MEMORANDUM CIRCULAR NO. 2021- 2238

SUBJECT: GUIDELINES ON THE ACCREDITATION OF ONLINE DRIVING ENHANCEMENT PROGRAM (DEP) PROVIDERS

DATE: 08 September 2021

In compliance with the amended Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines with IATF Resolution No. 108 adopting such revisions to harmonize prevailing guidelines of the IATF and member-agencies on community quarantine and in consideration of the urgent implementation of the Driving Enhancement Program (DEP) designed by the Land Transportation Office for driver's license holders according to the Implementing Rules and Regulations (IRR) of RA 10930 and LTO Memorandum Circular (MC) 2019-2176 or the Rules and Regulations on Accreditation, Supervision and Control of Driving Institutions, and on the Standardization of Driver Education, the following guidelines shall apply for the accreditation of Online Driving Enhancement Program (DEP) Providers:

ARTICLE I
GENERAL PROVISIONS

Section 1. Objectives

This Memorandum Circular shall have the following objectives:

1. To supplement the accreditation guidelines set for by the LTO Memorandum Circular (MC) 2019-2176 that will ensure the compliance of existing driving institutions who will provide DEP to driver's license holders required to undertake such program;

2. To ensure the uniformity of the DEP course components, including the subject, topics, and duration of the training, and;

3. To prescribe the operational process in conducting the DEP Training for accredited Online DEP Training providers.
Section 2. Scope and Coverage

These guidelines shall apply to the accreditation and operation of Online DEP Providers to driver's license holders nationwide.

Section 3. Definition of Terms

The following definitions shall be adopted for this Memorandum Circular:

_API_ — Application Programming Interface.

Driving Enhancement Program (DEP) — a seminar designed by the Land Transportation Office (LTO) for driver's license holders covering road safety and updated land transportation laws, rules, and regulations. It includes the reorientation course for drivers during the renewal of their licenses under Section 14 of the IRR of RA 10930, the intervention programs under Section 15 of the same IRR, and the comprehensive driver education under Section 27 thereof.

DEP Training Center — an educational institution authorized and accredited by LTO to conduct the DEP. It is solely operating as a Training Center that only offers DEP training in its services.

DEP Instruction Platform — a required facility to be used by the DEP Training Centers and Driving Institutions in the conduct of DEP Training for facet-to-face or online instruction.

Driving Institution — LTO-accredited and existing private Driving School or a school operating under the regulation of Technical Education and Skills Development Authority (TESDA).

Driver’s Enhancement Program (DEP) Provider — an entity accredited by the LTO to offer DEP to driver's license holders nationwide.

LTO Drivers Education Center (DEC) — a center operated by the LTO to provide educational training for drivers.

Regional Accreditation Committee — the regional committee tasked to accredit Driving Institutions Offering DEP and DEP Training Centers.

Online Driving Enhancement Program (DEP) Provider — an entity accredited by the LTO to offer DEP to driver's license holders nationwide virtually or through the use of the internet.
ARTICLE II
REQUIREMENTS FOR ACCREDITATION

Section 4. General Accreditation Requirements

The below accreditation application items shall apply to both Driving Institutions and DEP Training Centers:

1. Letter of Intent
2. Duly-accomplished Application Form
3. Payment Application fee of One Thousand Pesos (PhP1,000.00)
4. Organizational structure with a list of personnel with their job descriptions, responsibilities, and qualifications
5. List of equipment, including manuals and reference materials used for DEP
6. Such other documents or requirements the LTO may require to protect the interest of the government and the public.

Section 5. Additional Accreditation Requirements for Driving Institutions Applying as Online DEP Providers

The below items shall be the additional requirements for Driving Institutions:

1. Must be an active Driving Institution compliant to the accreditation and operational requirements of LTO MC 2019-2176.

2. Remains to be in good standing within six (6) months from the time of application. Further:
   a. Instructors enlisted under the Driving Institution has not committed any acts that resulted in suspension or revocation, and,
   b. Personnel and Driving Institution have not engaged in unlawful or illegal transactions on the issuance of educational training certificates.

3. Must have a DEP Instruction Platform dedicated for training that can provide online training.

4. Must comply with the of DEP Instruction Platform as prescribed by the herein Guidelines.
Furthermore, Driving Institutions with multiple branches must secure accreditation for DEP offering per branch.

