

RSA



# Standard procedures for conducting driving test

Údarás Um Shábháilteacht Ar Bhóithre  
Road Safety Authority

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## Preface

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Driving tests are conducted under the authority of the Board of The Road Safety Authority, and driver testers should be aware that they are representing the Road Safety Authority when they are carrying out their duties.

In dealing with a test applicant, the tester should be fair and courteous at all times. Courtesy may be defined as politeness towards, consideration for, and treating a person with dignity.

The tester should try to create a harmonious and stress-free atmosphere by the initial greeting of, and subsequent dealings with the applicant. Applicants may be nervous and self-conscious when in a formal 'exam' type situation and this may prevent them from performing at their best. While the tester must assess the applicant's performance, the tester should not contribute in any way to the tension and stress which is inevitably being felt by the applicant.

Applicants should be addressed as Mr, Mrs, Miss, Ms. or by their professional title, but it would be in order to use an applicant's first name if appropriate.

In carrying out their duties, testers should be: -

- (a) Punctual
- (b) Formal but friendly - a polite smile should be used on occasions.
- (c) Low-key and not hurried.
- (d) Presentable, and should dress in a manner appropriate to the position.

Documentation should be prepared prior to calling an applicant. The tester should go into the waiting area and call the applicant's name using a pleasant tone of voice. Where there is no response to the initial call, the tester should repeat it if necessary and/or should check regularly for a period to see whether the applicant has in fact attended. The tester should wait for the applicant to respond and should accompany the applicant to the desk.

The tester should introduce each stage of the formalities with the same type of friendly courteous tone of voice and body language, and should make a reasonable amount of eye contact without 'staring' at the applicant at any time.

The tester should say 'please' and 'thank you' from time to time, and should not rush the applicant through the formalities.

During the oral test on the Rules of The Road, if the applicant is unable to answer a question, the tester should go smoothly to the next question. The tester should try to probe briefly if it is felt that the answer is known, and that the applicant is simply 'tongue-tied'. A reasonable amount of time should be allowed for the applicant to answer each question.

The tester should not show impatience towards or disapproval of the applicant in any way and the tester's rate of speech and accent should allow time for the applicant to absorb and understand what is being said. All faults should be recorded discreetly, and the Report Sheet should be concealed as much as possible throughout the test, once a fault or faults, have been recorded.

While the vast majority of test applicants are helpful and co-operative, regardless of the test result, it can happen from time to time that a applicant may become upset. It is not possible to formulate a procedure for dealing with every possible eventuality, but the tester should in all circumstances remain calm and in control of the situation, and should not allow himself/herself to be provoked. The tester should respond to

any comment that the applicant may make in a reasoned and diplomatic manner, and on no account should become involved in an exchange of offensive comments. If necessary, the applicant should be advised to contact 'Head Office' in Ballina to obtain further information.

The tester should follow the Standard Procedures closely at all times, and should make a note of any incident or comment, including all relevant facts, on the facing sheet and complete aggression report if necessary.

These Procedures may be revised and/or amended from time to time, and testers will be apprised of this, if and when it occurs. Any amendments will also be available on our web site [www.rsa.ie](http://www.rsa.ie) and from our head office in Ballina: The Road Safety Authority, Primrose Hill, Ballina, Co. Mayo. Telephone 096.25000.

## **Application of standards for the practical test**

The tester conducting the test is responsible for assessing the competency of the applicant, based on the application of the uniform standard as determined by the Chief Tester and the Supervisory Testers, in accordance with E.U. Directive, and the Road Traffic (Licensing of Drivers) Regulations, 1999, as amended.

It is the responsibility of the Chief Tester and the Supervisory Testers to ensure that these standards are correctly and uniformly applied.

The correct standard of fault assessment and recording must be known to, and applied by each tester on each occasion.

# Standard procedures for conducting driving tests

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## Notes

The tester's nameplate must be displayed on the desk facing the applicant.

The wording as set out in these Procedures must be followed.

## Meeting The Applicant

- (a) *Greeting.* Call the applicant's full name Mr. Ms. etc. Say "Good morning/good evening/hello", etc. "I will be your tester today, my name is ... (e.g. Michael), please come this way".
- (b) *Identify:* "May I have your address, please?"
- (c) *Vehicle Type:* "What type of vehicle have you for the test?"
- (d) *Learner Permit:* "May I see your Learner Permit please?"

All applicants must produce a current Learner Permit for inspection before the start of the test. 'Visitor's Licence's are not acceptable. The photograph on the Permit should be checked for proof of identity. The Permit must be valid for the category of test being conducted. Predated Learner Permits are acceptable (See Document Introduction of Learner Permit and changes to the Driver Licensing System @ [www.rsa.ie/publication/publication](http://www.rsa.ie/publication/publication) ).

The tester records the Learner Permit number and car registration number on the facing sheet.

If the Permit is in order the Tester hands it back to the applicant saying "that's fine, thanks" or if the Permit is not in order say, "Sorry, I am not permitted to conduct your test your Permit is e.g. out of date, or, not valid for the category of vehicle you propose to use", etc.

Where a Learner Permit is missing both the signature and the address, the test should not be conducted. A non conducted report sheet should then be completed and issued.

A first time Learner Permit (991) Must be valid for 6 months before the Test can be conducted (Cat: B, EB, A, A1, M, W.)

## Suspected Impersonation

If impersonation is suspected, see Office Notice 12/01.

On no account should testers accuse anyone of being an imposter. Testers should take reasonable steps to establish the identity/ entitlement where the Licence has been accidentally damaged in e.g. a washing machine, etc. Where the serial number is not legible it is in order to record the red document number in its place.

In all cases the Permit is returned to the applicant.

Testers should not ask any questions relating to code-numbers, which may appear on Learner Permits from time to time. Where code '100' appears on the Learner Permit the test should not be conducted and the candidate should be informed that another test will be arranged by the RSA. The file should be sent to Head Office in Ballina for forwarding to the Supervisor. A non conducted report sheet should be completed and issued. If a file is sent direct to HQ, a duplicate file consisting of a facing sheet and blank report sheet should be inserted in place of the original, outlining that the original file was sent direct.

## Facing Sheet

Present the facing sheet to the applicant and indicate the statement relating to the condition of the vehicle and insurance cover, saying – **“Would you please read this statement and if you’re satisfied it is in order, sign it and date it?”**

An additional identification check may be made if necessary by holding on to the Learner Permit while the applicant is signing the facing sheet. The tester should be satisfied regarding the insurance status of the vehicle presented for test by checking that a current insurance disc is on display, and ensuring that the test candidate signs the declaration confirming that he/she is properly insured to drive the vehicle.

