



## Frequently Asked Questions on RSA Services and COVID-19

### The Driving Test

Q. Why have driving tests been suspended at this time?

A. We are acting on public health advice in suspending driving tests. A driving test involves close contact in an enclosed space and does not meet the social distancing guidelines in place to delay the spread of Covid-19.

Q. When will driving tests recommence?

A. The suspension of the driver testing service is effective after completion of all driving tests on Friday 13 March and will continue to 19 April 2020. This will be kept under review and updates will be provided on our website [www.rsa.ie](http://www.rsa.ie)

Q. I have a scheduled appointment before 19 April what happens to my application?

A. Your test will not take place and it will be rescheduled free of charge. We will be in touch with customers in the coming days advising them of next steps.

Q. I have a scheduled appointment after 19 April what happens to my application?

A. Your appointment will not be cancelled for now. However, we will continue to review the position and we will be directly in touch with test candidates if the situation changes.

Q. I just want to make an application for a driving test can I do this?

A. Yes, we will continue to receive and process applications, however you will not be able to select a test slot nor will we schedule you for a test until the driver testing service resumes. You can apply online at [www.rsa.ie](http://www.rsa.ie)

Q My learner permit has expired and I need to apply for a driving test in order to renew it.

A. You can apply online for the driving test and you can use your acknowledgement notification when renewing your permit.

Q. I am involved in the delivery of emergency or essential services and need a driving test

A. There will be a facility in exceptional circumstances to facilitate urgent driving tests.

Please be aware that given the restrictions that are currently in place for Covid -19 **we can only prioritise driving tests for customers who work with the emergency services eg.**

**Ambulance Service, Fire Service, Civil Defence, medical professionals and critical supply chain HGV drivers.**

All other requests, including yours, will be dealt with when testing resumes. At this point it is not known when testing will resume, but we will update our website in advance once we know when it will resume. Thank you for your patience and understanding.

If you require an urgent driving test for any of the above reasons you should email us on [urgentdrivingtest@rsa.ie](mailto:urgentdrivingtest@rsa.ie) to explain your circumstances. Please ensure that you have applied for the test and received your acknowledgement notification. You should include your test application details so that we can assess your requirement and contact you about your request.

Q. where can I get updates on the suspension of the driving test?

A. Please see [here](#) for updates on the suspension of driving tests.

**Driver Theory Test (DDT)**

Q. Is the Driver Theory Test service operating as normal?

A. The Driver Theory Test Service is suspended until 19 April due to COVID-19. The suspension takes effect as and from today Wednesday 25 March and will be subject to ongoing review.

Q. I have a theory test scheduled before 19<sup>th</sup> April what do I do?

Candidates who have a driver theory test scheduled up to 19 April, will be contacted to notify them that their test will be rescheduled free of charge when the service resumes. Updates around the re-starting of tests will be published on [www.theorytest.ie](http://www.theorytest.ie)

Q. Will emergency theory tests be carried out?

A. Prometric has advised that it will continue to provide a service in emergency cases and arrangements for this will be published on their website [www.theorytest.ie](http://www.theorytest.ie) by Wednesday afternoon 25 March.

Check [here](#) for more information.

## National Driver Licence Service (NDLS)

Q. Are there any interruption to the National Driver Licence Service?

A. Due to Covid 19 NDLS centres, since 16 March will be by appointment only. NDLS are prioritising customers whose licences are due to expire in the next 2-3 weeks and would request those outside of this timeframe refrain from attending the centres.

This means that we will not be able to take any 'walk in' customers who have not made a prior booking, until further notice. You can book an appointment at any NDLS centre nationwide by visiting [www.ndls.ie](http://www.ndls.ie).

We would also ask customers to please review HSE guidelines on the Coronavirus (COVID 19) at [hse.ie](http://hse.ie) before attending an NDLS centre.

Why not save yourself a trip to an NDLS centre if you qualify to apply online for a licence or learner permit? If you are renewing a licence or permit without any other change in your personal details, you can find out how to apply online at [www.ndls.ie](http://www.ndls.ie)

Q. I'm 70 years or over, do I need to get a medical report from my GP to renew my driving licence?

A. In light of the need to facilitate social distancing and the expected additional burdens on medical services from Covid-19, the requirement for those over 70 (under certain circumstance) to provide a medical report shall be removed until 31 July. This means that since 20 March until 31 July 2020, persons of 70 years of age or over can apply for, and renew, their driving licence in the normal way through the NDLS public office without the need to submit a medical report. This is only on the basis that they do not have an identified or specified illness listed on the application form.

Q. My aunt/parent/grandmother is 70 years or over and has a medical condition -do they still need to go to a doctor and then in the NDLS to get their licence renewed?

A. If they do not have an identified or specified illness listed on the application form they will not need to provide a medical report when applying or renewing for a driving licence. They may be eligible to apply online, see [here](#). But if they aren't they will need to attend an NDLS centre to make the application.

Q. If I apply for my licence between 20 March and 31 July 2020 will I be issued with a licence without the need to submit a medical form when the 'grace' period expires?

A. Yes, anyone aged 70 and over who do not have a medical condition (listed on the application form) will be able to apply for a driving licence/learner permit without the need to provide a medical report. The driving licence will be issued for a period of 3 years. A licence can only be issued for a period of 1 year where they have declared a medical condition. This condition will apply until 31 July 2020.

For the latest information on the National Driver Licence Services, click [here](#).

## **National Car Testing Service (NCTS)**

Q. are all NCTS centres open for business

A. Currently all NCTS Centres are operating as normal.

Q. I cancelled my test after the five day window, will I be given a refund?

A. In line with Government advice, the more vulnerable in society are being asked to contact NCTS on 014135992 to arrange an alternative appointment. Please visit the NCTS website for further updates in relation to COVID 19

Q. What measure are the NCTS taking to protect those attending for their NCT?

A. In the interests of the safety and welfare of our staff and customers, we will only be allowing a small number of customers into the waiting area at a time.

