

# Road Transport (Driver Licensing) Pre-Learner Licence Training Course Providers Approval 2025 (No 3)

Notifiable instrument NI2025-675

made under the

Road Transport (Driver Licensing) Regulation 2000, s 15 (1) (a) (Driver training course providers—approval)

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## 1 Name of instrument

This instrument is the *Road Transport (Driver Licensing) Pre-Learner Licence Training Course Providers Approval 2025 (No 3)*.

## 2 Commencement

This instrument commences on 1 January 2026.

## 3 Approval

The course outlined in Schedule 1 to this instrument constitutes the Pre-Learner Licence Training Course for the purposes of section 15 (1) (a) of the *Road Transport (Driver Licensing) Regulation 2000*.

I approve the providers listed in Schedule 2 to this instrument to deliver the Pre-Learner Licence Training Course outlined in Schedule 1 to this instrument to be Approved Course Providers. This approval is subject to the conditions in Schedule 3 to this instrument.

## 4 Revocation

This instrument revokes the *Road Transport (Driver Licensing) Pre-Learner Licence Training Course Approval 2023 (No 2)* NI2023-764.

## **5 Expiry**

This instrument expires on 30 June 2028.

Kirra Cox E881

Executive Branch Manager Strategic Policy and Programs

Delegate of the Road Transport Authority

17 December 2025

*Note* Section 17 (1) (b) of the *Road Transport (General) Act 1999* provides that the Road Transport Authority can delegate their functions under the road transport legislation to a public employee.

## **SCHEDULE 1**

### **Pre-Learner Licence Training Course**

#### **Purpose**

- 1) The Pre-Learner Licence Training Course (the Course) is a mandatory training course for people who wish to obtain a learner licence in the ACT, to help prepare young and novice drivers to make informed and responsible choices before they begin driving.

#### **Content**

- 2) The Road Transport Authority owns the Course content and, on approval, provides this to Approved Course Providers. Course content includes the Course learning modules, Course Content Test, and the Road Rules Knowledge Test.
- 3) Successful completion of the Course content requires:
  - a) Part A: completion of the Course learning modules and a fifty percent (50%) pass mark on the Course Content Test; and
  - b) Part B: passing of the Road Rules Knowledge Test.
- 4) The Course Content Test is a multiple-choice quiz based on the content in the Course learning modules which requires at least a 50% percent pass mark.
- 5) The Road Rules Knowledge Test is a computerised, self-correcting test. It consists of 35 multiple choice questions, randomly selected from a bank of over 300 questions. Some questions are mandatory because they address required competency areas. All mandatory questions must be answered correctly. The remaining questions are general knowledge questions and four incorrect answers are allowed.
- 6) The Road Transport Authority may use its discretion to, from time to time, adjust the Course content, including the Course Content Test and the Road Rules Knowledge Test, to ensure that it aligns to best practice and the outcomes sought from the Course.
- 7) The Road Transport Authority will provide an up-to-date overview of the Course content requirements for participants and Approved Course Providers, including the number of expected delivery hours, on an appropriate ACT Government website.

#### **Exceptions**

- 8) In limited circumstances, the Road Transport Authority may direct:
  - a) a person to undertake only the Road Rules Knowledge Test outside of the Course; and/or
  - b) other licence holders to undertake the Course.

## **Schedule 2 Approved Course Providers**

The following providers are approved to deliver the Course:

<b>Provider</b>	SINGH, AMRIT PAL
<b>Business name</b>	ACT Driving Solutions
<b>Provider ABN</b>	75 535 656 747

<b>Provider</b>	CAPITAL REGION COMMUNITY SERVICES LIMITED
<b>Business name</b>	Capital Region Community Services
<b>Provider ABN</b>	24 597 445 592

<b>Provider</b>	CAPITAL ROAD SAFETY EDUCATION PTY LTD
<b>Business name</b>	Road Ready Centre
<b>Provider ABN</b>	96 653 995 978

<b>Provider</b>	CANBERRA INSTITUTE OF TECHNOLOGY
<b>Business name</b>	CIT - Yurauna
<b>Provider ABN</b>	43 273 796 990

<b>Provider</b>	FIFTH GEAR MOTORING PTY LTD
<b>Business name</b>	Fifth Gear Motoring
<b>Provider ABN</b>	69 661 073 481

