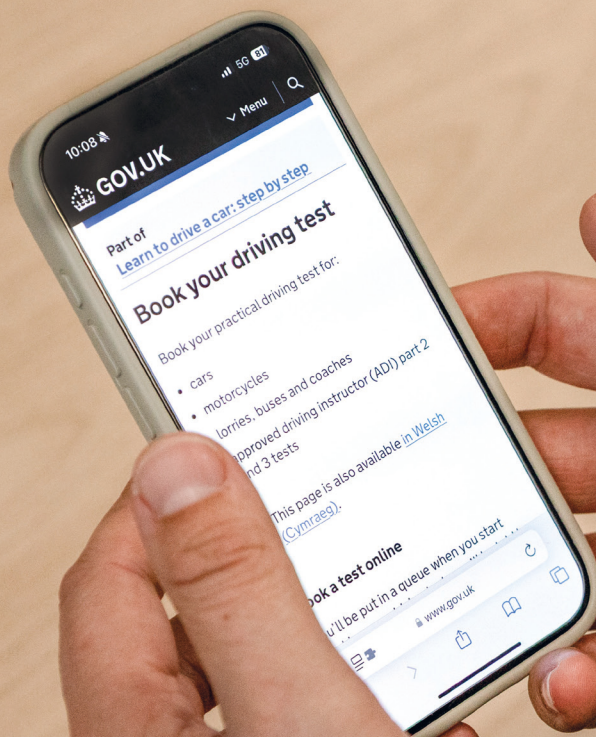




Driver & Vehicle
Standards
Agency



Making driving test booking rules better



Keeping **Britain** moving, **safely** and **sustainably**

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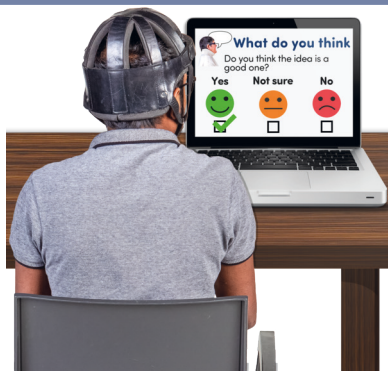
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1. Introduction



We are the Driver and Vehicle Standards Agency (DVSA).



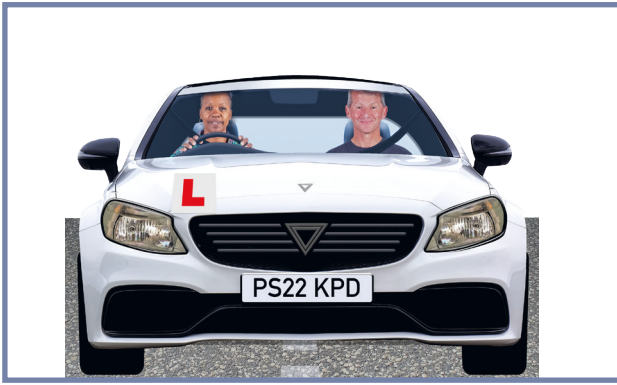
We are part of the UK government. The government is in charge of running the country.



A consultation is when we ask questions to find out what people think of a change.



This consultation is about changing the rules for booking car driving tests.



This is only about car driving tests.
It is not about theory tests or other
types of driving tests.

2. Background



Some people have to wait a long time between booking and taking their driving test.



We have made a plan to make the time between booking and taking a driving test shorter.



This consultation is part of that plan.

Our goal



We want to make booking a driving test easier and fairer for everyone.



We want to stop people charging too much money to book a driving test.

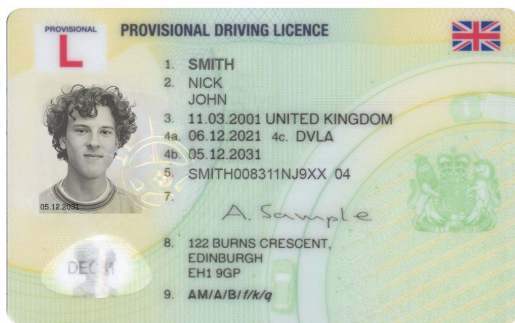
3. How bookings work now



DVSA has 2 online services for booking driving tests:

- one for you to book your own test
- one for driving instructors to book tests for their learners

What you need to book a test



To book a car driving test you need a provisional driving licence number.



You also need to have passed your theory test in the last 2 years.



1

You can only have one test booked at one time.

How the current booking system works



6

The current system lets you:

- change your test date or test centre up to 6 times



- swap test times with other learners



- let your instructor book, cancel or change your test



These features help instructors make sure their pupils are ready for their test.



Most people use these features properly, but some do not.

What these words mean

Changing a test means moving your own test to a different date, time or test centre.