- Once checked in, please return to your car and wait until advised when it is your turn to enter the building
- We are taking these measures in line with the social distancing guidelines that have been issued by the HSE
- We also ask that you please ensure your vehicle is clean, tidy and free of any unhygienic matter such as used tissues and wipes
- Ensure that the air vents in your car are closed and the fans are on low settings
- We also ask that customers pay by card where possible to reduce the chance of cross infection by using cash

For the latest information on the National Car Testing Service, click [here](#).

## **Commercial Vehicle Roadworthiness Testing (CVRT)**

Q. Can I still get my commercial vehicle tested?

A. Yes – please click on this link to find the CVR testing centre nearest to you.

<https://www.cvrt.ie/en/Pages/Find-a-test-centre.aspx>

Q. Will I be able to have my re-test within the required 21 days?

A. There may be instances resulting from precautions surrounding COVID-19 where customers may not be able to return for a retest within the required 21 days. The RSA is looking at making allowances for such situations, but this will need a legislative change and take time to implement.

## **Driver's Hours**

Q. Are there any relaxation to Eu driving and rest rules?

A. In light of the potential impact of the Coronavirus on HGV operations and the importance of the road haulage sector to the national economy and in response to requests from the haulage industry, the Road Safety Authority and the Department of Transport, Tourism and Sport have agreed to allow a temporary and urgent derogation in respect of certain provisions of the EU driving and resting time rules. The proposed derogation will apply to all operators and drivers subject to the EU driver's hours and tachograph rules engaged in the carriage of goods.

The derogation comes into immediate effect from 18 March 2020 up to 16 April 2020 which will be reviewed every week as regards application and scope. The driving time rules are being relaxed by lifting the fortnightly driving limit from 90 hours to 112 hours. As a consequence of this approach, drivers will be entitled to drive a maximum 56 hours in each consecutive week until further notice (there is no change to the rules relating to working time).

The rules relating to weekly rest are also being relaxed by allowing drivers to take a reduced weekly rest of at least 24 hours in each consecutive week during the relaxation period. There will be no obligation on a driver to take at least one (1) regular weekly rest period in any two consecutive weeks until further notice. Furthermore, there shall not be any requirement for compensation where reduced weekly rest is being taken. As outlined above, there is no change to the rules relating to working time. The RSA may amend or withdraw this relaxation of the rules if there is a change in circumstances. The RSA wishes to emphasise that HGV operators are required to mitigate the risks of disruption to transport operations and to plan accordingly and ensure compliance with the rules. See [here](#) for more details.

## **Digi Tachograph**

Q. Will there be a delay in the processing of tachograph applications?

A. Processing of applications are operating as normal.

## **Driver CPC Training Courses**

Q. Are Driver CPC training courses operating?

A. Some CPC Training Organisations have suspended CPC training courses and some are still operating with reduced class numbers. The choice to facilitate training is one for each individual Driver CPC Training Organisation. Please contact the operator of your training course directly to enquire if there is any impact to their service.

If you are looking to take part in training and your local organisation is not running course, please check with alternative orgainsation on our website [here](#)

Please note that where Driver CPC training does take place, a minimum of 7 hours classroom time must be adhered to at all times.

Q. I have completed my CPC training, will I get my CPC card?

A. If you have completed all necessary Driver CPC training (5 CPC training modules if you are maintaining bus or truck; or 6 CPC training modules if you are maintaining bus and truck) and the CPC Training Organisation have uploaded all your training records to the RSA CPC system, your Driver CPC card will be issued as normal to your contact address. Please check your contact details on MYCPC to ensure that the RSA have your most up to date address on file.

Q. Are there any extensions to Driver CPC cards during the period of the COVID-19 outbreak?

A. Due to the restrictions imposed by the Covid-19 crisis, professional bus and truck drivers may encounter some difficulty in undertaking their annual CPC training at the current time. In order to ensure a continuous flow of goods within the EU, drivers with valid Irish Driver CPC cards that are due to expire during the current Covid 19 outbreak will be granted an extension of a maximum of six months up to the 26th September 2020. It is important to note that no new or replacement cards will be issued with the new temporary expiry date.

Drivers will then be required to complete any outstanding periodic training in advance of the 26th of September 2020. On completion of the required training, renewal Driver CPC card's will be issued as normal with an expiry date of 5 years from the date of expiry of their current Driver CPC card.

Q. I am a Driver CPC training organisation and I'm looking for advise on whether I should continue the training.

A. Please refer to the HSE website for advice and guidelines on social distancing and keeping you, your trainers and drivers safe. See [here](#)

### **Education Service**

Q. Are all services operating as normal?

A. The following RSA education services have been suspended until further notice

- The Check it fits, see [here](#) for more details
- The National Road Safety Education Service
- The Interactive Road Safety Shuttle
- Roll Over Simulator

### **Driving Lessons with Approved Driving Instructors**

Q. Are driving lessons impacted?

A. Please contact your approved driving instructor directly to enquire if there is any interruption to their service

Q. Why are the RSA not asking ADIs to stop operating?

A. The RSA cannot issue medical guidance to ADIs on COVID 19 and how they operate their businesses. As they are not RSA employees, ADIs should take this guidance from the HSE and should be referred to the HSE website. As mostly sole traders each ADI has an individual responsibility for their own welfare and that of their families and customers. In essence the RSA can't dictate if an ADI can continue to trade.

While the RSA has taken the decision to suspend driving assessments, the continued provision of driver tuition can only be taken by the individual ADI taking into account their own personal circumstances.