

Frequently Asked Questions on RSA Services and COVID-19

The Driving Test

Q1. Why have driving tests been suspended at this time?

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.

Q2. When will driving tests recommence?

The suspension of the driver testing service is effective after completion of all driving tests on Friday 13 March and will continue until further notice. This will be kept under review and updates will be provided on our website www.rsa.ie

Q3. I just want to make an application for a driving test can I do this?

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

Q4 My learner permit has expired and I need to apply for a driving test in order to renew it.

You can apply online for the driving test and you can use your acknowledgement notification or cancellation of driving test when renewing your permit. Driving licenses and Learner Permits due to expire between 1 March 2020 and 30 June 2020 inclusive have had their date of expiry extended by 4 months. See [here](#) for more details.

Q5. I am involved in the delivery of emergency or essential services and need a driving test

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 (in the bus and truck categories only) eg. Ambulance Service, Fire Service, Civil Defence, medical professionals and critical supply chain HGV drivers**. All other requests 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. If you are a member of one of the above professions and have such a critical need for a driving test, please contact us on urgentdrivingtest@rsa.ie to explain your circumstances and we will contact you about your request. 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.

Following risk assessments, **we are unfortunately unable to undertake Category B (car/light van) driving tests** on an emergency basis and comply with public health guidance on measures to avoid the spread of Covid-19. This is because the driver tester would be required to be within a two metre distance continuously for a period in excess of 20 minutes.

Q6. where can I get updates on the suspension of the driving test?

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

Driver Theory Test (DDT)

Q7. I have symptoms of COVID-19 and I have a theory test appointment should I attend?

If you are experiencing Covid-19 symptoms on the day of your test appointment or at any point in the previous 14 days, you must not attend for your appointment. Please visit www.theorytest.ie or call 1890 606 106 to reschedule your appointment. You will not lose your test fee and a test will be rescheduled for you.

Q8. I tested positive for Covid-19 and I recently attended a driver theory test centre who do I need to inform?

Contact tracing will be initiated by the HSE in such case. You can call HSE Live on 1850 24 1850 for further guidance.

Q9. Where can I make a booking for the driver theory test service?

A booking for a driver theory test may be made by visiting www.theorytest.ie or by telephone at 1890 606 106.

Q10. I am seeing long waiting times for a theory test at my chosen centre why is that?

All available appointments are visible online on www.theorytest.ie. Any candidates who had appointments on the suspension of the service were rescheduled in the earliest available slots, so some locations may have longer waiting time than others. Additional appointments are added frequently so please check www.theorytest.ie for more information or call 1890 606 106 for assistance with finding a date and location near to you.

Q11. If I feel unwell on the day of the test and cannot attend who should I contact what will happen with the test fee?

If you feel unwell on the day of the test or display Covid-19 symptoms, you can contact us at 1890 606 106 or by email at drivertheorytest@prometric.com and the test will be rescheduled to a later date free of charge.

Q12. Can I bring a friend or family member with me to the theory test centre?

Due to social distancing and requirements for seats for waiting customers we do not allow anyone to wait in the test centre other than customers.

Q13. Are you extending the hours of opening to facilitate customers?

Due to the social distancing requirements, normal daily capacity will be considerably reduced. We will open additional days including Saturdays, (at some centres) and extended hours to allow additional capacity for appointments.

Q14. In accordance with travel restrictions will I be able to travel to test centre to do my test after 8 June?

Please comply with the driving distance restrictions as part of the phased approach to reopening Ireland. Theory test centres will re-open as part of Phase 2 which is currently arranged for the 8 June. During Phase 2 please adhere to the governments travel restrictions.

Q15. I had a theory test appointment booked prior to the suspension of services; will I get priority when a new date is assigned?

You should already have been assigned another date, please check your email for information about a future appointment date. If you haven't received an appointment, please visit www.theorytest.ie for further information or contact Driver Theory Test Service at 1890 606 106.

Q16. When will I be able to book my service online? Will they be walk in or appointment only?

Candidates can continue to book a driver theory test online on www.theorytest.ie or by calling 1890 606 106. Walk in appointment is not a facility offered as part of the driver theory test service.

Q17. I may need support like translator, or reader recorder or additional time to complete the theory test, will these facilities still be available?

Additional time, recorded voiceovers in English and other languages and ISL Video clips are currently available to candidates who require assistance. The options can be booked online at www.theorytest.ie or by calling 1890 606 106. In person assistance services such as translators, reader recorders and dyslexia support professionals will remain suspended until government guidelines allow the service to resume.

Q18. What special provisions are being made for elderly people or those with underlying health conditions?

All driver theory test centres comply with workplace safety protocols and provided such persons meet the particular requirements as set out in HSE Guidelines relating to themselves then it is safe to attend for a theory test.

Q19. Are all the necessary safeguards to prevent the transmission of Covid-19 in place in each driver theory test centre?

Yes- strict rules in compliance with Government Return to Work Safely Protocol are in place in each driver theory test centre. This covers, among other matters, social distancing, sanitary facilities and cleansing of facilities including computer test stations.

Q20. Will there be hand sanitisers in each centre?

Hand sanitiser will be available at all test centres.

Q21. How are you going to make handling of documents and personal effects safe for customers and staff?

Customers will be instructed to place personal belongings in a locker. Each locker will be cleaned with antibacterial wipes between each candidate use. Customers will maintain possession of the locker key and the ID and asked to take a seat in the waiting area. Customer information sheets have been posted on the notices area of the test centre so candidates will no longer need to handle these documents. Customers will be asked to place the ID (open on the picture page if a passport) into a plastic pocket provided and onto the desk for inspection by the Test Centre Administrator.

Q22. Who will be responsible for making sure the workplace safety protocols are being adhered to?

The local Test Centre Administrator (TCA) is responsible for making sure protocols are adhered to, this will be supported by inspections by the driver theory test provider Prometric. At a national level, the Health and Safety Authority will monitor compliance.

Q23. How will theory test centre staff be trained in new protocols and the use of PPE?

Staff training and induction has been arranged as part of test centre readiness this will include training on new protocols and use of PPE. A training video has been created which covers the cleaning procedures required at all test centres to ensure all staff are up to date on sanitisation requirements. This will be delivered via online training module and assessment.

Q24. What steps have been introduced in theory test centres to minimise contact between candidates and between staff?

Theory test centres will have a one-way entry and exit system where possible in the candidate flow to minimise contact between candidates and staff.

Q25. What are the arrangements about wearing a face mask or gloves when attending for a theory test appointment?

Customers may wear gloves and/or a face covering while attending for an appointment in the test centre, however, these must be brought with you to the test centre. Face masks/covering, or gloves will not be provided in the test centre. You will be asked to safely remove the face covering (temporarily) to verify your identity as part of the check in procedure. It is recommended that all customers wear a face covering at all times in a DTT test centre to ensure the safest possible environment for customers and staff. However, this is optional and your entitlement to take the test will not be affected should you not wear a face covering.

Q26. What cleaning and hygiene arrangements are in place at the driver theory test centre?

Hand sanitiser will be available in the test centre, at test stations and at other points of contact for customers. Test stations, lockers and all contact areas will be wiped down after each customer.

National Driver Licence Service (NDLS)

Phased Resumption and Licence /permit expiry date extensions and other Covid19 related measures

Q27. When will NDLS offices be reopened and which offices are being opened first?

NDLS offices will open on a phased basis in line with the Government roadmap phase 2. On Monday 8 June, the following 20 NDLS centres will open: Carlow, Cavan, Citywest, Clarehall, Cork, Drogheda, Ennis, Galway, Kilkenny, Leopardstown, Letterkenny, Limerick, Longford, Monaghan, Naas, Roscommon, Santry, Trim, Waterford, Wicklow.