See Office Notices DT 4/03 and 5/03 relating to insurance matters and the driving test. Where an applicant has difficulty in reading the statement, the tester should read it aloud, and indicate the relevant passage with a biro. If the applicant refuses to sign the facing sheet, the tester should inform the applicant that the test cannot be conducted and advise the applicant to re-apply. A non-conducted report sheet should be completed and issued.

The tester should not ask any questions relating to the condition of the vehicle, or insurance cover, or request production of an Insurance Certificate. Any information volunteered by the applicant should be noted on the front of the facing sheet.

Where a female applicant has been married since the test was applied for, and the name which she is now using is different to that which appears on the computer sheet and/or the Learner Permit, the tester should enquire politely as to which name she wishes to go under, and proceed with the test. The applicant may wish to sign the facing statement with her new (married) name. The tester should note this fact, and any change of address on the computer sheet.

Concluding the preliminaries, the tester says - **“Thank you. Now I’d like to ask you some questions on the Rules of the Road.”**

## Oral Test

18 questions, including 10 sign questions (from both sides of the sign card), must be asked. A question which is ‘developed’ counts as one question.

Obligatory subjects for all categories: Pedestrian Crossings, Traffic Lights, Headlights (dipping), Road Markings, Right of Way and Road Signs.

Further questions on additional topics from the Rules of the Road may be asked.

Questions on the following topics must also be asked in relation to the relevant categories:

## Categories A, A1, M

Rear Observation, Skidding, Road Position.

## Categories EB, EC1, EC, ED1, ED, W

Two questions based on the 'Towing' topic in pages 48 - 50 of the 'Rules of the Road', and also on coupling/uncoupling the trailer from/to the drawing vehicle.

## Categories C1, C, D1, D, EC, EC1, ED1, ED

When, where and how to use the red warning triangle.

What to be aware of when planning a journey.

All the relevant questions should be posed to every candidate.

On concluding the oral test, the tester says "Thank you, that's the end of the oral part of test. We will now go out to your vehicle for the practical part."

**Note:** The Tester must accompany the applicant to the vehicle (except in rare and exceptional circumstances).

**The tester must wear the high-visibility jacket/vest as required.**

## At The Vehicle

The Tester checks:

- (a) That 'L' plates are displayed to the front and rear, (except categories A, A1, M and W), (All Category A, A1, or M applicants must display a yellow fluorescent tabard bearing the letter "L" not less than 15 centimetres high in red on a white background, in a clearly visible vertical position front & rear worn over the chest clothing). A roof sign displaying proper 'L' plates is acceptable. Where an 'L' plate(s) is/are missing and can be obtained within a short walking distance, the applicant may be advised of this, and given reasonable time to get it/them provided this does not interfere with the time allotted for the test. The tester should not suggest to, or advise the applicant to drive in order to obtain 'L' plates.
- (b) That the Insurance Disc is in order, (not A1, A, M or W). See Office Notice 11/93. **Photocopies are not acceptable.**
- (c) That the N.C.T. Disc is in order, if required, (Cat. B, EB). See Office Notices 11/01 and 1/2002.
- (d) The Tax Disc, where it is necessary to establish the taxation class, or licence category. See Office Notice 14/2004.
- (e) The registration number, and records it on the Report Sheet and facing sheet.
- (f) Whether the vehicle (including motorcycles), has automatic transmission, and if so, tell the applicant that if they pass the test, that the licence will be limited to automatic transmission. (See Additional Procedures for particular categories).

- (g) H & S requirements. See Office Notice 18/2002 and 7/2004 relating to 'Final checks for your Driving Test', and related procedure where a test is not conducted.

The brake-lights and indicators should be checked to ensure that they are functioning properly. When checking the brake-lights and indicators, the applicant should be asked to ensure that the ignition is turned fully to 'on'.

Where ignition warning lights do not come on when the ignition is switched on, it is not in order to proceed with the test. However, see Office Notice 7/2004 for where a warning light does come on, and stays on after the engine has been started.

Where an applicant starts the engine the applicant may be asked to switch it off before the tester enters the vehicle, or checks the brake-lights and indicators.

Where any 2 out of 3 brake-lights are working, the test should be conducted. If necessary, it is in order for the tester to press the brake pedal to demonstrate to the applicant that the brake-lights are not working.

- (h) Technical Checks. The applicant should be asked to verbally explain how he/she would perform a check on any 3 of the following, selected at random by the tester:

(a) the tyres (b) the lights (c) the reflectors (d) the indicators (e) the engine oil (f) the coolant (g) the windscreen washer (h) the steering (i) the brakes (j) the horn.

In the case of (e), (f), or (g) above being selected, the bonnet will have to be opened and closed again securely, by the applicant. The P.A.S. fluid and the brake fluid may also be checked in this manner, if desired.

Inability to lift and secure the bonnet also constitutes a fault.

The steering may also be checked by examining it for excessive play, (non-P.A.S.) or by turning it from side to side with the engine at tick-over. (P.A.S. only).

The brakes may also be checked by asking the applicant how he/she would know if there was a fault with:

(a) the handbrake, or

(b) the footbrake.

*Note: The tester may exercise discretion in relation to the weather conditions at the time.*

- (i) Where a vehicle with automatic central locking is presented for test, the test should be conducted in the normal way.
- (j) Wheelchair seats and stretchers should be counted as seats, when they are properly secured.
- (k) Where a vehicle is presented with a flat spare wheel the test should be conducted.

## Practical Part of the Test

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In giving directions the Tester should turn towards the applicant where possible, and should always state “where” before “what”, e.g. “**at the next junction turn right.**” All directions should be delivered in good time, and in a manner which can be clearly understood by the applicant. Additional directions should be given where necessary, to avoid confusion.

In the vehicle the applicant should be told to - “**Please start up the engine. Now, before you move off, I want you to show me how you would operate some of the controls**” and ask the candidate to switch on/off, or adjust any 3 of the following:

(a) The wiper(s) (b) the lights, including dipping the headlights (c) the windscreen washer (d) the fan (e) the air vents (f) the rear window heater (g) the air-conditioner (if fitted) (h) the temperature control (i) the rear fog-lights (j) the air intake control.