Section 6. Additional Requirements for DECS and other Entities Applying as Online DEP Providers

The below items shall be the requirements for DECS and other Entities providing solely Online DEP Training

1. Must have a DEP Instruction Platform dedicated for training that can provide online training.

2. Must comply with the DEP Instruction Platform as prescribed by the herein Guidelines

Upon accreditation, the Online DEP Provider will be provided its access to LTO System.

Section 7. Accreditation Period

The validity of the Accreditation to online DEP provider shall be for a period of two (2) years counted from the date of issuance of the certificates.

ARTICLE III
DEP INSTRUCTION PLATFORM

Section 8. Functionalities

The DEP Instruction Platform shall:

1. Cater and provide timely and concise multi-media content for the following DEP Categories:

   a. The first renewal of five-year validity driver's license
   b. Renewal of driver's license with ten (10) or more total demerit points
   c. Renewal of driver's license with five (5) to nine (9) demerit points
   d. Intervention program for every ten (10) demerit points during the validity of the driver's license
   e. Intervention program when the same violation is committed at least three (3) times during the validity of driver's license

   Categories, except for a., are required to be made available when the Demerit System is already available in the Driver's License System of LTO.

2. Online Instruction

   i. Account Creation and log-in for Online Users
   ii. Selection of DEP Module
iii. Media Content for the Course Syllabus
iv. Link to Driving Institution Offering DEP or DEP Training Center
v. Automated Examination Module
vi. Timing Module
vii. Issuance of Proof of DEP Training Completion

3. The DEP Instruction Platform should be capable of electronically interfacing with LTO's System via Application Programming Interface (API).

4. To ensure that the DEP Instruction Platform would be performing efficiently and downtime is reduced, the following technical specifications should be present:

   a. Platform is developed in an existing cloud-based Customer Relationship Management (CRM) System to enable DEP provider to manage better customer interaction and support is ready and available.

   b. Cloud CRM software and application should be able to handle up to 100,000 concurrent transactions.

   c. The Cloud CRM software must have been used in an industry that requires high level of security for customer data (e.g. Financial, Airlines, etc.).

   d. DEP Platform is accessible in multiple devices and multi browser compatibility.

   e. Should at least have the following technical capability:

      i. DEP Platform should provide for the creation, management and delivery of the DEP courses. There should be a secured cloud-based data repository of key information on the DL renewal applicant's journey and performance

      ii. DEP Platform should provide a facility where the DEP can capture offline assessment results

      iii. Interaction Tracking — track historical interaction with customers to document conversations;

      iv. Email integration — integrate with emails for centralized cross-collaboration with customers and DEP

      v. Sending of Auto-alerts to DL renewal applicants about their training as well as notifying the DEP on the learner's completion of the module

   vi. Document Management

Section 9. Technical Requirements

The Online DEP Providers shall be equipped with the following in using the DEP Instruction Platform:

1. DEP and Instructors' profile must be tagged and interconnected to the LTO System. They must be able to create their own account with facial recognition, fingerprint, unique username and password for security and identification purposes.
2. A web-based application for data transmission and authentication.

3. Automatic synchronization of the date and time in Manila, Philippines.

4. Only the Institutions that are enrolled in the system shall be able to access and transmit training results.

5. Quizzes and tests shall be automated and should be in multiple choice and/or true or false formats.

6. The delivery of the course should be asynchronous or self-paced, meaning clients should be able to view the videos in his or her own time. Clients must pass all quizzes and tests before they can advance to the next video. Passing rate should be at eighty percent (80%).

7. Clients should be able to review the video and retake the quizzes and tests as many times needed.

8. Software should be able to randomize quiz questions and tests.

9. The software should be able to give certificates of completion in pdf format or whichever is acceptable by the LTO system.

10. The DEP and their Instructors should employ the use of Digital Rights Management (DRM) encryption to protect the content or the altering of the content.

11. Automatic generation of results based on the outcome of the examination.

12. Ready to be interfaced with the LTO's systems.

13. Follow the prescribed format in data transmission.

14. Keep training records for ten (10) years until the record can be deleted.

ARTICLE IV
DEP TRAINING PROCESS

Section 10. Online DEP Instruction/Training

1. Driver's License holder registers with the Online DEP Provider and creates a user profile using the DEP Instruction Platform website.

