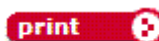


Tars notice 34/2011 - Changes to the DSA waiver process



Issue

The DSA incurs avoidable costs by allowing a theory or practical test candidate to receive a free test or refund if they haven't kept their test appointment and have not notified DSA within the three clear working day cancellation period.

Consideration

The DSA is tightening up policies for granting free re-bookings to candidates for tests taking place from 1 June 2011.

If a candidate has made a test application before 1 June, DSA will consider a waiver under the old rules. If the candidate makes the test application after 1 June, DSA will not consider the waiver.

Vehicle recalls (including safety notices)

If a vehicle has been recalled, the information comes from the manufacturer to VOSA. DSA relies on other sources, which means that important information may not be passed on quickly.

With effect from early May, recall information will be easily accessible to candidates using the website. Historical and present information will be available.

The candidate must check at least 72 hours (3 days) before the date of the test, this allows for weekends. In cases where the recall advice has been placed on the website at short notice, a waiver of the fee can be considered. Customer Service Representatives (CSRs) should check DirectGov to see when the information was added before waiving any fee. Advice is given on the test confirmation sent via post or email for customers to check before the test. Click [here](#) for the link to the Direct Gov page.

If a booking is made by phone, there will be a message on the XMU to remind candidates to check the website for present and past recall notices.

Bereavement

In cases of family bereavement, the CSR must pass the call to a manager only if they are having difficulty dealing with the caller. The fee in these cases will be forfeit if they do not attend.

If the candidate has passed away, DSA will always give the money back to the family. Existing procedures apply.

Additional briefing for contact centre and corporate correspondence CSRs will be given before 1 June.

Stolen or lost licences

If a licence has been lost or stolen prior to a test, a free re-booking will no longer be granted. This is also the case even if a crime reference number is given or quoted.

Serving member of the armed forces or TA

In cases of a national emergency and a serving member of the armed forces is unable to take their test, DSA will allow a free re-booking. This should be managed by the CSR and a notepad entry should be made explaining why the fee forfeit has been over ridden.

Same day changes

Previously, if a test was terminated earlier in the day, in some circumstances, a new test would be booked at no further charge. With effect from 1 June, this will no longer apply. We may still offer a candidate a slot later the same day if one is free, but the candidate will have to pay for it.

Training for staff

All training documents will be reviewed. CSRs and members of the corporate correspondence team should be fully aware of these procedure changes well in advance of the implementation date because they are the first point of contact.

Complaints

There will inevitably be complaints about the change. DSA has given CSRs lines to take and Corporate Correspondence staff should use the Q&A ([Annex A](#)) when answering written complaints about non-payment of waivers. DSA intends to review regularly how the change affects CSRs and correspondence handling staff.

Briefing for CSRs

Briefing has been provided to members of staff who will be taking the calls from customers.

DL26 / DLV26 (application form)

The advice on the back of the application form states 'if you are ill and cannot give the necessary notice to cancel your test appointment, please phone **0300 200 1122** for more advice. The downloadable form on DirectGov has been updated.

DL26i (advice on booking and taking a practical test)

No changes will be necessary to the DL26i.

Appointment letter

There are existing supplies of the appointment letters, which aren't expected to run out until 2012. If a customer calls the contact centre, the CSR should explain that there has been a change of policy, and can recommend that if the test was paid for by a credit card, the customer should contact the card issuer for advice. This will be included in the briefing.

Out-of-pocket expenses claim form

The form is being updated to reflect the 1 June change. It will be available only on Directgov; DSA will not be printing further stocks of the form. Anyone without access to the internet should call **0800 77 1234** to find their nearest UK online centre. DSA is working on an electronic version of the form that will not need to be printed off.

TUS

The Q&A document (ANNEX A) has been sent to the TUS for review and comment.

HS2 procedures

Because of the potential risks following the policy change, it is possible that candidates may become abusive either on the phone, or in writing. If a CSR is verbally abused, the abuse line (8111) should be used.

A link will be added to KMS for more information on how to deal with an abusive caller and how to fill in an HS2B form.

Codes

Below is a list of terminated test codes, the reasons will now result in a fee forfeit instead of an automatic free rebooking:

Code	Reason
23	Bike candidate lost and returned too late to test centre
28	Accident – unable to complete test
36	Candidate taken ill on test
68	Natural disaster – natural disaster in locality of test centre affecting centre or routes
70	Candidate refused to sign residency declaration

Contact

Please ensure that all relevant staff are made aware of this message. Any queries should be made to the Cob procedures team by **email** or for more urgent queries on **Redacted section 40(2)**.

Redacted section 40(2)
Central Operations Branch

COB Notice 07 (DSA Circular 07) Changes to the free re-booking

Reference Number: 07/2011 **Date:** 25/05/2011

Author: Redacted section 40(2)

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.

Where a vehicle which has been recalled has been presented for test and the candidate did not know; DSA offer one free test and advises the candidate to check the recall notices on line. This service again causes unnecessary costs to the agency as customers are given sufficient warning with notices clearly stated on the websites and made reference to through the telephone menu system.

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 and 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
 - 69 – 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)

Queries

Any queries regarding this Notice should be made to COB.procedures@dsa.gsi.gov.uk by e-mail or for more urgent queries on **redacted section 40 (2)**.

Geoff Morgan
Head of Central Operations

Previous Notice Ref. No: 06/2007

Previous Notice Subject: Reporting motorcycle incidents