Where the wipers are not working, the test should not be conducted and a non-conducted report sheet should be issued.

The tester says- “**Thank you. Now, would you please ensure that the seat, seat-belt, head restraint, and mirrors are properly adjusted and that your door is properly closed.**” The tester should confirm that the tester’s door is closed and should also adjust an exterior mirror, if asked to do so by the applicant.

The tester should say- “**Now, you should drive in your normal manner. I will tell you in good time when to turn left or right, otherwise you follow the course of the road. If you have any doubts about my directions ask me to repeat or clarify them. You may start when you are ready.**”

Driving faults should be recorded discreetly.

Official routes must be adhered to and followed as laid down (except in exceptional circumstances).

If a diversion is necessary e.g. due to road-works, or Garda activity, return to the route as quickly as possible, and record particulars of the diversion, and the reason, on the back of the Report Sheet. This includes where an applicant inadvertently goes off the route.

### Turnabout Manoeuvre

For the turnabout manoeuvre, the Tester should say- “**I would like you to turn your car around on the road to face the opposite way. You may go over and back more than once if necessary. You may start when you are ready.**” On completion, tell the applicant to pull in and stop.

*Note: Hand signals should be carried out after the turnabout manoeuvre.*

### Reverse Manoeuvre

For the reverse manoeuvre, and where possible, the tester should stop the applicant before the junction and should say - “**This road on the left/right is the one I want you to reverse your vehicle into. Will you drive past it and stop on the left/right, and I will give you further directions.**”

“**Reverse into this road on the left/right. You should continue reversing, while it is safe to do so, keeping reasonably close to the left/right. I’ll tell you when you have gone back far enough; you may start when you are ready.**”

The tester should be out of the vehicle for the reverse manoeuvre with all heavy vehicle tests, and with the larger type category “B” vans, “EB” and pick-up trucks, without endangering themselves in any way. Where an applicant refuses to attempt to carry out a reverse or turnabout manoeuvre, the test is curtailed and a result is not issued. The code should be noted on the computer sheet. The applicant should be advised to re-apply. A non-conducted report sheet should be completed and issued.

## Hand Signals

After the turnabout manoeuvre ask the applicant to lower the window in order to demonstrate hand signals. The demonstration should include the five hand signals from the ‘Rules Of The Road’. On completion, tell the applicant to readjust the window as they wish. Where the driver’s window will not wind down, or in wet weather, hand signals may be demonstrated in the vehicle. This also applies to vehicles with left-hand-drive.

## Hill Test

Tell the applicant – **“I want you to pull in and stop on the left/hill.”**

If the parking brake is not properly applied, the applicant should be asked to secure the vehicle with the parking brake only. If the parking brake is seriously defective the test is abandoned - return to the centre. The tester should then record an ‘N4’ or ‘A4’ code on the computer sheet. A non-conducted report sheet should be completed and issued.

## Parking

Coming towards the end of the test say to the applicant – **“We’re now coming towards the end of your test, please find a suitable place and park.”** Do not request a reverse parking manoeuvre, but if the applicant attempts one he/she should not be stopped. The tester must remain in the vehicle until it has been parked except as may apply to larger vehicles. If necessary, the applicant should be directed to a parking space.

## End of the Test

**“We’ll now return to the office and I’ll give you the result of the test. Thank you.”** The tester must accompany the applicant back to the office. The result of the test must only be announced when the tester and the applicant are seated at the desk.

## Decision on Test

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See Office Notice 4/2002.

### Pass Result

In the case of a 'pass' result:

1. Generally, the applicant should be asked to sign the Certificate of Competency, and should then be informed that he/she has passed the test.
2. The Tester should complete the Certificate and hand it with the Report Sheet to the applicant saying - **"You must present this Certificate to your local licensing authority when applying for your full licence. The Certificate is valid for 2 years only, and that time limit cannot be extended. In other words if you do not exchange it for a 'full' licence within that time, you will have to undergo a further test. However, you may obtain your full licence immediately, if you wish. Do not mark or write anything on it."**

See "Verbal Feedback"

### Notes

- (a) Where a female applicant has been married since the test was applied for, the tester should ask her which name she wishes to appear on the Certificate of Competency. In a case where she opts for her new (married) name, an explanatory note should be put on the computer sheet and on the file.
- (b) Where a foreign address appears on the computer sheet, the tester should use the address that appears on the Learner Permit, or any alternative Irish address as advised by the applicant.

## Fail Result

In the case of a 'fail' result the Tester should:

1. Tell the applicant – “I am afraid / sorry that you have not been successful today/on this occasion. I will now give you a report on your test.”
2. Complete the Statement of Failure and hand it together with the Report Sheet to the applicant. Tell the applicant - “The faults which occurred during the test are marked on the Report Sheet, and you should pay particular attention to them when preparing for another test, without neglecting other areas of your driving. As you can see, on this occasion it is mainly items, e.g. 3, 10, and 11, on the aspect's which are marked.”

The candidate should be advised that the marking system is explained on the back of the Report Sheet, and should be referred to the 'Rules of the Road', to the information leaflet 'Preparing for your Driving Test', and to the 'Statement of Failure', for further information. Where a candidate is unwilling to accept the result, the tester should say that he/she is not permitted to discuss the details of the test.

See “Verbal Feedback”

The tester concludes by saying – “You may need this Certificate in order to renew your Learner Permit. Thank you very much.”

Testers should not make any comment which may be misconstrued as being facetious.

3. Testers should continue the policy of recording any unusual incidents, events or comments etc. on the back of the Report Sheet, and also of giving a brief outline of the circumstances which gave rise to all grade 3 faults being recorded, and where on route they occurred. Testers should record the facts only. However, reports of more serious incidents, events or comments should be placed on the front of the file and sent direct to the H.E.O. The tester should then write “Sent Direct” opposite the applicants name on the computer sheet. If a file is sent direct to HQ, a duplicate file consisting of a facing sheet and blank report sheet should be inserted in place of the original, outlining that the original file was sent direct.

