

THE DRIVER THEORY TEST – Frequently asked Questions for Resumption of Services June 2020

1. 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.

2. 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 HSELive on 1850 24 1850 for further guidance.

3. 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.

4. 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.

5. 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.

6. 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.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. Will there be hand sanitisers in each centre?

Hand sanitiser will be available at all test centres.

15. 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.

16. 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.

17. 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.

18. 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.

19. 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.

20. 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.