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I Access via RMS website

To record Older Driver Assessment results, Assessors must access the Accredited Assessor Reporting System.

By following the steps provided, Assessors will be able to access the Accredited Assessor Reporting System and save as a favourite on their computers for future access.

From the Roads & Maritime Home Page:

- Click on Business & Industry

From the Business & Industry link:

- Under the heading 'Useful links'
- Click on Business Partners – online tools
From the Business Partners page:

- Scroll down to Older driver assessments
- Single Click on the Older driver assessment button.

OR

From the Business Partners page:

- Hold the mouse over Business & Industry
- A drop down display will appear
- Single Click on the Driving instructors link
From the Driving instructors page:

- Under ‘Online tools’
- Single Click on the ‘Older driver assessments link’
1.1 RMS website process
2 Accredited Assessor Reporting System

Roads and Maritime Services will issue a User ID and generic Password after you have attended and successfully completed the Older Driver Workshop and completed a DRIVES External User Account Request form.

When you receive the email detailing your User ID and generic password, you must change the generic password. The email you receive will provide you with an overview and structure of your confidential password.

To login to the Accredited Assessor Reporting System you must enter your user ID and password.

How to login:

Enter your User ID
Enter your confidential password
Click on the ‘Accept conditions & Login button

Notes
1. For security reasons, your password should not under any circumstances be disclosed to anyone. Each user is accountable for every access recorded against his/her user ID and password.
2. If you have logged in and are inactive for 60 minutes, your session will be timed out and you will need to log back into the system again.
3. If you have forgotten your password please contact the RMS Help Desk 1300 131 248.
3 Older Driver Assessment Welcome Page

The Older Driver Assessment Welcome Page provides an overview of information relating to the Older Driver Assessment Application and the outlines the process taken to successfully conduct a customer eligibility check and enter customer results for an Older Driver Assessment.

To proceed, select an option from the left menu.
1. To make a customer enquiry on older driver assessment eligibility select ‘Customer enquiry’.
2. To enter a customer’s assessment results, select ‘Customer results’.
3. To change password, select ‘Change password’.
4. To logout, select ‘Logout’.

Sample Screen Prototype – SC0110 – AARS – Home Page

![Sample Screen Prototype](image-url)
4 Customer Enquiry

External Older Driver Assessors are required to carry out a customer eligibility check prior to booking an older driver assessment with a customer.

The eligibility check ensures the customer is eligible to proceed with an assessment. It also protects the customer, assessor and the public from a potential safety risk should the customer be ineligible.

If a customer is ineligible, the assessor has advanced warning that the customer needs to address an outstanding issue prior to completing a driving assessment.

An assessor or external contact centre will not be able to enter a customer’s result if there isn’t a current eligibility check recorded in the system by the assessor for that customer. Therefore this is a mandatory step when booking a customer in for an older driving assessment.

On the day of the driving assessment, a subsequent Customer enquiry is encouraged to ensure no restrictions, sanctions or suspensions have been activated within the period, subsequently voiding the eligibility of the customer.

Privacy Statement

Before an assessor can enter a customer’s details to perform a customer enquiry, the assessor must first gain permission from the customer to carry out this privacy check of the customer’s record for eligibility.

The verbal privacy statement wording to be read to the customer is on this screen. Ensure you receive a clear agreement from the customer.

If the customer questions why the privacy statement is required only then, should the additional statement be read to the customer to provide further clarification of the process.

Finally, if they do not accept the privacy statement, the eligibility check can not be completed, and the customer must be advised to contact the RTA Contact Centre.

The assessor can not proceed to the eligibility results unless they have clicked on the Customer Accepts radio button.

Steps

1. Select Customer enquiry from the left hand menu.
2. Select Customer Accepts (verbal privacy statement), when the customer has agreed to the privacy statement.
3. Enter the Customer’s Surname, NSW Driver licence no and Licence card no.
4. Enter the Surname and NSW Driver licence no of the Assessor performing the driving assessment.
5. All fields are mandatory and must be completed.
6. Select the Continue button to validate the information entered and navigate to the eligibility results.

Exceptions

If all information entered is correct but the eligibility results screen isn’t displayed, the customer may have sanctions, restrictions or suspensions applied to their licence, and must contact the RTA for further information.
4.1 Customer enquiry eligibility results

This screen is designed to provide the Older Driver Assessor with information to validate not only the Customer’s eligibility and details but to ensure the correct Assessor has been entered for the customer eligibility check.

The assessor can check the due date, ensuring the booked assessment date falls within the required timeframe.

Eligibility Status

If the status is ELIGIBLE the Assessor may proceed with booking an older driver assessment with the customer.

If the status is INELIGIBLE, the Status information field will display the information to relay to the customer. The customer should be directed to contact the RTA Contact Centre for further information.

The status information includes a Reason Code which will assist the RTA Customer Officers to quickly locate the reason why the customer is Ineligible.

An older driver assessment must not be booked when the status is Ineligible.

Sample Screen Prototype – SC0200 – Customer enquiry
Sample Screen Prototype – SC0210 – Customer enquiry eligibility results

Accredited Assessor Reporting System

Older Driver Assessment
Customer enquiry eligibility results

- Assessor Name: John Joseph HEATHCOK
- Customer Name: Tony Help EER
- Address: 11 STARGATE ST
- RAA NSW 2330
- Driver Assessment Due Date: 8/10/2010
- Status: ELIGIBLE
- Status Information: The customer is eligible for an assessment.

