

Instructions and Policies on Driver Education Certificates of Completion

This memorandum addresses questions raised by private driver education providers and responds to concerns the Traffic Safety Bureau (the Bureau) has regarding the proper issuance, re-issuance, voiding and handling of Certificates of Completion. References to Driver Education School rules are to the newly revised rules which became effective in February 2009.

Note: the procedures outlined below for obtaining, handling, issuing, voiding and re-issuing of Certificates of Completion are to be followed immediately upon receipt of this memorandum. All procedures are mandatory and must be followed by all private driver education providers.

Inquiries regarding these procedures shall be addressed to Ms. Heather Williams at lhw@unm.edu or 505-277-0872.

Obtaining Certificates of Completion:

- **Issuing Entity:** the New Mexico Transportation Safety Law Center Licensing Section (Licensing) at the UNM Institute of Public Law will continue to act as the Bureau's agent for issuing blank Certificates of Completion.

- **Request Process:**
 - Requests for blank Certificates of Completion must be in writing. The request form for Certificates is available at http://ipl.unm.edu/traf/certification/forms/ORDER_FORM_Certificate%20Plus.doc

 - The request form must be accompanied by a check or money order payable to the Traffic Safety Bureau. The purchase price is \$1.00 per each Certificate of Completion. (Rule 18.20.3.12L) Certificates of Completion are issued only in increments of fifty (50) and, therefore, must be purchased in those increments.

 - Request forms and payment can either be mailed to Licensing or dropped off in person at Licensing's office in Albuquerque. The mailing address is:

**NM Transportation Safety Law Center
Licensing Section
Institute of Public Law
MSC 11 6060
1 University of New Mexico
Albuquerque, NM 87131-0001**

- Providers must be current in their Quarterly Student Reports in order to obtain blank Certificates of Completion.
- **Licensing’s Process for Fulfilling Requests for Certificates of Completion:**
 - Licensing will review the requesting provider’s file to determine whether it is current on its Quarterly Student Reports.
 - Quarterly Student Reports will be reviewed by Licensing for the number of students reported and a comparison with the number of Certificates of Completion requested for purchase by the provider.
 - If the provider is noncompliant with any of the procedures contained in this memorandum, Licensing will not fulfill the request for purchasing blank Certificates of Completion. This includes procedures for voiding and re-issuing Certificates of Completion. Licensing will contact the provider to advise it of the need to become compliant.
 - Licensing will not provide same-day service for providers who drop off request forms and payment at its offices.
 - Assuming no problems with Quarterly Student Reports and compliance with all procedures contained in this memorandum, Licensing will fulfill requests for Certificates of Completion within two (2) weeks of receipt.
 - If Certificates of Completion are mailed to the provider, it will be by Certified Mail, Return Receipt Requested.

Issuing Certificates of Completion by Providers:

- **To Whom:** Certificates of Completion shall be issued to “the student upon successful completion of a driver education course.” (Rule 18.20.3.7F)
- **Age Restrictions for Issuance:** None. All students, regardless of age, who successfully complete either an approved 56-hour classroom course **or** 30 hour classroom and 7 hours of behind-the-wheel training, shall be issued a Certificate of Completion, meaning teen-age, mid or high school students as well as adults, age 18 and over.
- **By Whom:** Certificates of Completion shall be handled, signed and issued only by currently licensed driver education instructors. All persons working at or connected to the school (e.g., administrative staff, family members, etc.) who are

not licensed driver education instructors shall **NOT** request, handle, complete, sign, issue, re-issue or void Certificates of Completion under any circumstances.

- **Order of Issuance:** Certificates of Completion shall be issued **sequentially** to students and only upon successful completion of a driver education course. (Rule 18.20.3.12L)

Voiding of Certificates of Completion by Providers:

1. Providers shall write “**VOIDED**” in large letters across the face of the original Certificate of Completion;
2. Providers shall write the date the Certificate of Completion was voided on the face of the original Certificate of Completion;
3. Providers shall draft a short memorandum addressed to Licensing which specifies:
 - the Control Number for the voided Certificate of Completion;
 - the reason(s) the Certificate of Completion was voided (e.g., error in student’s name, etc.), and;
 - the student’s name placed on the voided Certificate of Completion (if applicable).
 - the Control Number for the valid Certificate of Completion issued to the student originally listed on the voided Certificate of Completion (if applicable).
4. Providers shall return the **ORIGINAL** voided Certificate of Completion and accompanying explanation memorandum to Licensing. Those returns can be either by mail or in person at the Licensing’s offices.
5. All voided and returned original Certificates of Completion and explanation memoranda for each quarter of the year shall be sent to Licensing together with the Quarterly Student Reports.

Re-issuance of Certificates of Completion by Providers:

1. Providers shall draft a short memorandum addressed to Licensing containing the following information:
 - the name, address and phone number of the student to whom a Certificate of Completion was re-issued;

- the reason(s) for the re-issuance;
 - the Control Number of the original Certificate of Completion and its date of issuance;
 - the Control Number of the re-issued Certificate of Completion and its date of issuance
2. Providers shall send the short memorandum to Licensing regarding the re-issuance of the Certificate of Completion. The memoranda for all re-issued Certificate of Completion done for each quarter of the year shall be sent to Licensing together with the Quarterly Student Reports.