

SDT Bringing Driver Training Into The Digital World

While a number of companies went into meltdown when the COVID-19 pandemic hit. For Joel Neilsen, owner and Managing Director at Safe Drive Training (SDT), a new door was opened and now the company is powering straight ahead as a leader in e-training.

"The arrival of COVID-19 did have its impacts thanks to things like safe distancing, lockdowns and travel restrictions but we quickly identified a great opportunity to provide highly specialised e-learning courses to a wide audience," Joel says.

SDT is currently offering three courses that will be of interest for those working in the mining sector:

- Safe Driving Defensive – which has up to 30 modules;
- Safe Operation of 4WD vehicles – which has 14 modules; and
- Safe Driving Trailers – which has 13 modules

Duty Of Care

Joel says "employers must realise that they have a legal obligation to train an employee in the safe operation of any machinery."

"It would be gross negligence to require someone to operate a chain saw, tractor, forklift or earth moving equipment without suitable training or qualifications. So why is a motor vehicle overlooked."

"The Workplace Health and Safety Act doesn't ignore a motor vehicle. It requires employers to train employees in the use of a motor vehicle. And importantly a driver's licence is not regarded as suitable training. "But society in general wrongly accepts that a driver's license is suitable training."

A Licence Is A Basic Benchmark

To legally drive a vehicle we need to hold a valid licence for that class of vehicle.

"But that licence can be obtained with little

or no professional instruction, provided the person passes a basic assessment with a driving examiner. The examiner does not need to hold any qualification except be employed by the authority in charge of issuing the license."

"The training undertaken at pre-license stage can be thorough if the applicant wants to spend the time and money to obtain it, but too often it is the minimum amount that ensures the person passes the driving test."

Licensing for driving a light vehicle therefore does not require the applicant knows

- How the vehicle safety systems operate
- How to check or adjust the engine fluids and tyre pressures
- How to change a tyre, refuel, change a fuse, jump start a vehicle
- The physics and dynamics of a vehicle
- How to drive safely in different weather and road conditions
- How to react in an emergency situation and what vehicle safety systems do to help

"Imagine trusting a pilot who obtained the least possible training in order to take off and land a plane, who didn't know what many of the systems did and had never been trained with dealing with emergency situations."

Joel points out that those operating 4WD vehicles whether on or off-road have many modern systems which are not discussed when getting a licence. These include:

- The 4WD modes (H2, H4, L4)
- When, how and why to use differential locks
- When, how and why to use Downhill Assist Control and Terrain Select systems
- How and when to switch off traction control, stability control, roll sensing airbags
- 4WD load carrying and towing limits
- Tyre pressures for off-road driving

- How to self recover the vehicle using different driving techniques, systems or adjustments to the vehicle
- Using and attaching recovery equipment to pull a vehicle free of a hazard

An employer might believe they are not required to train their personnel in the 4WD systems fitted to a vehicle, because the employee never uses the vehicle for any off-road driving.

"But in any other industry, machinery lockouts would be installed to prevent the misuse of the wrong systems at the wrong time. But this does not exist in vehicles, so there is nothing stopping and no training at the licensing stage to prevent a person engaging the diff locks or turning off safety systems for normal driving."

"Considerable and costly damage could occur to the vehicle from misuse of the vehicles systems. A situation might arise where the vehicle operator does need to use the vehicle off-road and they can claim no training was provided, should an injury or crash result. It is legally a minefield."

"The owner's manual protects the vehicle's manufacturer from legal responsibility as the manual covers all the safety warning and operational information."

"But employers are wrongly putting faith in the fact the employee is licensed to operate that vehicle when in reality they could have very limited knowledge and experience about the correct operation of the vehicle."

Re-sell opportunity

SDT is now offering its top-class e-learning course and support materials to other training providers for them to resell the online courses.

Joel says there are a number of benefits to be obtained for training companies re-

selling the SDT courses, including freeing up time for a company's training staff, and of course extra income.

"Even if you already deliver defensive driving training your trainers won't have to deliver regular classroom presentations.

"This not only frees up trainers, but it provides very high-quality driver education that provides all users with the same quality of content."

Resellers can simply expand their training services and start running classes using the e-learning for a client.

"It really changes your training as you have participants arriving to the practical course already very well trained

"Even experienced drivers are providing amazing feedback about how much they learned from this package."

SDT provides professionally made videos which provide a unique perspective through the use of modern technology such as dashcam clips.

Points of difference offered by the SDT e-learning opportunity includes:

Mix And Match

The client can select the content they want their personnel to access. If an employ operates a 4WD vehicles and tows trailers, they then receive certain modules which are different to a sales rep who operates a passenger car mostly in city traffic.