## Verbal Feedback

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1. Before handing the Pass or Fail Certificate, and the Report Sheet, to the applicant, the tester should ask the applicant if he/she would like some brief verbal feedback on some aspects of their test.
2. Where the applicant declines the offer, the Certificate and Report Sheet should then be issued in the normal way
3. Where the applicant accepts the offer, the tester should point out that the marking system is explained in the notes on the back of the Report Sheet, and, in the case of an unsuccessful applicant, that one (or more) of the threshold points was reached during the test.
4. The tester should then deliver the feedback, based closely on the training course guidelines. The terminology to be used should begin with **“An example of this type of fault would be...”** The example should refer to the type of fault which was incurred, without referring to the actual fault itself, or to where it occurred on the route. However, in some exceptional cases, the tester may confirm the relevance of a particular fault, or location, if the tester is satisfied that it would be beneficial to do so. Where necessary, the applicant may be informed that further information is available in the Rules of the Road, and in the leaflet ‘Preparing for your Driving Test’. The tester should avoid adopting the role of a driving-instructor.
5. Feedback need not be offered to an applicant who has passed the test, and who has incurred few, if any faults.
6. Where an applicant has incurred 9 or more separate faults, the tester should merely tell the applicant that, as can be seen on the Report Sheet, there are a number of areas where further development is needed.
7. Where more than 2 major fault aspects are marked, the tester should limit the feedback to 2/3 aspects, and tell the applicant that there are other areas where further development is needed.
8. Where the tester forms the opinion that an applicant may become aggressive, or emotionally upset, or where language difficulties may arise, the tester may decide not to offer feedback, or to curtail it, if it has commenced. Where necessary, the tester should paraphrase briefly, and conclude by saying - **“I am not permitted to discuss the details of the test.”**
9. A typical verbal feedback session should not last any longer than 30-60 seconds.

## Decision Deferred

The Law, (Licensing of Drivers Regulations 1999, as amended) enables a tester to defer a decision on a driving test pending production by the applicant of a Certificate of Fitness. This could arise in a situation where, even though the applicant would normally have qualified for a Certificate of Competency on the basis of the test, the tester is of the opinion that the person may be suffering from some incapacity which may be progressive. In such cases, a ‘Defer Decision’ (Form D104) is issued to the applicant, and the duplicate should be attached to the file.

The applicant should not be told that he/she has passed the test, but should merely be told that the tester is **“satisfied with your driving.”** The Certificate of Competency should be signed by the applicant. The tester should fill in the applicants name and address on the Certificate of Competency, but should not sign or date it, and should return it direct to the H.E.O. in Ballina. The tester should write **“Sent Direct”** opposite the applicants name on the computer sheet. A short report should also be submitted outlining the nature of the disability. If a file is sent direct to HQ, a duplicate file consisting of a facing sheet and blank report sheet should be inserted in place of the original, outlining that the original file was sent direct.

## Dangerous Driving

The manoeuvres, i.e. the reverse, turnabout, and hill start, should be carried out if at all possible. If not possible insert the words “not carried out” on the back of the copy of the Report Sheet and write ‘Route curtailed in the interest of safety’. An ‘L’ Certificate and Report Sheet should be issued. A short report must be written on the back of the copy of the Report Sheet outlining the circumstances. On the return journey to the office, the applicant should be advised of danger etc., where necessary. Where an applicant enquires as to why the ‘time’ element of the test was not completed, the tester should inform the applicant that the test has been curtailed in the interests of safety.

Inadequate progress is not a reason to curtail the test

## Interpreter

Including where a signer accompanies an applicant with speech/hearing difficulties. A driving instructor should not be allowed to act as an interpreter. Where an interpreter is employed, the tester should ask all the relevant questions on the Rules of the Road, and should turn the ‘sign’ card towards the applicant and away from the interpreter. Hand signals should be asked at the desk. Before proceeding with the practical test, the tester should demonstrate the signals to the interpreter which will be used to indicate e.g. slow down and stop, turn left, or right, turnabout, reverse, etc., and ensure that the applicant clearly understands them.

The Secondary Controls, Checks, and Technical Checks should be completed at the vehicle before the practical test commences. The interpreter/signer should be involved, if necessary. The interpreter/signer may also be involved, if available, when the result is being issued at the end of the test. No other person is allowed to accompany the applicant on test.

(In certain exceptional cases, alternative arrangements may have to be made by the RSA). Where no interpreter is present and the Tester is experiencing severe difficulty with language, the test should be abandoned. See office Notice D.T 1/2004. A non-conducted report sheet should be completed and issued.

## Test Abandoned/Not Conducted

Where a test is not completed and a result is not issued, the appropriate ‘code’, should be included on the computer sheet, and a non-conducted test sheet completed and issued.

Where an applicant requests that a test should be curtailed, the test should be curtailed and a result should not be issued, regardless of how many faults have been accumulated. The applicant should be told to re-apply. A non-conducted report sheet should be completed and issued.

## Accident on Test

The test is 'abandoned' where damage or injury occurs, and no decision is given, i.e. a 'L' Certificate or Report Sheet is not completed. However, the appropriate fault is recorded on the Report Sheet where applicable. The applicant should be told that the test is abandoned.

(In a minor collision where there is no apparent injury or damage, the test should continue. However, a note should be put on the back of the Report Sheet).

An Accident Report Form must be fully completed in all abandoned cases, including a sketch of the scene, and the entire file should be returned direct to the H.E.O. at head office. The tester should write 'Sent Direct' opposite the applicant's name on the computer sheet. The applicant should be advised of the necessity to take particulars and report the matter to the Gardaí, if the other driver/owner is not present. The Tester should not comment on the accident to anybody, but should give his/her name and address, c/o the RSA, if asked for it. If the applicant seeks further information regarding his/her application, he/she should be advised to contact head office. The Tester should not advise the applicant that a further appointment will be arranged by the RSA. The Tester may have to make his/her own way back to the office. Where the Tester gets a lift back from the applicant following abandonment, the folder should be closed. A non conducted report sheet should be completed and issued.

## Official Accompanying Tester

The tester should tell the applicant - **"We will be accompanied on the test by my Supervisor/Official of the RSA, who will take no part in conducting the test."** Where an applicant refuses to allow an accompanying officer on the test, then the test may be abandoned and the applicant is to be given a non conducted report sheet and told to reapply.

An RSA administrative official will not take part in discussions on technical aspects of the test.

# Additional Procedures for Particular Categories

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## Categories A, A1, M

Note: See Office Notice 3/2001. Motorcycles are not required to be fitted with indicators, brake light, or mirror(s). Where Brake lights are not working no hand signal is needed for the Emergency Braking exercise.

Proceed as for other categories except for:

### (a) Oral Test

A question on 'Safety glance' Road position and on 'Skidding' should be asked during the oral test in addition to the normal topics.