You must book an appointment at one of these centres [here](#)

It is planned to open 14 further centres in the coming weeks.

Q28. Can I walk into an NDLS centre to make an application for a driving licence or learner permit or do I need to make an appointment to attend an NDLS centre to make an application?

Due to public health measures in place to tackle the spread of the Covid -19, walk-in appointments are no longer available. Booking an appointment is required in order to attend an NDLS centre. You must book an appointment [here](#)

Q29. When I attend an NDLS centre to make an application can I pay my application fee in cash or do I have to use a credit or debit card?

Credit/Debit card payments only will be accepted as payment method. Cash/cheques/Postal Orders will not be accepted.

Q30. What measures have been implemented in the NDLS centres to mitigate against the spread of COVID-19?

NDLS centres have been assessed and measures have been put in place to align with the Government's *Return to Work Safely Protocols*. Appropriate signage, sanitation and handwashing, and social distancing measures such as reduced seating in waiting areas and customer touchpoint cleansing have been introduced. Customers will be accompanied into and out of centres and required to adhere to necessary health and safety guidelines.

Q31. I'm not feeling well and may have symptoms of COVID-19. I have an appointment booked to attend an NDLS centre. Can I attend?

If you are experiencing Covid-19 symptoms on the day of your NDLS appointment or at any point in the previous 14 days, you must not attend for your appointment. Please cancel your NDLS appointment [here](#)

Q32. What are the arrangements about wearing a face mask or gloves when attending an NDLS centre?

Customers may wear gloves and/or a face covering while attending an NDLS centre. Face masks/covering, or gloves will not be provided in the NDLS centre. Please be aware however, that you will be asked to safely remove the face covering for the purposes of authentication and the taking of your photograph.

Q33. I tested positive for Covid-19 and I recently attended an NDLS centre, who do I need to inform?

Contact tracing will be initiated by the HSE in such case. You can call HSELive on 1850 24 1850 for further guidance.

Q34. In accordance with travel restrictions will I be able to travel to NDLS centre to make an application on or after 8 June?

Please comply with the travel restrictions as part of the phased approach to reopening of the country.

Q35. My driving licence/learner permit is due for renewal, how can I renew?

Note that the validity period of a learner permit/driving licence expiring from 1 March to 30 June 2020 has been extended by four months. e.g. if your learner permit or driving licence expired on 20 March 2020 its validity period has automatically been extended until 19 July 2020. Further information on the extension rules can be found [here](#)

You may also renew from any open NDLS office by making an appointment [here](#). You should also check if you can apply online see Question 11 below.

Q36. Can I renew my driving licence/learner permit without attending an NDLS centre?

Yes, if you are renewing a driving licence or learner permit, and you are under 70 years and you do not have a truck or bus category on your driving licence/learner permit, you may be able to apply online [here](#)

You must be the holder of a Public Services Card (PSC) and Verified MyGovID to make an application online. See further information [here](#) about obtaining a PSC and a MyGovID account.

Q37. What type of NDLS applications cannot currently be made online?

NDLS online is not currently available to anyone applying for a first driving licence or first learner permit, also driving licence renewal or a learner permit renewal where

- the expiry date of your driving licence or learner permit is greater than three months from date of your application
- you hold a truck or bus category on your driving licence
- you are 70 years of age or over
- you are applying for your third or subsequent learner permit
- you have a [medical condition](#) which requires a medical report to obtain a driving licence or learner permit.

Q38. I am not currently eligible to renew online. Is there any other facility available to me?

The RSA continue to work on expanding the online facility to accommodate all driving licence and learner permit application types. When this facility becomes available we will update the NDLS website.

You may renew at any open NDLS office by making an appointment [here](#)

Q39. I have a disqualification that is about to expire, however my driving licence had expired during the period of disqualification and now my local NDLS office is closed, how do I renew?

You may be able to renew online at [here](#) You may also renew from any open NDLS office by making an appointment [here](#)

Q40. The information I'm looking for is not provided here, where can I get further information?

You should be able to get all the relevant information on www.ndls.ie or you can also email lqueries@rsa.ie

Licence/permit expiry date extensions and other Covid19 related measures

Q41. My driving licence/learner permit is due for renewal, how can I renew?

Note that the validity period of a learner permit/driving licence expiring from 1 March to 30 June 2020 has been extended by four months. e.g. if your learner permit or driving licence expired on 20 March 2020 its validity period has automatically been extended until 19 July 2020.

You may also renew from any open NDLS office by making an appointment [here](#) You should also check if you can apply online see Question 3 below.

Q42. My driving licence is valid for another five years, however, my bus/truck categories are expiring, will the expiry date of those be extended?

Note that the validity period of a learner permit/driving licence which expires from 1 March to the 30 June 2020 has been extended by four months. This means that all categories that expire on your driving licence/learner permit from the 1 March to 30 June 2020 will be automatically extended by four months.

You may also renew from any open NDLS office by making an appointment [here](#) You should also check if you can apply online. Check [here](#)

Q43. Can I renew my driving licence/learner permit without attending an NDLS centre?

Yes, if you are renewing a driving licence or learner permit, and you are under 70 years and you do not have a truck or bus category on your driving licence/learner permit, you may be able to apply online. Check [here](#)

You must be the holder of a Public Services Card (PSC) and Verified MyGovID to make an application online. See further information [here](#) about obtaining a PSC and a MyGovID account.

Q44. What type of NDLS applications cannot currently be made online?

NDLS online is not currently available to anyone applying for a first driving licence or first learner permit, also driving licence renewal or a learner permit renewal where

- the expiry date of your driving licence or learner permit is greater than three months from date of your application
- you hold a truck or bus category on your driving licence
- you are 70 years of age or over
- you are applying for your third or subsequent learner permit
- you have a [medical condition](#) which requires a medical report to obtain a driving licence or learner permit.

Q45. I am not currently eligible to renew online. Is there any other facility available to me?

The RSA continue to work on expanding the online facility to accommodate all driving licence and learner permit application types. When this facility becomes available we will update the NDLS website.

You may renew at any open NDLS office by making an appointment [here](#)

Q46. I have penalty points on my record and my driving licence/learner permit is about to expire, will my penalty points count down for the period of extension as it states you must have a current licence for them to count down?

Yes, if your driving licence or learner permit expires from the 1 March to 30 June 2020 the validity period will be extended by four months therefore your penalty points will continue to count down during that time.

Q47. I am currently serving a penalty point disqualification and my driving licence/learner permit is about to expire, will it count down for that period as it states you must have a current licence for a penalty point disqualification to count down?

The validity period of all driving licences/learner permits that expire from 1 March to the 30 June 2020 has been extended by four months therefore your penalty point period of disqualification will continue to count down during that period. It is important to note that you remain disqualified from driving until the period of disqualification has expired.

Q48. My driving licence/learner permit was extended under the new rules – will my insurance company recognise this?

Insurance companies are private companies and the Government cannot give them directions on the terms of their policies. However, Insurance Ireland, the body representing the insurance industry, has indicated that it will recognise the extensions provided. You should however contact your insurer or broker for further details.

Q49. If I am stopped by the gardai and show an expired driving licence/learner permit, can they charge me with an offence of driving without a driving licence/permit, where it qualified for an extension due to the change in legislation?

The Gardai were advised of the change in legislation in relation to the four-month extension. The driver record, the National Vehicle Driver File has been updated to reflect the change in expiry date where applicable.

Q50. Can I drive a truck for commercial use and travel across the EU with the expired licence where it qualified for an extension due to the change in legislation?

