

Extracts taken from:

CENTRAL OPERATIONS BRANCH NOTICE 07/2011

25/05/2011

For action:

**DTCs (L & LGV)
Sector Managers**

Changes to the free re-booking process

Issue

With effect from 1 June 2011 the DSA waiver process is changing; candidates will no longer receive a free test or refund if they have failed to keep their test appointment and have not notified DSA within the three clear working day cancellation period.

Consideration

Currently DSA provide some terminated test candidates a free re-test or refund. DSA also does this for other reasons such as where candidates are ill and have provided medical evidence.

The cost to the agency for these refunds and free tests is avoidable and unnecessary.

Action

Please take steps to ensure if questioned that candidates are informed that:-

The following non test activity codes will now result in a fee forfeit rather than an automatic free rebooking/refund;

- 23 – Motorcycle candidate lost and returned too late to test centre
- 28 – Accident unable to complete test; you will need to ensure that the candidate is fully aware that if an incident occurs on test, **they** will need to contact **their own** insurance company regarding costs for any repairs.
- 36 – Candidate taken ill on test
- 68 – Natural Disaster
- 70 – Candidate refused to sign residence declaration

There will also be **no** free re-booking or refund for;

- Any bereavement. But we will refund the fee to the candidate's representative if the candidate themselves has died
- The candidate's licence has been lost or stolen
- If the candidate has been taken ill, even if they have provided evidence, such as a medical certificate

Situations where a free re-booking **will** apply are:-

- Where the candidate is a serving member of the armed forces and has been unable to take their test
- Where there is bad weather, examiner absence and/or other DSA reasons for cancellation (in which DSA have failed to give the candidate 3 working days notice)

Geoff Morgan
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