

Driver Testing – Frequently Asked Questions for Resumption of Services.

1. When will full driving test service recommence?

Driving tests for cars resumed on Monday 20 July 2020 on a gradual basis. If you are attending for a car test please note that you will need to be aware of new procedures that have been put in place to stop the spread of Covid-19. You can find them [here](#).

Bus truck and motorcycle tests resumed on the 29 June 2020. Testing is now operating in 40 RSA test centres and the remaining centres will reopen in the coming weeks.

2. What is the current waiting time for a driving test?

The national average waiting time for a driving test, before the suspension of the service on 13 March, was around five to six weeks. Given that we now have a backlog of truck/bus and motorcycle tests and also have reduced capacity to deliver those tests due to the practical realities of adhering to the public health guidelines, we will now be experiencing longer waiting times than was the case when the service was suspended. We will soon be updating our website [here](#) on general driving test waiting times with additional information as to when different customers are likely to receive an appointment.

3. What driving test centres are available for testing?

Week commencing 20 July over 30 of the RSA test centres are operational.

4. When will all driving test centres open?

We plan to have all 52 driving test centres available to undertake driving tests by 4 August. However, tests are not scheduled each week in every test centre.

5. When services resumes, how will test appointments be prioritised?

From Monday 22 June we began contacting some customers for truck, bus and motorcycles driving tests with appointment dates. When car tests resume, which we hope will be in coming weeks, we will start arranging appointments in a similar fashion initially. We are conscious that there is a significant waiting list at this point and we will be prioritising appointments. When the driver testing service was suspended, appointments were cancelled and those customers who were cancelled will be prioritised on resumption. We will keep the approach for prioritising our customers under review as we move through the service resumption.

6. Are there urgent test slots available for all categories of test?

There will be pressure on the available capacity when driver testing resumes given longer waiting times. It must also be borne in mind that for all categories, at least for the initial resumption, it is almost certain that fewer daily tests will be conducted by each driver tester. Therefore, while there will be some availability for urgent tests our capacity to make these available to all cases will be limited.

7. How does the RSA define who is eligible for an urgent test slot?

Initially, only those who are frontline healthcare workers will be deemed eligible for an urgent test slot.

The RSA will keep this definition under review as the resumption of the driving test service ramps back up and also as the governments roadmap for economic recovery evolves. The RSA appreciates that all learner drivers are entitled to a driving test within a reasonable timeframe and we will be working hard to ensure that we can make this available in as short a timeframe as possible.

8. I work in the emergency services and had emailed RSA to get an urgent test but as it was a car test I wasn't tested. Will I get priority when testing resumes?

We will be putting in place rules to prioritise appointments when the driver testing service resumes. We will be giving a high level of prioritisation to those who are in the emergency services and who contacted us during the suspension of the service.

9. I had a test appointment prior to services being suspended which was cancelled by the RSA, will I get a priority test now?

Yes, we plan to give priority to those customers who held an appointment on suspension of the service.

10. I recently failed (just before services were suspended) and applied again straight away. Can I get a priority test?

Given that there will be longer waiting times on the resumption of the driver testing service it is planned that there will be a prioritisation of appointments. Those whose appointments were cancelled by the RSA due to the Covid-19 situation will have first priority. Priority then will be given in order of application date.

11. I have cancelled two prior driving test appointments, if I am issued with a new date and it does not suit me will I be given the opportunity to cancel it without losing my fee?

Customers are allowed two opportunities to cancel an appointment without losing the test fee.

12. Will the driving test centres have protocols in place to observe physical distancing?

Resumption of driving tests will be in accordance with Government Protocols and public health safety measures and these will be observed at all test centres when the driver testing service resumes.

13. I am ill/have symptoms of COVID-19 and I have a Driving Test Appointment. Should I present for my test?

Where a customer, or someone in their household, is experiencing COVID symptoms they should not attend for test. Appointments can be cancelled online at [Cancel My Test](#) and a further appointment will be offered in due course free of charge.