Ireland have advised the EU Commission of the decision in relation to the extension of the validity of driver licences. It is expected that other EU countries will recognise a driving licence whose period of validity has expired up to the end of the extension period. It should be noted that various other EU countries also undertook measures around the extension of validity periods.

Q51. I'm over 70 years of age and need to apply for a licence before 31 July 2020, will I need to submit a medical report?

Up to 31 July 2020 persons over 70 years of age can (under certain circumstance) apply to renew a licence without providing a medical report providing they do not have an identified or specified illness - details [here](#). The driving licence will be issued for a period of 3 years.

Q52. Will I need to submit a medical report after 31 July 2020 if I have declared I do not have a medical condition on my application, and I am age 70 and over?

The rule that a person aged 70 and over does not need a medical (under certain circumstances) has been introduced as a temporary measure on foot of the Covid-19 pandemic. After 31 July 2020 it is expected that all persons aged 70 and over will again have to provide a medical report,

however this will be kept under review. For the latest information please go to www.ndls.ie

Q53. I passed a driver theory test nearly two years ago but did not make an application yet for a learner permit. It states on the driver theory test certificate that it is valid for two years. However, the two-year period expires now and my local NDLS centre is closed so that I cannot make an application for a learner permit. What can I do?

New regulations introduced by the Minister for Transport, Tourism and Sport in April extended the validity period of a driver theory test certificates that expired from 1 March to 30 June 2020 by four months. This means if your theory test certificate expired on or after 1 March 2020 and up to and including 30 June 2020 the expiry date was automatically extended by four months. You may renew from any open NDLS office by making an appointment [here](#)

Q54. I passed a driving test nearly two years ago but did not make an application yet for a driving licence. It states on the driving test cert of competency that it is valid for two years. However, the two year period expires now and my local NDLS centre is closed so that I cannot make an application for a driving licence. What can I do?

New regulations introduced by the Minister for Transport, Tourism and Sport in April extended the validity period of a certificate of competency that expires from 1 March to 30 June 2020 by four months. This means if your cert expired on or after 1 March 2020 and up to and including 30 June 2020 the expiry date was automatically extended by four months. You may renew from any open NDLS office by making an appointment [here](#)

Q55. I completed IBT progressive access but did not make an application yet for a driving licence to add the category. It states on the IBT certificate that it is valid for two years. However, the two year period expires now and my local NDLS centre is closed so that I cannot make an application to add the category to the driving licence. What can I do?

New regulations introduced by the Minister for Transport, Tourism and Sport in April extended the validity period of a certificate that expires from 1 March to 30 June 2020 by four months. This means if your IBT cert expired on or after 1 March 2020 and up to and including 30 June 2020 the expiry date was automatically extended by four months. You may renew from any open NDLS office by making an appointment [here](#)

Q56. If I hold a learner permit, will rules be relaxed during the COVID outbreak so that I can drive unaccompanied?

No. It is important to clarify that a learner permit is not a licence, but a permit to allow a person to drive while learning. The purpose of the driving test is to set out the minimum level of knowledge, skill and competency that a learner must demonstrate in order to become a fully licenced driver. Until a learner can meet this standard and pass this test, they are not safe to take to our roads without appropriate supervision. Studies have repeatedly shown that unaccompanied learner drivers are markedly more likely to be involved in fatal collisions. For that reason, there can be no exceptions to the current laws in force around learner drivers. An unaccompanied learner driver who is stopped by An Garda Síochána may face penalty points, a fixed charge, seizure of the vehicle and possible prosecution.

Road safety remains paramount, and even more so during current circumstances. As of the 2nd June 2020, there have been 60 fatalities on Irish roads, five more than for the same period in 2019. There are serious concerns about the additional pressure road crashes place on first responders and emergency department health care workers who need to focus on dealing with the current

COVID-19 pandemic. It is therefore vital that road safety measures that are there to protect learner drivers remain in place.

The Department of Transport, Tourism and Sport and the RSA recognise the difficulty some individuals may have in making alternative arrangements; however, it is preferable to putting him or her at a risk. It is also worth noting that some people have suggested a relaxation of the learner rules for medical staff, but the risk to safety may be more acute for medical staff under severe pressure, given the added risks of driver fatigue.

Q57. The information I'm looking for is not provided here, where can I get further information?

You should be able to get all the relevant information on www.ndls.ie or you can also email lqueries@rsa.ie

National Car Testing Service (NCTS)

Q58. Are all NCT Test Centres open?

No, NCTS will be opening test centres on a phased basis in accordance with the Government's Roadmap for reopening Society and Business proceeding. The safety of the public is paramount, and we continue to be guided by public health officials and relevant national experts. If information or guidance changes, we will reassess and change our procedures and protocols accordingly.

The following centres will be reopening from the 8th June

- | | |
|----------------------------|---------------|
| ■ Cork – Little Island | ■ Waterford |
| ■ Cork – Blarney | ■ Letterkenny |
| ■ Northpoint 1 & 2, Dublin | ■ Athlone |
| ■ Deansgrange, Dublin | ■ Ballina |
| ■ Fonthill, Dublin | ■ Naas |
| ■ Galway | ■ Drogheda |
| ■ Limerick | ■ Derrybeg |

Please continue to check www.ncts.ie for further information and updates on the reopening of the remaining test centres which will also be on a phased basis.

Q59. What cars can book a test?

Those with a test due date prior to 28 March and those that were unable to complete their test due to the defects discovered with vehicle lift equipment earlier in the year.

Q60. When the service resumes, how will I make a booking?

If your centre is reopening, you must book and pay online at www.ncts.ie Please check the NCTS website for further updates. You are reminded that you are still required to observe the Government's travel restrictions.

Q61. What happens if I have make a booking and Phase 2 of the Government's Roadmap does not proceed?

Applus will automatically cancel the booking and advise you accordingly.

Q62. Which vehicles received the 4 month extension

NCTS has now updated the new test due date for all vehicles that qualified for the 4 month extension as announced by the Minister. Customers can now check to see their [new test due date](#). The extension of NCT due dates applied only to vehicles with a test due date of 28 March 2020 or later.

Q63. My car needs an NCT / to complete its NCT as it was due a retest and was affected by the lifts issue before the service was shut down on the 28 March. Is the NCT going to contact me about scheduling a test for my vehicle?

NCTS will issue notifications to as many customers as possible to advise them when to book a test. Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June. Even if you have not received a notification please book online when your local centre opens.

Q64. Is the NCT going to contact customers that were due for a retest and those affected by the lifts issue to let them know that the services is reopening and that they can now go for a test / complete their test?

NCTS will issue notifications to as many customers as possible to advise them when to book a test. Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June. Even if you have not received a notification please book online when your local centre opens.

Q65. When will the remaining centres open?

NCTS intends to open the remaining centres on a gradual basis throughout June and July pending any changes in the Government's plan to ease COVID-19 restrictions. Please check www.ncts.ie for updates.

Q66. When will the call centre be open to deal with queries?

The call centre will be open to deal with enquiries from 8 June at 9am- 4pm on 01 4135994 however you will not be able to make a booking over the phone, you must book online at www.ncts.ie

Q67. Where can I find the centre opening times?

Please log onto the NCTS website for the [opening times](#) of the operational test centres.

Q68. My test centre is opening but it is outside the Governments travel restriction. Can I book and attend for test?

The Government restrictions on travel still apply. It is mainly larger NCT centres in higher population areas that are being opened first, thus minimising unnecessary travel for those attending.

Q69. What are NCT doing to limit the spread of Coronavirus

Like other businesses, NCTS has introduced new processes at test centres to safeguard the health and safety of customers and employees.