Local Driver Training

The e-learning videos are created in Australia, so participants are not seeing content developed in Europe or the USA with different driving conditions and foreign accents.

Updated Quickly

With an inhouse video editor, SDT has

Learning vehicle recovery techniques.





Teaching drivers how to deal with steep terrain situations.

already updated its training programs to include the correct use of the 4WD systems found in the new Landcruiser 300 series.

Likewise, its trailer towing programs have been remade and refreshed with new and improved content after only 12 months in circulation.

Likewise as road rules are updated, these can be quickly incorporated into the modules.

Amazing Content

The e-learning is not basic and is not just a filmed lecture.

It includes real crash tests staged with vehicles to show impact forces. SDT has fired a car into a wall, set fire to a car, dropped it off a jack, road rage attacked it, and rolled it with cameras rolling to capture the action.

The company has shot at a car to show how little protection it offers in a carjacking. It has also stretched and snapped recovery straps under extreme pressure to film what can go wrong.

Vision from driving simulators has also been used when it was not possible to stage the scenario safely.

Increased Productivity

In the past, driver trainers would travel to work sites to conduct training programmes and would spend multiple sessions delivering the same classroom lecture on repeat to small groups from the client. Now via e-learning course participants can undertake the theory modules in advance, reducing the time the driver trainer spends on-site. This also reduces the time the employee spends away from work in the classroom.

If the participants are travelling to the driver training provider's location, they only need to spend a half day in practical training, since

the classroom theory has been covered prior. Or the option exists for the participant to complete a full day of more advanced practical training.

Affordable

The e-learning is also very affordable. Login access ranges from \$33 per person to \$99 per person depending on the content being provided.

There are further savings when the practical training is booked, since the training provider does not need to provide a classroom or trainer for delivering the classroom lectures and the participant does not need to attend for classroom-based theory, reducing the wages paid for time spent in theory training.

Verification Of Training

Whilst face-to-face learning is important, this can still happen when the practical training is undertaken. The participant can ask questions and the trainer can further verify their understanding of the subject material.

Unlike in a classroom setting, participants can pause and rewind the online content if they don't understand the subject matter.

The use of quiz questions at the end of each module verifies the persons understanding of the concepts and provides evidence of their understanding. Whereas in classroom training, especially if not assessed, a participant can claim the training did not cover that topic and that they were not trained by their employer. Or they might not understand the topic but not ask questions out of embarrassment.

In the backend, the e-learning will not allow the quiz questions to be accessed until the video is viewed, preventing participants skipping ahead and guessing the questions. The time spent on each module and the number of incorrect answers is recorded, thus showing if a participant is attempting

to short-cut through the training.

It is less likely the person will "switch off" when the e-learning videos are comprehensive and engaging with such great information and driving action.

Certification

When the participant completes all modules and achieves a 100% result on the quiz questions, the system automatically generates a certificate via PDF.

This certificate can be used on the employees file to prove the training undertaken.

Remote Learning

SDT has clients using the e-learning courses in both overseas countries and in states with closed borders. This is allowing driver training to be delivered during the pandemic when it is impossible for us to send an instructor to their location.

Less Stress

Pre-COVID participants arrived at driver training courses very apprehensive. Since their employer booked the training, the participant had limited knowledge of the training course and often had a preconceived idea of what the training would involve.

As a result, many were nervous about the session they were about to undertake. Some even faked illness out of apprehension and thus resulted in charges from the training company for non-attendance.

Now by completing online modules prior to attendance, the participant has met the trainers and therefore seen they are friendly and not going to shout at them. They have also learnt important driving tips and come to realise they are going to learn new things from this training. Things that will improve their safe operation of a vehicle. They have also seen via the videos the maneuvers they will be undertaking in the practical training and thus any notions of wild driving or high

risk have been removed.

Community Training

A mining company could also purchase e-learning modules and make them available to novice drivers in their region. An investment of \$5000 could see 100 students receive high quality driver education that is not usually available via the driver licensing system.

The e-learning portal allows the login screen to be branded for the corporate sponsor and/or a video message to be inserted.

About SDT

Safe Drive Training (SDT) is one of Asia-Pacific's leading driver trainers. Now in their 25th year of operations, SDT conducts defensive driving for car, SUV and 4WD vehicles, plus mentoring for bus and truck drivers. SDT also conducts 4WD off-road training and they have their own 4WD training facility south-west of Brisbane.

SDT has operated in 24 countries and has partners across Australia and in many overseas locations, allowing training to be delivered in local languages.

SDT also builds driving simulators for novice driver training, there are over 60 units now in use across Australia and several overseas countries. **AMR**



SOURCE
Safe Drive Training
P 07 3299 7723
E info@sdt.com.au
W www.sdt.com.au

Learning how to deal with gravel roads is critical.

