



DRIVER EDUCATION PROVIDER CERTIFICATE FREQUENTLY ASKED QUESTIONS

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www.tdlr.texas.gov

Driver Education Provider Certificate Frequently Asked Questions

The questions and responses below were created based on questions the department received from Driver Education Providers during the Driver Education Certificate presentation.

DPS Questions

Q. Was DPS Notified about the new DEE-964 and ADEE-1317 changes?

During this transition to digital certificates, we have been in communications with our partners at DPS regarding the changes made. If there is a DPS location that is rejecting a certificate, please let us know using our education webform to inform us of the issue. We need to know the location of the DPS office along with the reason why the document was rejected, and we will communicate with them to provide clarification on the issue.

Q. For those students who took a parent taught course, does the parent who signed the DEE-964 need to accompany the student at the DPS office?

No, it can be any parent or legal guardian who takes them. The application and exam form must be signed by a parent or legal guardian. With that being said, if the parent who completed the driver education misses anything on the DE/DEE-964, and they are not present to correct the mistakes, the customer will be turned away until a completed certificate can be presented.

Q. We noticed more and more DPS locations are asking for the student classroom log and in-car log. Do we need to start giving the student copies of these documents when they go to DPS?

Per DPS: Requesting these documents is not a typical requirement of ours, but we have advised our field staff to ask for the log if they feel it is necessary to validate what is filled in on the certificate. Most locations don't request this but if the staff feel the certificate or what is filled out is questionable, that is something we can use to verify hours. With all the recent changes and the multitude of different certificates filtering through our offices, it does help to sometimes verify what we are seeing.

Q. For the 30-hour behind the wheel, does the parent sign the certificate at DPS?



No, the certificate should be signed once the student completes the 30 hours of supervised behind-the-wheel practice.

Q. Will DPS accept any old paper license certificates based on the previous issued permit certificate?

Yes, DPS will continue to accept the certificates issued prior to the July 15, 2025, implementation of the new template.

Q. It was said that on the Driver's License Certificate the middle initial of the student was optional, but a few times when we had submitted this document through TPST had been rejected if the initial is not there. Is it new that the certificate won't be rejected.

You must enter the student's full name as found in their government document; the middle initial is optional as the student may not have a middle initial. Non-matching names will be rejected at the DPS office.

Q. Do the driver education certificates expire?

The DEE-964 and ADEE-1317 certificates do not expire. What expires are the exams.

For example: The written exam taken with a Driver Education Provider is only good for two years. The student has 2 years from the date the exam is passed to turn it into to DPS to get their permit. This is also the issue date on the permit. The driving exam also has a cap of two years, which means the student has 2 years from the date of the exam for DPS to honor it.

Third Party Skills Testing (TPST)

Q. When a student completed the Class C-Road Rules and Class C-Road Signs Examinations, do we enter "P" for pass or a numeric grade?

If a student completed the Class C-Road Rules and Class C-Road Signs exams with a Driver Education Provider, then the Driver Education Provider must indicate their scores with the number value or the letter P for Passed.



Handwritten Certificate

Q. Can we handwrite the control numbers in?

Yes. The certificate can be handwritten or typed. If handwritten, then the writing must be legible and fit within the space allocated.

Acceptable Example:

CONTROL NO. DEE 00000010

Not Acceptable Example:

CONTROL NO. <i>DEE 00000010</i>

Q. Can we handwrite the information on the certificate?

Yes

Acceptable Example:

<input checked="" type="checkbox"/> Driver Education Provider	<input type="checkbox"/> Parent Taught Course	<input type="checkbox"/> Duplicate (Original Control # _____)
<input type="checkbox"/> Transfer (See Details Below)		
Name: <u>NORTH</u>	<u>PETER</u>	<u>X</u> Date of Birth: <u>00/00/00</u> <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female
Last	First	MI
Learner License #: _____	Classroom Completion: <u>11/10/24</u>	In-car Completion: <u>12/23/24</u>
I hereby certify that the person indicated has completed and passed both the classroom and the in-car phase of a driver education course approved by the Texas Department of Licensing and Regulation.		
<u>[Signature]</u>	<u>0000</u>	<u>TDLR</u>
Signature of Driver Education or Parent Taught Instructor	Driver Education Instructor License # or Parent Taught DL #	Name of Driver Education Provider
<u>JOHN Q. Public</u>	<u>0000</u>	<u>12/23/24</u>
Name of Driver Education Provider Owner or Owner's designee	Driver Education Provider License #	Date Issued