- All NCTS employees have received mandatory training on COVID 19 safety and hygiene protocols covering social distancing requirements, personal hygiene, hand washing and the correct use of additional PPE equipment.
- Employees must wash their hands at regular intervals with soap and water (for at least 20 seconds) and or use the alcohol-based hand gel sanitisers provided.
- Before each inspection, all vehicle inspectors must wash their hands with soap and water and wear a new set of disposable gloves
- NCTS Centres will be cleaned regularly with disinfectant products. Where possible all entrance doors will be left open to minimise the risk of virus transfer via door handles.
- There are new social distancing processes in place which customers are asked to follow. Notices will be placed both internally and externally around the test centre including physical distancing floor markers.
- Vehicle Inspection Reports and NCT Certificates (if applicable) will be left on the front seat of the customer's vehicle following the test, thus eliminating the need for customers to re-enter the test centre, unless they have a query.
- Customers will be asked to wait outside the building while the test is being undertaken

Q70. What is the protocol for customers on arrival at the NCT test centre?

We are asking customers to also play their part in making a difference and adhere to the following:

- Tests must be booked and paid online
- In advance of attending for NCT, please ensure your vehicle is being presented in a hygienic state and free of any unhygienic matter such as used tissues, gloves and wipes
- Only customers with confirmed appointments should present their vehicle for inspection
- Only one person must present the vehicle for inspection and we are asking that vulnerable drivers and those with an underlying illness do not attend, we ask that they organise for someone else to present their vehicle where possible. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.
- A maximum number of customers will be permitted to enter the centre and this will be clearly sign posted as you enter the centre.
- Please read all signage, and maintain a 2 metre distance from our staff and other customers at all times when in the testing centre.
- All customers must adhere to the social distancing guidelines.
- When you reach the front of the queue you will be given instructions by staff as to what you are required to do whilst the inspection is taking place. Please follow their instructions.
- Driver identification will still be required to be shown at check in, but it should not be handed to the staff member
- Once checked in, customers will be advised to wait in their vehicles or if they prefer to wait outside the building.
- Leave windows lowered slightly to allow for air to ventilate naturally throughout the vehicle
- Ensure the air vents in the vehicle are closed and the fans are reduced to the lowest level

- Once the inspection is complete, the NCT Certificate and Vehicle Inspection Report will be left in the customer's vehicle so that the customer does not need to return to the test centre, unless they have a query.

Q71. How is NCTS implementing social distancing measures in the test centres?

NCTS is following the HSE guidance on social distancing across all test centres.

Each centre has floor markings in place to remind people about social distancing and the number of people in the waiting area is being limited. There will also be restricted seating in the test centre waiting areas. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.

Only one person must present the vehicle for inspection and NCTS asks that vulnerable drivers and those with an underlying illness do not attend and that they organise for someone else to present their vehicle where possible. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.

Q72. What sanitising procedures are being put in place to protect staff and customers?

Before each inspection, all vehicle inspectors must wash their hands with soap and water and wear a new set of disposable gloves. All staff have also been provided with hand sanitiser.

Our NCT Centres will be cleaned regularly with disinfectant products. Where possible all entrance doors will be left open to minimise the risk of virus transfer via door handles.

At the end of the inspection, the customers Vehicle Inspection Report and NCT Certificate (if applicable) will be left on the front seat of the customer's car, this saves customers having to re-enter the test centre for their test results

Vehicle Inspectors will wash their hands and change their disposable gloves after inspecting each vehicle

Hand washing facilities are also available for customers.

Q73. How will I know my vehicle is safe to get into following its inspection?

NCTS asks that customers also play their part in keeping themselves and NCTS staff safe, so prior to arriving at the test centre, please ensure your vehicle is being presented in a hygienic state and free of any unhygienic matter such as used tissues, gloves and wipes, this is to look after the health and safety of staff.

Before each inspection, all vehicle inspectors must wash their hands with soap and water or sanitiser gel and wear a new set of disposable gloves.

Q74. Will NCTS staff be wearing facemasks and will customers be expected to wear a face mask while in the test centre.

The Department of Health has recommended the use of face coverings in public area but this is not mandatory. Both staff and customers have the option to wear face coverings if they wish to do so.

Q75. Am I still able to pay for my test in cash or do I have to use card?

All tests must be booked and payment preauthorised online. As it is a preauthorised booking you will need to bring your card with you on the day of the test to finalise the payment. Our chip and pin terminals are regularly cleaned with antibacterial wipes.

Q76. Do I still have to produce my driver licence at check in?

Yes, driver identification will still be required to be shown at check in, but it should not be handed to the staff member

Q77. Are you putting in measures to allow elderly/vulnerable customers to visit the test centre at a dedicated time?

No, unfortunately, NCTS cannot provide that option, however, vulnerable drivers and those with an underlying illness are being asked not to attend and to organise for someone else to present their vehicle where possible. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.

Q78. I am over 70 or have an underlying condition and am instructed to continue cocooning. My vehicle is overdue its NCT test, should I present my vehicle for test?

NCTS asks that vulnerable drivers and those with an underlying illness do not attend and that they organise for someone else to present their vehicle where possible. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence or public services card.

Q79. I have recently been in contact with someone with COVID-19, can I still present for my test appointment?

Anyone in this situation should follow HSE advice and self-isolate for 14 days. However, you may arrange for someone else to present the car. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.

Q80. I didn't attend for my NCT in March due to concerns about COVID-19 as I am in a vulnerable category. My test due date was prior to 28 March. What is my position?

There is no change to the rules regarding the obligation to have a vehicle tested by the test due date. If your centre is one of those reopening, you may book a test and arrange for someone else to present the car for you if that is possible within the current guidelines. Otherwise, please continue to check the [NCTS](#) and [RSA](#) websites for updates.

Q81. Do I leave the keys in the car while I complete the booking in process?

No, you should bring the keys with you when you check in for your inspection

Q82. Will the key be cleaned by Applus following completion of the test and returned to me?

Yes

Q83. When will the key for the car be returned to me following the test?

The inspector will return your car and keys to you in the car park following the test.

Q84. What will happen if there is litter or unhygienic material left in the car?

If the car is not clean and clutter free, the vehicle will not be tested. All NCTS staff will be observing social distancing practices, wearing disposable gloves and washing their hands between each inspection. NCTS ask you to help by observing these practices and present the car in a manner that provides protection for staff and customers.

Q85. Will the testers clean all parts of the vehicle they need to touch?

Testers will wash their hands between each test and wear a new set of disposable gloves for each test

Q86. Can my test report be emailed to me instead of handed to me at the test centre?

There is no facility to email test reports or test certificates. However, the Vehicle Inspector will leave the documents on the front seat of your car so that you do not have to re-enter the test centre unless you have a query.

Q87. Can I pay for the service using cash?

No, all tests are to be booked and paid online. In order to prevent the spread of COVID-19, cash is not being accepted at this time.

Q88. What arrangements will be made if I become unwell while attending my NCT, or I am currently self-isolating, what should I do?

If you are unwell or self-isolating, you should not attend at the testing centre. Familiarise yourself with the Department of Health's published guidance and if possible, advise the NCTS accordingly or alternatively have another person present the car at the test centre on your behalf.

Q89. If I make an on-line booking and am unable to attend the inspection, will I get a cancellation fee refund?

For any queries regarding cancellation fees please contact info@ncts.ie

Q90. My vehicle had a partial test due to an issue with the NCT lifts - will my retest be prioritised?

Please check the [NCTS](http://www.ncts.ie) and [RSA](http://www.rsa.ie) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June. If your vehicle has travelled more than 5000km since the partial test, it will also be subjected to a brake and suspension test in addition to the underbody inspection. If you have already paid for your test, this test will be free of charge. You should book online at www.ncts.ie

Q91. Are the lifts in my NCT centre working again

The repair and replacement of lifts is ongoing. All centres re-opening have functioning lifts.

