Driving test scheduling principles

How we manage driving test applications

- In the interest of fairness, driving test appointment invitations will be issued in the following order:

  1. **Critical frontline workers**: priority customers whose request as a critical frontline worker has been accepted.

  2. **Re-tests**: customers who have failed their test and reapplied. There's a minimum six-week gap between failing your test and being invited for a retest.

  3. **Eligibility and application date**: the earlier a customer applied, the sooner they will get an appointment, provided they were eligible to sit a test at the time they applied.

- Customers invited to book a test have 10 days to select an appointment. If they're not ready to sit a test, they can hold off booking and re-add themselves to the invitation queue at a later stage.