

Month: January 2013	NZDL		
	Regions 1-3	Region 4	Total
TO Audits physical completed	11	4	15
Deviations from TO Manual identified	0	0	0
Test paper audits			
No of Testers	23	8	31
No of papers checked	571	219	790
No test papers containing errors	39	16	55
Error Rate	6.83%	7.31%	6.96%
Camera audits			
No of Testers with Cameras	16	2	18
Number of tests checked	356	161	519
No of errors found	0	2	2
Error Rate			0.39%

Camera Errors

Incorrect interpretation diverging

Instruction given by Tester for hazard detection no according to manual

Month: February 2013	NZDL		
	Regions 1-3	Region 4	Total
TO Audits physical completed	12	2	14
Deviations from TO Manual identified	0	0	0
Test paper audits			
No of Testers	21	8	29
No of papers checked	512	207	719
No of errors found	32	59	91
No test papers containing errors	32	46	78
Error Rate	6.3%	28.5%	12.7%
Camera audits			
No of Testers with Cameras	15	5	20
Number of tests checked	189	165	354
No of errors found	0	3	3
Error Rate	0.0%	1.8%	0.8%

Region 4

This region had a new Tester with 14 errors and an existing Tester with 12 errors contributing the most faults. The new Tester's errors were prior to his first audit in February and will be rechecked when he returns from leave in March.

The existing Tester has been counselled and is being re-audited week 11/03.

Majority of errors for region were

Start/finish time not entered 11

Boxes not filled in 13

Minor calc errors 18

Month: March 2013	NZDL		
	Regions 1-3	Region 4	Total
TO Audits physical completed	5	2	7
Deviations from TO Manual identified	0	0	0
Test paper audits			

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No of Testers	18	4	22
No of papers checked	242	100	342
No of errors found	10	1	11
Error Rate	4.1%	1.0%	3.2%
Camera audits			
No of Testers with Cameras	9	5	14
Number of tests checked	148	168	316
No of errors found	1	1	2
Error Rate			0.63%

Month: April 2013	NZDL		
	Regions 1-3	Region 4	Total
TO Audits physical completed	4	1	5
Deviations from TO Manual identified	0	0	0
Test paper audits			
No of Testers	18	8	26
No of papers checked	465	202	667
No test papers containing errors	17	7	24
Error Rate	3.7%	3.5%	3.6%
Camera audits			
No of Testers with Cameras	8	3	11
Number of tests checked	237	162	399
No of errors found	0	0	0
Error Rate			

Month: May 2013	NZDL		
	Regions 1-3	Region 4	Total
TO Audits physical completed	4	4	8
Deviations from TO Manual identified	0	0	0
Test paper audits			
No of Testers	16	5	21
No of papers checked	439	125	564
No test papers containing errors	29	13	42
Error Rate	6.6%	10.4%	7.4%
Camera audits			
No of Testers with Cameras	13	5	18
Hours of Footage checked	286	102	388
No of errors found	1	1	2
Error Rate	0.34%	1.0%	0.51%

Month: June 2013	NZDL		
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Camera Error - Tester engaged in unnecessary small talk with an interpreter during a driving test.

Tester identified not wearing tie

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	Regions 1-3	Region 4	Total
TO Audits physical completed	11	1	12
Deviations from TO Manual identified	3	0	3
Test paper audits			
No of Testers	24	8	32
No of papers checked	658	197	855
	0	0	0
No test papers containing errors	34	31	65
Error Rate	5.2%	15.7%	7.6%
Camera audits			
No of Testers with Cameras	16	5	21
Number of tests checked	455	136	591
No of errors found	4	0	4
Error Rate	0.9%	0.0%	0.7%

2 of errors found in camera footage. Deviating from instructions in the Test Route Folder and no in car vehicle check.

Other camera errors at Gisborne, tester no longer working for NZDL

Month: July 13	NZDL		
	Regions 1-3	Region 4	Total
TO Audits physical completed	12	3	15
Deviations from TO Manual identified	2	0	2
Error Rate	16.7%	0.0%	0.1333333
Test paper audits			
No of Testers	31	12	43
No of papers checked	699	378	1077
No test papers containing errors	30	31	61
Error Rate	4.3%	8.2%	5.7%
Camera audits			
No of Testers with Cameras	10	5	15
Number of tests checked	365	136	501
No of errors found	0	0	0
Error Rate	0.00%	0.00%	0.00%
Average for Month	6.3%		

One Tester in Region 2 had 9 TP errors and is under performance management

Three newer Testers in Region 4 had most of the TP errors due mostly to calculation errors that didn't affect the outcome.