Q92. I was due to return for a retest at the time the NCTS closed. What is the position now as the retest period of 30 days has been exceeded?

As the retest period has been exceeded, your car will have a full test again, however, you will still pay only the retest fee of €28. Where a vehicle required a non-equipment retest, there will be no charge to the vehicle owner, but the vehicle must still undergo a full test.

Q93. I had a partial test before shutdown due to the lifts issue. Can I book to have the underbody inspection only completed?

Please check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June. If your vehicle has travelled more than 5000km since the partial test, it will also be subjected to a brake and suspension test in addition to the underbody inspection. If you have already paid for your test, this test will be free of charge. You should book online at www.ncts.ie

Q94. I had a partial test before shutdown and also failed one of the equipment tests - what is my position?

Your vehicle will have to undergo, a full test. You will only have to pay the retest fee that would have been due if undertaken earlier.

Q95. My car failed on a minor fault only – what is my position now?

You should attend at a test centre and show that the fault has been repaired. Your test certificate will then be issued.

Q96. My test certificate was not issued at the time of the test because I did not produce ID – what is my position?

You should attend at a test centre with the relevant car and produce the required identification. Your test certificate will then be issued.

Q97. To whom can I report someone not maintaining the COVID 19 protocols at test centres?

Customers will be asked to refer any queries they may have to the customer enquiries team at info@ncts.ie

Frequently Asked Questions on Extension of validity of NCT Certificates

Q98. Where can I check my new test due date?

NCTS has now updated the new test due date for all vehicles that qualified for the 4 month extension as announced by the Minister. Customers can now check to see their [new test due date](#). The extension of NCT due dates applies only to vehicles with a test due date of 28 March 2020 or later.

Q99. Why are NCT certificates being extended?

The measure is in place because of the suspension of car testing from 28 March due to COVID-19 restrictions. The measures are part of the State's coordinated response to the COVID-19 virus and recognise that car owners have not been able to undertake NCTs as a consequence of the suspension of car testing from 28 March 2020.

Q100. Why are cars with a due date prior to 28 March 2020 not being extended?

The NCT testing system was suspended on 28 March 2020 as part of the Government response to COVID 19. All cars with a test due date on or after 28 March 2020 were extended by 4 months. The RSA has been advised that, legally, the Regulations extending the due dates could

only be applied from the date of suspension of testing i.e. 28 March 2020 and could not be applied retrospectively. Therefore, due dates prior to this date could not be extended.

Q101. Will I get a new NCT Certificate?

No, a new certificate will not be issued. An Garda Síochána are aware that all NCT certificates with an expiry date on or after 28 March 2020 are valid for 4 months after the expiry date printed on the windscreen disc.

Q102. Do I need to apply for the extension?

No, the extension was applied automatically to all cars that are eligible for the extension.

Q103. Does the extension apply for all subsequent test due dates?

Yes, the date is being permanently reset and will be your car's new test due date in the future.

Q104. My test due date was in the middle of March. I booked a test but there was no availability until April and then the NCTS closed on March 28, 2020. What is my position?

The extension of NCT due dates applies only to vehicles with a test due date of 28 March 2020 or later and therefore does not apply to your case. The Minister has advised that An Garda Síochána are aware of the issues and a pragmatic approach will be taken at this time, given that it is not possible to have these vehicle tests done. Please retain the confirmation of booking received to produce to a member of An Garda Síochána, if required. Please continue to check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area. Remember that it is the owner's obligation to ensure that a vehicle is roadworthy at all times when used on a public road.

Q105. My NCT due date was in early March. I had the car tested in mid-March but it failed. I had the retest booked for 2 April. What is my position?

The extension of NCT due dates applies only to vehicles with a test due date of 28 March 2020 or later and therefore does not apply to your case. The Minister has advised that An Garda Síochána are aware of the issues and a pragmatic approach will be taken at this time, given that it may not be possible to have these vehicle tests done. Please retain the confirmation of booking received to produce to a member of An Garda Síochána, if required. You should also continue to carry the Vehicle Inspection Report (VIR) you received on the day of the test. Please continue to check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area. As it is more than 30 days since the initial test it will be necessary to undergo the full NCT again, this will be charged at a re-test price of €28. This is considered necessary in the interests of road safety as additional fail items may have developed in the car in the intervening period. Remember that it is the owner's obligation to ensure that a vehicle is roadworthy at all times when used on a public road.

Q106. My NCT certificate is due to expire. Will it be extended now that I cannot get my car tested?

The NCT for all cars with a due date on or after 28 March 2020 was extended by 4 months i.e. a vehicle with a test due date of 2 April was extended to 2 August. If a vehicle held a valid NCT on 28 March 2020, the test due date was extended.

NCTS has now updated the new test due date for all vehicles that qualified for the 4 month extension as announced by the Minister. Customers can now check the NCTS website to view their [new test due date](#)

Q107. My test due date has moved from May 2020 to September 2020 – when should I present my car for testing?

Your new test due date is now in September and your car should be presented for NCT based on that date. Please refer to www.ncts.ie for all booking information.

Q108. My NCT expired in the middle of March and is not being extended, I need my car to get to work, can I use it?

There is no change to the rules regarding the obligation to have a vehicle tested by the test due date.

Q109. My NCT certificate is out of date 6 months and I cannot get my car tested in order to become compliant; what do I do?

The extension of NCT due dates applied only to vehicles with a test due date of 28 March or later and therefore does not apply to your case. Please check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June. Remember that it is the owner's obligation to ensure that a vehicle is roadworthy at all times when used on a public road.

Q110. My vehicle was first registered on 1 August 2016 and will be due its first NCT on 1 August 2020, am I eligible for the extension?

No, the date of first registration generally sets the initial test due date for cars and subsequent tests are due on the anniversary of that date. Cars first registered on or after 1 August 2016 are not eligible for the 4 month extension. It is expected that the NCT service will have resumed full testing by end of July and therefore tests will be available.

Q111. My NCT certificate expired in December 2019. Will it be extended?

No, only those cars with a test due date on or after 28 March 2020 will be extended.

Q112. My NCT certificate has expired since February but because of the lifts issue, I had a partial test only, no underbody inspection was carried out. What is my position?

You should continue to carry the Vehicle Inspection Report showing an incomplete test, with you in the car to present to a member of An Garda Síochána, if required. This Report has been amended to show clearly that the NCT is incomplete due to the lifts issue.

Please check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June. If your vehicle has travelled more than 5000km since the partial test, it will also be subjected to a brake and suspension test in addition to the underbody inspection. This will be free of charge. Remember, that it is the owner's obligation to ensure that a vehicle is roadworthy at all times when used on a public road.

Q113. Will the failure to conduct NCT inspections result in dangerous vehicles on our roads?

All vehicle owners are reminded that the roadworthiness of their vehicle is always their responsibility

Q114. Should I retain my expired NCT disc and continue to display it on the windscreen?

Yes.

Q115. Will all lifts be working when NCTS resumes?

All centres reopening on the 8th June have functioning lifts. During the suspension of service, NCTS has made some progress in repairing and replacing the vehicle inspection lifts in test centres and this will continue in the coming weeks. We expect that all centres will have functioning lifts by the middle of July such that all tests can be completed in full.

Q116. I didn't attend for my NCT in March due to concerns about COVID 19 as I am in a vulnerable category. My test due date was prior to 28 March. What is my position?

