

# DVSA Resumption of Driver Services

Stakeholder Briefing Pack (ADI SECTOR)

**ENGLAND ONLY**

We will provide further updates on Scotland & Wales subject to local restrictions





The Coronavirus pandemic has been an unprecedented challenge, resulting in many changes to our way of life. In March we took the difficult decision to suspend most of DVSA services in line with government guidance. Our priority over the past three months has been to keep people safe, whilst still providing a critical worker testing service to support the national emergency response. I do not underestimate the significant challenges this has placed upon ADIs in managing their businesses and supporting learner drivers.

As we head into a period where the restrictions placed on all of us are beginning to change, I am now in a position to be able to announce further details on our plans for resuming DVSA driver services. We have worked closely with NASP to gather feedback from frontline ADIs, develop new operating procedures and up to date guidance. I am grateful for NASP's important and professional contribution to this work during what I know is a difficult time.

With approval from Public Health England, Department for Transport and other government departments, I am pleased to publish this EMBARGOED Stakeholder Briefing Pack. This briefing provides details of our plans, key dates and information on how DVSA will manage our phased return to service. I will continue to review how we are progressing with this challenging task, and I sincerely thank you for your continued support.

## 25<sup>th</sup> June

Confirmation to the House of Commons, public announcements and communications of timeline as detailed in this pack.

## 4<sup>th</sup> July

Driver & rider instructors can return to work and are able to instruct anyone (not just critical workers). Rider CBT can resume. Theory test resumes service at all test centres in England. ADI Part 1 & Enhanced Rider Scheme Trainer test, will also restart on 4 July.

## 6<sup>th</sup> July

All DVSA Driving Examiners that are able (subject to health and caring considerations) return to work to deliver emergency tests to critical workers. Focus during this phase is the current list of critical workers. Trainer booker system reopens for motorcycle and vocational tests, the earliest bookable slot being 13<sup>th</sup> July.

## Week commencing 13<sup>th</sup> July

Begin emailing 'on hold' candidates, in batches, giving access to the booking system to select a test date.

## 22<sup>nd</sup> July

DVSA resumes car tests for those candidates with a rescheduled booking, details of this are provided later in this pack.

**Note: Our current focus is 'on hold' candidates who will have priority to book slots on the new schedule. The public booking system will remain closed until current candidates are rescheduled. [This is covered further on page 7.](#)**

Further to extensive discussions with Public Health England and other government departments, we are pleased to confirm Approved Driving Instructors may return to work, to instruct anyone (not just critical workers) on the 4<sup>th</sup> July.

DVSA has worked closely with NASP to develop guidance for ADIs, which is freely available to all on the NASP public website. This guidance should be read alongside 'Working safely during Coronavirus' guidance available on gov.uk, which includes risk assessment and wider considerations.

Instructors are responsible for ensuring their services remain safe. Guidance on how instructors can undertake risk assessments can be found on the HSE's website. We share our SOPs with you in case you wish to refer to them when providing guidance to your members on developing their own health and safety procedures. We know you have previously produced useful guidance for your members, we are eager to link and signpost to your webpages. We request you refer to our updated SOPs to review your guidance and prepare to update websites tomorrow to coincide with our public communications.

DVSA SOPs will be sent directly to stakeholders and hosted on gov.uk.



#### NASP GUIDELINES FOLLOWING CHANGES TO GOVERNMENT ADVICE 18.5.2020

NASP appreciates the huge impact on the business of driver and rider trainers due to Coronavirus (COVID 19). As we develop our understanding of how changes in Government or Health and Safety Executive (HSE) policies impact upon your business we will endeavour to share and communicate as much advice as we possibly can. Primarily we encourage you to follow all Government and Health and Safety advice. Whilst we are all keen to be working the priority must be the health of your clients, yourself and the population at large.

At this time the population does not have any proven immunity from COVID 19 and, as yet, we have no vaccine or nationwide tracing app for the virus so it still has the potential to spread extensively. Trainers will need to remain ALERT and make their own risk assessments concerning the provision a safe system of work. The health and wellbeing of clients, ourselves and those closest to us must be our primary consideration if we are able to safely return to work.