14. I have recently been in contact with someone with Covid-19, can I still present for my test?

In cases of close contact you will have been contacted directly by the HSE and you should follow their advice and that of your own GP as regards the steps you need to take. If you are in any doubt and have symptoms of Covid-19 you should not attend for a test appointment.

15. I have underlying health conditions, what precautions are in place to safeguard me from contracting the virus?

Driver testers will wear a face mask and the RSA will initially also provide driving test customers with a face mask for use during their appointment (see Q18 also). All test centres will meet the public health requirements set out by the Government. We are confident that all steps in line with public health advice are being followed and that the risk of Covid-19 transmission has been mitigated to the greatest degree.

16. What PPE if any will the testers be wearing during my test?

Driver testers will be wearing face masks and will also be carrying wipes and hand sanitiser. Driver testers may wipe down some surfaces on your vehicle before and after the test. You may also be asked to keep your windows partially open during the test and you should comply with any request to do so in the interest of measures to mitigate against the transmission of Covid-19.

17. Will the RSA provide me with a face mask if one is required?

Yes, the RSA initially will provide a face mask to driving test customers who present for an appointment.

18. Do I need to wear a face mask or gloves when attending the service?

Yes, customers will be required to wear a face mask and the RSA will initially provide one to driving test customers. However, if there are exceptional circumstances where you cannot wear a face mask you must contact us as soon as you receive your test appointment and advise us of your situation. You can do this by contacting us [here](#).

Gloves are optional and are not required however, if you are wearing gloves, then in line with public health advice, gloves should not replace the need to wash/sanitise your hands. The virus gets on gloves in the same way it gets on your hands.

19. Will the test centres be cleaned after every test?

After each test the driver tester will ensure that all commonly touched surfaces such as door handles and desk surfaces are wiped down with appropriate wipes/cleaner in between tests and all wipes disposed of securely.

20. Can my pass/fail cert and feedback form be emailed to me instead of handed to me at the test centre?

There are no proposals to change the current practice and it is intended you will receive your result and pass/fail certificate on the day. Your feedback form will be emailed to you as per normal procedure.

21. Who is monitoring compliance with the public health guidance for the prevention of Covid-19 transmission in the case of the driver testing services?

Employers have the responsibility to safeguard both its employees and customers with regard to compliance with Government and public health guidelines. The Health and Safety Authority has been given powers to monitor compliance with the guidelines.

22. Has the validity period of learner permits been further extended?

Yes, all learner permits falling due between 1 July 2020 and 31 October 2020 are having their expiry dates extended. This means that if your permit expires on 10 July 2020 for example, its expiry date is being extended to 10 November 2020. You do not need to do anything to avail of the extension of the expiry date as your driver record will be automatically updated. A new learner permit will not be issued to you.

23. I was already granted an extension to the validity of my learner permit, will the further extension announced on 26 June now apply to me also?

Earlier this year learner permits, which were due to expire from 1 March to 30 June 2020, were extended for a four month period, from their expiry date. These will now benefit from the further extension announced on 26 June 2020. As an example, a learner permit which expired on 5 March was extended by four months to 5 July 2020 and its expiry will now be further extended to 5 November 2020. You do not need to do anything to avail of the extension of the expiry date as your driver record will be automatically updated. A new learner permit will not be issued to you.

24. I received the 4 month extension to my learner permit and I have a driving test appointment in coming days, will the driver tester accept this as a valid learner permit even though the extended date is not displayed on my permit?

Yes, the driver tester will be aware that your licence has been extended on your driver record and the learner permit validity check will take this into account.

25. I was on the waiting list for a driving test but my application was unavailable until April or after then the driver testing service was suspended will I get priority now?

We will be putting in place rules to prioritise appointments when the driver testing service resumes. Initial priority will be given to those who had tests scheduled when the driver testing service was suspended and to those in emergency services who sought emergency tests. We will have to balance available capacity against competing demands in all other cases. The default approach will be to offer appointments to those customers, who had applied but were not yet scheduled, in order of application date.

