<p>The minimum number of passenger vehicles (Class 5) that the school must have for teaching purposes is set according to the number of targeted registrations for the first year of operations, as indicated on the application for recognition.</p> <p>The passenger vehicle ratio (Class 5) is established at one vehicle per group of 125 students, therefore the school must have at least one vehicle if there are 125 students or less registered, two vehicles if there are between 126 and 250 students, and so on, adding one vehicle per group of 125 students.</p>	Serious
2.18	<p>A driving school that provides motorcycle driving courses must have a fleet of at least five (5) motorcycles. The fleet must consist of a range of vehicles that meet the size and engine power requirements of the students. The different classes of motorcycle licences vary according to the motorcycle cylinder capacity:</p> <p>a) Class 6A is for all motorcycles b) Class 6B is for motorcycles with a cylinder capacity of 400 cc or less c) Class 6C is for motorcycles with a cylinder capacity of 125 cc or less.</p>	Serious
2.20 (visibility)	<p>Vehicles that are used for teaching purposes must be clean and, in the case of a passenger vehicle (Class 5), have the name of the driving school clearly visible without impeding the driver's visibility.</p>	Serious
2.21 b)	<p>Vehicles used for teaching passenger vehicle driving program (Class 5) must have the following equipment:</p> <p>a) Double pedal controls (brakes and, if applicable, a clutch) b) Two outside rear-view mirrors c) Two adjustable inside rear-view mirrors, one of which is used by the training officer d) A sign that says "auto-école" and/or "élève au volant" placed on the roof of the vehicle, which can be read from in front and behind the vehicle at a distance of at least 30 metres without impeding the driver's visibility. If necessary, a banner of a maximum length of 15 cm can be placed on the upper part of the front and back windshield.</p>	Serious
2.21 c)	<p>Vehicles used for teaching passenger vehicle driving program (Class 5) must have the following equipment:</p> <p>a) Double pedal controls (brakes and, if applicable, a clutch) b) Two outside rear-view mirrors c) Two adjustable inside rear-view mirrors, one of which is used by the training officer d) A sign that says "auto-école" and/or "élève au volant" placed on the roof of the vehicle, which can be read from in front and behind the vehicle at a distance of at least 30 metres without impeding the driver's visibility. If necessary, a banner of a maximum length of 15 cm can be placed on the upper part of the front and back windshield.</p>	Serious

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2.21 d)	<p>Vehicles used for teaching passenger vehicle driving program (Class 5) must have the following equipment:</p> <p>a) Double pedal controls (brakes and, if applicable, a clutch)</p> <p>b) Two outside rear-view mirrors</p> <p>c) Two adjustable inside rear-view mirrors, one of which is used by the training officer</p> <p>d) A sign that says “auto-école” and/or “élève au volant” placed on the roof of the vehicle, which can be read from in front and behind the vehicle at a distance of at least 30 metres without impeding the driver’s visibility. If necessary, a banner of a maximum length of 15 cm can be placed on the upper part of the front and back windshield.</p>	Serious
2.24	<p>In addition to providing the information and documents outlined in Section 2.23 and subject to Section 2.25, the training officer candidate must meet the following conditions to be eligible for recognition:</p> <p>a) Meet the same conditions as the person of authority at the driving school, as stated in Section 2.4</p> <p>b) Have an acceptable driving record when applying for recognition</p> <p>c) Have had a valid Quebec driver’s licence for at least 2 years that corresponds to the requested training officer class. The 2 year period is in addition to the period in which a learner’s licence or probationary licence was held, if applicable</p> <p>d) Be sponsored by a recognized driving school</p> <p>e) Successfully complete the approved training officer program offered by the accreditation body or an expert training officer for the appropriate type and class.</p>	Serious
4.26	<p>A recognized driving school must use appropriate facilities at all times for the courses that it is allowed to offer according to its certificate of recognition. The facilities must be proportionate to the number of students enrolled at the school. The school premises must allow the training officers to offer quality services and promote optimal learning for the students.</p>	Serious
4.27	<p>No theoretical courses, driving practice or practical teaching sessions on closed tracks may take place or begin anywhere other than the address indicated on the certificate of recognition of the driving school.</p> <p>In exceptional cases, driving practice may begin at the address of the educational institution that the student attends if the time of the lesson coincides with the time that the student finishes classes at that location.</p>	Serious
4.28 (certificate)	<p>If a recognized driving school uses a closed track located in a parking lot, it must make the area completely inaccessible for the entire duration of the course so that any vehicles not being used for teaching purposes cannot enter the area. There must be obstacles and appropriate signage clearly blocking off the area.</p>	Serious
4.29 (certificate)	<p>A recognized driving school must have its certificate of recognition that was issued by the accreditation body on display for its clientele, as well as an outline of the RSEP for passenger vehicles (Class 5), if the program is offered.</p> <p>The outline of the RSEP must be in accordance with that found in the Rules for Applying the Course Structure (Appendix 3) and be at least the following size: 24cm x 36cm.</p>	Serious