<b>Provider</b>	SHAHZAD, ATIF
<b>Business name</b>	L2PP Driving Coaching School
<b>Provider ABN</b>	26 984 689 726

<b>Provider</b>	B SHRESTHA & S SHRESTHA
<b>Business name</b>	Licence Factory
<b>Provider ABN</b>	91 908 141 481

<b>Provider</b>	DORJI, WANGDA
<b>Business name</b>	Lotus Driving School Canberra
<b>Provider ABN</b>	51 374 247 826

<b>Provider</b>	MARSS AUSTRALIA INC
<b>Business name</b>	Migrant and Refugee Settlement Services of the ACT Inc. (MARSS)
<b>Provider ABN</b>	74 370 795 990

<b>Provider</b>	QUEANBEYAN MULTILINGUAL CENTRE INC
<b>Business name</b>	Multicultural Hub Canberra
<b>Provider ABN</b>	54 925 328 154

<b>Provider</b>	NORTHSIDE COMMUNITY SERVICE LIMITED
<b>Business name</b>	NORTHSIDE COMMUNITY SERVICE INC
<b>Provider ABN</b>	81 090 394 261

<b>Provider</b>	STEWART, WILLIAM
<b>Business name</b>	Online Driving Courses
<b>Provider ABN</b>	79 255 476 313

<b>Provider</b>	THE TRUSTEE FOR LNMNCO FAMILY TRUST
<b>Business name</b>	Pinnacle Driving School
<b>Provider ABN</b>	60 331 305 533

<b>Provider</b>	WODEN COMMUNITY SERVICE LIMITED
<b>Business name</b>	Woden Community Service
<b>Provider ABN</b>	80 527 241 761

<b>Provider</b>	YWCA CANBERRA
<b>Business name</b>	YWCA Canberra
<b>Provider ABN</b>	48 008 389 151

### **Schedule 3 Approved Course Provider Conditions**

#### **1 CONDITIONS OF APPROVAL**

- a) Failure by an Approved Course Provider, or employees, subcontractors or agents of the Approved Course Provider, to comply with any of the conditions of approval listed in this Schedule, or as amended from time to time, may, at the discretion of the Road Transport Authority, give rise to grounds for revocation of the approval provided by this instrument.
- b) An Approved Course Provider must immediately notify the Road Transport Authority in writing if it is unable to comply with the terms of approval as set out in this Schedule.
- c) An Approved Course Provider must immediately notify the Road Transport Authority in writing if the Approved Course Provider has sold, transferred or assigned the ownership of its company to another person or legal entity (a change of ownership).
- d) Where a change of ownership has occurred, the new owner must re-apply to the Road Transport Authority to be an Approved Course Provider. Until a determination is made by the Road Transport Authority, the new owner must immediately cease:
  - i) describing itself as an Approved Course Provider; and
  - ii) delivering the Course and the Road Rules Knowledge Test.
- e) Exceptions to clause 1 d) above include where:
  - i) advance notice has been provided to the Road Transport Authority ahead of the change of ownership, the new owner has applied to be an Approved Course Provider, and this has been approved by the Road Transport Authority to commence at the same time as the change of ownership. In this circumstance, the Road Transport Authority may impose any conditions; and
  - ii) where one Approved Course Provider is acquiring another Approved Course Provider, an existing approval will apply for 30 days from the date of change of ownership to allow for continuity of operations and for the incoming owner to undertake a new application to the Road Transport Authority for approval to be an Approved Course Provider. In this circumstance, the Road Transport Authority may impose any conditions. If an application is not made to the Road Transport Authority and approved within 30 days of change of ownership, clause 1 d) applies.

#### **Revocation or end of instrument**

- f) When a revocation has occurred or an approval under this instrument ends, an Approved Course Provider must immediately cease:
  - i) describing itself as an Approved Course Provider; and
  - ii) delivering the Course and the Road Rules Knowledge Test.
- g) Clause 1 f) above does not apply where a subsequent instrument immediately provides continued approval by the Road Transport Authority to an Approved Course Provider.

## **2 DELIVERY OF THE COURSE**

### **Course delivery**

- a) An Approved Course Provider must deliver the Course content in the format determined by the Road Transport Authority as per Schedule 1.
- b) The Road Rules Knowledge Test may only be taken after a participant has completed all required learning modules of the Course and obtained at least a fifty percent (50%) pass mark on the Course Content Test (Part A) or where a participant has been directed by the Road Transport Authority to take the Road Rules Knowledge Test outside of the Course.

