

**Information held by our Corporate Correspondence team**

**Standard paragraph one:**

If you are profoundly deaf, during your test where possible we will try to give you instructions when your vehicle is stationary. The Examiner will agree with you before the start of your test how they will give you directions and instructions. We can either write instructions on a board for you or use information cards whilst conducting your test. We appreciate that each candidate is different and this determines how the Examiner will give their instructions.

**Standard paragraph two:**

Thank you for your email dated 18 August about booking a practical test.

We are committed to developing an organisation in which fairness and equality of opportunity are central to our business. As a government Agency, we have a duty to promote equality and diversity through all of the work we do.

As you may be aware a practical driving test appointment lasts for 37 minutes and a customer who advises of a medical condition may require a test that is slightly longer due to the nature of the declaration. The Agency will therefore allocate two test slots back to back to ensure that if the appointment does over run the allocated time it would avoid the possibility of a delay in the commencement of the next candidates test appointment.

An additional aspect of this requirement is that in some instances the Examiner is obliged to make a report on the candidates in relation to their disability, such as vehicle adaptations etc for the Medical Adviser at the Driver and Vehicle Licensing Agency (DVLA) in Swansea. The completion of the paperwork would be in addition to the standard test report for the Agencies records in respect of a pass or fail result.

To ensure that the candidate receives an appropriate test slot we do place 'markers' on their record to highlight the requirement for the two test slot period. This unfortunately does restrict the method for a change of date. Customers are however able to request a change by telephone, fax or e-mail.

I would again wish to assure you that at no time is this method intended to be discriminatory. It should be noted that in view of the number of slots available at any given test centre it is not always possible that a candidate would be able to automatically access an alternative appointment via the internet.

I hope this information is of assistance.

Yours sincerely

Customer Service Representative

**Standard paragraph three:**

Equal opportunity – special needs tests

We make reasonable adjustments to help candidates with special needs. We ask candidates to tell us if they have any special needs when they book a test.

**Standard paragraph four:**

Independent driving is unfair for candidates with learning difficulties.

We know many newly qualified drivers feel driving before their test is very different from driving after they have passed. When someone is learning to drive, there is always an accompanying driver who can help find their way. More often than not, this help is not there once they have passed their test, and they are forced to rely on their own skills. This is true for all new drivers, regardless of particular circumstances or special needs that they have. By including an assessment of the candidate's ability to drive independently, we believe it will ensure that learners gain relevant experience of independent decision making before passing their test.

We are determined that no one should be disadvantaged by any change we introduce to the driving test. As you might be aware, we already have in place procedures to identify special needs and disability at the booking stage, on both our internet and telephone booking systems; candidates with special needs will be able to tell the examiner what will work best for them.

We recognise there are many ways of assessing the candidate's ability to drive independently and we are satisfied that our examiners will manage each situation accordingly. Independent driving will prepare newly qualified drivers for life on the road; we do not believe it will prevent candidates from passing the test.

**Standard paragraph five:**

Dear \*,

Thank you for your email dated \*.

I can confirm you will need to arrange an "extra time" appointment when booking your practical car test.

This does not necessarily mean that your test will be any longer. Whilst on test the Examiner has to make a report on the candidates driving in relation to the special circumstances, such as vehicle adaptations etc. for the Medical Advisory Branch at DVLA Swansea.

The "extra time" appointment needs us to allow the examiner the next testing period free to complete the report. This means that test slot has to be created on an individual basis. Unfortunately our Internet Booking Service is unable to perform this function at present. When you are ready to take your practical driving test, please contact us on the national booking number on 0300 200 1122. It is important that you make the booking agent aware of your special needs or disability and require an "extra time" test, so that the examiner is aware when you attend your test.

The contact centre is available between 8am and 6pm Monday to Friday.

Please contact us again if you need any further help.

Yours sincerely

Customer Service Representative  
Driving Standards Agency  
Tel: 0300 200 1122  
Fax: 0300 200 1155  
Email: customer.services@dsa.gsi.gov.uk

### Information held on our internal knowledge management system

Can I get extra time for my disability for my Cat C test?

**Answer**

To make sure that enough time is allowed for the test please inform the DSA at the time of booking if:  
You are restricted in any movements  
If you have any disability that may affect your Driving Standards Agency.

Do I need a disability badge for a special needs extra time test?

**Answer**

No. The badge scheme has nothing to do with licence acquisition tests.

Can I take an ADI test if I have a disability which restricts my movements and for which I use extra mirrors when driving?

**Answer**

#### Physical Disabilities

Whilst a candidate for registration does not have to disclose a physical disability, the examiner may notice it, or even have it brought to his notice by the candidate. A physical disability is not necessarily a bar to registration; the ability to do the job is the main criterion. Candidates will be expected to take direct observation through the rear of the car when carrying out reversing manoeuvres, reliance on mirrors is not acceptable.