Not Acceptable Example:

<input checked="" type="checkbox"/> Driver Education Provider	<input type="checkbox"/> Parent Taught Course	<input type="checkbox"/> Duplicate (Original Control # _____)
<input type="checkbox"/> Transfer (See Details Below)		
Name: <u>NORTH</u>	<u>PETER</u>	<u>X</u> Date of Birth: <u>00/00/00</u> <input type="checkbox"/> Male <input type="checkbox"/> Female
Last	First	MI
Learner License #: _____	Classroom Completion: <u>11/10/24</u>	In-car Completion: <u>12/23/25</u>
I hereby certify that the person indicated has completed and passed both the classroom and the in-car phase of a driver education course approved by the Texas Department of Licensing and Regulation.		
<u>[Signature]</u>	<u>0000</u>	<u>TDLR</u>
Signature of Driver Education or Parent Taught Instructor	Driver Education Instructor License # or Parent Taught DL #	Name of Driver Education Provider
<u>DR. JOYCE</u>	<u>0000</u>	<u>12/23/25</u>
Name of Driver Education Provider Owner or Owner's designee	Driver Education Provider License #	Date Issued

Q. Is it OK if the certificate is filled out partially by hand and partially typed?



Yes, you can mix handwriting and typing within the same certificate.

Record Keeping

Q. Driver Education Providers are required to hold records for three years. Can you clarify the three years?

To clarify rule [Texas Administrative Code 84.81 \(b\)](#), Driver Education Providers are to keep student records for three years from the last transaction you had with the student. This may include but not limited to:

1. Certificate issue date,
2. Last date of attendance, or
3. Date on the completed and signed contract.

Q. Is the Driver Education Provider required to keep a copy of the ADEE-1317 or DEE-964 in the student's record file?

Yes, providers must keep a copy of the certificate of completion in the student's file.

Q. How do we acquire a school copy of the DEE-964 certificates for the student records? There is no template that includes school copy? Also, no insurance copy for learner's license?

The School Copy and the Insurance Copy was removed from the certificate templates. Providers must have a printed copy of the completed DEE-964 or ADEE-1317 in the paper file or must save the certificate in the digital file. You do not need the School Copy or Insurance Copy to conduct business.

Q. Can the classroom records and contracts be on paper and be a digital record? Driver Education Providers must pick a method in which they will save the student records. They can be a digital record file or a paper record file. It cannot be both.

Q. What documents are required to be in the student file?

Each student record must include but are not limited to the following:

1. Enrollment contract
2. Classroom log
3. In-car log
4. DEE-964 or ADEE-1317



Student Transfers

Q. Do we have to have a certificate transferred to us?

For consistency you must have a transfer certificate. If a student completes the course with another provider and transfers to your school, the student will provide you with the DEE-964 with the transfer portion filled out and must include copies of their classroom log and in-car log if applicable.

Q. We are an in-person Driver Education Provider who offers in-car training. We receive student transfers from online providers. What is the procedure for this process?

The online provider will need to issue the For Driver License Only certificate with the transfer box checked, add the number of classroom hours being transferred. The online provider needs to include the classroom log or digital footprint that shows the student completed the number of hours being transferred.

Q. When a student transfers from an online or parent taught provider to an in-person provider, what documents must be included in the transfer?

When transferring the student to another provider, the online provider must include the DEE-964, the classroom log, in-car log, or a digital footprint that verifies the total number of hours the student completed.

Q. When a student transfers from an in-person provider to an online, parent taught, or in-person provider, what documents must be included in the transfer?

The in-person provider must include the classroom log and in-car lessons log to the online provider or to the student if the course is parent taught.

Q. When we transfer the DEE-964 certificate to another school, we provide the classroom and driving logs, but what if we transfer to parent taught. Do we give the classroom and driving logs to the parents?

Yes, and they will then provide copies to the Driver Education Provider who offers the parent taught course.

Q. When we transfer six hours to another provider, do we need to enter any other information on the For Driver License Only certificate?



When transferring a student, you must check the transfer box, and you must enter the number of hours in the transfer section.

Providers will need to complete the entire For Driver License Only portion with the student's information, completion dates if applicable, sign, date, mark the transfer box, and enter the number of hours being transferred in the transfer section.

Q. Do we have to add the name and address of where the student is transferring to on the certificate?

No, this field was removed from the transfer section.