Note: A brief explanation of 'The Emergency Braking Exercises' and 'The Avoiding the Obstacle' should be given at the desk immediately after oral test and before hand signals.

### (b) Hand-Signals

Demonstration of hand signals should be done at the desk immediately following the oral test. Any such hand signal faults should be recorded opposite 'Hand Signals' on the Report Sheet.

### (c) Radio Equipment

The tester should ensure that the batteries are charged. The candidate's ear-piece should be cleaned with a hygienic wipe, and the candidate should be offered an additional opportunity to wipe the ear-piece.

Applicants with spectacles should be offered a choice of ear-piece. Have the candidate fit the equipment, - belt, receiver, ear-piece, - and ensure that the receiver is switched 'on', before carrying out a reception check. An additional reception check may be required where the candidate adjusts the helmet. Testers should preface each direction to the candidate with the word "**Now**", in order to operate the voice-activated system. The volume control should be adjusted to suit the requirements of the candidate, and the candidate should then be told not to make any other adjustments to the controls.

Where a unit is generating static, it should be switched off momentarily, and switched on again. Candidates should be advised that in the event of a suspected radio malfunction, they should pull in at a safe place, and wait for the tester to arrive. Testers should ensure that the equipment is returned intact by the candidate at the end of the practical test. In the event of equipment failure, the test is to be abandoned and the applicant told that another appointment will be arranged as soon as possible. A non conducted report sheet should be issued, indicating that another appointment will be rearranged without charge. Motorcycle Testers must ensure their Radios are always available for use.

### (d) Protective Outfit

The applicant should be asked to confirm that the protective outfit - the gloves, boots, clothes, and helmet - are properly adjusted.

**(e) Administrative Checks**

At the machine, check (i) the transmission - automatic or manual (ii) the c.c., (with the applicant, if necessary) (iii) record the registration number on the report sheet (iv) the brake-light and indicators, if fitted. Do not ask any question relating to K.W., or power/weight ratio. See Office Notice No. DT 2/2003 relating to amended facing sheet.

**(f) Technical Checks**

The applicant should be asked to explain how he/she would perform a check on 3 of the following, selected at random by the tester (a) the tyres (b) the brakes, (c) the steering (d) the lights (e) the reflectors (f) the indicators, if fitted, (g) the horn (h) the chain (i) the oil level or (j) the emergency stop switch, if fitted.

**(g) Off/On Stand**

The applicant should be asked to put the machine off, and back on its stand. The use of a side-stand is acceptable in this case. If the machine is not fitted with a stand, the test cannot be conducted.

**(h) Walk Alongside**

The applicant should be asked to move the machine on reasonably level ground by walking alongside it for a distance of 4 metres, without the aid of the engine. The machine may be moved forward or backward, at the discretion of the applicant.

**(i) Brake-light, Indicators**

Where a brake-light and indicators are fitted and are working effectively, proceed with the test, as they are acceptable for test purposes. In this case, the use of hand-signals, in addition to the indicators, would only be required in exceptional circumstances. Where they are not fitted, or are not working effectively, tell the applicant that you are not satisfied with the condition of, e.g. the left indicator, right indicator, or brake-light as the case may be, and that he/she is therefore required to use the appropriate hand-signal/s throughout the test. Where a fault develops during the test, the applicant should be stopped and told of the fault, and told that the appropriate hand-signal/s are required to be used for the remainder of the test. All such signal faults should be recorded in the appropriate column on the Report Sheet.

**(j) Mirrors**

In addition to Mirrors (if fitted) Applicants should look around (safety Glance) before (a) moving off from the kerb, (b) commencing the 'U Turn', (c) turning right/left from a busy road or major road, or in other similar circumstances where it is deemed necessary the Tester.

Note: The applicant should not be advised of the requirement to look around.

**(k) Preamble**

The tester should tell the applicant –

“You should ride your bike in your normal manner, and I will be behind you in my car.

I will give you directions in good time when to turn left, right or to pull in and stop. Otherwise you should follow the course of the road. If you are unsure of any of my directions, or require clarification, please pull in at a safe place and wait until I come along” The applicant should be asked to acknowledge that the preamble requirements are understood and that the radio is working with a Nod or a Thumbs-Up sign.

**(l) U-Turn**

The practical test must include a U-Turn. The Tester should tell the Applicant: "When it is safe and convenient I would like you to ride your bike around in a U -Turn on the road and pull in and stop on the left"

Where the machine is incapable of completing the U-Turn due to a fairing or narrow road, discretion should be allowed, including the use of a reverse gear if fitted.

**(m) Slow Drive**

The practical test must include driving for at least 50 metres at a brisk walking pace. The Tester should tell the applicant—"I would like you to ride your bike as in slow moving traffic, try to keep pace with me as I walk along"

**(n) Emergency Braking**

The practical test must include an Emergency Braking exercise. The Tester should tell the applicant—"NOW you are going to do an Emergency Braking exercise from a speed of about 55km/h down to 25km/h. When you hear me say "reduce your speed NOW"....You should reduce your speed as in an emergency....Is that clear?"

"Please move off and bring your speed up to about 55km/h.."

Appropriate speed reached

"PLEASE REDUCE YOUR SPEED NOW"

Speed reduced....."Please continue ahead as normal"

**(o) Avoid an Obstacle**

(Tester should be out of their car for this exercise)

The practical test must include; Avoiding an Obstacle exercise .The Tester should tell the applicant—

"Now Please pull in and Stop on the left and Wait.

Now I am going to drive past you and stop on the left

Now please Ride your bike at a speed of between 55-60km/h past my car....Is that clear "

"Now you may move off when you are ready". (Applicant rides by your car)

"Now please pull in and stop on the left"

**Note:**

1. An insurance disc is not required to be displayed on motorcycles.
2. Applicants are required to wear a safety helmet throughout the test.
3. When following an applicant in a car, the tester should keep a reasonable distance behind the applicant.

## CPC Practical Test (Part 2) PREAMBLES

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*Opening preamble: This preamble is for CPC element only (separate 30mins Test)*

**“We are coming towards the end of your Driving test, please find a suitable place and park”.**

*(Vehicle now Stopped.)*

“That concludes the Driving element of your Test. Before your CPC we will take a comfort break”. (5-10 minutes approx)..... (This Comfort Break is essential)

“Please meet me here at the vehicle at \_ \_ \_ \_ (e.g. 11.30)”

“We are now going to start the Driver CPC part of your Test and it will cover a range of areas which will include practical demonstrations .....is that clear to you? — Please take a seat behind the wheel..Thank you.”