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4.31 (course material)	<p>A recognized driving school and its training officers must use the up-to-date teaching material developed by the SAAQ that corresponds to the class of licence that it is permitted to teach. The approved teaching material is the following:</p> <ul style="list-style-type: none"> a) Guide for Prospective RSE In-car Instructors b) Guide for Prospective RSE In-class Instructors c) Workbook for Class 6 Instructors d) Rules for Applying the Course Structure e) Operating a Motorcycle f) Operating a Three-Wheeled Motorcycle g) Operating a Scooter h) Driver's Handbook i) Driving a Passenger Vehicle j) Road Access Binder. <p>Reproduction or communication of these documents, in whole or part, in any form and by any process, is strictly prohibited, unless written authorization has been granted by the SAAQ and, if applicable, the source has been indicated. The content of these documents may not be modified by addition, deletion or any other means, unless written authorization has been granted by the SAAQ</p>	Serious
4.36 (compliant helmets)	<p>During every practical lesson on the road or closed track for motorcycles, scooters and three-wheeled motorcycles (Class 6), a recognized driving school must ensure that the Motorcycle riding instructor or Motorcycle riding instructor/In-class instructor for motorcycle riding and each student wear protective helmets that comply with one of the following standards:</p> <ul style="list-style-type: none"> a) "CAN-3-D230" of the Canadian Standards Association b) "DOT FMVSS 218" of the U.S. Department of Transportation c) "Specifications for Protective Headgear for Vehicular User 290.1" of the American National Standard Institute d) Snell Memorial Foundation e) British Standards Institute f) "ECE Regulation 22" of the United Nations Economic Commission for Europe. <p>A driving school must ensure that the Motorcycle riding instructor or Motorcycle riding instructor/In-class instructor for motorcycle riding, and each student wear an orange or yellow safety vest, complete with reflective bands, sewn vertically on the front of the vest and across the back of the vest. The words "MOTO-ÉCOLE" must also appear in black legible letters on the back of the vest. Safety vests are to be provided by the school.</p>	Serious

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4.36 (compliant safety vest)	<p>During every practical lesson on the road or closed track for motorcycles, scooters and three-wheeled motorcycles (Class 6), a recognized driving school must ensure that the Motorcycle riding instructor or Motorcycle riding instructor/In-class instructor for motorcycle riding and each student wear protective helmets that comply with one of the following standards:</p> <p>a) "CAN-3-D230" of the Canadian Standards Association b) "DOT FMVSS 218" of the U.S. Department of Transportation c) "Specifications for Protective Headgear for Vehicular User 290.1" of the American National Standard Institute d) Snell Memorial Foundation e) British Standards Institute f) "ECE Regulation 22" of the United Nations Economic Commission for Europe.</p> <p>A driving school must ensure that the Motorcycle riding instructor or Motorcycle riding instructor/In-class instructor for motorcycle riding, and each student wear an orange or yellow safety vest, complete with reflective bands, sewn vertically on the front of the vest and across the back of the vest. The words "MOTO-ÉCOLE" must also appear in black legible letters on the back of the vest. Safety vests are to be provided by the school.</p>	Serious
4.38	<p>The minimum number of vehicles needed for teaching the RSEP for passenger vehicles (Class 5) varies according to the number of students enrolled at the recognized driving school, but must always meet the minimum number of mandatory vehicles required per students enrolled, as established in the second paragraph of Section 2.17.</p> <p>Students attending a school with a certificate of recognition or a certificate of temporary recognition, if applicable, must be considered for calculation purposes.</p> <p>The school must increase and may decrease the number of vehicles on an annual basis according to the number of student enrolled the previous year, according to the student lists (Section 4.73).</p>	Serious
4.39	<p>A recognized driving school must provide the accreditation body with a copy of the registration and insurance coverage for each of its vehicles, as established in the Automobile Insurance Act (c. A-25), either when the registration or insurance contract is renewed.</p> <p>The school must also notify the accreditation body of any new vehicles to be used for teaching purposes and submit all the documents listed in Appendix 2 concerning the vehicle yearly.</p>	Serious
4.39	<p>A recognized driving school must provide the accreditation body with a copy of the registration and insurance coverage for each of its vehicles, as established in the Automobile Insurance Act (c. A-25), either when the registration or insurance contract is renewed.</p> <p>The school must also notify the accreditation body of any new vehicles to be used for teaching purposes and submit all the documents listed in Appendix 2 concerning the vehicle yearly.</p>	Serious

