

1) A copy of DSA's policy which states that no driving test fee refund will be issued if a candidate cancels their test within three clear working days of their test date, even if the candidate isn't medically fit to take their test

We released copies of our operational notices issued to staff on our driving test cancellation refund policy in response to another Freedom of Information (Fol) request. We published the response to that Fol request on our website, which you can find at <http://www.dft.gov.uk/foi/dsa-ia0028412/>. This was published on 26 June 2012.

The operational notices found at the above link detail our driving test refund policy where a candidate cancels their test within three clear working days of their test date because they aren't medically fit to take their test.

This information is therefore exempt under section 21 (information accessible by other means) of the FoIA. A copy of this exemption in full can be found at Annex B.

You should note that:

- Regulation 36 of the Motor Vehicles (Driving Licences) Regulations 1999 [as amended] states that candidates must give three clear working days notice to cancel a driving test without losing their fee. In line with the coalition government's efficiency agenda, we decided to enforce strictly this piece of legislation from 1 June 2011.
- we did let stakeholders know of the decision to fully implement the piece of legislation referred to above. We released information on how we informed stakeholders about this issue as part of a response to another Fol request. You can find a copy of this response on our website at <http://www.dft.gov.uk/foi/dsa-ia0003312/>. This was published on 15 June 2012.

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