



Designated Examiner Disciplinary Protocol

Class D Drive Schools

3-17-2025

Revision History

Effective Date of SOP: 3/17/2025	SOP Number: E.10
Functional Area Name: Drive Schools	Division Name: Class D
Last Review Date: 2/21/2025	Last Reviewer: Roxann Donatini, Designated Examiner Manager
Next Review Date: 2/21/2026	Next Reviewer: Designated Examiner Manager
Executive Approval Date: 3/17/2025	Approved By: Caitlin Owen, Chief Development & Support Officer

Overview

This standard operating procedure (SOP) covers the steps for addressing and escalating instances of noncompliance with statutes, code or SOK Standard Operating Procedures by a Designated Examiner (DE).

Purpose

This document provides a detailed process for identifying, documenting, and addressing misconduct by a Designated Examiner, including the steps for escalating the issue to higher authorities if necessary.

Policy Statement

These procedures apply to all instances of noncompliance by Designated Examiners with relevant statutes, codes, or SOK Standard Operating Procedures. The goal is to ensure consistent and fair handling of infractions, maintaining the integrity of the examination process.

Compliance

OAC Section 670:15-17 – Certified Schools and Designated Class D Examiners

Systems

System	Function
DE Database	Microsoft Access database used for storing DE records
DE Testing Program	System used by DEs to process new tests