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Classification of the *Detailed Requirements* According to the Gravity of the Non-Compliance*

Programme de reconnaissance des écoles de conduite

Section number	Requirement (v.2017-02)	Gravity of the non-compliance
4.40	A recognized driving school must keep an up-to-date list of all its recognized training officers, including their numbers of recognition, contact information, hiring date and the name of the accreditation body that issued their card. The school must submit a copy of the list to the accreditation body upon request. Any modifications made to the list must be sent in to the accreditation body every quarter or whenever requested.	Serious
4.44	When carrying out their functions, a recognized training officer must be able to present their training officer card if a customer so requests. They must also be able to present their card to a representative from the SAAQ or the accreditation body that granted recognition to the driving school where they work, at all times.	Serious
4.45	Before each practical driving lesson on the road or a closed track, the recognized training officer must ensure that the student has on hand their valid driver's licence that corresponds to the class of vehicle they are driving.	Serious
4.46 (signature)	A recognized driving school must sign a service contract with each student that takes driving courses for a Class 5 or 6 licence. The contract between the school and the student must be written in French. It may be written in another language if it is the express wish of the parties involved.	Serious
4.46 (language)	A recognized driving school must sign a service contract with each student that takes driving courses for a Class 5 or 6 licence. The contract between the school and the student must be written in French. It may be written in another language if it is the express wish of the parties involved.	Serious
4.5	The certificate of recognition is non-assignable and non-transferable.	Serious
4.50 (theory and practice)	Every driving course includes a theoretical component, in the form of modules taught in class, and a practical component, in the form of in-car sessions on a public roadway or practical driving lessons on a closed track. Motorcycle, scooter and three-wheeled motorcycle driving courses (Class 6) must be carried out in the locations specified in the course program in effect.	Serious
4.50 (locations)	Every driving course includes a theoretical component, in the form of modules taught in class, and a practical component, in the form of in-car sessions on a public roadway or practical driving lessons on a closed track. Motorcycle, scooter and three-wheeled motorcycle driving courses (Class 6) must be carried out in the locations specified in the course program in effect.	Serious

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Programme de reconnaissance des écoles de conduite

Section number	Requirement (v.2017-02)	Gravity of the non-compliance
4.51	Except for lessons where the presence of a trainee as an observer is authorized (see Appendix 7: Manoeuvres and Behaviours Guide), no practical lessons on the road may be carried out in the presence of more than one student at a time inside a passenger vehicle (Class 5), or without the presence of the training officer constantly beside the student inside the vehicle. For the purpose of training or evaluating a training officer, a representative of the accreditation body, a training officer trainee or a representative of a recognized driving school may ride in the back seat of the vehicle, or any other person authorized by the SAAQ for specific purposes (e.g. occupational therapist, pilot project).	Serious
4.52	Unless it is an exceptional circumstance, a recognized driving school must not tolerate or allow students or training officers to use cellular phones or any other device that could be a source of distraction during theoretical classes or practical classes on the road or closed track.	Serious
4.53 <i>(Road Access Binder)</i>	<p>When teaching course programs, a recognized driving school:</p> <ul style="list-style-type: none"> a) must use the material specified in Section 4.31 in compliance with the educational guidelines b) must not require the student to learn anything other than the course's mandatory theoretical and practical components c) must not charge more than the established maximum price, plus tax, to a student who is only learning the program's mandatory theoretical and practical components d) cannot charge additional administrative fees e) cannot charge a student additional fees for practical driving lessons on a public roadway or closed track that are not outlined in the program. <p>For the RSEP for passenger vehicles (Class 5), in addition to the obligations outlined in the first paragraph, the school must have new and up-to-date Road Access Binders available for purchase and assist students who would like to access the independent learning website described in Section 4.33.</p>	Serious
4.53 b) & e)	<p>When teaching course programs, a recognized driving school:</p> <ul style="list-style-type: none"> a) must use the material specified in Section 4.31 in compliance with the educational guidelines b) must not require the student to learn anything other than the course's mandatory theoretical and practical components c) must not charge more than the established maximum price, plus tax, to a student who is only learning the program's mandatory theoretical and practical components d) cannot charge additional administrative fees e) cannot charge a student additional fees for practical driving lessons on a public roadway or closed track that are not outlined in the program. <p>For the RSEP for passenger vehicles (Class 5), in addition to the obligations outlined in the first paragraph, the school must have new and up-to-date Road Access Binders available for purchase and assist students who would like to access the independent learning website described in Section 4.33.</p>	Serious