Q. On the affidavit portion of the DEE-964 FOR DRIVER LICENSE template, there is a field to add the driver provider license number. Can we remove the affidavit section?

Do not delete or alter any information from the certificate template. You must complete all applicable fields.

Q. How do you fill out the transfer portion of the certificate when the student completed the classroom portion of a parent taught course and wants to transfer to an in-person provider to complete the in-car instruction? Keeping the scenario above in mind, how do we fill out the "FOR LEARNER LICENSE" portion of the DEE-964?

You will complete the For Driver License Only certificate by entering the classroom completion date from the transfer certificate, enter the completion date for the in-car lessons, other fields as applicable, sign, and date.

Q. What does a provider do when another provider refuses to provide a copy of the classroom and in-car records with the Transfer?

Please file a complaint with the department. Click [here](#) to file a complaint.

Q. Can we as a provider choose not to transfer our course to Parent Taught?

Driver Education Providers must follow [Texas Administrative Code 84.43\(b\)\(4\)](#) and issue a transfer certificate.

§84.43 Driver Education Certificates

(b) Driver Education Provider responsibilities.

(4) The exception to paragraphs (2) and (3) is a request for transfer by the parent or legal guardian of the student. The transfer policy will be followed to comply with the parent or legal guardian request for transfer.



The only time a Driver Education Provider can withhold a certificate is if the student's financial obligation has not been fulfilled; see 1001.355, Education Code.

Q. Can you transfer six hours or 24 hours, and can you transfer in-car hours?

Complete or partial hours may transfer to another Driver Education Provider (in-person or online) or a public-school hour-for-hour. If transferring to or from the parent taught course, only Module One is transferable, no other partial classroom hours can be transferred. Partial driving hours may transfer between an online or an in-person Driver Education Provider and public schools' hour-for-hour but are not transferable to a Driver Education Provider with the parent taught endorsement or vice versa.

Duplicate & Lost Certificates

Q. When a student who was originally issued a paper DEE-964 certificate loses it, how do we issue them a duplicate?

You must issue a duplicate using the new certificate template. You will put the control number of the previous paper certificate on the duplicate line of the new template. You must issue the duplicate certificate using the new template with the new control number.

☐ **Duplicate** (Original Control # _____)

Q. What can we do if a control number was issued twice by mistake?

DPS will reject a certificate if the control number is in their system already. It is the provider's responsibility to keep an accurate reconciliation of the control numbers purchased from TDLR and then issued out to students.

Q. How do you edit an error for a certificate that has already been issued?

If you have already issued the certificate to the student, you must issue a duplicate certificate at no charge.

Q. An 18-year student misplaced their ADEE-1317 certificate. How do they get a copy?

A benefit to the digital certificate is the student can print another copy of their adult certificate to take to a TPST examiner. If the student was issued the paper adult certificate ADEE-1317, then they will need to return to that provider to get a duplicate.



Q. When is a duplicate certificate required?

A duplicate is required when changes need to be made to the already issued certificate. These changes include but are not limited to; student name, date of birth, gender, and dates.

Issuing Certificates

Q. You indicated to use one certificate number per certificate. Should that be one certificate number per student, except in the case of a duplicate?

No, the student should be issued the same control number. The control number is assigned to each student who has completed the course. When issuing a DEE-964, you must use the same control number when the student is issued the For Learner License Only certificate and the For Driver License Only certificate.

Q. If we have an 18-year-old student taking the Teen driver education course, what certificate do we issue to them?

If a student who is 18 to under 25 years of age completed the Teen driver education course, you must issue them the DEE-964 certificate.

Q. Can certificates be sent to PO boxes?

If you want to mail the DEE-964 or ADEE-1317 to a student it is important that you maintain effective protective measures to ensure the security of driver education certificates or certificate numbers to prevent the unauthorized production or misuse of the certificates, and for the recovery of lost data (electronic or otherwise) for such certificates or certificate numbers.

Q. For online providers, is it still a requirement that the digital certificate be provided only via download from a secure portal or can a digital certificate be emailed to a student or parent?

It is important that all Driver Education Providers must maintain effective protective measures to ensure the security of driver education certificates or certificate numbers to prevent the unauthorized production or misuse of the certificates, and for the recovery of lost data (electronic or otherwise) for such certificates or certificate numbers.

