

5 November 2012

Luke Harrison
Technical Writer, Consumer NZ
Private Bag 6996
Marion Square
Wellington 6141

Dear Luke

Request made under the Official Information Act 1982

Thank you for your email of 10 October 2012 to Andrew Knackstedt requesting the following information under the Official Information Act 1982:


1. 'A tougher Graduated Licensing System (GDLS) was introduced in February 2012. Can you please send/direct me to the review that led to the new system?
2. Also, previous annual reports mention an 'audit programme' covering the third party agent service delivery of driver testing. Can you please send/direct me to the audit documents that resulted from this programme?'

On 15 October, you were informed that the first part of your request has been transferred to the Ministry of Transport who will respond to you directly.

In regards to your second request over 3,315 audit papers would need to be provided which would take an unreasonable amount of time for the NZ Transport Agency to collate. On 30 October 2012 you confirmed to Andrew Knackstedt that a summary table of audits carried out by NZ Driver Licensing (1998) Limited would be acceptable along with a copy of one full audit document to demonstrate the audit process. Please note that NZ Driver Licensing (1998) Limited are an International Organisation for Standardisation (ISO) accredited company and are regularly assessed to ensure their audit procedures meet the ISO standard.

If you would like to discuss this reply with the NZ Transport Agency, please contact Tia Choi, Customer Response Team, by email to info@nzta.govt.nz or by phone on 0800 822 422.

Yours sincerely



Alan Montgomery
Manager, Customer Access
NZ Transport Agency

Please note: Region 1 = Auckland and Northland. Region 2 = Waikato. Region 3 = Lower North Island. Region 4 = South Island.

For the month of April 2012 in regards to Camera Audits. Deviation from manual. Tester interfered with test by tooting applicants horn at another road user. This was identified through viewing camera footage during an audit. The tester was counselled and will be monitored.

For the month of September 2012, 79 of the 88 test paper errors were in Region 1. These errors include; no finish time, ticking incorrect summary box, incorrect addition, incorrect test route number. The high error rate is attributable to a new tester in Region 1 which has now been rectified. The high error rate did not affect the test outcome.

The focus has been training new testers and providing cover for sick and bereavement leave.

The total error rate is calculated by the number of errors found compared to the number of papers checked.

Month: February 2012	NZDL		
	Regions 1-3	Region 4	Total
Tester Audits physical completed	0	0	0
Deviations from Tester Manual identified	0	0	0
Test paper audits			
No of Testers	22	5	27
No of papers checked	1118	121	1239
No of errors found	16	2	18
No test papers containing errors	16	2	18
Error Rate	1.4%	1.7%	1.5%

Month: March 2012	NZDL		
	Regions 1-3	Region 4	Total
Tester Audits physical completed	0	0	0
Deviations from Tester Manual identified	0	0	0
Test paper audits			
No of Testers	6	1	7
No of papers checked	293	64	357
No of errors found	3	0	3
No test papers containing errors	3	0	3
Error Rate	1.0%	0%	0.8%

Month: April 2012	NZDL		
	Regions 1-3	Region 4	Total
Tester Audits physical completed	4	3	7
Deviations from Tester Manual identified	1	0	1

Test paper audits			
No of Testers	6	0	6
No of papers checked	90	0	90
No of errors found	6	0	6
No test papers containing errors	6	0	6
Error Rate	6.7%	0%	6.7%
Camera audits			
No of Testers with Cameras	23	5	28
Hours of Footage checked	1011	286	1297
No of errors found	9	3	12
Error Rate	0.9%	1.0%	0.9%

Month: May 2012	NZDL		
	Regions 1-3	Region 4	Total
Tester Audits physical completed	10	6	16
Deviations from Tester Manual identified	1	2	3
Test paper audits			
No of Testers	7	0	7
No of papers checked	236	0	236
No of errors found	15	0	15
No test papers containing errors	15	0	15
Error Rate	6.4%	0%	6.4%
Camera audits			
No of Testers with Cameras	24	5	5
Hours of Footage checked	962	156	1118
No of errors found	8	0	8
Error Rate	0.8	0%	0.7%

Month: June 2012	NZDL		
	Regions 1-3	Region 4	Total
Tester Audits physical completed	4	0	4
Deviations from Tester Manual identified	0	0	0
Test paper audits			
No of Testers	10	0	10
No of papers checked	460	0	460
No of errors found	30	0	30
No test papers containing errors	29	0	29
Error Rate	6.5%	0	6.5%
Camera audits			
No of Testers with Cameras	13	4	17
Hours of Footage checked	735	221	956
No of errors found	3	1	4
Error Rate	0.4%	0.5%	0.4%

Month: July 2012	NZDL		
	Regions 1-3	Region 4	Total
Tester Audits physical completed	2	6	8
Deviations from Tester Manual identified	0	0	0
Test paper audits			
No of Testers	11	4	15
No of papers checked	283	33	316
No of errors found	13	5	18
No test papers containing errors	13	5	18
Error Rate	4.6%	15.2%	5.7%
Camera audits			
No of Testers with Cameras	13	4	17
Hours of Footage checked	382	236	618
No of errors found	3	2	5
Error Rate	0.8%	0.84%	0.8%

Month: August 2012	NZDL		
	Region 1-3	Region 4	Total
Tester Audits physical completed	2	0	2
Deviations from Tester Manual identified	0	0	0
Test paper audits			
No of Testers	5	4	9
No of papers checked	349	57	406
No of errors found	5	2	7
No test papers containing errors	5	2	7
Error Rate	1.4%	3.5%	1.7%
Camera audits			
No of Testers with Cameras	8	3	11
Number of tests checked	242	78	320
No of errors found	0	0	0
Error Rate	0	0%	0%

Month: September 2012	NZDL		
	Regions 1-3	Region 4	Total
Tester Audits physical completed	5	0	5
Deviations from Tester Manual identified	2	0	2
Test paper audits			
No of Testers	16	0	16
No of papers checked	486	0	486
No of errors found	88	0	88

No test papers containing errors	66	0	66
Error Rate	18.1%	0	18.1%
Camera audits			
No of Testers with Cameras	10	4	14
Number of tests checked	103	0	103
No of errors found	0	0	0
Error Rate	0	0%	0%

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