“Now I would like you to sign your name here please” (on CPC report sheet)

Start with question that is appropriate while driver is seated (not demo.)

4 (four) Questions must be asked from each Subject Area (1-5) which must include at least 1(one) Practical Demonstration Question from each Subject Area (if available)

AFTER TESTS PREAMBLES ....at desk after completion of both tests

### **SCENARIO 1: Applicant Passes Driving Test (D.T.) and Passes CPC Section (CPC)**

“ I am now going to give you the results of Both Tests...I am pleased to say you passed both tests...please sign on this line .Issue B. Cert. and both report sheets with standard preamble.”

*Explain to applicant that the RSA will be in contact with him /her about the issue of CPC Card.*

### **SCENARIO 2: Applicant Passes Driving Test (D.T.) and Fails CPC Section (CPC)**

“ I am now going to give you the results of Both Tests...I am pleased to say you passed your driving test however you were not successful at the CPC part.... Issue cert and both report sheets with standard preamble”

### **SCENARIO 3: Applicant Fails Driving Test (D.T.) and Fails CPC Section (CPC)**

“ I am now going to give you the results of Both Tests... I am afraid /sorry you were not successful today at both of these tests. I will give you a full report on both tests .....Issue L .Cert. and both reports with standard preamble”

## SCENARIO 4: Applicant Fails Driving Test (D.T.) and Passes CPC Section (CPC)

“I am now going to give you the results of Both Tests... I am pleased to say you passed your CPC test however you were not successful at the Driving Test. I will give you a full report on both tests .....Issue L .Cert. and both reports with standard preamble for driving test.”

### Category EB

Before the practical test commences the applicant is given a choice of performing a left or right hand reverse - one reverse only to be conducted. For the reverse, the tester must leave the vehicle and take up a position where the driver and the traffic situation can be observed to best effect.

While the design gross vehicle weight of the trailer may be significant, it is the actual weight of the trailer as presented, usually empty, which is taken into account in determining its suitability.

Acceptable drawing vehicles include V.W. Golf, Opel Astra, Nissan Almera, Toyota Corolla, Ford Focus, 4 wheel drives, jeeps, etc., but not the various mini-type vehicles which are produced. The tester should check the brake lights and indicators on both the drawing vehicle and trailer, and also after re-coupling. Where there is no evidence of a braking system on the trailer, the test should not be conducted. Caravans are not acceptable for an ‘EB’ test.

See list of representative vehicles registered pre/post 1st Jan. 2004. See Office Notice 11/2004.

The following paragraph does not apply yet.

- The applicant should be asked to uncouple and re-couple the trailer from/to the drawing vehicle.
- This exercise should normally be done at the beginning of the practical test at the Centre.

### Categories C1, C, D1, D, EC1, ED1, EC, ED

See list of ‘Representative Vehicles’ registered pre/post 1st January, 2004

#### (a) Technical Checks

The applicant should be asked to verbally explain how he/she would perform a check on 3 of the following, selected at random by the tester (a) the tyres (b) the lights (c) the reflectors (d) the indicators (e) the engine oil (f) the coolant (g) the windscreen washer (h) the steering (i) the brakes or (j) the horn.

In the case of (e), (f), or (g) above being selected, the bonnet/grill will have to be opened and closed again securely, by the applicant. The P.A.S. fluid and the brake fluid may also be checked in this manner, if desired.

Inability to lift and secure the bonnet/grill will in itself also constitute a fault. However, the cab should not be tilted. The steering may also be checked by examining it for excessive play, non-P.A.S., or by turning it from side to side with the engine at tick-over, - P.A.S. only. The brakes may also be checked by asking the applicant how he/she would know if there was a fault with (a) the handbrake, or (b) the footbrake.

The tester may exercise discretion in relation to the weather conditions at the time.

## (b) Reverse

The test must include one left hand and one right hand reverse, except for tests which are conducted with a vehicle and trailer or semi-trailer - EB, EC1, EC, ED1, ED,- which involve one reverse man oeuvre as outlined on the route.

The tester must leave the vehicle and take up a position where the driver and the traffic situation can be observed to best effect. The tester should be aware of the proximity of other road users, and the drivers 'blind' spots, and should endeavor to warn either party of any danger if possible, without endangering themselves in any way. Where both reverses are being conducted at the same location, the tester should be back in the cab for the short positioning exercise for the second reverse. However, discretion may be exercised in an off-road, secure compound.

## (c) Brakes

The test must include a demonstration by the applicant of the use of the various braking systems as fitted to the vehicle - the footbrake, handbrake, retarder, exhaust brake - during the test. Where a retarder or an exhaust brake is not working, the test should be conducted in the normal way.

## (d) Transmission

In the event that the vehicle can be driven in either conventional manual or automatic/semi-automatic mode, the applicant should be told that any driving mode other than conventional manual will be regarded as 'automatic' for test purposes, and that any licence issued in those circumstances will be limited to automatic transmission. Testers will be aware that many modern manual transmission systems may be electronically or hydraulically power assisted. In all cases, however, a clutch pedal must be used (including for moving off) and a gear lever must be moved, in order for it to be regarded as conventional manual transmission.

## (e) Laden

If the vehicle is loaded, ask the applicant to confirm that the load is safely secured.

## (f) Uncouple/recouple

EC1, EC, ED1, ED This section does not apply yet.

- See separate laminate outlining requirements.
- The applicant should be asked to uncouple and re-couple the trailer from/to the drawing vehicle.
- This exercise should normally be done at the end of the practical test, but it may be done on route if necessary.

## Categories D, D1, ED, ED1

### (g) Passenger Stops

The test must include 3 simulated passenger stops. It is not necessary to open the doors.

- This section does not apply yet.
- See separate laminate.
- The test must also include a demonstration by the applicant of how to operate the main power switch, if fitted, and one of the following, selected at random by the tester.
  - (a) how to open the door manually (in the event of the powered system failing).
  - (b) how to operate the emergency exit (where fitted).
  - (c) how to lock the vehicles doors.
  - (d) how to operate the fuel shut-off device (where fitted).
  - (e) show the location of the 1st aid kit, or the fire extinguisher, or the red warning triangle.

## Category W

### (radio controlled)

- Vehicles must have a mirror fitted.
- Vehicles must not have a trailer attached.
- Vehicles must be representative of the category, i.e. small tractor-type lawn mowers are not acceptable for test purposes.
- A reverse manoeuvre must be conducted.
- 'L' plates are not required to be displayed.
- An insurance disc is not required to be displayed.