There is no change to the rules regarding the obligation to have a vehicle tested by the test due date. Please check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June. NCTS are asking vulnerable drivers and those with an underlying illness to not attend the test centre and instead they organise for someone else to present their vehicle where possible. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.

Q117. I have completed my initial inspection and was due to return for a retest that requires the use of equipment. If I go outside the 30 days retest deadline will I have to undergo a full NCT inspection again?

Yes, as it is more than 30 days since the initial test it will be necessary to undergo the full NCT again, this will be charged at a re-test price of €28. This is considered necessary in the interests of road safety as additional fail items may have developed in the car in the intervening period.

Q118. I have completed my initial inspection and was due to return for a visual retest. If I go outside the 30 days retest deadline will I have to undergo a full NCT inspection again?

Yes, where it is more than 30 days since the initial test it will be necessary to undergo the full NCT again free of charge. This is considered necessary in the interests of road safety as additional fail items may have developed in the car in the intervening period.

Q119. I was due an underbody inspection as I only had a partial inspection due to the lifts issue, will I now have to undergo a full test again?

Please check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June.

If your vehicle has travelled more than 5000km since the partial test, it will also be subjected to a brake and suspension test in addition to the underbody inspection. This will be free of charge.

Q120. I was due an underbody inspection as I only had a partial test and my car also failed the brake test, will I have to undergo a full test again?

Yes, your car will have to undergo a full test. It will be charged at the retest fee of €28.

Q121. Where can I check my new test due date?

NCTS has now updated the new test due date for all vehicles that qualified for the 4 month extension as announced by the Minister.

Customers can now check the NCTS website to view their [new test due date](#)

Q122. Will not having a completed NCT impact on my car insurance?

As the public restrictions prevent customers from undergoing an NCT, we understand the insurance industry has taken a pragmatic position. In respect of vehicles that have their NCT certs extended, Insurance Ireland has said that "Insurance Ireland members are happy to be supportive and treat such licence and NCT/CRWs as valid when people are renewing their motor insurance or taking out new motor insurance policies."

However, insurance companies are private firms and the Government has no power to issue directions to them regarding this matter. You should therefore contact your insurance provider or broker for further details.'

Q123. Will I receive fines and penalty points for not having a valid NCT disc?

An Garda Síochána are aware that the expiry dates for NCTs due on or after 28 March 2020 were extended by 4 months and that new NCT certificates and discs are not being issued. You should continue to display your current disc on your windscreen.

Q124. Will the NCTS contact centre be open to answer any queries I have?

The NCTS customer contact centre remains closed for the time being, however, from week ending 5th June you can book your NCT online for the centres listed below

The following centres will be reopening from the 8th June

- Cork – Little Island
- Cork – Blarney
- Northpoint 1 & 2, Dublin
- Deansgrange, Dublin
- Fonthill, Dublin
- Galway
- Limerick
- Waterford
- Letterkenny
- Athlone
- Ballina
- Naas
- Drogheda
- Derrybeg

Q125. I am a garage owner and need to have an NCT on the vehicle to sell it, what should I do?

We will be opening test centres on a phased basis, the reopening will be aligned with the Governments Roadmap for reopening Society and Business. As information and guidance from public health officials change, we will reassess and change our procedures and protocols accordingly.

The following centres will be reopening from the 8th June

- Cork – Little Island
- Cork – Blarney

- Northpoint 1 & 2, Dublin
- Deansgrange, Dublin
- Fonthill, Dublin
- Galway
- Limerick
- Waterford
- Letterkenny
- Athlone
- Ballina
- Naas
- Drogheda
- Derrybeg

Please continue to check www.ncts.ie for further information and updates on the reopening of the remaining test centres which will also be on a phased basis.

These centres will reopen by appointment only, all tests will be prepaid and social distancing controls will be in place. Customers who were scheduled to undergo an appointment prior to the closing of the service on the 28th March are now asked to return for their NCT inspection by booking online.

Q126. My NCT certificate is being extended from April 2020 to August 2020, what happens in August if the NCTS is still not operational?

It is expected that the NCT service will have resumed full testing by end of July and therefore tests will be available.

Q127. My car was declared off the road for tax purposes and the NCT certificate expired when it was off the road. Does the 4-month extension apply? If so, is the 4 months added to the end of the period which applied to the off the road declaration or the expiry date of the NCT certificate?

No, it does not apply – assuming that the test due date of the car was before 28 March 2020.

Q128. When does the extension cease?

Based on Regulations adopted by the Minister this is a single extension of 4 months for cars that were registered before 1 August 2016 (1 August 2019 for SPSVs) and have a test due date on or after 28 March 2020.

Q129. Does the extension apply to the current testing cycle only and will future test due dates revert to the anniversary of first registration?

The date is being permanently reset and anniversaries of the new date will be your car's test due date going forward e.g. a vehicle with a test due date of 2 April 2020 will change to a test due date of 2 August 2020 and 2 August will be the car's test due date in future.

Q130. I have purchased a car with an expired NCT. Can I drive it?

The law requiring cars to have a valid NCT certificate has not changed. Please check the NCTS and RSA websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June.

Q131. My car is due its first test in April 2020, do I present the vehicle for its test due date in April or is the test due date extended to August 2020?

For a car falling due its first test in the period April – July 2020, the due date has been extended by 4 months i.e. a car previously due its first NCT in April will now have a test due date in August 2020. NCTS has now updated the new test due date for all vehicles that qualified for the 4 month extension as announced by the Minister.

Customers can now check the NCTS website to view their [new test due date](#)

Q132. I have misplaced my NCT certificate, can I apply for a replacement?

The NCTS customer contact centre remains closed for the time being, and is not in a position to process applications at present. Please continue to check the [NCTS](#) and [RSA](#) websites for updates.

Q133. My NCT certificate is currently on hold as I did not have ID with me on the day of the test. As the test centre concerned closed I am unable to present my ID how do I get the NCT certificate released?

Your certificate may be issued at any test centre by presenting the vehicle with the ID. Please continue to check the [NCTS](#) and [RSA](#) websites for updates on operational test centres.

Q134. My vehicle was issued with a pass pending recheck before testing was suspended but has not been issued with a NCT certificate. Can I arrange to have the recheck completed?

Your certificate may be issued at any test centre when the service resumes by presenting the vehicle with the relevant items repaired. Please continue to check the [NCTS](#) and [RSA](#) websites for updates in relation to test centres resuming service.

Q135. I have imported a vehicle and it requires an NCT, what should I do?

VRT testing is suspended until further notice in order to comply with the COVID 19 restrictions. Please refer to item 7 on the [Revenue](#) website in relation to importing a vehicle. Please also continue to check the [NCTS](#) and [RSA](#) websites for updates.

Q136. I have an NCT appointment currently scheduled what should I do?

NCTS has cancelled that appointment Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June.

Q137. I have tried to book an NCT online but there is no availability.

Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June

Q138. How will I know my NCT is cancelled and that I will not incur a cancellation fee?

NCTS has issued an SMS to all vehicle owners scheduled for an NCT, confirming that their appointment is cancelled. All cancellation fees have been removed. However, if for any reason a cancellation fee still applies please contact NCTS when the customer contact centre reopens and the fee will be removed/refunded.

Q139. If I already had an appointment, do I need to rebook my NCT?

Yes, when the service resumes, you will need to rebook a test. Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June.

Q140. Will NCT contact me with an appointment when the service resumes?

NCTS will issue notifications to as many customers as possible to advise them when to book a test. Please check the NCTS websites for updates in relation to resumption of services in

your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June. Even if you have not received a notification please book online when your local centre opens.

Commercial Vehicle Roadworthiness Testing (CVRT)

Q141. Can I still get my commercial vehicle tested?

