



# ONLINE DRIVER IMPROVEMENT CLINIC LICENSE APPLICATION AND AGREEMENT

**Purpose:** Use this form to apply for or renew an online driver improvement clinic license.

**Instructions:** Return completed form to the Commercial Licensing Work Center at the above address along with a copy of your Online Vendor Agreement and Application for Extranet Transaction Access (US 532E) and applicable fees.

APPLICATION INFORMATION	
TYPE OF APPLICATION (check one) <input type="checkbox"/> Original (first-time application) <input type="checkbox"/> Renewal	FEE <input type="checkbox"/> \$100 - One Year License
CLINIC WILL PROVIDE INSTRUCTION FOR (check one) <input type="checkbox"/> Passenger Drivers: DMV-directed, court-directed, voluntary students and insurance <input type="checkbox"/> Company Employees Only: To provide training awareness	

OWNER INFORMATION				
OWNER FULL NAME (last)	(first)	(mi)	(suffix)	TELEPHONE NUMBER
HOME MAILING ADDRESS		CITY	STATE	ZIP CODE
CUSTOMER NUMBER	HOME TELEPHONE NUMBER	FAX NUMBER (if applicable)	EMAIL ADDRESS (if applicable)	

REPRESENTATIVE INFORMATION (authorized to act on behalf of owner)					
REPRESENTATIVE FULL NAME (last)	(first)	(mi)	(suffix)	TITLE	TELEPHONE NUMBER

BUSINESS INFORMATION			
CLINIC FULL NAME			
MAILING ADDRESS		CITY	STATE     ZIP CODE
DO YOU WISH TO DISPLAY YOUR WEB ADDRESS ON DMV WEBSITE?		<input type="checkbox"/> YES <input type="checkbox"/> NO	WEBSITE ADDRESS
DO YOU WISH TO DISPLAY YOUR EMAIL ON DMV WEBSITE?		<input type="checkbox"/> YES <input type="checkbox"/> NO	EMAIL ADDRESS

OPERATIONS INFORMATION	
HELP DESK HOURS OF OPERATION <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> AM <input type="checkbox"/> PM	DAYS OF THE WEEK <input type="checkbox"/> MON <input type="checkbox"/> TUE <input type="checkbox"/> WED <input type="checkbox"/> THUR <input type="checkbox"/> FRI <input type="checkbox"/> SAT <input type="checkbox"/> SUN

DMV USE ONLY		
CSR STAMP	DECISION <input type="checkbox"/> APPROVED DATE <input type="checkbox"/> DENIED DATE	CLINIC CODE NUMBERS

## AGREEMENT INFORMATION

Pursuant to Va. Code § 46.2-490.3. "Computer-based clinic provider," means any clinic licensed by the Department to conduct driver improvement clinics via the Internet or other electronic means as approved by the Department. For purposes of this agreement, "computer-based" and "online" are used interchangeably.

Upon submission of this signed application, the owner or authorized representative of the Online Driver Improvement Clinic agrees to the meet the following requirements:

### Online Driver Improvement Clinic Responsibilities

- Maintain certification with a DMV-approved Computer-based (Online) Curriculum Vendor
- Provide DMV with a copy of the contract or agreement (showing expiration date) authorizing use of the Vendor's online driver improvement curriculum
- Submit an Online Driver Improvement Clinic Application and Agreement (DIC 551)
- Pay license fee
- Ensure customer completes online registration process and pay appropriate fees prior to providing the link to the online curriculum vendor
- Ensure course and final test is administered online. No paper testing.
- Be able to receive notification from online curriculum vendor when customer has successfully completed the online course and passed the final test prior to issuing a certificate of completion.
- Ensure court directed customers provide documentation from the court before awarding safe driving points
- Ensure the certificate of completion is issued to the same person who took the course.
- Make EXTRANET payments using a major credit card.
- Maintain authorization to access DMV's EXTRANET program to submit customer's completion information.
- Notify customer of successful completion of online course within 24 hours via email address provided by the customer.
- Provide customer with an Online Driver Improvement Clinic Electronic Certificate of Completion (DIC 552B) electronically within 24 hours of course completion.
- Submit customer's clinic completion information to DMV using DMV's EXTRANET program within 24 hours from the clinic completion date.
- Pay DMV \$10 processing fee for each court-directed, DMV-directed, insurance and volunteer student.
- Issue the DMV standardized Online Driver Improvement Clinic Certificate of Completion (DIC 552B) to students successfully completing an online course.
- Submit accurate reports of clinic completion upon request
- Under no circumstances shall the total cost to the student for taking the online course, including completion of the required test online, exceed \$100.00 for persons notified by the Department to complete a driver improvement clinic.
- Maintain record of completion for 3 years.

### Web Site Requirements

- Online registration portal must:
- Display the name of the online driver improvement clinic provider;
- Display the toll-free telephone number of the online driver improvement clinic provider;
- Have secure internet/Wi-Fi connection;
- List the fee for taking the online course prior to student registration;
- Provide link to the online driver improvement curriculum vendor;
- Provide instructions for completing the course and final test online;