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Classification of the *Detailed Requirements* According to the Gravity of the Non-Compliance*

Programme de reconnaissance des écoles de conduite

Section number	Requirement (v.2017-02)	Gravity of the non-compliance
4.56	<p>A closed track used by a driving school to teach motorcycle (Class 6A, 6B, 6C), scooter (Class 6D) or three-wheeled motorcycle (Class 6E) programs may be used by several motorcycles or scooters at the same time, but for three-wheeled motorcycles, it may not be used for anything other than three-wheeled motorcycles during practical courses for a Class 6E licence.</p> <p>The training officer to student ratio per group and area must correspond to that outlined in the RSEP for operating motorcycles.</p>	Serious
4.57	<p>For the RSEP for motorcycles, a recognized driving school must provide each student with a motorcycle and require that the instructor and student each drive their own motorcycle during practical driving lessons on a public roadway or closed track.</p> <p>For scooter (Class 6D) and three-wheeled motorcycle (Class 6E) programs, a recognized driving school is not obligated to provide students with such a vehicle for practical driving lessons on a public roadway or closed track. The school must ensure that it has such a vehicle at its disposition, which can be legally used on the roadway, before accepting a student for such a program.</p>	Serious
4.58	<p>For practical sessions on the roadway, each student must have their own vehicle. The training officer must ride the same type of vehicle as the students, except in the case of a three-wheeled motorcycle course, where the training officer may ride a motorcycle.</p>	Serious
4.63	<p>A recognized driving school is responsible for all the attestations it has in its possession, along with the electronic batch numbers assigned by the accreditation body. It must therefore keep an updated register of attestations by recording the attestation number, the contact information of the student the attestation was issued to, as well as details indicating which courses the student was enrolled in so that the driving school can demonstrate that the student actually took the course that corresponds to the attestation.</p> <p>A recognized driving school may keep its register of attestations in print format or digital form. The school must keep the lists in a safe location that is easily accessible to the representatives from the accreditation body.</p> <p>When the register is in digital format, a backup copy must be made once a week and must be stored for safekeeping at all times in a location outside of the driving school where the confidentiality of information can be protected.</p>	Serious
4.64	<p>A recognized driving school must submit its register of attestations to the accreditation body in a legible format, or in an EXCEL or EXCEL-compatible computer file, each quarter or when requested by the accreditation body.</p>	Serious
4.65 (sending attestations)	<p>A recognized driving school must submit all attestation forms duly completed over the previous quarter to the accreditation body each quarter or when requested by the accreditation body.</p> <p>Any attestation numbers that cannot be used as a result of loss, damage or theft must be identified in the register of attestations. The accreditation body must be advised of the situation immediately.</p>	Serious

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Classification of the *Detailed Requirements* According to the Gravity of the Non-Compliance*