Q. On the slide "When to issue a certificate?" It is mentioned that the DEE-964 FOR DRIVER LICENSE should be issued when a student completes the Teen Driver education course (the required classroom, behind the wheel, and observation.) Do we



wait to issue the certificate until the student completes the 30 supervised practice hours?

The For Driver License certificate is issued once the student completes the remaining hours of the course. The enrollment contract for which the course was agreed upon will determine when the certificate is issued.

Q. Does TDLR require Driver Education Providers to check the 30-hour log before issuing the DEE-964?

This would be a business decision. The enrollment contract for which the course was agreed upon should indicate when the provider will issue the DEE-964 certificate.

Q. Can I use my own business logo on the DEE-964 and/or the ADEE-1317 templates?

Do not alter the TDLR DEE-964 template in any form or fashion except for adding the required certificate number, information, signature(s), and dates. The TDLR DEE-964 template is designed to present a uniform appearance.

Do not alter the TDLR ADEE-1317 template in any form or fashion except for adding the required certificate number, information, signature(s), and dates. The TDLR ADEE-1317 template is designed to present a uniform appearance.

Q. Can I edit the new DEE-964 template to make the template green in color?

The green background is not allowed. The TDLR DEE-964 template is designed to present a uniform appearance.

Q. Can I edit the new ADEE-1317 template to make the template purple in color?

The purple background is not allowed.

Signatures

Q. Why does one certificate allow for printed name of school official and the other requires a signature of school official?

Acceptable signatures are: Stamped, digital, or an original signature

Q. To clarify, instructor signatures MAY be digital?



Driver education certificate must contain the original signature of the driver education instructor, or the designated parent-taught driver education instructor. A digital signature is acceptable.

Q. If the school is owned by a corporation, can the owner's name be the corporation's name? You must enter the complete name of the Driver Education Provider as it appears on the provider license.

Q. Can you put the name of the owner rather than the signature on the ADEE-1317 certificate?

In the “Name of Driver Education Provider Owner of Owner’s Designee” section, The Driver Education Provider owner or their designee may complete this field. This may be written, stamped, or typed.

Q. Can the office manager sign the certificate as the school provider?

In the “Name of Driver Education Provider Owner of Owner’s Designee” section, The Driver Education Provider owner or their designee may complete this field. This may be written, stamped, or typed.

Q. On the DEE-964 FOR DRIVER LICENSE ONLY, does the parent attesting the 30 supervised practice hours need to be the same parent who supervised the practice?

For students who took a parent taught course, [Texas Administrative Code 84.50 \(k\) \(3\)](#) states: 30 hours of behind-the-wheel supervised practice, including at least 10 hours at night, certified by a parent or guardian who meets the requirements of Texas Transportation Code, §521.222(d)(2). The 30 hours of behind-the-wheel supervised practice must be endorsed by a parent or legal guardian if the student is a minor.

If the student completed the course with an in-person or online Driver Education Provider, [Texas Administrative Code 84.500 \(b\)\(1\)\(A\)\(iv\)](#) states: 30 hours of behind-the-wheel supervised practice, including at least 10 hours of nighttime practice, in the presence of a person at least 21 years of age, has at least one year of driving experience, and holds a valid driver license. The 30 hours of behind-the-wheel supervised practice are to be certified by a parent, legal guardian, or designated person if the student is a minor.

Paper Certificates

Q. I still have paper certificates; can I exchange them for digital certificate numbers?



To exchange your paper certificates for digital numbers, please provide the following information to our Education Webform [Texas Department of Licensing and Regulation - Forms -TDLR – Education Form](#):

- Provider name
- Provider license number
- Total number of DEE-964 certificates (if applicable)
- Total number of ADEE-1317 certificates (if applicable)
- The certificate range of numbers listed on the certificates

Q. Can we continue to issue the old version of 964s for driver license only for the students who have completed driving but obtained their permit before the digital certificate change?

Yes, if the student begins the course with the paper DEE-964 then they should end with the paper DEE-964 that includes the same control number.

Parent Taught

Q. If I am a Driver Education Provider with the parent taught endorsement, what do I select on the DEE-94?

When a student completes a parent taught course, the Driver Education Provider will check both boxes for Driver Education Provider and Parent Taught Course.

Q. When a student is enrolled in our parent taught course, who is supposed to fill out the in-car completion date? Is it the Driver Education Provider or the parent?

It is the Drive Education Provider's responsibility to fill out the DEE-964 before issuing it to the parent or designee.

Q. For Parent Taught, can the parent write in their driver license number on the certificate or does the school need to add it before sending?

