



# Driver Compliance Officer

<b>Branch:</b>	Driver Compliance
<b>Directorate:</b>	Driver and Vehicle Services
<b>Position Number:</b>	00013478
<b>Classification:</b>	Level 4
<b>Physical Location:</b>	Innaloo
<b>Award/Agreement:</b>	Public Service Award & Public Sector CSA Agreement 2024 & Public Sector CSA Agreement 2024

## Our purpose: Empowering a Thriving Community

The Department of Transport and Major Infrastructure (DTMI) together with Main Roads WA and the Public Transport Authority forms the Transport Portfolio. DTMI seeks to connect people and places to keep Western Australia moving towards a safer, healthier, and more sustainable future.

Join us and work in a role where you can bring your best self to work and leave work having been seen and heard, and able to contribute meaningfully to the communities throughout Western Australia. DTMI promotes a diverse workforce and embraces a high standard of equal opportunity, health and safety, and ethical practice. DTMI is a values-based organisation committed to empowering a thriving community.



**COLLABORATION**

Working **together**,  
we get things done.



**WELLBEING**

Looking after **ourselves**  
and supporting **others**.



**ADAPTABILITY**

Always open to  
**possibilities**.



**ACCOUNTABILITY**

Taking ownership,  
we **deliver**.

## Overview of the Directorate

Driver and Vehicle Services (DVS) is responsible for administering driver and vehicle licensing under WA's 'road law', as defined in the Road Traffic (Administration) Act 2008 and identity under the WA Photo Card Act 2014. It also delivers the following industry regulation:

1. Passenger transport industry under the Transport (Road Passenger Services) Act 2018;
2. Driving instructors under the Motor Vehicle Drivers Instructors Act 1963; and
3. Crash towing industry under the Towing Services Act 2024.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 2 million WA registered drivers, over 3 million WA registered vehicles and approximately 9 million financial transactions per annum and delivers services for other agencies under formal agreements.

The DVS mission is Safe drivers, Safe Vehicles, Secure Identities, and Quality Service.

## Overall Purpose of the Role

- Delivers competency-based training following the principles of adult learning.
- Audits the performance of internal and external stakeholders to ensure it complies with Government legislation and Agency policy, procedures and practice.
- Undertakes projects aimed at improving the quality of the service delivered to internal and external stakeholders.
- Audits Registered Training Organisations delivering prescribed training.
- Represents and promotes the Driver Compliance Branch at internal and external forums.

## Work Description

### 1. Training Facilitation and Delivery

- 1.1 Delivers competency-based training following the principles of adult learning.
- 1.2 Generates and analyses computer data, customer feedback and practical driving assessment reports to identify training and development needs and trends of individuals and groups.
- 1.3 Conducts training needs analyses to determine needs of individuals and groups of driver assessors and customer service officers and, in some cases, driving instructors and Approved Providers.
- 1.4 Designs sessions and/or courses to meet identified training needs.
- 1.5 Delivers and evaluates sessions/courses delivered and makes changes as necessary.
- 1.6 Prepares reports outlining the effectiveness of the training and makes recommendations for enhancement.

### 2. Auditing and Assessment

- 2.1 Generates and analyses computer data, customer feedback and practical driving assessment reports to identify risks and deficiencies issues requiring audit.
- 2.2 Designs audit and assessment tools to gauge competence of new and existing internal and external stakeholders delivering driver assessments and driver training.
- 2.3 Prepares reports outlining findings and recommendations for improvement.
- 2.4 Conducts audits of Driver Assessors including internal and contracted personnel incorporating physical, field, analysis and desktop audits.
- 2.5 Conducts audits of Registered Training Organisations delivering prescribed driving instructor training to ensure compliance with the Deed of Agreement and prepares reports of findings.
- 2.6 Conducts assessment of driving instructors for the issue of motor vehicle driving instructors' licences to ensure compliance with the department's requirements for quality within the industry.

### 3. Representation

- 3.1 Consults, liaises and negotiates with external stakeholders on strategies for enhancement of practical driving assessments and overall pass rates.
- 3.2 Provides an advisory service in relation to specific driver related issues.

**4. Project Work**

- 4.1 Undertakes projects designed to improve standard of driver training, assessing.
- 4.2 Participates in the design of the quarterly training and audit calendar.
- 4.3 Contributes to the preparation of a quarterly news bulletin to the industry.

**5. Other**

- 5.1 Performs other duties as directed.

