

This document was published in a response to a Freedom of Information request in May 2014. It was correct when it was published, but it may have been updated since then. Contact DVSA for the latest version.



**Driving
Standards
Agency**

Vocational trainer booking facility

Introduction

1. The trainer booking facility (TBF) enables businesses to book and pay for practical driving test appointments prior to submission of candidate and vehicle details for:
 - lorry
 - bus
 - Driver Certificate of Professional Competence (CPC) practical demonstration
 - motorcycle
 - car with large trailer
 - motorcycle manoeuvring area
2. This enables businesses to arrange training programmes for their pupils culminating in a driving test appointment.

Entitlements for tests

3. It is the responsibility of the business to ensure that the candidate has the correct licence entitlement for the test applied for. For any licensing queries, please visit direct.gov.uk/driving.
4. For information about whether a theory test is required please visit direct.gov.uk/theorytest.

Payment

5. In the event of any payment default for TBF reserved slots; DSA will cancel the test(s) concerned.

Booking limits

6. Vocational trainer booking test slots are made available ten weeks in advance of the test date.
7. Slots before and beyond the 10th week can be booked giving candidate details at the time of booking.
8. Trainer booking limits are in place to ensure that all trainer bookers have the opportunity to book a number of tests on the opening day and to allow a small number of tests to be kept available for members of the public and new businesses.
9. Limits are based on individual business history by test category at each centre they use. You'll be given a booking limit on opening day for each test centre you use. This will be based on the number of tests you've booked and have carried out historically, plus any that the DSA have cancelled.

On the opening day each business will be able to book up to this allocation for tests in the opening week. The limits apply separately to driver CPC and licence acquisition tests.

The limits remain in place for one day only; the following working day any available slot within the ten week period can be booked by any trainer.

Requesting additional test slots

10. If a business has been unable to book enough tests to meet its anticipated demand and there are no suitable tests available on the booking system it is possible to request additional slots. You can expect a response within 5 working days. Businesses will be contacted with the outcome of the request.

The business will then book and pay for the test(s).

Confirming test slots

11. Candidate and vehicle details must be confirmed no later than 4pm one clear working day before the test. This excludes Sundays, Bank Holidays, Christmas Day and Good Friday. For example:

Day of test	Clear Working Day	Notification Deadline
Monday	Saturday	Friday
Tuesday	Monday	Saturday
Wednesday	Tuesday	Monday
Thursday	Wednesday	Tuesday
Friday	Thursday	Wednesday
Saturday	Friday	Thursday

12. If the correct details are not received by the required time, the test will be cancelled and the fee will be forfeited.

Cancellations

Cancellations by businesses

13. Any notice of cancellation must reach DSA 3 clear working days (excluding Sundays, Bank Holidays, Christmas Day and Good Friday) prior to the date of the appointment, otherwise the fee will be forfeited.
For example:

Day of test	Clear working days	Notification deadline
Monday	Thursday, Friday, Saturday	Wednesday
Tuesday	Friday, Saturday, Monday	Thursday
Wednesday	Saturday, Monday, Tuesday	Friday
Thursday	Monday, Tuesday, Wednesday	Saturday
Friday	Tuesday, Wednesday, Thursday	Monday
Saturday	Wednesday, Thursday, Friday	Tuesday

14. Candidate details can't be changed within the 3 day cancellation period without forfeiting the fee.

DSA cancellations

15. Where it is necessary to cancel a test DSA will contact you immediately and place your booking 'on hold'. DSA's service standards are published on DSA's website dft.gov.uk/dsa.

Monitoring of the trainer booking facility

16. To ensure that the trainer booking facility operates in the general interests of all applicants the DSA reserves the right to remove the trainer booking facility from any business found to be misusing the system.

Cancelling a high volume of test slots at short notice prevents other trainers booking those slots. Regulations make provision for the Secretary of State to refuse applications from trainers where in the opinion of the Secretary of State it is reasonably necessary to do so in the general interests of applicants (regulation 32(2)) of the Motor Vehicles (Driving Licences) Regulations 1999).

DSA regularly monitors the levels of bookings made and cancelled for each business. Using this information DSA is able to identify businesses that have cancelled and refunded 20% or more of their tests within 5 clear working days of the test date. This timeframe allows other businesses more opportunity to successfully utilise these tests.

The option to cancel and receive a full refund 3 clear working days before the test still applies if the test is unable to go ahead due to unforeseen circumstances outside the businesses control.

When a business has been identified as having cancelled 20% or more of their total tests booked over a 10 week period they will be contacted by letter. In addition DSA will provide support and advice to help manage their tests. However if a business cancels 20% or more of their tests within 5 clear working days of the test date over any further two ten week periods within a year of the first without any improvement the trainer booking facility may be withdrawn for a period of twelve months .

Further details of the monitoring process can be found at businesslink.gov.uk/trainerbook.

17. Businesses may also be monitored on the following areas:

- have multiple businesses registered for a single business
- transferring reservations between businesses
- using the vehicle of another business without displaying a confirmation
- defaulting on payment(s)
- reserving test slots beyond the tenth week by using candidate details, then cancelling and re-booking the slots using the TBF
- supplying the details of a candidate to DSA who has not yet passed the relevant theory test

Requirements for test

18. For suitable vehicles, licence requirements and documentation for your test please visit [Directgov](#) (opens new window)

Cancellation of trainer booking facility

19. If you no longer wish to use the trainer booking facility please let DSA know by using the general request notification within the online business service homepage.

Note: links in this document

All links within this document will be changed to www.gov.uk in October 2012.