#### Emergency Control Certificate (ECC)

The Road Traffic (Driving Instruction by Disabled Persons) Act 1993 came into effect on 9 September 1996 making provision to enable persons with a physical disability to be authorised to become driving instructors. This created a category of Approved Driving Instructor (ADI) who can only give instruction in cars with automatic transmission. It is only open to drivers whose driving licence is restricted to automatics because of a disability. In order to apply to become an Instructor, applicants must first obtain a certificate which verifies their ability to take control of the tuition vehicle when necessary. The Training and Development Centre at Cardington took over the responsibility for the assessments leading to the issue of the Emergency Control Certificates (ECC)

with effect from April 2008.

The assessment consists of seven exercises each of which is designed to test the Potential Driving Instructors ability to take control of the vehicle as and when relevant in the interest of safety. The test will be carried out in an adapted car which has been transferred from MAVIS to the Cardington fleet.

To apply for an Emergency Control assessment application form. The candidate will contact:  
Instructor Services & Registration Team (ADI)

The Axis Building  
Upper Parliament Street  
Nottingham. NG1 6LP

The completed application form should then be sent to:

Emergency Control Certificate Assessor  
The Training & Development Centre  
Paul Waller Ave, Off Harrowden Lane,  
Cardington,  
Bedfordshire.  
MK 44 3ST.

Tel 01234 744000  
Fax 01234 744010

Can a disabled motorcyclist attend a test on an adapted bike for test, or must they be in a sidecar combination vehicle?

**Answer**

A rider with special needs / disability can attend on an adapted bike for test if required; they can also use a sidecar combination but only if this is to overcome a special need / disability.

Category C Test - Disabilities

**Answer**

**Adaptations**

Information about adaptations for vehicles can be obtained from a number of Mobility Centres around the country, most of which are listed in The official DSA Guide to Driving the essential skills publication. Alternately, visit (<http://www.motobility.com>) for links to organisations who specialise in providing and fitting vehicle adaptations.

For advice about delivering instruction in automatic and adapted vehicles, contact the DSA Emergency Control Certificate Assessor. Contact details are as follows:

Emergency Control Certificate Assessor,  
Driving Standards Agency,  
Training and Development Centre,  
Harrowden Lane,  
Cardington,  
Bedfordshire,

MK44 3EQ.

Telephone 01234 744 000

**Test**

Your examiner may wish to ask you about your disability and any adaptations you may have fitted to your vehicle.

To make sure that enough time is allowed for the test please inform the DSA at the time of booking if:

- \* You are restricted in any movements
- \* If you have any disability that may affect your Driving Standards Agency.

How do I inform you of a medical condition & who do I contact?

**Answer**

If you have had, currently suffer from or develop a medical condition or disability that may affect your driving you must tell the Driver and Vehicle Licensing Agency (DVLA). You can notify DVLA of a medical condition by telephone. You must also give details of your specific medical condition or disability in order that you can be sent the appropriate medical questionnaire.

You can notify the DVLA about your condition in the health section.

If you already have a licence then you write to:

Drivers Medical Group, DVLA, Swansea, SA99 1TU, or alternatively phone 0300 790 6814 (opening times 8.15am – 4.30pm Monday to Friday), fax us on 0845 850 0095 or e-mail them at [eftd@dvla.gsi.gov.uk](mailto:eftd@dvla.gsi.gov.uk) telling them:

- your driver number
- or your full name and date of birth

about the medical condition in as much detail as possible.

Alternatively you may download the appropriate medical questionnaire(s) which are available from the "medical rules for drivers" section on the website at

[http://www.direct.gov.uk/en/Di011/DoItOnline/Doitonlinemotoring/DG\\_10031645](http://www.direct.gov.uk/en/Di011/DoItOnline/Doitonlinemotoring/DG_10031645)

You must notify DVLA if you have any of these conditions. Otherwise you are committing an offence that can lead to prosecution and a fine of up to £1000.

A person who knowingly makes a false statement for the purpose of obtaining a driving licence is liable to imprisonment for up to 2 years.

Can I take a B+E test if I am disabled?

**Answer**

Yes, but please advise us when you book your test.

I have a curved spine with no discomfort & no modified car - would I be required to take a Special Needs Test?

**Answer**

No

Is there any help for someone with special needs?

**Answer**

It is important that you advise the DSA when booking your test that you have special needs, this will ensure that all necessary arrangements can be made in time for your arrival.

Will the examiner ask me about my adaptations for my Cat C test?

**Answer**

Your examiner may wish to ask you about your disability and any adaptations you may have fitted to your vehicle.

I am dyslexic and have trouble writing clearly/correctly; how can I send in my medical evidence?

**Answer**

If a candidate suffers from any disability affecting their ability to send in medical evidence; CEU can arrange for a Stamped Addressed Envelope (SAE) to be sent to the candidate.

What is a 'Guidosimplex'?

**Answer**

The guidosimplex is an adaptation enabling a vehicle to be driven in manual or automatic mode. The candidate can choose which mode to drive the vehicle in & if successful, should be issued with the appropriate DSA10.

Disabled candidates may use the vehicle for test in automatic mode as a means of overcoming their disability. If successful, the candidate should be issued with a restricted licence in the usual way.

I have a cast on my wrist, will I still be able to take my practical test? I feel confident that I can drive but I'm concerned the examiner will turn me away.