## Work Related Requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

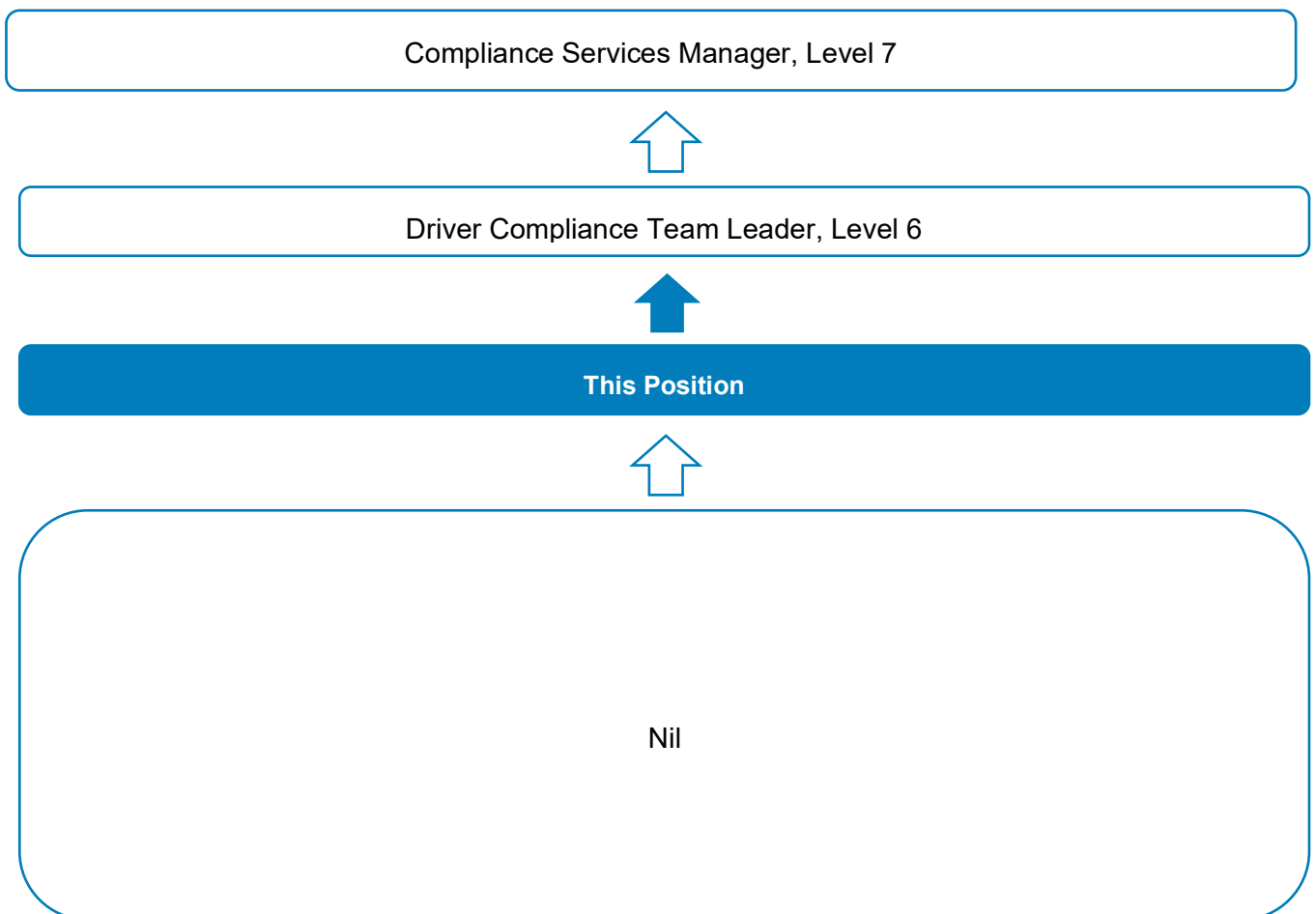
## Criteria

### ESSENTIAL:

1. Demonstrated ability to effectively mentor, design and deliver on the job instruction and workplace training programs, following the principles of adult learning.
2. Significant experience in auditing performance in a regulatory environment including the ability to interpret legislation, policies and procedures.
3. Proven experience in using contemporary computer technology and other data to gather and analyse information.
4. Proven experience in producing written reports.
5. A high level of interpersonal and communication skills with the proven ability to present to industry, community and other stakeholder groups, including those from diverse cultural backgrounds.
6. Proven experience in working independently and as part of a team to meet defined deadlines.
7. Possession of unrestricted driver licence classes HR and R or the eligibility and willingness to immediately acquire the classes.

**DESIRABLE:**

1. Certificate IV (Workplace Training and Assessment) or equivalent.
2. Qualifications relevant to compliance auditing and government investigations.
3. Knowledge of Western Australian driver licensing and road rules.
4. Possession of unrestricted Multi-Combination (MC) driver's licence.

**Reporting Relationships**

## Allowances/Special Conditions

1. A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.
2. Uniform and protective clothing is provided.
3. R Class motorcycle license.

## Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

**Chief People Officer**  
**People and Culture**