2. Drive’s License holder makes the payment using online payment gateways.
3. Driver's License holder logs into the DEP Instruction Platform website and completes the DEP course within three (3) days.

4. Driver's License holder will take the examination.

5. The records are checked for authentication, after that, the Administrator uploads certificates to LTO's systems.

6. Online DEP Provider issues the Certificate to the DL Holder using LTO's System.

7. Driver's License holder goes to LTO Office to process Driver's License Renewal transaction.

ARTICLE V
DRIVING ENHANCEMENT PROGRAM COURSE

The DEP Course shall cover the subjects and fields of study covered in MC No. 2019-2176 (Annex 1).

The content shall be primarily in any of the following languages: English, Tagalog-English, and Bisaya-English or all other major dialects in the Philippines. There shall be automated quizzes and tests after every video and after every module. The concept of "ROAD SAFETY" in relation to traffic laws/rules should prevail throughout the course.

The prescribed DEP course shall be provided to the Accredited ODEP providers.

ARTICLE VI
FINES AND PENALTIES

Section 11. Conducting DEP without an approved DEP Instruction Platform as prescribed by the herein Guidelines. When the online DEP provider in contravention of these Guidelines uses a DEP Instruction Platform below the minimum technical requirements as prescribed.

The first offense shall be meted with a fine of Twenty Thousand Pesos (PHP 20,000.00) and suspension for sixty (60) days suspension from operation and issuing DEP Training Certificates.

The second offense shall be meted with a penalty of revocation of Accreditation to Conduct DEP Training and the indefinite suspension of Driving Institution or DEP Training Center.

Section 12. Issuing DEP Certificates using the LTO System without using the DEP Instruction Platform. When the online DEP provider in contravention of these
Guidelines issues DEP Certificates without using the DEP Instruction Platform as prescribed by these Guidelines.

The first offense shall be meted with a fine of Twenty Thousand Pesos (PhP 20,000.00) and suspension for sixty (60) days suspension from operation and issuing DEP Training Certificates.

The second offense shall be meted with a penalty of revocation of Accreditation to Conduct DEP Training and the indefinite suspension of Driving Institution or DEP Training Center.

Section 13. Non-compliance with the DEP Modules for the different DEP Categories. When the online DEP provider in contravention of these Guidelines conducts DEP training without following the modules pertaining to each category as prescribed by these Guidelines.

The first offense shall be meted with a fine of Twenty Thousand Pesos (PhP 20,000.00) and suspension for sixty (60) days suspension from operation and issuing DEP Training Certificates.

The second offense shall be meted with a penalty of revocation of Accreditation to Conduct DEP Training and the indefinite suspension of Driving Institution or DEP Training Center.

Section 14. Irregular Use of DEP Accreditation. When the online DEP provider acts without or in excess of the functions and responsibilities of its Accreditation as prescribed by these Guidelines.

The first offense shall be meted with a fine of Twenty Thousand Pesos (PhP 20,000.00) and suspension for sixty (60) days suspension from operation and issuing DEP Training Certificates.

The second offense shall be meted with a penalty of revocation of Accreditation to Conduct DEP Training and the indefinite suspension of Driving Institution or DEP Training Center.

ARTICLE VII
FINAL PROVISIONS

Section 15. Transitory Provision

Upon effectivity of this memorandum circular, all interested Driving Institutions may begin their accreditation based on the abovementioned guidelines until sixty (60) days from effectivity. All new DEP Training Centers shall continue to follow the accreditation guidelines outlined in the LTO MC 2019-2176 and the additional requirements set herein.
Section 16. Repealing Clause

All orders, circulars, issuances, and rules pertaining to the operationalization and requirements for the Accreditation of Driving Institutions offering DEPs and DEP Training Centers, which are inconsistent with this memorandum, are hereby repealed and modified accordingly.

Section 17. Separability Clause

If any provision or part hereof is held invalid or unconstitutional, the remainder of the Memorandum Circular or provisions not affected shall remain valid.

Section 18. Effectivity

This Memorandum Circular shall take effect immediately This Department Order shall take effect fifteen (15) days after its publication in a newspaper of general circulation, and the filing of three (3) copies thereof with the Office of the National Administrative Register, UP Law Center.

Done this 5th day of September, 2021.

EDGAR C. GALVANTE
Assistant Secretary
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Note: The estimated lecture time and pre/post-test may vary depending on DL Classification