



Introduction

The purpose of this Code of Conduct is to establish and communicate a set of principles and guidelines for the proper conduct of driver training instructors, driver training schools, and instructor training facilities licensed under Division 27 of the *Motor Vehicle Act Regulations* (the "licensees").

As part of their application and renewal processes, applicants and licensees must review the Code of Conduct and by signing the Insurance Corporation of British Columbia (ICBC) application they are indicating that they have read and understood, and will comply with this Code of Conduct. Driver training schools and instructor training facilities must review this Code of Conduct with new employees during onboarding and annually with all employees.

A breach of this Code of Conduct by licensees may result in the suspension or cancellation of a driver training school's road test booking privileges or further action being taken by ICBC against the licensee under Division 27 of the *Motor Vehicle Act Regulations*. These actions would be in addition to any other sanctions that may be imposed by law (e.g., charges for federal or provincial offences).

Posting of this Code of Conduct

The Code of Conduct is posted on icbc.com/dscodeofconduct. Driver training schools and instructor training facilities will post a copy of the Code of Conduct that is clear and legible, and keep it posted, in each place of business, including the business website, where it will stand out and be easily noticed by customers.

The Code of Conduct

1. **Licensees will comply with the *Motor Vehicle Act* and its regulations and any other relevant and applicable law.**
 - 1.1 Licensees will immediately notify ICBC should they be charged with an offence listed under Divisions 27 or 28 of the *Motor Vehicle Act Regulations*, convicted of an offence listed under Divisions 27 or 28 of the *Motor Vehicle Act Regulations*, or receive a driving suspension or prohibition.
 - 1.2 Licensees will not aid, abet, counsel, or overlook any federal or provincial offenses committed by another licensee, a licensee's agent, or a student in the context of driver training.
2. **Licensees will act with honesty and integrity recognizing that they are in a position of trust and authority.**
 - 2.1 Licensees will not:
 - act in a misleading or deceptive manner towards customers
 - threaten, harass, physically or verbally abuse customers, other licensees, or ICBC employees or its agents
 - use substances that may affect their ability to conduct driver training, including drugs, alcohol, cannabis, or medication
 - allow customers to drive if they appear to be affected by drugs or alcohol
 - accept or solicit bribes or facilitate the bribery of ICBC employees or agents
 - improperly use their position or knowledge as a licensee for personal benefit

Examples of misconduct

- Selling or assisting with the sale of a road test appointment
- Attempting to influence the outcome of a road test by offering gifts or other benefits to a driver examiner or any other ICBC employee or agent
- Promising a customer that they will pass a road test

3. **Licensees will treat all persons equally and with dignity and respect.**

- 3.1 For example, they will not discriminate against a person because of the person's Indigenous or other racial identity, colour, ancestry, place of origin, religion, marital or family status, physical or mental disabilities, sex, sexual orientation, gender identity or expression, or age, pursuant to the *Human Rights Code*.

Examples of misconduct

- Refusing service to a person because they are Indigenous
- Inappropriate language or making obscene gestures or actions in the presence of customers or while conducting driver training
- Making comments or displaying pictures or written materials depicting racial or sexual stereotypes or other demeaning content
- Making suggestive or derogatory comments about a person's physical appearance, racial or ethnic background, sex, gender identity, or sexual orientation

Driving School Concerns? Visit icbc.com/dscodeofconduct