

Frequently Asked Questions

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

Q1. 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.

Q2. 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](#)

Q3. 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.

Q4. 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.

Q5. 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](#)

Q6. 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.

Q7. 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.

Q8. 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.

Q9. 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.

Q10. 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.

Q11. 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.

Q12. 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](#)

Q13. 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](#)

Q14. 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

Q15. 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.

Q16. 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](#)

Q17. 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](#)

Q18. 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.

Q19. 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.

Q20. 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.

Q21. 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.

Q22. 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.

Q23. 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.

Q24. 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

Q25. 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](#)

Q26. 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](#)

Q27. 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](#)

Q28. 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.

Q29. 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