Swapping tests means giving your test time to someone else and taking their test time instead.

4. What people have told us



We asked people what it's like to book a driving test.



Almost 27,000 people told us what it's like for them.



We used this information to make the ideas in this consultation.

What learner drivers told us



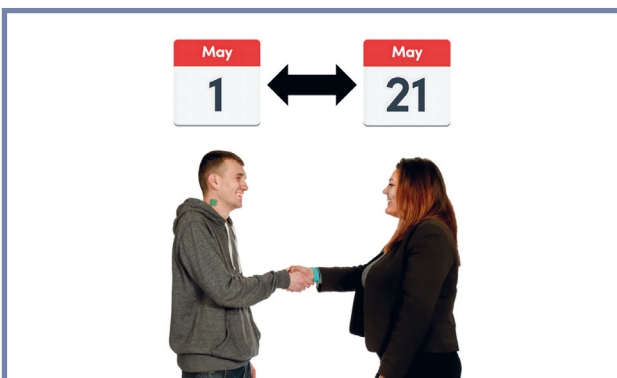
We heard from 21,656 learners, new drivers and parents.



Most learners use the booking service properly.



Some learners pay extra money to unofficial booking services to get earlier test dates.



Learners swap tests when they are not ready or want an earlier test.

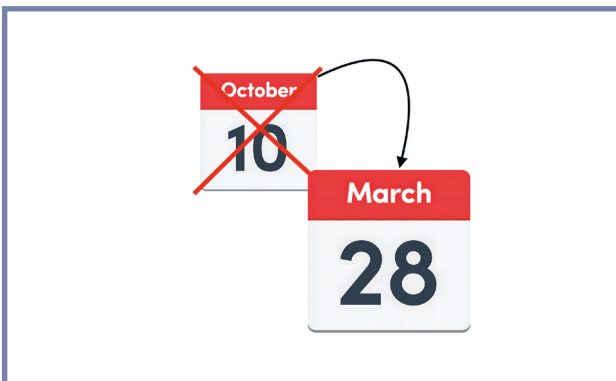
What driving instructors told us



We heard from 5,251 driving instructors and driving schools.



Many instructors swap tests between the learner drivers they teach.



Most instructors swap tests when a learner is not ready or wants an earlier test.

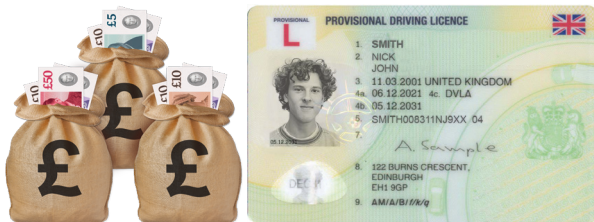


Some instructors charge extra money for booking tests.

What unofficial booking services told us



We heard from 14 unofficial booking services.



Most use learner driver details to book tests then sell that test to someone else.



Most charge extra money to use their service.



Some use special computer tools to find available test slots.

What these words mean

Unofficial booking services are companies not run by the government. They find driving test dates and sell them to people who want to book a driving test.

What our data shows



About 327,000 driving tests were swapped in 2024.



Some were swapped more than 10 times.



This makes booking harder for everyone else.

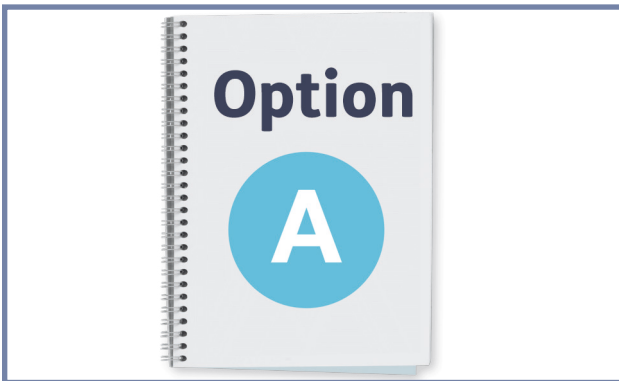
5. What we are thinking about changing



We are looking at 2 main areas where we could change the booking system.

1. Who can book and change tests

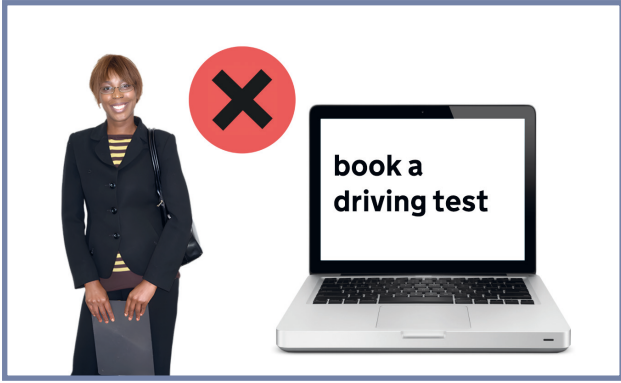
Option A



Only you (the learner) can book and manage tests



Only you can book and change your test.