### **Accessibility**

- c) An Approved Course Provider must ensure the Course is accessible, including but not limited to participants who:
  - i) require an interpreter, whether this is an official accredited interpreter or a non-accredited interpreter; and/or
  - ii) have additional, multiple or complex needs that require the use of support persons or other professionals.
- d) Conditions related to the use of interpreters and other professionals are provided in Clause 8.

### **Participant numbers, content, equipment and supplies**

- g) An Approved Course Provider must deliver the Course content, including the learning modules, Course Content Test, and the Road Rules Knowledge Test, as approved and updated by the Road Transport Authority.
- h) The Road Transport Authority grants to an Approved Course Provider a royalty-free, limited licence to use the Course content for the duration of their approval as an Approved Course Provider.
- i) In the case that any equipment and supplies are provided by the Road Transport Authority as part of the approved Course content, these must be returned to the Road Transport Authority when the Approved Course Provider no longer delivers the Course or when their approval to deliver the Course ceases.
- j) An Approved Course Provider must ensure the maximum number of participants per Course does not exceed 25.
- k) An Approved Course Provider must take reasonable steps to adjust participant numbers based on the participant cohort. Examples of where this may be required include but are not limited to: where smaller numbers of participants may be necessary to ensure efficacy of online delivery; and/or to ensure accessibility conditions in clause 2 c) and clause 8 are met.
- l) Whenever an Approved Course Provider delivers the Course Content Test and Road Rules Knowledge Test to a person, it must be done with adequate invigilation and in accordance with guidelines set by the Road Transport Authority. The Approved Course Provider must verify the eligibility and identity of the person undertaking the Course Content Test and Road Rules Knowledge Test.

- m) An Approved Course Provider or its employees, agents or subcontractors, in its delivery of the Course content, the Course Content Test and the Road Rules Knowledge Test must take all reasonable steps to prevent any dishonest conduct by participants, and to report any such conduct to the Road Transport Authority in writing.

### **Completion certificate**

- n) An Approved Course Provider must issue each participant who successfully completes the Course with a completion certificate that is numbered and dated, in a format that is advised by the Road Transport Authority as acceptable to the Road Transport Authority.
- o) Successful completion means that a participant has attained:
  - i) Part A: completion of the Course learning modules and a fifty percent (50%) pass mark on the Course Content Test; and
  - ii) Part B: passing of the Road Rules Knowledge Test.
- p) Circumstances may exist where a participant undertakes the Course across multiple Approved Course Providers. Approved Course Providers must:
  - i) take all reasonable steps to validate any parts of the Course undertaken with a different provider;
  - ii) take all reasonable steps to prevent any dishonest conduct by participants; and
  - iii) report any such conduct to the Road Transport Authority in writing.

## **3 QUALIFICATIONS, ASSIGNMENT AND CONTRACTING**

### **Qualifications**

- a) An Approved Course Provider, and each person that delivers the Course or Road Rules Knowledge Test for an Approved Course Provider, whether employee, agent or subcontractor, meets the following minimum standards. The Approved Course Provider and/or person:
  - i) has appropriate knowledge and skills to deliver the Course;
  - ii) has an appropriate ACT Working With Vulnerable People (WWVP) clearance with at least three months remaining prior to expiry; and
  - iii) is of good character.
- b) In limited circumstances, the Road Transport Authority may at their discretion, on a case-by-case basis, consider and approve exceptions to the above minimum standards, particularly where these are related to ensuring continued accessibility of the Course.
- c) If the Road Transport Authority gives its approval for an Approved Course Provider, the Road Transport Authority may impose any additional conditions.
- d) An Approved Course Provider must ensure that any additional persons, whether employees, agents or subcontractors, delivering the Course on their behalf meet the minimum standards in clause 3 a) above.