Programme de reconnaissance des écoles de conduite

Section number	Requirement (v.2017-02)	Gravity of the non-compliance
4.65 (unused attestation)	<p>A recognized driving school must submit all attestation forms duly completed over the previous quarter to the accreditation body each quarter or when requested by the accreditation body.</p> <p>Any attestation numbers that cannot be used as a result of loss, damage or theft must be identified in the register of attestations. The accreditation body must be advised of the situation immediately.</p>	Serious
4.67	<p>A recognized driving school must keep a file with all title deeds or leases related to the training facility and closed track, if applicable, proof of insurance and the surety bond, a list of the recognized training officers, a list of vehicles used for teaching purposes and, where applicable, proof of acquisition of the Road Access Binder or a licence that authorizes its reproduction.</p> <p>This file must be kept in a safe location that is easily accessible to representatives from the accreditation body.</p>	Serious
4.70	<p>A recognized driving school must keep the student's file separate from its other files and documents. The print format of a student file, along with its digital copy, if applicable, must be kept in a safe location that is easily accessible to representatives from the accreditation body.</p>	Serious
4.72	<p>The student files and training officer schedules must be stored in accordance with applicable legislation. They must not be destroyed until a period of 5 years has elapsed from the date the student's service contract ended.</p>	Serious
4.73	<p>A recognized driving school must have and maintain an up-to-date student list. The list must include, for each student that is registered at the school, their contact information, email address, date of birth, service contract number and the date of signature (Section 4.46), the type of course taken and the course attestation number that they received.</p>	Serious
4.74 (accessibility)	<p>A recognized driving school must have a separate student list for each of the school's programs.</p> <p>A recognized driving school must keep all other records and documents separate from the student lists for each of the courses it offers. The school must keep the lists in a safe location that is easily accessible to the representatives from the accreditation body.</p> <p>A recognized driving school may keep the student list in print format or digital form. When the register is in digital format, a backup copy must be made once a week and must be stored for safekeeping at all times in a location outside of the driving school where the confidentiality of information can be protected.</p>	Serious

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Classification of the *Detailed Requirements* According to the Gravity of the Non-Compliance*

Programme de reconnaissance des écoles de conduite

Section number	Requirement (v.2017-02)	Gravity of the non-compliance
4.74 (digital backup copy)	<p>A recognized driving school must have a separate student list for each of the school's programs.</p> <p>A recognized driving school must keep all other records and documents separate from the student lists for each of the courses it offers. The school must keep the lists in a safe location that is easily accessible to the representatives from the accreditation body.</p> <p>A recognized driving school may keep the student list in print format or digital form. When the register is in digital format, a backup copy must be made once a week and must be stored for safekeeping at all times in a location outside of the driving school where the confidentiality of information can be protected.</p>	Serious
4.74 (separate student list)	<p>A recognized driving school must have a separate student list for each of the school's programs.</p> <p>A recognized driving school must keep all other records and documents separate from the student lists for each of the courses it offers. The school must keep the lists in a safe location that is easily accessible to the representatives from the accreditation body.</p> <p>A recognized driving school may keep the student list in print format or digital form. When the register is in digital format, a backup copy must be made once a week and must be stored for safekeeping at all times in a location outside of the driving school where the confidentiality of information can be protected.</p>	Serious
4.75	A recognized driving school must submit its student lists to the accreditation body in a legible format, or in an EXCEL or EXCEL-compatible computer file, each quarter or when requested by the accreditation body.	Serious
4.76	A student list cannot be destroyed until a period of 5 years has elapsed from the date the service contract of the last student ended.	Serious
4.86	Upon request, a recognized driving school must provide the accreditation body with any information or documentation allowing the accreditation body to make sure that the school is complying with the <i>Detailed Requirements</i> .	Serious

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Classification of the *Detailed Requirements According to the Gravity of the Non-Compliance**