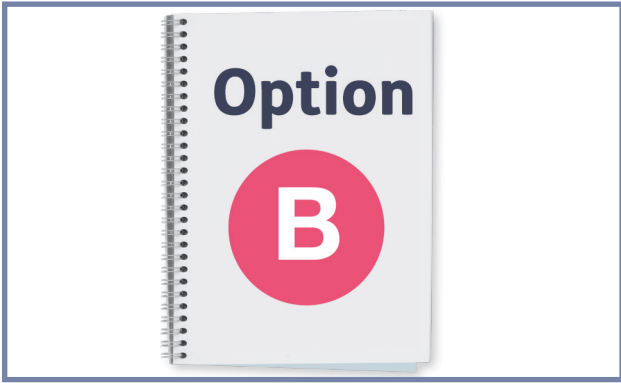


Your driving instructor cannot book or change your test.



Your instructor can still tell the system when they are free to take you for a test.

Option B



You and your instructor can book, but only you can make changes



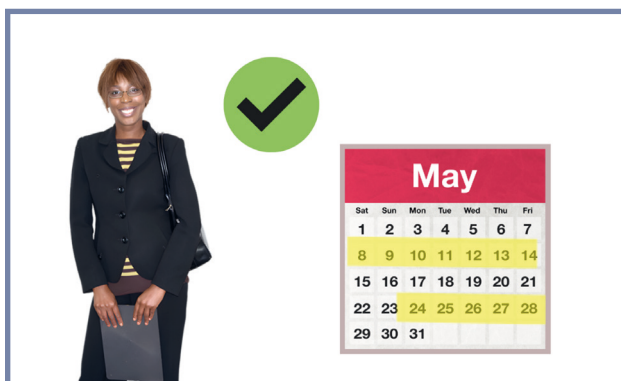
Both you and your instructor can book tests.



Only you can change the test date or time.

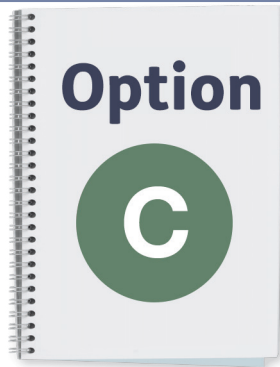


Only you can swap tests.



Your instructor can still tell the system when they are free to take you for a test.

Option C



Keep things the same

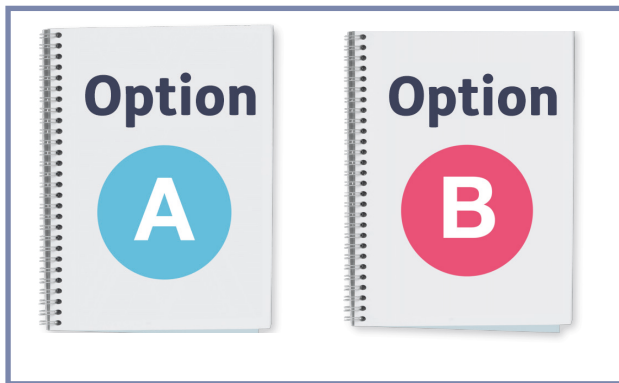


Your instructor can book and change tests for you.



It would still be against the rules for other booking services to book tests.

Help for learners who need it



If we choose Option A or B, we will:



- make the booking system easy to use



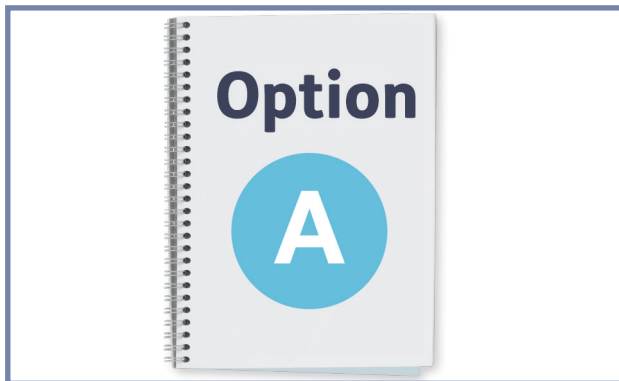
- offer phone support or other help if you need it



- look at how friends or family can help you book

2. How tests can be swapped or changed

Option A



No more test swapping or changing test centres



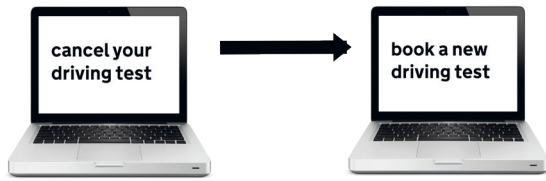
You cannot give your test to someone else.