- e) An Approved Course Provider must notify the Road Transport Authority in writing immediately regarding any changes to persons who are delivering the Course, whether employees, agents or subcontractors, that result in the persons no longer meeting the minimum standards and/or conditions of approval. In these circumstances, the person must immediately cease delivering the Course.
- f) An Approved Course Provider must notify the Road Transport Authority in writing within 14 days regarding any persons who are no longer delivering the Course, whether employees, agents or subcontractors.
- g) Records demonstrating that persons delivering the Course or Road Rules Knowledge Test, whether employees, agents or subcontractors, meet these minimum standards may be sought by the Road Transport Authority at any time and must be provided by an Approved Course Provider within 14 days of receipt of the request from the Road Transport Authority.

### **Assignment and Contracting**

- h) Nothing in this Approval constitutes an Approved Course Provider – or its employees, agents or subcontractors – as employees, partners or agents of the Territory or creates any employment, partnership or agency for any purpose. An Approved Course Provider must not represent itself, and must ensure its employees, agents and subcontractors do not represent themselves, as being employees, partners or agents of the Territory.
- i) An Approved Course Provider must not assign or subcontract its obligations under this Schedule or the delivery of the Course or Road Rules Knowledge Test to independent contractors without the prior written approval of the Road Transport Authority or otherwise in accordance with these conditions of approval. If the Road Transport Authority gives its approval, the Road Transport Authority may impose any conditions.
- j) Where an Approved Course Provider subcontracts its obligations under this Schedule or the delivery of the course or Road Rules Knowledge Test to independent contractors, the Approved Course Provider remains responsible for its obligations and will indemnify and keep indemnified the Territory in respect of all losses, damages, costs and expenses directly or indirectly incurred or suffered by the Territory or any other person, including the Approved Course Provider, as a consequence of any conduct of the subcontractor.

### **4 MONITORING, EVALUATION, REPORTING AND IMPROVEMENT**

- k) The Road Transport Authority may seek information and/or records from an Approved Course Provider in relation to monitoring, evaluation, reporting and improvement (MERI) of the Course against the conditions of approval in this Schedule at any time.
- l) Examples of information and/or records include but are not limited to:
  - i) the number of Courses conducted;
  - ii) the number of participants at each Course conducted;
  - iii) the number of Road Rules Knowledge Tests conducted (separate to the Course, if applicable);

- iv) the number of participants who undertook/completed the Road Rules Knowledge Test (separate to the Course, if applicable);
  - v) completion rates for the Course, including passing the Course Content Test;
  - vi) completion rates for the Road Rules Knowledge Test;
  - vii) demographics;
  - viii) the number of participants that required additional support from a non-accredited interpreter, an official accredited interpreter, a support person or another professional;
  - ix) participant feedback and satisfaction survey results; and
  - x) complaints received.
- m) An Approved Course Provider must provide all Course participants with an opportunity to provide feedback on delivery of the Course and/or the Road Rules Knowledge Test in the form of a participant feedback and satisfaction survey.
  - n) On request, the Approved Course Provider must allow the Road Transport Authority to attend the delivery of a Course, for the purpose of auditing course delivery against the MERI framework. The Road Transport Authority must provide no less than one business days' notice of their attendance.
  - o) A response to a request for information from the Road Transport Authority must be provided to the Road Transport Authority by the Approved Course Provider within 14 days of receipt unless agreed otherwise by the Road Transport Authority.

## **5 COURSE NAME AND ADVERTISING**

- a) An Approved Course Provider must ensure that any marketing material for the Course:
  - i) states that “[name of Approved Course Provider] is delivering the ACT Pre-Learner Licence Course as an approved provider authorised by the Road Transport Authority under section 15 of the *Road Transport (Driver Licensing) Regulation 2000*. The ACT Pre-Learner Licence Course delivered by [name of Approved Course Provider] is owned by the Road Transport Authority” or use alternative wording approved by the Road Transport Authority; and
  - ii) does not use ACT Government branding (including the ACT Government logo, Vision Zero logo or Safe Plates logo) to promote itself or the Course without prior written approval from the Road Transport Authority.
- b) A limited exception to condition 5 a) ii) above is that, once approved, an Approved Course Provider may use the “initiative of ACT Government” logo for the purposes of promoting the Course.
- c) An Approved Course Provider must not do anything that could reasonably lead the public to consider that it:
  - i) is the exclusive or primary provider of the Course;

