

Information held on why we decided to enforce strictly the piece of legislation that states candidates must give three clear working days notice to cancel a driving test without losing their fee.

Copy of message sent to approved driving instructor bodies for inclusion in Rosemary Thew's column of their magazines:

'On a separate subject, from 1 June 2011, DSA will no longer reimburse driving test fees for any candidates who cancel their tests with less than three working days notice. In the past, DSA has reimbursed fees in certain cases as a gesture of goodwill, but there is no legal obligation to do this and it costs the agency around £1million a year. This cost has to be covered by fees from other driving tests. No longer reimbursing candidates who don't give the statutory three working days notice will help to keep the cost of the driving test to a minimum for all candidates. There'll be no change to the reimbursement of test fees when DSA cancels a test at short notice. In these cases a new test will be rebooked at no charge or the fee refunded. We will also continue to pay out-of-pocket expenses for tests we cancel at short notice, other than for those cancelled because of bad weather or poor light. '

Copy of message sent to approved driving instructor associations:

Driving test fee refunds

From 1 June 2011, DSA will no longer reimburse driving and riding test fees for any candidates who cancel their tests with less than three working days notice.

In the past, DSA has reimbursed fees in certain cases as a gesture of goodwill, but there is no legal obligation to do this and it costs the agency around £1million a year. This cost has to be covered by fees from other tests.

No longer reimbursing candidates who don't give the statutory three working days notice will help to keep the cost of the driving and riding tests to a minimum for all candidates.

The information for learner drivers and riders on Directgov already explains that candidates need to give three clear working days to cancel a test.

There'll be no change to the reimbursement of test fees when DSA cancels a test, including those cancelled for bad weather. In these cases:

- a new test will be rebooked at no charge or the fee refunded
- DSA will continue to pay out-of-pocket expenses

Information held by our corporate correspondence team:

Since 1 June last year we have been enforcing our published policy to require three clear working days' notice to cancel a test without losing the fee. It is inefficient to allow candidates who cancel tests without giving the required notice to have a refund of the test fee or another test at no charge, when it is unlikely we would be able to rebook the examiner to another test at such short notice.

Allowing candidates to do this resulted in us incurring an avoidable cost; waiving test fees for short-notice cancellations cost us around £1m each year. As a trading fund, that cost had to be covered by the fees we charge to all fee payers, which I am sure you will agree, is unfair on those who do not cancel at short notice.

Information held on our Knowledge Management System:

Why is DSA stopping these refunds?

It's not efficient to allow candidates to make short-notice cancellations and then give them either a refund or another test. In most cases DSA can't rebook the examiner to another test. It's also not fair to most candidates who don't ask to waive their fee.

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