The parent/designee can write their driver license number on the certificate. It is the provider's responsibility to educate the parent on what they must fill out.

Q. For Driver Education Providers offering a parent course who still have 7-digit PT completion control numbers, can they use the 7-digit and just add a zero?



No, effective July 15, 2025, Driver Education Providers must use the new DEE-964 templates. Driver Education Providers with the parent taught endorsement who have PT DEE-964 control numbers can submit those control numbers to the Education and Examination division for a one-to-one exchange.

To exchange your paper certificates for digital numbers, please select the Certificate Orders option and provide the following information to our Education Webform [Texas Department of Licensing and Regulation - Forms -TDLR – Education Form](#):

- Provider name
- Provider license number
- Total number of PT certificates (if applicable)
- The certificate range of numbers listed on the certificates

Organization

Q. If I have multiple locations, how do we issue the digital numbers?

A. If you have branch locations, only the primary location will order certificate numbers. It is your responsibility to assign and keep track of which numbers are assigned to each location.

B. The branch locations will issue the certificates from the assigned control numbers.

Q. Is there a formula that can help us automatically generate the ADEE # provided by the TDLR?

It is the responsibility of the Driver Education Provider to keep track of the range of numbers assigned. The range assigned to your business consists of the first and last certificate number based on the quantity that you ordered.

Certificate Management

Q. How do I order certificate numbers?

Please see instructions on how to order certificate (Control Numbers) using the training guide below.

Step by step training guide to order certificates: [Driver-Education-Provider-Order-Certificates-Training-Guide.pdf](#)



Q. I am using the WORD and PDF version of the new templates; how do I save them without changing the information?

First you must select “download file” to save a copy of the blank certificate on your computer. If you select “edit a copy” from the browser, it may distort the image.

When saving the certificate that has been completed with student data, utilize the print functionality and print the document to the “print to pdf” printer, which will remove the ability to edit each field.

Q. Can four digits be used for the year on certificates instead of 2?

As found in the certificate specifications document, the date format must be month, day, year. Examples are: 03/24/2025, 3/24/25, 03/24/25, 03-24-25, 3-24-2025, and March 24, 2025.

Q. On the certificate specifications, do the font and size requirements apply to the fillable PDF?

Providers must use the Specifications document for the certificate they are filling out.

Providers are not to alter the TDLR DEE-964 and ADEE-1317 template in any form or fashion except for adding the required certificate number, information, signature(s), and dates. The green background is not allowed. The TDLR DEE-964 template is designed to present a uniform appearance. The PDF settings are programed in and are not to be altered.

Q. Can the TDLR seal be made darker in the template? When printing and scanning the document, it doesn't come through very clear.

The TDLR seal is a watermark which is meant to be semi-transparent. No adjustments need to be made to the certificate to make it appear darker.

Minimum 24-hour course

Q. Now that the required classroom hours have changed to a minimum of 24-hours, how many absences can a student have?

The attendance and makeup policy, as found under [Texas Administrative Code 84.46](#), state that providers do have the option to identify how many hours; they will allow a student to miss but those specific hours must be listed in the enrollment contract.

Q. Please clarify who is eligible to do 24-hour vs 32 classroom hours. Is this change for online providers only?



The last implementation of HB 1560 changed the classroom hours of the Teen Driver Education course from 32 to 24. All providers, regardless of teaching the course online, in-person, or parent taught may utilize a 24-hour course, but more than 24 hours are permitted as well.

News and Updates

Q. When will the reporting for completed certificates be estimated to begin and will there be another training for that?

We are still in the process of creating the new Driver Education Provider reporting tool. We will release details once that is ready, and we will host a training session for that. Please sign up to receive emails from TDLR: [Texas Department of Licensing and Regulation](#)

Q. Is it possible to receive credit towards our continuing education for this presentation?

The training sessions TDLR's Education & Examination Division offers, cannot be used to suffice the 2-hour CE requirement to renew your instructor license.

Q. How do I receive notices from TDLR?

Most of TDLR's notices will be sent out using GovDelivery, please subscribe to stay informed: [Texas Department of Licensing and Regulation \(govdelivery.com\)](#). If we only send an email to our Driver Education Providers, we will generate a list from the email listed under your mailing address. Driver Education Providers are responsible for keeping their contact information current.

This document was created by TDLR's Education & Examination Division. If you have questions about the content in this document, please contact us using the [Education & Examination Division's online webform](#).