- ii) owns the Course; and/or
  - iii) is the Course, or is synonymous with the Course.
- d) Subcontractors or agents of an Approved Course Provider must not describe themselves as approved providers of the Course.
- e) An Approved Course Provider must not use a Restricted Name as, or as part of:
  - i) its legal name;
  - ii) its trading or business name;
  - iii) its social media account name;
  - iv) its internet domain name; or
  - v) a directory listing (for example, Google place listing or Yellow Pages)
- f) Restricted Names are those that could reasonably create a perception that the Approved Course Provider is non-compliant with clause 5 a) above. Examples of Restricted Names include:
  - i) Pre-Learner Licence (or prelearnerlicence);
  - ii) Pre-Learner Licence Training Course (or prelearnerlicencetrainingcourse);
  - iii) Pre-Learner course (or prelearner course); and
  - iv) Road Rules Knowledge Test (roadrulesknowledgetest).
- g) Nothing in clause 5 g) prevents an Approved Course Provider from using a Restricted Name as the name of a page within the Approved Course Provider's website, provided that the domain name does not contain a Restricted Name. For example:
  - i) www.xyzdriveschool.com.au/prelearnerlicencetrainingcourse would be permissible; and
  - ii) www.prelearnerlicencetrainingcourse.com.au would not be permissible.
- h) Where the Road Transport Authority directs a person to undertake only the Road Rules Knowledge Test outside of the Course, an Approved Course Provider must ensure the name and advertising of the Road Rules Knowledge Test is in accordance with clauses 5 (a) to (h).

## **6 BOOKING SERVICE**

- a) An Approved Course Provider must provide a booking service that is available to the public.

## **7 FEES**

- a) Course participants are responsible for all fees associated with attending the Course:
  - i) fees are to be paid directly to the Approved Course Provider; and
  - ii) fees do not include costs associated with the need for an official accredited interpreter or other professional to support accessibility for participants per clause 8.

- b) Fees must be set at an affordable level and are to be approved in writing by the Road Transport Authority.
- c) Advertised Course fees must include all fees and charges associated with a participant's attendance, including but not limited to, as applicable, the Course fee inclusive of GST, and administration and/or booking payment fees such as credit card surcharges.
- d) Advertised Course fees must include participants being provided with two attempts to successfully complete the Course Content Test and the Road Rules Knowledge Test. After two failed attempts at the Course Content Test and the Road Rules Knowledge Test, the cost of additional attempts is borne by the participant.
- e) An Approved Course Provider must not increase fees without prior approval in writing from the Road Transport Authority.
- f) The Road Transport Authority will not grant more than one fee increase in any 12-month period.
- g) Where the Road Transport Authority directs a person to undertake only the Road Rules Knowledge Test outside of the Course, an Approved Course provider must ensure the conduct of the Road Rules Knowledge Test and the setting of the fees for the Test is in accordance with clauses 7 a) to d).
- h) The Road Transport Authority may seek that an Approved Course Provider review their fees at any time.
- i) In limited circumstances, the Road Transport Authority may at their discretion, on a case-by-case basis, consider and approve exceptions related to fees, particularly where these are related to ensuring continued accessibility of the Course.

## **8 USE OF INTERPRETERS AND OTHER PROFESSIONALS**

### **Use of interpreters**

- j) Participants who require it may use the assistance of a non-accredited interpreter. A non-accredited interpreter:
  - i) may include, for example, a participant's friend, family member or a community member at no cost to the Approved Course Provider or Road Transport Authority;
  - ii) may sit alongside the participant and help them to understand the Course content; and
  - iii) must not be used for assistance with the Course Content Test or the Road Rules Knowledge Test.

### **Official accredited interpreters**

- k) An Approved Course Provider may provide participants who require it with the assistance of an official accredited interpreter for the Course, including the Course Content Test and Road Rules Knowledge Test.

- l) An official accredited interpreter:
  - i) is a person engaged by the Approved Course Provider via the Translating and Interpreting Service (TIS National) which is overseen by the National Accreditation Authority for Translators and Interpreters (NAATI) as approved for use by the Territory;
  - ii) may be an employee, agent or subcontractor of the Approved Course Provider who is also an official accredited interpreter under NAATI;
  - iii) may be used to support language interpretation for the Course, the Course Content Test and the Road Rules Knowledge Test; and
  - iv) must not be used to provide any other assistance with the Course Content Test or the Road Rules Knowledge Test including answering questions on either test.
- m) An Approved Course Provider must take reasonable steps to determine whether a need and/or request for an official accredited interpreter is genuine.

