

**a) The number of LGV theory and practical tests that were cancelled by the customer within three clear working days of their test date for the period 1 June 2011 to 30 December 2011.**

You can find below the number of LGV theory and practical tests that were cancelled by the customer within three clear working days of their test date for the period 1 June 2011 to 31 December 2011.

<b>Number of LGV theory tests cancelled by the customer within three clear working days of their test date</b>	<b>Number of LGV practical tests cancelled by the customer within three clear working days of their test date</b>
179	5,100

Please note that:

- the information provided for the practical test includes the LGV practical test and the LGV Driver CPC module four test.
- the information provided for the theory test includes the LGV multiple choice test, LGV hazard perception test and LGV Driver CPC module two test.

**b) The amount DSA refunded to candidates between 1 June 2011 and 31 December 2011 who were unable to attend their LGV theory and practical tests as a result of being sick**

Between 1 June and 31 December 2011, we have a record of issuing two LGV theory test refunds for candidate's who cancelled their LGV theory test due to illness or medical emergency. These tests may or may not have been cancelled within the three clear working day cancellation period.

We do hold information on the amount refunded to candidates between 1 June 2011 and 31 December who were unable to attend their LGV practical test as a result of being sick. This information, however, is not held in a central record. To compile this information would require us to manually review the record of each candidate who cancelled their LGV practical test between 1 June 2011 and 31 December 2011 on our testing and registration system (TARS) and check whether their test was re-booked for another date or if a refund was issued. This information is exempt from release under section 12 (1) (cost of compliance exceeds appropriate limit) of the FOIA. A full breakdown of this exemption can be found at Annex B.

The appropriate limit, as prescribed by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, is £600 for Central Government and £450 for other public authorities, with staff costs calculated at a rate of £25 per hour. When calculating whether the appropriate limit is exceeded, authorities can take account of the costs of determining whether the information is held, locating and retrieving the information, and extracting the information from other documents. They cannot take account of the costs involved with considering whether information is exempt under the Act.

There were 5,100 LGV practical tests cancelled by the customer within three clear working days of their test date. We have estimated that it would take 10 minutes to review one record so it would take 850 hours to review all records which exceeds the 24 hour working limit

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