In evaluating your return to training on-road, you should also be alert to the risks to your vehicle insurance, public indemnity, and public liability insurance of making modifications to vehicles that are not approved as safe by road manufacturers and insurers. Failure to follow Government and HSE Guidance provide a safe environment for clients may breach HSE Regulations.

#### Each of us will need to consider:

- If we ourselves or our client have any symptoms
- If we ourselves or our client fall into higher risk groups
- If as an ADI we have a relative or partner we are living with who is also moderate or high risk

The main symptoms of COVID 19 described by the government are (but not exclusively):

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss of taste or smell**

COVID-19 can make anyone seriously ill. But for some people, the risk is higher. There are 2 levels of higher risk as described on the gov.uk website:

- high risk (clinically extremely vulnerable)
- moderate risk (clinically vulnerable)

Theory test centres in England will resume service on 4<sup>th</sup> July, alongside ADI Part 1 and Enhanced Rider Scheme Trainer tests. There may be a small number of appointments which will need to be rescheduled to accommodate social distancing.

## Critical workers

We are still prioritising tests for critical workers across Great Britain who can apply for an emergency test through the online service. In Scotland & Wales the Theory Test is only available to critical workers applying through the online service.

## Staying COVID-19 Secure in 2020

As the health and safety of all staff and customers is key, we've worked hard to ensure the correct social distancing measures are in place at all test centres to help minimise any risks. These measures include:

- tape on floors, workstations and chairs to keep candidates two metres apart
- extra cleaning of the test centres and commonly used devices
- protective transparent screens at admission desks
- providing candidates with hand sanitiser at the test centre
- cleaning workstations before each test

Candidates will be encouraged to wear a face covering but will need to remove it briefly to verify their ID. Pearson VUE will be supplying staff with face coverings and gloves.

## Phased return

Further to extensive discussions with Public Health England and other government departments, we are pleased to confirm a phased return to practical driving tests:

- **Phase 1:** 6<sup>th</sup>-21<sup>st</sup> July increase critical worker tests across all categories;
- **Phase 2:** 22<sup>nd</sup> July onwards, resume car practical driving tests for those candidates with a rescheduled booking;
- **Phase 3:** Date to be confirmed: Reopen public booking system

## Dealing with our backlog

To help us to apply the social distancing measures we have had to change our examiners' programmes, covered on the next page. To introduce these new working patterns, we need to rebuild our work programmes. This involves asking candidates with tests booked between now and September to choose a new test slot. We are in the process of transferring all current bookings into 'hold'. From week commencing 13<sup>th</sup> July we will begin email candidates inviting them to select a new test date. We'll ask the candidate to discuss with their instructor before booking a new test slot. Test slots will be available from 22<sup>nd</sup> July onwards.

These candidates will have priority to book their test slots before we open up the booking service to the general public. We will be contacting them in batches to rebook their tests to avoid strain on the system. We do not currently have an estimated date for re-opening the public booking system.

## Working patterns

To help us to apply social distance measures we have had to change our examiners' programmes. They will also have different working patterns so we can allow time between tests to help us avoid too many people gathering (crowding) in the car park. Test times may be different to what you are used to – please check carefully. Ask your members not to arrive more than 5 minutes early.

## Test centres

We will be unable to reopen all test centres. This will vary on a site by site basis. We want to make sure each location is safe having been closed for a significant time. We'll share a list of all the affected test centres separately.

## Key changes: Face coverings

In line with Public Health England and HSE guidance, we are introducing the following changes.

Examiners will wash their hands before and after each test. Examiners will wear a face covering throughout the test.

Candidates must bring and wear a face covering. If the candidate does not have a face covering the examiner can provide one, it must be worn for the duration of the test. The face covering must be retained by the candidate and not left on site.