The Minister for Transport, Tourism and Sport and the RSA have confirmed that **CVR testing will resume from 18 May 2020** subject to detailed measures being put in place by each individual CVR test operator to mitigate against the spread of COVID-19.

We have updated these FAQs to answer queries on the resumption of CVR testing while still including relevant questions regarding the extension of test due dates as allowed in the Commercial Vehicle Roadworthiness (Vehicle Testing) (Amendment) Regulations 2020, signed on the 20 April 2020.

Any queries concerning the resumption of CVR testing that are not covered in this document, can be sent to cvrtadmin@rsa.ie

[Further information on vehicle maintenance can be found here.](#) Vehicles with a test that was or will be due on or after 28 March have that test date extended by 3 months, see following questions for more detail.

Extension to CVR Certificates

The Commercial Vehicle Roadworthiness (Vehicle Testing) (Amendment) Regulations 2020 were signed by the Minister for Transport, Tourism and Sport on 20 April 2020 and come into effect immediately. These new measures recognise that commercial vehicle owners have not been able to undertake vehicle tests because of the suspension of commercial vehicle roadworthiness (CVR) testing from 28 March 2020 and are part of the State's coordinated response to the COVID-19 virus. In summary, the effect of these measures is to extend the test due dates by 3 months for commercial vehicles due a CVR test on or after 28 March 2020.

Queries on resumption of CVR testing

Q142. When will CVR testing resume?

CVR testing will resume on a limited basis from 18 May 2020 subject to detailed measures being put in place by each individual CVR test operator to mitigate against the spread of COVID-19.

Q143. Will all CVR test centres be open from 18 May 2020?

No - a commercial vehicle owner seeking to have a CVR vehicle tested should first contact their usual CVR test centre to verify when they are resuming CVR testing.

Q144. Can all commercial vehicles be tested after 18 May 2020?

No, we want to ensure that we have a phased resumption of CVR testing, so only vehicles with a test due date **prior to 28 March 2020** will be accepted for testing initially. This will allow all vehicles with an expired CRW and not entitled to a test due extension to be tested first.

Q145. My vehicle is out of test – what will happen if I am stopped by An Garda Síochána while driving to the CVR testing centre for the test

The Garda Síochána is aware of the suspension of CVR testing. Enforcement is a matter for An Garda Síochána. The key priority is that the vehicle is roadworthy at the time of the inspection and your legal obligation in that regard has not changed.

Q146. My vehicle qualified for an extension to the certificate of roadworthiness. Will I find it hard to get a test booking when testing resumes if there is a backlog of vehicles to be tested?

No, the vast majority of vehicles will have received a 3-month test due extension, so vehicles that had a test due date in May 2020, will now have a test due date in August 2020, those that had a test due date in August 2020 will now have a test due date in November 2020 and so on. This approach will ensure that there will be adequate testing capacity to accommodate vehicle owners seeking tests for vehicles with the usual test volume demand expected from July 2020 onwards. This will also ensure that there is an even spread of test demand for this year and subsequent years.

Measures by CVR test centres against the spread of COVID-19

Q147. Will CVR test centres be taking precautions to mitigate against the spread of COVID-19.

Yes, the resumption of CVR testing is subject to detailed measures being implemented to mitigate against the spread of COVID-19 by each CVR test centre to protect staff, contractors and users of CVR testing services, including RSA representatives. These measures are being aligned with the Government's Return to Work Safely Protocols Roadmap and compliant with Health and Safety Authority requirements. It is the responsibility of each CVRT test operator to put in place the necessary measures in respect of COVID 19 at their testing centre.

Q148. Are there any specific instructions to be followed when presenting a commercial vehicle at a testing centre?

Yes - CVR test centres should advise you of any specific instructions to be followed when you seek a booking and present your vehicle for test e.g. instructions to wait in the vehicle to ensure social distance is maintained in the test centre. The vehicle, both interior and the exterior must be presented in a clean and safe condition for testing. The vehicle presenter should observe social distancing requirements at a testing centre and adhere to all safety precautions in place. Please observe and adhere to all of the HSE signage and instructions.

Q149. Will I be required to hand-over documents when I attend at the testing centre?

Individual CVR testing centres will be implementing their own local protocols on hand-over documents required at the test. Payment should be made by credit or debit cards where possible.

Q150. Will I be subject to a fee for the test?

Yes, from the resumption of testing, the usual CVR test fees will apply along with any subsequent equipment retests that may arise from these tests.

Q151. My vehicle was due a retest prior to the suspension of CVR testing, will my CVR testing centre be able to undertake a retest?

In the interests of road safety, any vehicle that was due a retest on 28 March 2020 must undergo a full test, but the vehicle owner will only be charged the appropriate 'retest' fee for this full test. Where a vehicle required a non-equipment retest, there will be no charge to the vehicle owner, but the vehicle must still undergo a full test.

You will need to check with your CVR testing centre about their plans to resume CVR testing and book your vehicle in for test. Note that vehicles which had a valid CRW on or after 28 March 2020 will have their test due date extended by three-months and as per question 3 above, these vehicles cannot be tested as yet.

Q152. I am a vulnerable person – can special arrangements be made for me as regards a test booking

Yes - you should consult your CVR test centre to make arrangements in this regard. You may also ask another person to present your vehicle for test on your behalf.

General Queries on test due date extensions

Q153. What vehicles were covered in the extension of the test due dates for commercial vehicles?

- Any commercial vehicle with a first test due date falling during the period beginning on 28 March 2020 and ending on 30 June 2020, will have its test due date pushed forward by 3 months.
- Any vehicle with a valid certificate of roadworthiness (CRW) on 28 March 2020 (i.e. test due date on or after 28 March 2020), will have its test due date pushed forward by 3 months.

Q154. Can I check online if my vehicle's test due date has been updated?

Yes, the change in the test due date will be recorded digitally on the vehicle record contained on the National Vehicle and Driver File, but we are still in the process of updating these dates. We are prioritizing the updating of these dates for relevant vehicles, but do not expect to have all vehicles updated until June 2020. You can check that your test due date has been extended at <https://operator.cvrt.ie/Vehicle/CRWExpiryTestReminder>.

Q155. Does the extension apply for all subsequent test due dates?

The regulations reset the test due date for those vehicles with a test due date on or after 28 March 2020 and this new date will then be the test due date for the future e.g. if a vehicle had a test due date of 1 April 2020, this will be extended to 1 July 2020 and if tested on time, its next test due date will be 1 July 2021 (assuming it usually gets a 12 month CRW).

Q156. Do I still need a CRW to tax my vehicle?

The requirement to have a CRW to tax a commercial vehicle has been revoked so you will be able to tax your vehicle without holding a CRW. The obligation to hold a current CRW for a vehicle being used on a public road continues to apply.

Q157. When does the extension cease?

This is a single extension of the test due date by 3 months for CVR vehicles that hold a valid CRW on 28 March 2020 or are due their **first** test between 28 March 2020 and 30 June 2020 inclusive.

Q158. Is a vehicle owner required to apply for an extension of their current CRW for a vehicle?

No. It is not necessary to do so. The 3-month extension will automatically be applied to eligible vehicle records on the National Vehicle Driver File retained by the Department of Transport, Tourism and Sport, but please understand that it will take some time to make the changes to the records.

Q159. Is it intended to post out a new CRW to cover the 3-month extension?

No. The change in the test due date will be recorded digitally on the vehicle record contained on the National Vehicle and Driver File. You can check that your test due date has been extended at <https://operator.cvr.ie/Vehicle/CRWExpiryTestReminder>, but please understand that it will take some time to make the changes to the vehicle records.