Programme de reconnaissance des écoles de conduite

Section number	Requirement (v.2017-02)	Gravity of the non-compliance														
2.9	The driving school must have civil liability insurance for a minimum of \$1,000,000 for the entire period that it is recognized, covering personal injury for all students and personnel for all school activities, everywhere these activities take place.	Major														
2.10	<p>The driving school must have an individual surety bond for the entire period that it is recognized, which complies with Appendix 9 and the following conditions:</p> <p>a) A surety bond can be issued only by a legal person authorized to stand as a guarantor in Québec under the Bank Act (Statutes of Canada, 1991, c. 46), the Québec Savings Banks Act (R.S.C.,1970, c. B-4), the Savings and Credit Unions Act (R.S.Q., c. C-4.1), the Act respecting trust companies and savings companies (R.S.Q., c. S-29.01) or the Act respecting Insurance (R.S.Q.,c.A-32).</p> <p>b) The minimum amount of the surety bond varies according to the total number of students targeted for the first year of operations, as indicated on the application for recognition. The surety bond must be for a minimum amount of:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Minimum Amount of Surety Bond</th> <th style="text-align: left;">Number of Students per Year of Activity</th> </tr> </thead> <tbody> <tr> <td>\$50,000</td> <td>0 to 300 students</td> </tr> <tr> <td>\$60,000</td> <td>301 to 600 students</td> </tr> <tr> <td>\$70,000</td> <td>601 to 1,000 students</td> </tr> <tr> <td>\$85,000</td> <td>1,001 to 2,000 students</td> </tr> <tr> <td>\$110,000</td> <td>2,001 to 3,000 students</td> </tr> <tr> <td>\$130,000</td> <td>3,001 +</td> </tr> </tbody> </table> <p>c) The surety bond must include a guarantor's commitment of responsibility for a period of 1 year following the expiration of the surety bond in the event of a claim during the period in which the surety bond was in effect.</p>	Minimum Amount of Surety Bond	Number of Students per Year of Activity	\$50,000	0 to 300 students	\$60,000	301 to 600 students	\$70,000	601 to 1,000 students	\$85,000	1,001 to 2,000 students	\$110,000	2,001 to 3,000 students	\$130,000	3,001 +	Major
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\$110,000	2,001 to 3,000 students															
\$130,000	3,001 +															
2.21 a)	<p>Vehicles used for teaching passenger vehicle driving program (Class 5) must have the following equipment:</p> <p>a) Double pedal controls (brakes and, if applicable, a clutch)</p> <p>b) Two outside rear-view mirrors</p> <p>c) Two adjustable inside rear-view mirrors, one of which is used by the training officer</p> <p>d) A sign that says "auto-école" and/or "élève au volant" placed on the roof of the vehicle, which can be read from in front and behind the vehicle at a distance of at least 30 metres without impeding the driver's visibility. If necessary, a banner of a maximum length of 15 cm can be placed on the upper part of the front and back windshield.</p> <p>(...)</p>	Major														
2.22	The driving school must have at least one in-car instructor and in-class instructor, or an in-car and in-class instructor, that have the appropriate training officer card that authorizes them to teach the class of licence that appears on the school's certificate of recognition.	Major														
4.20	A recognized driving school must provide the accreditation body with written proof of the mandatory civil liability insurance established in Section 2.9. This document must be submitted on an annual basis and is provided during the insurance renewal process.	Major														

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Classification of the *Detailed Requirements* According to the Gravity of the Non-Compliance*

Programme de reconnaissance des écoles de conduite

Section number	Requirement (v.2017-02)	Gravity of the non-compliance
4.21	A recognized driving school must notify the accreditation body at least 30 days prior to the end of an insurance contract or the reduction of the mandatory guarantees. The accreditation body that receives the notification will ask the school to provide proof of coverage by way of another insurance contract that complies with the <i>Detailed Requirements</i> and starts from the date of the end of the insurance contract that is in effect or the date of the reduction of guarantees. This must be provided before the current coverage ends or the reduction of mandatory guarantees takes place. In the event that proof of coverage is not provided, the pertinent clauses of Section 4.87 will apply.	Major
4.22	A recognized driving school must provide the accreditation body with written proof of the mandatory surety bond established in Section 2.10.	Major
4.23	A recognized driving school must notify the accreditation body at least 45 days prior to the termination of the surety bond or the date of reduction of the mandatory guarantees. The accreditation body that receives the notification will ask the school to provide proof of coverage by way of another surety bond that complies with the <i>Detailed Requirements</i> and starts from the expiration date of the surety bond that is in effect or the date of the reduction of guarantees. In the event that proof of coverage is not provided, the pertinent clauses of Section 4.87 will apply.	Major
4.24	The minimum amount of surety bond required is updated yearly by the recognized driving school using the student enrollment data from the previous year (Section 4.73). The school must increase the surety bond amount and can reduce it again after the update, as long as it meets the scale established in paragraph b) of Section 2.10, at all times.	Major
4.25	Once the surety bond has taken effect, the recognized driving school must adjust the amount so that it meets the scale outlined in paragraph b) of Section 2.10, at all times.	Major

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Classification of the *Detailed Requirements* According to the Gravity of the Non-Compliance*