A face covering is a mandatory requirement, unless the candidate states a good reason not to when booking the test. This includes physical or mental illness, impairment or disability that means you cannot put on, wear or remove a face covering. This will be outlined further on gov.uk.

Driving Examiners will be carefully allocated to support those with exceptions.

**The test will be cancelled if the candidate refuses to wear a face covering and did not give a reason at the time of booking.**



## Key changes

In line with Public Health England and HSE guidance, we are introducing the following changes:

### Waiting room & facilities

Due to social distancing measures we will be unable to open our test centre waiting rooms and toilets. Toilet facilities will only be available in exceptional circumstances for those with a disability, medical condition or pregnancy.

We ask candidates and trainers to arrive no earlier than 5 minutes before the test, and for ADIs to be prepared to wait outdoors during the test as they will not be allowed to accompany/observe. The meet and greet will be conducted in the car park.

### Vehicle hygiene

The examiner must be satisfied the vehicle has been recently cleaned.

Before entering the car, the examiner may choose to fit a disposable seat cover to their seat.

The examiner should use an anti-viral wipe to clean the passenger touch points.

**Further details are available in the  
Coronavirus (COVID-19): conducting driving tests (Car)**

## Key changes

In line with Public Health England and HSE guidance, we are introducing the following changes:

### Test & Trace

If a driving test candidate or driving examiner develops symptoms in the days after a test, the NHS Test and Trace service will use data DVSA collects from the candidate to contact them.

We've updated our privacy notice published on GOV.UK to explain how we manage personal data. See section 4.1 of the following document: [Book and manage your driving test: privacy notice](#)

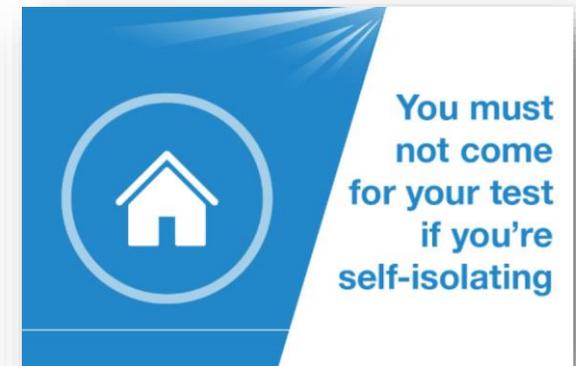
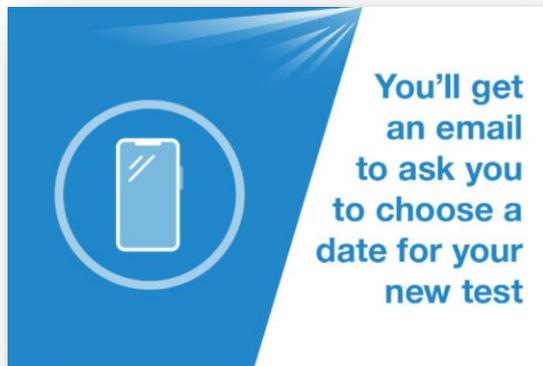
### Current adjustments continue

- If the candidate comes to the test with clear symptoms the test will not go ahead.
- If the candidate becomes unwell or starts to cough continuously during the test, the test will be stopped.
- If a candidate commits a serious or dangerous fault (or makes 16 driving faults) that would result in a fail, they will be directed back to the Driving Test Centre. Test conditions continue until they return to the centre, where the test will be ended and a debrief offered.

**Further details are available in the  
Coronavirus (COVID-19): conducting driving tests (Car)**

A dedicated page will be published on gov.uk providing guidance for candidates and instructors on what to expect when they attend theory tests and driving tests. This page will summarise booking their test, social distancing measures, mandatory requirements (such as wearing a face covering) and not to attend if they have symptoms or self-isolating.

This page also assures candidates that they can reschedule or cancel free of charge, even at short notice (within 3 days or on the day)



# DVSA Resumption of Driver Services

Once again we thank you for your support, insight and contribution to these plans, during this unprecedented national emergency.