### **Support persons**

- n) A participant with additional, multiple, or complex needs may utilise the assistance of support person. A support person:
  - i) may include, for example, a participant's friend, family member, a community member or a carer that is supporting the participant at no cost to the Approved Course Provider or the Road Transport Authority;
  - ii) may sit alongside the participant and help them to understand the Course content or provide them with other support related to physical, psychological and/or social safety; and
  - iii) must not be used to provide any other assistance with the Course Content Test or the Road Rules Knowledge Test including answering questions on either test.

### **Other professionals**

- o) An Approved Course Provider may provide participants with additional, multiple, or complex needs with the assistance of other professionals for the Course, the Course Content Test and Road Rules Knowledge Test. Other professionals (professionals):
  - i) are a person engaged in a professional capacity including but not limited to a National Disability Insurance Scheme (NDIS) support worker or other social, youth, disability, peer or mental health support worker;
  - ii) may sit alongside the participant and help them to understand the Course content, Course Content Test, Road Rules Knowledge Test, or provide them with other support related to physical, psychological and/or social safety; and
  - iii) must not be used to provide any other assistance with the Course Content Test or the Road Rules Knowledge Test including answering questions on either test.
- p) An Approved Course Provider must take reasonable steps to determine whether a need and/or request for a professional is genuine.

### **Reimbursement in limited circumstances**

- q) In limited circumstances, an Approved Course Provider may apply to the Road Transport Authority for reimbursement for an official accredited interpreter or other professional.
- r) An application for reimbursement by an Approved Course Provider for an official accredited interpreter must include:
  - i) the date/s of the Course;
  - ii) the reasonable steps taken to ensure that need and/or request is genuine;
  - iii) whether the official accredited interpreter is being provided under existing funding arrangements;
  - iv) the number of participants impacted;
  - v) the language an official accredited interpreter speaks;
  - vi) the duration an official accredited interpreter was required;
  - vii) the invoice from TIS National for the official accredited interpreter service or a quote using the rate determined by the Department of Home Affairs under its interpreting service charges cost calculator; and
  - viii) reasonable steps that the Approved Course Provider has taken to ensure that the application is value for public money, including but not limited to: organising group classes for language interpretation; scheduling an interpreter to assist multiple participants at the same time; invoicing for time spent providing interpretation services (rather than invoicing based on the number of participants); encouraging participants to bring family members or friends to aid in interpretation of Course content; and, referring the participant to another Approved Course Provider that may deliver the Course in the participant's language.
- s) An application for reimbursement by an Approved Course Provider for a professional is on a per Course basis and must include:
  - i) the date/s of the Course;
  - ii) whether the professional is engaged under existing funding arrangements;
  - iii) the number of participants impacted;
  - iv) the nature of the professional services provided;
  - v) the time that a professional was required;
  - vi) the invoice for the services of the professional; and

- vii) reasonable steps that the Approved Course Provider has taken to ensure that the application is value for public money, including but not limited to: where appropriate coordinating shared access to support persons or professionals across multiple participants; scheduling support services to align with group sessions or concurrent participant needs; invoicing based on time spent delivering support services (rather than per participant); and encouraging the use of existing informal supports, such as trusted family members, carers or community workers, where this is appropriate and does not compromise the participant's access, safety or dignity.
- t) The Road Transport Authority will reimburse an Approved Course Provider for the assistance of an official accredited interpreter or other professional for up to two attempts at the Course Content Test and/or Road Rules Knowledge Test (including no-shows where the official accredited interpreter or other professional arrives but the person does not). If a participant requires any further assistance after the second attempt, the participant is required to pay the full cost of this service.
- u) The Road Transport Authority will not reimburse an Approved Course Provider if the official accredited interpreter or other professional is being provided under existing funding arrangements for the participant which come at no cost to the Approved Course Provider.
- v) In limited circumstances, the Road Transport Authority will consider and may determine an Approved Course Provider may be reimbursed for official accredited interpreting services or other professional services at a higher cost for groups or for persons with additional, multiple or complex needs. This determination must be in writing. If the Road Transport Authority gives its approval, the Road Transport Authority may impose any conditions.
- w) An Approved Course Provider must submit an invoice to the Road Transport Authority within 30 days of the official accredited interpreter or other professional service being provided to receive reimbursement from the Road Transport Authority.