## Driver Testers Should Ensure That They

1. Are punctual for all test appointments.
2. Complete all documentation neatly and legibly, e.g. titles, names, times, dates, (numerical and written e.g. 29th Feb 2009 (Zero Nine) route no's., notes, Pass Certificates, ref no's. etc. Files should be kept in sequence.
3. Issue all Certificates in sequence.
4. Understand the need for regular in-car monitoring of tests, and engage in informed discussion on the test standards with the Supervisor.
5. Conform in all respects with the instructions of the Supervisor in relation to test standards, marking of faults, assessment of applicants, test routes etc.
6. Have adequate supplies of documentation – Certificates, Report Sheets, facing sheets, accident report sheets, routes, keys, name plate etc. for the efficient discharge of their duties.
7. Secure files, documents, at all times.
8. Ensure that files are posted at the end of each week.
9. Allow the applicant to enlist the help of the accompanying person, or instructor, where brief or minor repairs are necessary, e.g. change of bulb, where time permits.
10. Wear seat-belts in general. After the turnabout or reverse, testers should remind applicants where necessary that they may wish to put on their seat-belt.
11. Do not rest their elbow on the vehicle windowsill in a way that may block the applicant's view.
12. Do not conduct a test with an immediate relative, or with a personal friend.
13. May only teach an immediate relative (son, daughter, husband or wife) to drive, and must inform head office in Ballina via the Supervisor, of the details, by way of a written note.
14. Allow, where a tyre is punctured/flat on test, time to change it or pump it where time is available, at the discretion of the tester. The Tester should then wait outside the car.
15. Testers should deal personally where possible with the applicant so as to establish the facts.

## Accompanying Persons

Where an applicant who is accompanied by a child or a pet animal attends for test, the child or pet must not accompany the applicant during the practical part of the test. If necessary, the test should not be conducted and the applicant should be advised to re-apply. A non conducted report sheet should be completed and issued. Under no circumstances should a tester or any RSA staff assume responsibility for a child or a pet in those circumstances. A person of 16 or more may be allowed to wait in the waiting room. In certain cases, e.g. religious or medical, special arrangements may be made by the RSA to allow a test applicant to be accompanied by another person. In such a case, a Supervisor should also travel on the test.

## Certificates

### Applying for Certificates

Testers should apply for Certificates in good time to Driver Testing Section, and should return the receipt note promptly, having checked that the serial numbers are correct. See additional Office Notice 6/93 relating to Certificates.

### Pass Certificates

The applicant must always sign the Certificate. See under 'Signatures and 'Decision Deferred' in cases of doubt. Only the category in which the applicant has passed should be 'crossed' on the Certificate. 'Pass' Certificates are valid for two years only. The holder of a Pass Certificate for any category may not act as an accompanying driver for that category. The code for automatic transmission (78,) should be 'crossed' where appropriate.

Code numbers, which relate to modified vehicles, should be 'crossed' by the Supervisory Tester where appropriate. If a Pass Certificate is written in error, write **CANCELLED** in broad letters across both copies between parallel lines. They should be attached to the front of the daily computer sheet, with the cancelled numbers recorded on the computer sheet, and forwarded to the Supervisor at the end of the weeks testing schedule. The testers name should be printed on the back of both copies, along with the reason for the cancellation.

In a case where a Tester obtains a book of 'Pass' Certificates from a colleague at short notice, both testers must sign a note outlining the circumstances and quoting the serial numbers. The note should be forwarded to RSA headquarters, through the Supervisor.

### Fail Certificates

An 'L' Certificate should be completed and issued in all cases where the applicant fails the test. If a Fail Certificate is written in error, write **CANCELLED** in broad letters across both copies between parallel lines. They should be attached to the front of the daily computer sheet, with the cancelled numbers recorded on the computer sheet, and forward them to the Supervisor at the end of the weeks testing schedule. The tester's name should be **printed** on the back of both copies, along with the reason for the cancellation.

### Commencement Times

In general, all tests should commence at the scheduled times. However, a test may commence earlier than scheduled if a tester is free to do so and the applicant attends early, and the applicant agrees. Testers should not encourage applicants (or driving instructors) to attend earlier than the scheduled time.

### Condition of Vehicle

Vehicles in all categories should be in roadworthy condition and should be representative of their category. An applicant, who arrives at the test centre to inform the tester that their intended test vehicle has broken down, or is not roadworthy, should be advised to re-apply, i. e., a note or invoice from a garage will not secure a further (free) appointment. Tests should not be conducted with tricycle or quadricycle 'ATV' type vehicles - (disabled candidates only). Tests should not be conducted where a category 'B' vehicle is fitted with an emergency spare tyre that is limited to less than 100 K.P.H., a non conducted report sheet should be completed and issued.

## Computer Sheets/Swaps

Testers should enter the Pass Certificate number opposite the applicant's name in red, or blue/black. Enter the name, ref no, and the time of any 'fill-in' applicant close to, or under the list of names. Enter the name of any 'swapped' applicant, and the name of the Tester who was scheduled to test the original applicant. The same details should be included on the front of the file. Permission must be obtained from the Supervisor or, if he/she is not available, the Chief Tester, or if he is not available, from RSA headquarters in Ballina, to 'swap' an applicant with another Tester. Computer Sheets/Daily Sheets, expenses claims and overtime sheets should be returned to the Supervisor at the end of each week, or if he/she is not available, to head office, in a separate envelope from the files. Where a test has not been conducted, or has been abandoned, enter the appropriate 'Test Outcome Code' on a non conducted report sheet, which should be completed and issued, and copy attached to the file. Where a file has been sent direct to RSA headquarters write 'SENT DIRECT' opposite the applicant's name on the computer sheet. If a file is sent direct to HQ, a duplicate file consisting of a facing sheet and blank report sheet should be inserted in place of the original, outlining that the original file was sent direct.

## Disability

Where a disability is dangerously affecting an applicant's control of a vehicle during a test, the test should be abandoned and the file sent direct to RSA headquarters in Ballina. 'Sent Direct' - should be noted on the computer sheet. Where adaptations are fitted on the vehicle but are not being used, proceed as with a normal test. If adaptations are being used, the test should be abandoned and the file should be sent direct to head office, for forwarding to the Supervisor. A non-conducted report sheet should be completed and issued. An able-bodied applicant must not use any adaptations during the test. The applicant should be told not to use them, and if he/she then insists, the test should be abandoned. A non-conducted report sheet should be completed and issued.