Month: August 13	NZDL		
	Regions 1-3	Region 4	Total

	3		
TO Audits physical completed	14	1	15
Deviations from TO Manual identified	1	0	1
Error Rate	7.1%	0.0%	0.0666667
Test paper audits			
No of Testers	27	2	29
No of papers checked	598	152	750
No test papers containing errors	44	3	47
Error Rate	7.4%	2.0%	6.3%
Camera audits			
No of Testers with Cameras	7	3	10
Number of tests checked	428	85	513
No of errors found	1	1	2
Error Rate	0.23%	1.2%	0.39%
Average for Month	4.4%		

Three new Testers in Reg 3 had 9 errors total and have follow ups planned.
A Tester in Region 2 had 9 errors and is under performance management
No errors have affected the outcome of tests.

Month: September 13	NZDL		
	Regions 1-3	Region 4	Total
TO Audits physical completed	15	2	17
Deviations from TO Manual identified	1	0	1
Error Rate	6.7%	0.0%	0.0588235
Test paper audits			
No of Testers	25	8	33
No of papers checked	610	199	809
No test papers containing errors	31	33	64
Error Rate	5.1%	16.6%	7.9%
Camera audits			
No of Testers with Cameras	16	3	19
Number of tests checked	542	105	647
No of errors found	0	1	1
Error Rate	0.00%	1.0%	0.15%
Average for Month	4.6%		

Practical Audit. 1 deviation from TO Manual. TO announced result of Stage 1 to applicant before proceeding to Stage 2.

Region 4. Test paper audits. Three new T.O's had 21 errors between them. These were for incomplete boxes or errors in addition. None of the tests had the outcome affected.
Camera error. T.O did not ask applicant to stop between stages of test when giving result of stage 1

Average for 1st Quarter	5.1%		
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Month: October 13	NZDL		
	Regions 1-3	Region 4	Total
TO Audits physical completed	15	0	15
Deviations from TO Manual identified		0	0
Error Rate	0.0%	#DIV/0!	0
Test paper audits			
No of Testers	31	3	34

No of papers checked	689	75	764
Test papers containing major errors	49	6	55
Test papers containing minor errors			
Error Rate	7.1%	8.0%	7.2%
Camera audits			
No of Testers with Cameras	17	4	21
Number of tests checked	272	53	325
No of errors found	1	0	1
Error Rate	0.37%	0.0%	0.31%
Average for Month		2.5%	

Region 2 had 19 errors mainly due to omissions most being finish times not entered.

Month: November 13	NZDL		
	Regions 1-3	Region 4	Total
TO Audits physical completed	17	0	17
Deviations from TO Manual identified	0	0	0
Error Rate	0.0%	#DIV/0!	0
Test paper audits			
No of Testers	25	8	33
No of papers checked	609	209	818
Test papers containing major errors	17	16	33
Test papers containing minor errors	6	7	
Error Rate	2.8%	7.7%	4.0%
Camera audits			
No of Testers with Cameras	12	2	14
Number of tests checked	400	0	400
No of errors found	1	0	1
Error Rate	0.25%	#DIV/0!	0.25%
Average for Month		1.4%	

7 errors in Region 4 were due to a new Tester who is being counselled

Tester stops on route to debrief applicant before returning to test site.
Tester has been counselled.

Month: December 13	NZDL		
	Regions 1-3	Region 4	Total
TO Audits physical completed	13	2	15
Deviations from TO Manual identified	1	1	2
Error Rate	7.7%	50.0%	0.1333333
Test paper audits			
No of Testers	24	9	33
No of papers checked	590	202	792
Test papers containing major errors	21	3	24
Test papers containing minor errors	9	9	
Error Rate	3.6%	1.5%	3.0%
Camera audits			
No of Testers with Cameras	14	0	14
Number of tests checked	246	0	246

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No of errors found	0	0	0
Error Rate	0.00%	#DIV/0!	0.00%
Average for Month	5.5%		

Average for 2nd Quarter	3.1%		
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Region Code:

Region 1 - Auckland and Northland

Region 2 - Waikato

Region 3 - Central and Lower North Island (effectively draw a line from Napier across to New Plymouth and down to Wellington)

Region 4 - South Island

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