You can change your test date or time twice.

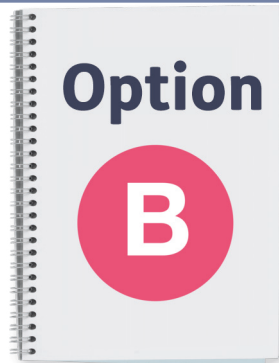


You cannot move your test to a different test centre.

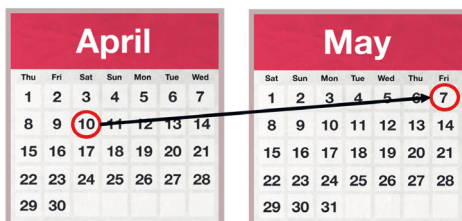


If you need a test at a different centre, you must cancel your test and book a new one.

Option B



Small changes to swaps or changing test centres



2

You can change or swap your test only 2 times in total.

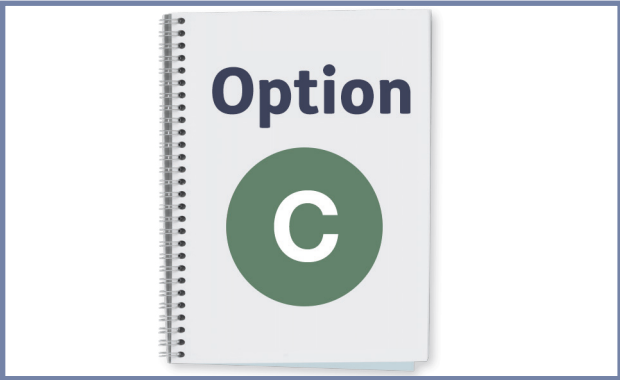


You can only move your test to centres near your original test centre.



We might change these rules during busy times.

Option C



Keep things the same



You can swap tests as many times as you want.



You can change your test date, time or location up to 6 times.

6. How to tell us what you think

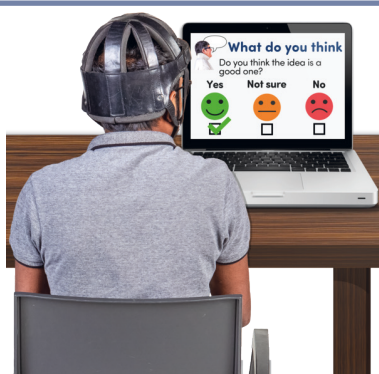


You need to tell us what you think by 11:59pm on 23 July 2025.



This is the last day you can give your views.

How to respond



Fill in our online form to give your views.



The form will ask you 15 questions about the changes we are thinking about making.



The questions will ask if you agree or disagree with our ideas.



You can also tell us how these changes might affect you.

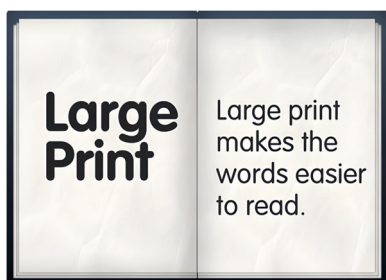


Start now at
www.smartsurvey.co.uk/s/DVSAconsultation/

Need help?



You can ask someone to help you fill in the form.



If you need the form in a different format, you can email us at: consultations@dvsa.gov.uk



If you have questions about this consultation, you can email us at: consultations@dvsa.gov.uk

7. What happens next



We will read all your responses.



Your responses will help us decide what changes to make.



We will publish a summary within 3 months of the end date.



We will tell you clearly when any changes will start.



We will explain how the changes will affect you.



If you have questions, email consultations@dvsa.gov.uk

8. Your information and privacy



We collect your information when you respond to the consultation.



We keep your personal information safe.

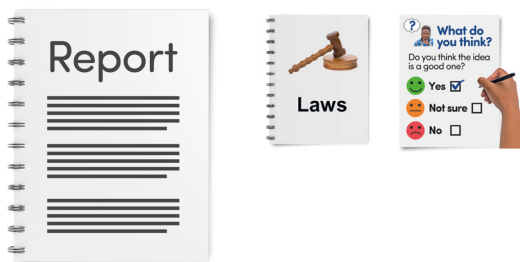


We only share your information if we have a legal reason.



To learn more about how we use your data, read the DVSA privacy notice at www.gov.uk/dvsa/privacy

Sharing your response



We might need to share your comments under the Freedom of Information Act.



If you want any information to be confidential, please tell us.



We will try to keep confidential information private, but cannot promise this.

What these words mean

Personal information means anything that tells other people who you are, like your name or email address.

Privacy notice means a document that says how we look after your information.