26. As I have to be accompanied by a fully licenced driver to the test centre will there be somewhere for them to wait while I am being tested?

In compliance with public health guidelines only customers for driving tests can enter the driving test centre. Your accompanying driver must make alternative arrangements while you take the test.

27. Will there be hand sanitiser available for customer use at the test centre?

Yes, hand sanitisers will be available in the test centre. Customers will be asked to use the hand sanitiser/use hand washing facilities on entry after being called for their test by the driver tester and also when fitting and removing their face mask.

28. As I am advised to attend for the test up to 15 minutes before my test, can I go into the test centre before my test start time. What physical distancing measures will be in place while I am waiting to be called for my test?

In the days immediately after resumption on 29 June the driver tester will make contact with you on your mobile phone to inform you when to approach the driving test centre.

29. As I have been unable to take lessons or get practice in recent times could I let you know when I am available for a test rather than you sending me out an appointment that I'm not ready for?

Yes, if you would prefer to have an appointment at a later date, please contact us [here](#) and we can arrange to defer your appointment until that point.

30. If I apply online for a test are there slots available?

No, initially the RSA will schedule an appointment when a slot becomes available. Please be aware that there will be longer waiting times compared to those experienced during the last 18 months when waiting times were well under 10 weeks.

31. As I have applied for a bike test and some restrictions have been lifted why have I not been called for a test?

We expect to resume tests for trucks, buses, and motorcycles week commencing 29 June. We will be scheduling driving test appointments for these vehicle types on a phased basis and contacting people starting the week commencing 22 June.

32. I have applied for a motorcycle test and I have heard that I now need to bring my own ear piece, is this true and what one should I get and where can I get it ?

As part of resumption of services, post the COVID 19 cessation, the RSA now require all motorcycle test applicants to bring their own earpiece for communication with driving testers during motorcycle tests. The RSA will issue customers additional guidance on this prior to their test appointment notification and if you do not have a suitable earpiece already you can buy one at your local electronic store or phone accessory shop.

33. Are all Approved Driving Instructors (ADI's) back operating?

ADIs are independent operators and if you have been taking lessons from a particular ADI you should contact him/her directly to see what arrangements they are making.

34. I have a query or concern in relation to my ADI and Covid-19 guidelines, what do I do?

ADIs, like all other service providers, are obliged to follow government protocols. The Health and Safety Authority has an enforcement role as regards compliance with the protocols.

35. My ADI isn't coming back, can I switch my lessons to someone else?

Yes, you may take driving lessons with any ADI of your choosing. Please ensure that your current ADI has recorded all of your EDT sessions in your EDT Logbook and that they have been uploaded on to the RSA EDT portal.

36. Where can I find the guidelines for the health and safety measures the ADI's should be taking?

ADIs are a key stakeholder and the resumption of driving tests will trigger the resumption of driving lessons. The Covid-19 specific steps being taken in the driver testing service should be of assistance to ADIs about measures they need to take in delivering their services and the RSA has advised ADIs on these steps. However, ADIs are independent contractors and have personal responsibility to follow the Government Protocols and it must also be borne in mind that a driving test and a driving lesson are not necessarily exactly similar. Some driving lessons could last longer than the duration of a driving test and ADIs will need to take specific measures to manage Covid-19 in that context.

37. What happens if my glasses fog up during my driving test because of the mask?

Wearing the mask tight to the face and keeping windows open during driving will help to mitigate against this. However, where during the course of a driving test, glasses become fogged, it's important that you advise the driver tester since inability to see clearly will affect your driving. The driver tester will advise you to park up where it is safe to do so. This will give you the opportunity to adjust your mask and, where possible, to carry out your own hand hygiene. You may also find it helpful to practice driving wearing a face covering before your test to help you prepare.