Please note:
- The customer has a Disability modification.
- The customer has a Vehicle modification and therefore the assessment must be carried out in the customer's vehicle.
- Visual assessment is required to review any modifications to the vehicle.

If the customer passes their older driver assessment, please direct them to present to the RTA to receive their new licence.
Older Driver Assessment

Customer enquiry eligibility results

Assessor Name: Remee Louise TSDELL
Customer Name: Rachael Gaye COLLINS
Driver Assessment Due Date: [Date]

Status: INELIGIBLE
Status Information: The customer is ineligible for an assessment.

The customer's Medical assessment is outstanding.

Please have the customer contact the RTA Contact Centre and quote Reason Code 2 for further information.
5 Customer results

When the Older driver assessment has been completed, the Assessment result must be entered into the system preferably within 24 hours.

The same process of entering the Customer and Assessor details is required to be confirmed before entering the result.

Steps

1. Enter the Customer’s Surname, Driver licence no and Licence card no.
2. Enter the Assessor’s Surname and Driver licence no.
3. All fields are mandatory and must be completed.
4. Select the Continue button to validate the information and display the Customer Assessment Results page.

Exceptions

If the Customer assessment results screen isn’t displayed and all information entered is correct it may be for the following reasons.

1. The customer may have sanctions, restrictions or suspensions applied to their licence since the successful eligibility check, and must contact the RTA for further information.
2. The Assessor may not have carried out an eligibility check, or the customer does not have a successful eligibility check recorded that is less than 3 months old.
5.1 Customer Assessment Result

The Customer Assessment Result allows you to enter the customer’s result, thereby finalising the Older Driver Assessment process.

The only results accepted are PASS or SERIOUS ERROR. FAIL results are not required to be entered.

If you have made any observations, such as modifications to the vehicle for a disability, please use the comments box to advise the RTA. The comments box is an effective form of communication for relevant customer information to be relayed back to the RTA. The comment is sent to the Customer Education team.

A confirmation together with a transaction number will be displayed following the submission of a result. If you don’t receive this confirmation, the result may not have updated the system and you should contact the RTA Contact Centre to check.

Steps

1. Enter the date the assessment took place.
2. Enter the Transmission Type of the car the customer used for the assessment.
3. Enter the Assessment Result.
4. If the assessment result is a Serious error the Comments field will become a mandatory field. Please enter the reason why the customer has been issued with a Serious error result.
5. If you have made any observations, particularly if it is contrary to the information on the licence, please advise us by completing the Comments box. All entries made in the Comments box will be emailed to the Customer education team.
6. If the assessment result is a Serious error, the Confirm Serious Error result will appear and is also mandatory to ensure the correct result is entered.
7. Click on the Submit button to proceed.
8. The result confirmation displays including the transaction number. It is advised to print, or write this number down, as it can be used to follow up any queries with the RTA Contact Centre.
6 CHANGE PASSWORD
This screen allows you to change your password.

Steps
1. Enter your current password.
2. Enter your new password.
3. Enter your new password again.
4. Click on the Change Password button.

Notes
1. Your password must be 6 to 10 characters long. This must be a combination of letters and numbers with at least one number.
2. The password must exclude spaces.
3. The new password cannot be the same as any of the previous six passwords, including the current password.
<table>
<thead>
<tr>
<th>Ineligibility reason</th>
<th>Result</th>
<th>Reason code</th>
</tr>
</thead>
<tbody>
<tr>
<td>A passed driving assessment and a passed medical assessment currently exist and are less than 6 months old.</td>
<td>The customer is ineligible for an assessment. The customer is not required to complete an assessment, as the customer has already passed an assessment in the past 6 months. Please have the customer contact the RTA Contact Centre and quote Reason Code 1 for further information.</td>
<td>1</td>
</tr>
<tr>
<td>Customers, who have been requested to complete a Medical and Driving Assessment within the required timeframe, cannot commence a Driving Assessment, if the request for the Medical Assessment is outstanding.</td>
<td>The customer is ineligible for a driving assessment. The customer’s Medical assessment is outstanding. Please have the customer contact the RTA Contact Centre and quote Reason Code 2 for further information.</td>
<td>2</td>
</tr>
<tr>
<td>An Older Driver Assessment enquiry encounters a Serious Error and the driver licence has been cancelled. (Medical cancellation)</td>
<td>The customer is ineligible for a driving assessment. Please have the customer contact the RTA Contact Centre and quote Reason Code 3 for further information.</td>
<td>3</td>
</tr>
<tr>
<td>The driver licence has expired or is not active</td>
<td>The customer is ineligible for an assessment. The customer’s driver licence is not active or has expired. Please have the customer contact the RTA Contact Centre and quote Reason Code 4 for further information, or present at a registry.</td>
<td>4</td>
</tr>
<tr>
<td>The Customer is the subject of current or pending Suspension Enforcement action.</td>
<td>The customer is ineligible for an assessment. Please have the customer contact the RTA Contact Centre and quote Reason Code 5 for further information.</td>
<td>5</td>
</tr>
<tr>
<td>CAMs restrictions exist blocking the business process ‘External Assessors’</td>
<td>The customer is ineligible for an assessment. Please have the customer call the RTA Contact Centre and quote Reason Code 6 for further information.</td>
<td>6</td>
</tr>
</tbody>
</table>