**Web Site Requirements continued**

- **Provide fields to enter the following student information:**
  - Legal name (first, middle and last), no nicknames,**
  - DMV-issued customer number,**
  - License number for out-of-state students**
  - Reason for taking an online driver improvement course,**
- **Post the following statements on the online driver improvement clinic provider's web site:**
  - Statement:** To benefit from the course, you must be able to work independently and be comfortable with using a computer.
  - Statement:** The online driver improvement course and final test must be completed through a DMV-licensed online driver improvement clinic. No paper test permitted.
  - Statement:** The online driver improvement clinic course is an eight-hour course, including the final test, and is designed to rehabilitate problem drivers. The course must be completed in its entirety prior to the issuance of a certificate of completion.
  - Statement:** Student identification will be verified through-out training and prior to taking the final test to ensure that the person taking the course is the same person taking the final test.
  - Statement:** Customers directed by the Court must provide documentation from the court before safe driving points can be awarded.
  - Statement:** The certificate of completion will be electronically transmitted to all individuals upon successful completion of the course within 24 hours.
  - Statement:** DMV is committed to promoting transportation safety through the certification of quality driver training programs. If you have any comments or concerns about this course, call our toll-free number: (1-877-885-5790).
  - Statement:** The DMV standardized certificate, "Online Driver Improvement Clinic Certificate of Completion (DIC 552B)" is the only document that will be accepted by the Department and the Courts as proof of completion of an online driver improvement clinic
  - As part of its validation and security log-on screen sequence, the online clinic provider shall display a facsimile of its DMV certificate to operate an online driver improvement clinic in Virginia.
  - If the certificate is presented to DMV, it must be printed on 8½" x 11 plain white bonded paper. DMV will not accept certificates printed on color or special designed paper or paper with any form of advertisement on the front or back of the certificate. DMV will not accept any certificates that have been altered in any way.

**Electronic Online Certificate of Completion Requirements**

DMV created a "standardized" electronic "Online Driver Improvement Clinic Certificate of Completion (DIC 552B)" that must be issued to each person that successfully completes an online driver improvement course. This is the only document that will be accepted by DMV and the Courts as proof of completion of an online driver improvement clinic. You will receive more information regarding the electronic certificate after your application has been processed.

**Electronic Email Message**

- The online driver improvement clinic provider must e-mail the Online Driver Improvement Clinic Certificate of Completion (DIC 552B) to the student using the email address provided in the "Registration" portal on the online driver improvement clinic's website. The email message must contain the following information:
- E-mail address of the online driver improvement clinic provider where the student registered to complete the course
- E-mail address of the student that completed the course
- Subject: Eight-Hour Online Driver Improvement Clinic Course
- Message: "Your electronic certificate of completion is attached which indicates that you successfully completed an Eight-Hour Online Driver Improvement Clinic Course. Your completion of the online driver improvement clinic will be posted to your driving record within 24 hours of the completion date of the course."

**Reports and Records of Licensed Online Clinic Providers**

Upon request, applicant must be able to provide DMV with true copies of all records pertaining to annual, periodic or special reports regarding student’s completion of the course in a manner prescribed by DMV. Such reports shall be under oath whenever the Department so requires. The Department may also require any online clinic provider to file with it a true copy of each or any contract, agreement, or arrangement between such licensees and any person in relation.

The Department may, in its discretion, prescribe (i) the forms of any and all accounts, records, and memoranda to be kept by licensed computer-based clinic providers and (ii) the length of time such accounts, records, and memoranda shall be preserved in accordance with § 46.2- 490.11 of the Virginia Code.

**Audit and Compliance**

- Allow DMV to conduct at least one audit per year - with or without prior notice.
- Any deficiencies or matters needing correction will be identified during the licensure period and during a DMV audit and reported to the curriculum vendor. DMV will retain the sole authority and discretion to determine whether an online driver improvement clinic provider is compliant or non-compliant; and, in its sole discretion shall issue a notice of noncompliance upon the determination that an online driver improvement clinic is non-compliant.
- Provide DMV with on-line access (including username and password) to be able to conduct audits to ensure compliance with established requirements.
- Comply with all statutes governing the practice of driver improvement clinics. Upon written notice from DMV that an online driver improvement clinic provider is non-compliant, the clinic will have 30 days to complete corrective actions. If the school fails to make the corrections, DMV may deem the school non-compliant and issue a notice of suspension, or revocation of DMV approval.
- Within 30 days of receiving written notice from DMV that the clinic's license is under suspension, cancelation or revocation, the vendor shall terminate the online clinic’s operation until after receiving notice from DMV that the sanction is lifted, or that the school’s license has been re-instated. All administrative hearings shall be conducted in accordance with DMV policy and procedures.

**Advertising/Notice Requirements**

- Use the words "Licensed by DMV" as the sole reference to the relationship between the online driver improvement clinic provider and DMV. No clinic may use the DMV logo on any form of advertising or lead the public to believe that they are a state-run organization.
- Provide written notice to DMV within 30 calendar days if there are address, ownership, license or other changes that affect the clinic's records. If the online clinic provider license terminates for any reason, the clinic provider must return the license to operate. Extranet users must return DMV-issued equipment or pay a replacement fee.

**CERTIFICATION (All applicants must complete and sign this section.)**

I/we hereby make application for an online driver improvement clinic license and certify that all information contained on this application is true. I/we understand that if licensed I/we are subject to the current statutes pertaining to operation of the online driver improvement clinic. By signing this document, I certify that I am an owner or designated representative of the clinic and that I am authorized to enter into binding agreements on behalf of the clinic. I agree to abide by the clinic requirements specified in this form and the current statutes. I understand that failure to comply with any of the terms of the clinic license or the submission of false or inaccurate information pursuant to this application may result in suspension, cancellation or revocation of the clinic license.

I/we further certify and affirm that all information presented in this form is true and correct, that any documents I have presented to DMV are genuine, and that the information included in all supporting documentation is true and accurate. I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation.

CLINIC OWNER NAME (print)	CLINIC OWNER SIGNATURE	DATE (mm/dd/yyyy)
AUTHORIZED REPRESENTATIVE NAME (print)	AUTHORIZED REPRESENTATIVE SIGNATURE	DATE (mm/dd/yyyy)

**EFFECTIVE / EXPIRATION DATES**

AGREEMENT EFFECTIVE DATE (mm/dd/yyyy)	AGREEMENT EXPIRATION DATE (mm/dd/yyyy)
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