Programme de reconnaissance des écoles de conduite

Section number	Requirement (v.2017-02)	Gravity of the non-compliance
4.36 (wearing a helmet)	<p>During every practical lesson on the road or closed track for motorcycles, scooters and three-wheeled motorcycles (Class 6), a recognized driving school must ensure that the Motorcycle riding instructor or Motorcycle riding instructor/In-class instructor for motorcycle riding and each student wear protective helmets that comply with one of the following standards:</p> <ul style="list-style-type: none"> a) "CAN-3-D230" of the Canadian Standards Association b) "DOT FMVSS 218" of the U.S. Department of Transportation c) "Specifications for Protective Headgear for Vehicular User 290.1" of the American National Standard Institute d) Snell Memorial Foundation e) British Standards Institute f) "ECE Regulation 22" of the United Nations Economic Commission for Europe. <p>A driving school must ensure that the Motorcycle riding instructor or Motorcycle riding instructor/In-class instructor for motorcycle riding, and each student wear an orange or yellow safety vest, complete with reflective bands, sewn vertically on the front of the vest and across the back of the vest. The words "MOTO-ÉCOLE" must also appear in black legible letters on the back of the vest. Safety vests are to be provided by the school.</p>	Major
4.36 (wearing a safety vest)	<p>During every practical lesson on the road or closed track for motorcycles, scooters and three-wheeled motorcycles (Class 6), a recognized driving school must ensure that the Motorcycle riding instructor or Motorcycle riding instructor/In-class instructor for motorcycle riding and each student wear protective helmets that comply with one of the following standards:</p> <ul style="list-style-type: none"> a) "CAN-3-D230" of the Canadian Standards Association b) "DOT FMVSS 218" of the U.S. Department of Transportation c) "Specifications for Protective Headgear for Vehicular User 290.1" of the American National Standard Institute d) Snell Memorial Foundation e) British Standards Institute f) "ECE Regulation 22" of the United Nations Economic Commission for Europe. <p>A driving school must ensure that the Motorcycle riding instructor or Motorcycle riding instructor/In-class instructor for motorcycle riding, and each student wear an orange or yellow safety vest, complete with reflective bands, sewn vertically on the front of the vest and across the back of the vest. The words "MOTO-ÉCOLE" must also appear in black legible letters on the back of the vest. Safety vests are to be provided by the school.</p>	Major
4.37	A recognized driving school must service all vehicles used for teaching according to the frequency and requirements established in the Regulation Respecting Safety Standards for Road Vehicles (c. C-24.2, r. 32).	Major

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Section number	Requirement (v.2017-02)	Gravity of the non-compliance
4.49	A recognized driving school may offer the following courses, as long as their certificate of recognition stipulates they can: a) The RSEP for passenger vehicles (Class 5) b) The RSEP for motorcycles (Classes 6A, 6B, 6C) c) The RSEP for scooters (Class 6D) d) The RSEP for three-wheeled motorcycles (Class 6E).	Major
4.53 c) & 4.53 d)	<p>When teaching course programs, a recognized driving school:</p> <p>a) must use the material specified in Section 4.31 in compliance with the educational guidelines</p> <p>b) must not require the student to learn anything other than the course's mandatory theoretical and practical components</p> <p>c) must not charge more than the established maximum price, plus tax, to a student who is only learning the program's mandatory theoretical and practical components</p> <p>d) cannot charge additional administrative fees</p> <p>e) cannot charge a student additional fees for practical driving lessons on a public roadway or closed track that are not outlined in the program.</p> <p>For the RSEP for passenger vehicles (Class 5), in addition to the obligations outlined in the first paragraph, the school must have new and up-to-date Road Access Binders available for purchase and assist students who would like to access the independent learning website described in Section 4.33.</p>	Major
4.77	A recognized driving school must pay the applicable rates to the accreditation body for all goods and services provided, as specified in the <i>Detailed Requirements</i> . Applicable rates are the same for all recognized driving schools except for inspection visits and other measures applied by the accreditation body during the support period, which may vary from one school to the other as per the distinctions specified in Section 4.10.	Major
4.88	A recognized driving school must ensure that its training officers who teach the RSEP for passenger vehicles (Class 5), motorcycles, scooters and three-wheeled motorcycles (Class 6) have a valid training officer card for the class they are teaching, issued by an accreditation body. The school is held responsible for any non-compliance with the <i>Detailed Requirements</i> on behalf of its training officers.	Major

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