## Dual Tests

Where an applicant presents two vehicles for test (having made proper application for each) completely separate tests are conducted, and separate documentation is used for each test.

## Fill-in

The RSA will normally notify the tester of any 'fill-in', i.e. replacement applicant, either by mail, telephone or fax. In a case where a person attends for test and the tester has no prior knowledge of the appointment, the tester should always verify the appointment with headquarters in Ballina, by telephone / voice mail. The name of the replacement applicant is entered close to, or under the list of names on the daily/computer sheet, together with the time of appointment and the applicant's reference number. The Pass/Fail Certificate number is also entered opposite the new name. With Saturday or overtime testing, the test should be conducted where a 'fill-in' applicant attends with a written appointment. However, where no notification has been issued, the test should not be conducted unless the applicant's status can be confirmed by head office.

## Files

In all cases where an 'N' code or an 'A' code is used, the tester should make up a file, including both copies of the unused Report Sheet and facing sheet with the reference number. A short explanatory note should be written on the facing sheet giving details of times, dates etc., and any information offered by the applicant. Where necessary a non-conducted report sheet should be completed and issued. The exact time should be established with applicants and recorded on the facing sheet and on the non-conducted report sheet where the test is not conducted. Extra time may be allowed for late applicants at the discretion of the tester. Additional time may also be allowed for larger vehicle categories.

When returning files to HQ please ensure that you insert your name and region on the top left hand corner of the envelope.

## Insurance Discs

Vehicles owned by State Authorities, e.g. Government Departments and the Prison Service, vehicles in categories A1, A, M, W, and all vehicles owned by or in the custody of Bus Eireann, Bus Ath Cliath, the Commissioners of Public Works and Iarnrod Eireann, are not required to have an Insurance Disc on display. All other vehicles should have a valid Insurance Disc displayed. The Disc should contain the registration number of the vehicle, or the name of a fleet owner. Disc details must be legible. Chassis numbers are not acceptable.

Vehicles hired under a hire agreement (as distinct from a driving school vehicle), are not generally insured for the purpose of undertaking a driving test. If such a vehicle is intended to be used, the applicant must produce a note from the hire company indicating that it is insured to take a driving test. This must be given to the tester on the day. (See 'Final Checks for your Driving Test' leaflet). Photocopies of Insurance Discs are not acceptable.

## 'L' Plates

'L' plates front and rear are required to be in red on a rectangular plate or sign bearing the letter 'L', not less than 15 centimetres high on a white background, and with a border of at least 2 centimetres. Some home-made examples appear from time to time and are acceptable if they largely comply with the requirements. 'L' plates on a transparent perspex background are not acceptable, except on a white background. Cut-away 'L' plates are not acceptable.

## Late Arrivals

A Tester who has an apparent N6 - non-attendant - on their last scheduled appointment should remain in the office for at least 20 minutes after the scheduled time for the commencement of the test. Where an applicant arrives late for any appointment, the actual arrival time should be established with the applicant, and this time noted on the file and on the non-conducted report sheet which should be issued to the applicant.

## Lenses

( See Office Notice DT: 8/2004 )

Brake-light and indicator lenses should show substantially the correct colour. Where a white light is predominantly showing, the test should not be conducted, a non conducted report sheet should be completed and issued.

## Mirrors

### Category B (Cars, Station Wagons, Pickups.)

Vehicles require an interior mirror, or two external mirrors one on the right and one on the left.

### Category B (Vans.)

Vehicles require two mirrors, one on the right and one on the left, and so fitted as to enable the driver to obtain an adequate view of traffic to the rear and on both sides rearwards.

### Category W

The vehicle must have a mirror fitted.

### Category EB

Combinations, where the drawing vehicle is a car or station wagon, require two external mirrors, one on the right and one on the left, (except in the case of a low trailer combination registered pre January 2004).

### Categories C1, C, D1, D, EC, EC1, ED1, ED

Vehicles require two mirrors fitted externally, one on the right and one on the left, and so fitted as to enable the driver to obtain an adequate view of traffic to the rear and on both sides

## Representative Vehicles

Army and Garda vehicles should not be accepted for test purposes. Prison service vehicles are acceptable. Three wheeled vehicles, and some types of mobile cranes, and some purpose built vehicle are not acceptable for any category of test. When in doubt, contact the Supervisor or Chief Tester, for advice.

## Route Distance and Duration

The length of the test and the distance travelled must be sufficient to assess the skills and behaviour as stated in the 'EC' Directive. Testers should tick the appropriate 'time' box on the back of the copy of the Report Sheet. Test routes are revised on an ongoing basis. Testers are reminded that in all cases where a route diversion is necessary, or where an applicant goes off the route, an explanatory note should be written on the back of the copy of the Report Sheet. Testers should use all available routes at a test centre.

## Sickness (See Staff notice 12/2004)

If a Tester is ill and unable to attend for work, the Supervisor or head office must be notified as soon as possible, including on a Sunday. If a tester falls ill during the day and no other tester is working at that centre, a notice should be posted on the office door telling the applicants that their tests will be re-arranged. Testers should notify the Supervisor or head office by 2.00 p.m. if possible whether they will be at work the following day. Otherwise, testers should notify the Supervisor or head office in good time when they will be fit to resume work. Doctors Certificates should be submitted to Personnel Section either directly, or through their Supervisor.

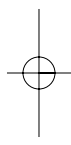
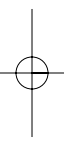
## Signatures

In all cases where the applicant passes the test he/she must sign the 'Pass' Certificate. The applicant must also sign the facing statement in all cases before the test commences Where an applicant has reading or writing difficulties his/her 'mark' should be witnessed by the Tester as follows:

His/her 'X' Mark

Witnessed by \_\_\_\_\_

Driver Tester



# Working To Save Lives

## Údarás Um Shábháilteacht Ar Bhóithre Road Safety Authority

Aonad ADI, Páirc Ghnó Ghleann na Muaidhe, Cnoc an tSabhaircín,  
Bóthar Bhaile Átha Cliath, Béal an Átha, Co. Mhaigh Eo.  
ADI Unit, Moy Valley Business Park, Primrose Hill, Dublin Road, Ballina, Co. Mayo.

locall: 1890 50 60 80 fax: (096) 25 007  
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