



## Standardization and Quality Assurance Procedures

Standardization has two aspects:

1. All licensing authorities need to be assured that the evaluation drivers receive is the same from one testing center to another.
2. It is equally important that the outcome of the testing be the same from center to center.

DriveABLE™'s standardization procedures are the only known procedures to achieve both goals.

How does DriveABLE™ achieve standardization and continued quality assurance?

### Set up and training

The delivery of the In-office Evaluation is computerized as is the scoring. Nevertheless, it is essential for fairness and accuracy that the client understands what it is they are to do for each task. This requires appropriate personnel selection and skill training in instructing and guiding the person through the test sequence.

- All were given the DriveABLE™ assessment. All persons administering the DriveABLE™ In-office Assessment and DriveABLE™ On-Road Evaluation are certified after receiving explicit personalized training by DriveABLE™ personnel.

The design of the road course is critical. Training the driving evaluators to score only the important driving errors and to appropriately weight the severity of each error is critical to the delivery of the DriveABLE™ evaluation.

- The road course for each DriveABLE™ Centre is set out by DriveABLE™ and is based on attributes (type of roadway, intersections, visual conditions, driving maneuvers, etc) shown by the research to reveal competence defining driving errors.

### Calibration.

Even with careful attention to defining each road course, differences will always remain. No two sites are ever the same. The dozens of sites required to service a state or province exacerbate the challenge of standardization. More than careful attention to road course design and examiner training are required to ensure that the course and differences are accommodated. Assuring that the road test is equally difficult across assessment sites **requires** an external test against which the road course outcome at each site is compared. Without an external criterion measure, standardization across sites can never be achieved. DriveABLE™ procedures accomplish true standardization.

- The Computerized In-office Assessment is the same at all sites.
- The outcome measures of the In-office Assessment are calculated over a set of people and compared to the On-Road Evaluation scores of those people. Because the relationship between the In-office Assessment and the On-Road Evaluation is well defined, this comparison allows DriveABLE™ to determine the difficulty of the road course at any particular site.
- Standardization across sites is accomplished by calibrating the fail criterion to match the difficulty of the road course.



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### Quality Assurance

Assessment administrators and road evaluation examiners must remain true to the training and administration criteria. For this purpose, all client data are encrypted for confidentiality and sent via the Internet to the DriveABLE™ home office. Quality Assurance monitoring includes:

- Confirming that known relationships among In Office Assessment tasks are preserved at each site over time.
- Periodic re-confirmation of calibration calculations for standardization by comparing the In Office Assessment and On-Road Evaluation scores.
- Evaluation of road evaluation examiners by confirming that expected errors occur at locations known to reveal specific error types.
- Evaluating stability of road evaluation examiner scoring criteria through comparison of his/her ratings of driving attributes of the driver's performance with scores given for driver errors.

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