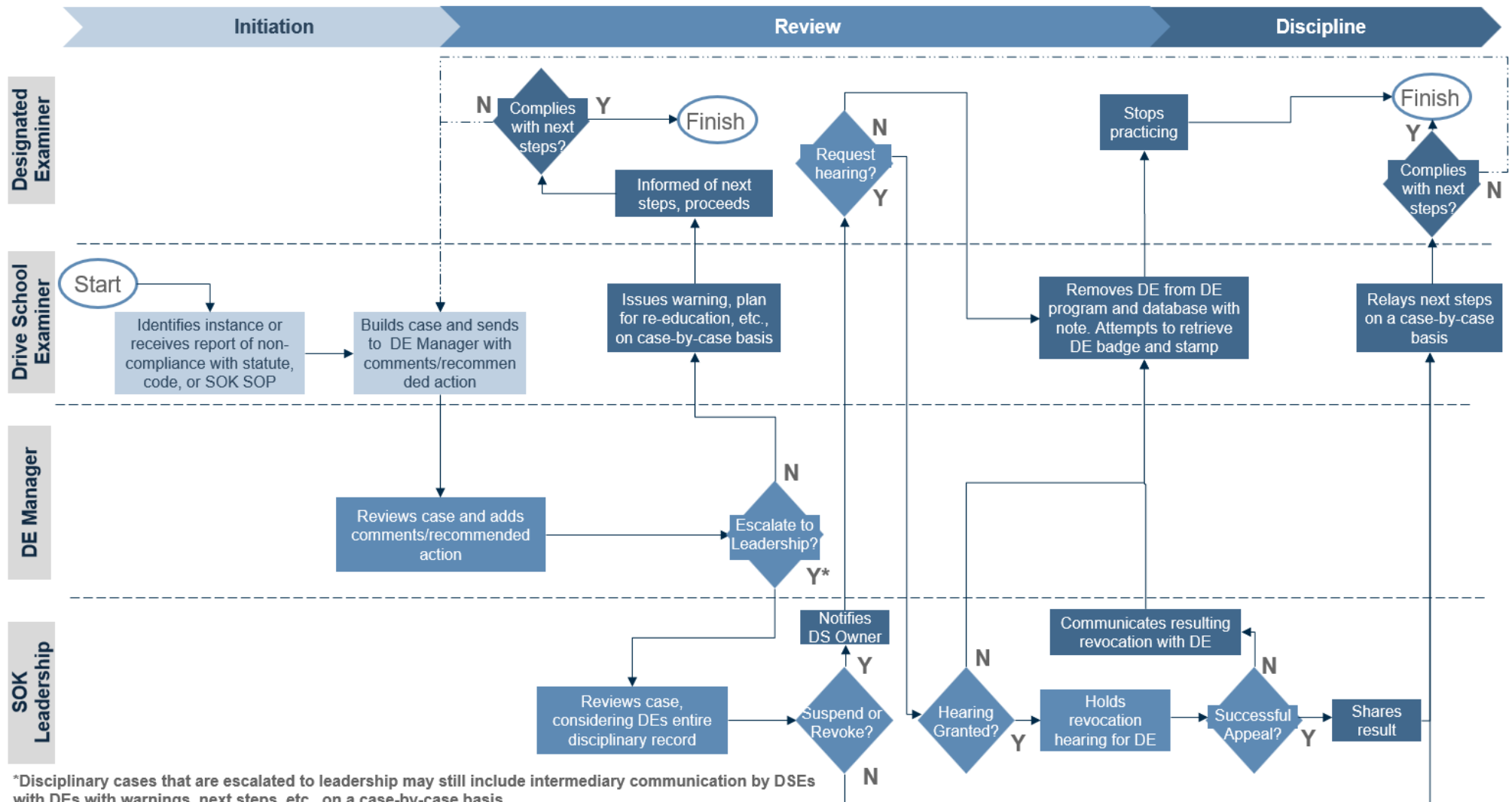
Roles

Role	Responsibilities
Designated Examiner (DE)	Individual certified to administer drive tests for drive schools in Oklahoma



Drive School Examiner (DSE)	SOK employee responsible first for reporting a DE infraction and communicating disciplinary outcomes
Designated Examiner Manager	SOK employee who reviews DE infraction cases and makes disciplinary/escalation decisions
SOK Leadership	Rotating team that makes final decisions on DE certification revocation and conducts hearings.

Process Map - Designated Examiner Disciplinary Protocol



*Disciplinary cases that are escalated to leadership may still include intermediary communication by DSEs with DEs with warnings, next steps, etc., on a case-by-case basis

Procedures

Process #1: Designated Examiner Disciplinary Protocol

Purpose: The purpose of this process is to outline the steps for addressing and escalating instances of noncompliance with statute, Code, or procedure by a DE.

Background: The prerequisite for this process is that a DE has committed an infraction (See OAC 670:15-17-13- Prohibited acts; conduct), and SOK has become aware of the infraction either through direct observation by a DE or through a tip submitted to SOK

Process Step-by-Step:

1. Once a DSE becomes aware of an instance of misconduct, they will document the incident in a special "blue" classification folder. This includes compiling evidence, adding comments, and recommending a course of action before bringing the case to the attention of the DE Manager.
2. The DE Manager reviews the case and adds their input/comments. Based on their understanding of the case, the DE Manager can take one of three steps:
 - a. **No Action:** The DE Manager could take no action for two separate reasons:
 - i. Infraction is minor. The DSE would notify the DE of the infraction and instruct on any corrective action needed. Follow-up audits may be required to monitor compliance.
 - ii. Not enough evidence: The DE Manager could decide that not enough evidence existed for a case and recommend the DSE conduct further investigative actions or monitor DE for further evidence of violation.
 - b. **Escalate to Leadership:** For serious infractions, the DE Manager may escalate the case to SOK Leadership to consider suspending or revoking the DE's certification. This may still involve intermediary communication with the DE, such as warnings or next steps.
3. If a case is escalated, SOK Leadership will review the case along with the recommended actions from the DSE/DE Manager. The leadership team may include General Counsel, the Chief Development and Support Officer, and, if necessary, the CEO and COO. Leadership will convene to decide whether to revoke the DE's certification.
 - a. If leadership chooses NOT to revoke, a DSE will communicate disciplinary action with the DE and note the leadership review and disciplinary action in an incident report file.
 - b. If leadership decides to revoke the certification, the DE has the right to request a hearing. If the DE does not request a hearing, proceed to Step 5. If the DE requests a hearing, leadership can choose to grant or deny it. If leadership denies the hearing, proceed to Step 5.
4. If a hearing is granted, legal team will conduct a hearing for the DE where they will hear the details of their infraction and make a case for themselves. Leadership will consider the appeal.
 - a. If the DEs appeal is denied, proceed to Step 5



- b. If the DEs appeal is successful, leadership will share this result with them. A successful appeal, however, still may require disciplinary action such as check rides or re-education, which will be communicated by a DSE.
5. If an appeal is unsuccessful, hearing is denied, or a hearing is not requested of a decision to revoke, SOK will proceed with the revocation. SOK leadership will communicate the result of the hearing with the DS Owner.
6. A DSE will mark the DE as inactive, unmark the certified box, and make remarks about revocation in Notes field. They will also attempt to retrieve the DE's stamp and ID badge. The DE must cease practicing examinations, marking the final closure of the DE Disciplinary Protocol.