Q160. Should I retain my expired CRW and continue to display it on the vehicle?

Yes – the latest CRW issued in respect of the vehicle should be retained. You should also continue to display the most recent CRW disc for your vehicle, even if it is out of date.

Q161. If I am asked for a CRW when abroad what should I present?

The RSA recommends that the most recent CRW for the vehicle, including trailers, should be presented together with any record of inspection carried out by an enforcement officer in the past three months. Evidence of repairs, following a roadside inspection, on-going repairs and details of walk around checks conducted should also be carried by the driver to demonstrate on-going compliance.

Q162. I have misplaced my CRW, can I apply for a replacement?

The RSA continues to process applications for replacement CRWs and there are no significant delays in this regard. There is no need to apply for a replacement CRW to cover the 3-month extension period.

Q163. My commercial vehicle was declared off the road for tax purposes and the CRW expired when it was off the road. Does the 3-month extension apply?

No, the extension will not apply as the CRW for the vehicle expired before 28 March 2020.

Q164. My vehicle was overdue a test on 28 March 2020, does the extension apply to that vehicle?

No, the extension will not apply as the CRW for the vehicle expired before 28 March 2020.

Q165. My vehicle is overdue a test? Will I be issued with a 'short' CRW?

Yes – the rules relating to issuing of CRWs remain intact. Therefore, if the vehicle is late for a test, a CRW for less than 12 months will be issued for the vehicle concerned and the 3-month extension will not apply.

Q167. My vehicle was due its first test in early March 2020, do I get the 3-month extension?

No - if a vehicle's test due date was in early March 2020 but it had not passed its test by 28 March 2020, the vehicle will not be eligible for the extension (on the basis that the vehicle did not have a valid CRW on 28 March 2020).

Q168. I was due a retest for a vehicle prior to the suspension of testing, will I be entitled to the extension?

If the current CRW expires on or after 28 March 2020, the extension will apply, otherwise it will not be extended.

Q169. My CRW is currently on hold as I did not have ID with me on the day of the test. As the test centre is closed, I am unable to present my ID. How do I get the CRW released?

Once CVR testing resumes in your CVR test centre, you may present your ID and have your CRW released.

Q170. My vehicle was issued with a pass pending recheck before testing was suspended but has not been issued with a CRW. Can I arrange to have the recheck completed?

You can arrange for the recheck to be completed once CVR testing resumes in your CVR test centre.

Q171. My vehicle is an import from another Member State, registered in Ireland before 1 July 2019, does it qualify for the 3-month extension?

Yes – provided that the vehicle has a valid CRW on 28 March 2020.

Q172. I have imported a vehicle over 1 year old which has not yet been registered in Ireland and it requires a CVR test, what should I do?

If the vehicle concerned is issued with a CRW by another Member State and this remains valid, you may be eligible to apply for a recognition cert as soon as the vehicle is registered in Ireland. If the vehicle concerned is registered in Ireland and requires a test, the RSA is exploring possible options in respect of emergency tests for such vehicles taking into account HSE advice.

Q173. Will the deferral of the test due date have an adverse impact on my RSA Commercial Vehicle Operator Risk Indicator (CVORI)?

In the case of vehicles that qualify for the extension, the deferral of the test due date will not affect their owners CVORI rating, but please understand that it will take some time to make the changes to all the eligible vehicles. However, those vehicle owners who failed to have their vehicle tests completed on time by 28 March 2020 may be impacted.

Q174. Do my legal obligations change because of the extension to the test due date?

No – your legal obligations relating to maintaining your vehicle in a roadworthy condition while in use do not change.

Q175. I am purchasing a vehicle; will I be able to see the original CRW expiry date?

When purchasing a vehicle, you are encouraged to request the seller to show you the original CRW. You can check the current CRW expiry date on the RSA CRW checker located at <https://operator.cvr.ie/Vehicle/CRWExpiryTestReminder>, but please understand that it will take some time to make the changes to all the eligible vehicles.

Driver's Hours

Q176. Are there any relaxation to Eu driving and rest rules?

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 further temporary and urgent derogation in respect of certain provisions of the EU driving and resting time rules. This extension includes additional measures, which will apply from 17 April to 31 May 2020

The derogation will apply to all operators and drivers subject to the EU driver's hours and tachograph rules engaged in the carriage of all goods (including oil supplies etc.) and will continue to be reviewed by the RSA during this time. Details of the derogation are outlined [here](#).

The prolongation of this temporary derogation is being made in view of the potential ongoing impact of the COVID-19 crisis on HGV operations; the importance of ensuring continuity of supply chains; and in response to requests from the haulage industry.

Coming into effect: Given that the current temporary derogation put in place on 18 March expires at midnight on 16 April, this prolongation will come into immediate effect from 17 April 2020 up to 31 May 2020 and will be reviewed by the RSA every week as regards its application and scope. The additional measures being introduced include the following;

- Opportunity to avail of extra reduced daily rest periods
- Opportunity to take a regular weekly rest period in the cabin

Digi Tachograph

Q177. Will there be a delay in the processing of tachograph applications?

A. The RSA are continuing to process Tachograph card applications without any current delays. Our processing team are working remotely which may result in delays going forward, but we will endeavour to keep any delays to a minimum. To assist with this, it is vital that all applications for driver cards are correctly completed and all requested supporting documentation being supplied is in order. The RSA recommends that applicants use the on-line digital tachograph system [apply here](#) rather than the traditional paper-based application forms.

Driver CPC Training Courses

Important Notice on Driver CPC During COVID-19 Outbreak

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.

Directive 2003/59/EC of the European Parliament and of the Council^[1] lays down rules applicable to the initial qualification and periodic training of drivers of certain road vehicles for the carriage of goods or passengers. Those drivers must hold a certificate of professional competence and must prove they have completed the periodic training by holding a driving licence or a driver qualification card, on which the training is registered. Due to the difficulties in completing the periodic training and in renewing certificates of professional competence certifying that training as a consequence of the extraordinary circumstances caused by the COVID-19 outbreak, **which started as of 1 February 2020 in some Member States**, it is necessary to extend the validity of those certificates for six months after their expiry date, in order to ensure the continuity of road transport.

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. 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.

This is not an amnesty for drivers who did not take training and allowed their CPC cards to expire.

Q178. Are Driver CPC training courses operating?

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 organisation 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.

Q179. I have completed my CPC training, will I get my CPC card?

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.

^[1] Directive 2003/59/EC of the European Parliament and of the Council of 15 July 2003 on the initial qualification and periodic training of drivers of certain road vehicles for the carriage of goods or passengers, amending Council Regulation (EEC) No 3820/85 and Council Directive 91/439/EEC and repealing Council Directive 76/914/EEC (OJ L 226, 10.9.2003, p. 4).

Q180. Are there any extensions to Driver CPC cards during the period of the COVID-19 outbreak?

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.

Q181. My CPC card is was due to expire the week 9th March?

The RSA will adopt some discretion for cards that expired from week commencing the 9th of March but not before. This is not an amnesty for drivers who did not take training and allowed their CPC cards to expire.

Q182. I am a Driver CPC training organisation and I'm looking for advise on whether I should continue the training.

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

Q183. Can I do my CPC courses in the North of Ireland as they are now conducting them online?

There is no on-line training in the South and therefore we are unable to recognise this training as we cannot bench-mark it against training delivered in the South. We will exchange valid CPC cards issued in the North for an Irish CPC card up to the expiry date of the NI card.

Education Service

Q184. 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

Q185. Are driving lessons impacted?

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

Q186. Why are the RSA not asking ADIs to stop operating?

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 protect themselves, their families and communities by following the official Government guidelines on hygiene and social distancing. 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.