**Answer**

As long as the candidate feels they are in control of the car and is comfortable driving then the examiner shouldn't turn them away.

As with any medical issue - treat as special needs - CC to decide on whether to give extra time based on candidate's degree of disability (take into consideration which are has the cast i.e. gear change etc).

Are any special provisions made for a candidate who has special needs (such as having missing limbs) if they are taking their motorcycle test?

**Answer**

Examiners will take any special need the candidate might have in to account and adopt a flexible approach to make reasonable adjustment to the way the test is conducted.

Combination side cars

These vehicles used by candidates with a physical disability are not required to carry out the manual handling exercises or avoidance exercise; they are required to carry out the first circuit bend and the controlled stop in addition to the emergency stop exercise. Additional time should be allowed for this test to be conducted. Non disabled candidates may not use combination side cars for their test.

The decision on whether to use a left or right circuit should be based on the characteristics of the machine, generally if the sidecar is positioned on the left of the machine a right handed circuit

should be used and vice versa.

The examiner should remove cones number two and four from the slalom exercise to account for the increased turning circle of combination units, there should normally be no need to alter the two cones used for the figure of eight exercise. The width between the cones associated with the speed measuring device and the width of the controlled stopping box should be increased to 1 ½ times the width of the outfit.

The U turn may be carried out from either left to right or right to left side of the area, depending on the configuration of the combination unit some cones may need to be repositioned to take into account the increased turning circle of combination units only.

Under which circumstances would I be required to book a 'Special Needs - Extra Time' slot?

**Answer**

These are any special need or disability that involves a physical element. Extra time is involved because the examiner will need to write a longer test report, which provides more information to the DVLA; this requires extra time. As there is extra time added, DSA does not penalise candidates if they take longer to complete the test.

Common examples are:

Adapted cars

Arthritis

Cerebral Palsy

Profound Deafness

Missing limbs

Multiple Sclerosis

Paraplegia

Restricted Movement

**A booking review marker is always needed for booking an "extra time test".**

Adding special needs details:

When the special needs indicator is changed to "No extra time" or "extra time" the details box will become available.

Details of the special need are entered into the box for the examiner's information.

Independent Driving - dyslexia/disabilities/language

**Answer**

As at present, candidates will be asked to declare a disability at the time of booking their test. The forthcoming change to all practical driving tests to include a section of independent driving has led to a useful and constructive collaboration between the Driving Standards Agency (DSA) and the British Dyslexia Association to try and find reasonable adjustments for this element of the test for those people who have dyslexia.

To help all candidates, when asked to follow a series of verbal directions the examiner will show a diagram, so that they can picture the route they've been asked to take.

Diagrams will be printed on pastel paper & not on white paper (following advice from the British Dyslexic Association).

Please use the following link to the DSA website which provides a few Q&A's;

<http://www.dsa.gov.uk/News.asp?id= SX8AC6-A7836AA1>

Introducing independent driving on 4th October won't change anything for candidates who wish to have an interpreter with them on test. Plus since 6 April this year ADIs can act as an interpreter for their own pupils. Driving examiners are already very experienced at dealing with candidates who speak little or no English and will manage each situation appropriately. Also, to help all candidates when following a series of verbal directions the examiner will show a diagram, so that they can picture the route they've been asked to take. For more information and a short film on independent driving visit [www.direct.gov.uk/en/NI1/Newsroom/DG\\_188381](http://www.direct.gov.uk/en/NI1/Newsroom/DG_188381)

How do we communicate with deaf candidates during a car practical test?

**Answer**

What ever works best for the candidate. Basically we use written notes to set out the test requirements coupled with eye to eye contact (whilst stationary!) to aid the possibility of lip reading. Directions are usually given in the form of hand signals, which will be explained and demonstrated beforehand to the candidate (via the written cards) before the test commences.

Motorcycle Test - Radio

**Answer**

At the start of a motorcycle test examiners should explain to candidates that, should the radio fail during the test or they cannot hear the instructions for any other reason they should just pull up. They should not be instructed to ride along tapping the side of their helmet. Headsets are required for test & supplied by DSA.

#### **Hearing difficulties**

The tests and training are conducted by using verbal/sign/written directions at pre determined points – whatever it takes to overcome the problem.

As from 4 October 2010. Examiners should also explain that before the start of the independent section of the ride they will pull the candidate up and explain what is required.

Under which circumstances would a 'Special Needs - No Extra Time' slot be required?

**Answer**

These are special needs, but not usually for disabilities. They are conditions which the examiner needs to be made aware of when they conduct the test. The special need will not restrict the candidate's movement in any way.

**These tests are booked into ordinary slots, but marked as "special needs no extra time".**

Common examples are:

- Asthma
- Colour blindness
- Diabetes
- Dyslexia
- Dyspraxia
- Epilepsy
- Hearing Difficulties
- Interpreter needed (interpreter must be over 16 years)
- Pregnancy
- Unable to read/write

Further information can be found on DTCS Procedure Notice 37/2007

<http://dashboard/Content.asp?id=SX9150-A7815060&cat=150>

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