

DVSA Resumption of Driver Services

Stakeholder Briefing Pack (MOTORCYCLE SECTOR)

ENGLAND ONLY

We will provide further updates on Scotland & Wales subject to local restrictions





The Coronavirus pandemic has been an unprecedented challenge, resulting in many changes to our way of life. In March we took the difficult decision to suspend most of DVSA services in line with government guidance. Our priority over the past three months has been to keep people safe, whilst still providing a critical worker testing service to support the national emergency response. I do not underestimate the significant challenges this has placed upon businesses and supporting learner riders.

As we head into a period where the restrictions placed on all of us are beginning to change, I am now in a position to be able to announce further details on our plans for resuming DVSA driver services. We have worked closely with MCI & DIA to gather feedback from the frontline, develop new operating procedures and up to date guidance. I am grateful for stakeholders important and professional contribution to this work during what I know is a difficult time.

With approval from Public Health England, Department for Transport and other government departments, I am pleased to publish this EMBARGOED Stakeholder Briefing Pack. This briefing provides details of our plans, key dates and information on how DVSA will manage our phased return to service. I will continue to review how we are progressing with this challenging task, and I sincerely thank you for your continued support.

25th June

Confirmation to the House of Commons, public announcements and communications of timeline as detailed in this pack.

4th July

Driver & rider instructors can return to work and are able to instruct anyone (not just critical workers). Rider CBT can resume. Theory test resumes service at all test centres in England. ADI Part 1 & Enhanced Rider Scheme Trainer test, will also restart on 4 July.

6th July

All DVSA Driving Examiners that are able (subject to health and caring considerations) return to work to deliver emergency tests to critical workers. Focus during this phase is the current list of critical workers.

Trainer booker system reopens for motorcycle and vocational tests, the earliest bookable slot being 13th July.

13th July

Motorcycle tests booked through the trainer booker system begin.

The public booking system will remain closed until further notice

Further to extensive discussions with Public Health England and other government departments, we are pleased to confirm ATBs may return to work, to instruct anyone (not just critical workers) on the 4th July.

DVSA has worked closely with MCIA & DIA to develop guidance, which is freely available on the MCIA and DIA public website. This guidance should be read alongside 'Working safely during Coronavirus' guidance available on gov.uk, which includes risk assessment and wider considerations.

Instructors are responsible for ensuring their services remain safe. Guidance on how instructors can undertake risk assessments can be found on the HSE's website. We share our SOPs with you in case you wish to refer to them when providing guidance to your members on developing their own health and safety procedures. We know you have previously produced useful guidance for your members, we are eager to link and signpost to your webpages. We request you refer to our updated SOPs to review your guidance and prepare to update websites tomorrow to coincide with our public communications.

DVSA SOPs will be sent directly to stakeholders and hosted on gov.uk.

COVID 19 ATB BEST PRACTICE GUIDELINES



The safeguarding of customers must be the number one priority for all involved in ATB operations.

Customers should be seen as potentially vulnerable and appropriate measures adopted. The following best practice guidelines are recommended for use by ATBs when conducting training in-line with Government social distancing guidelines.

This guide has been developed by MCIA RIDE and the DIA with the support of DVSA.

1. ADDITIONAL TIME

Extra time should be made available for each training session, allowing the instructor to take additional precautions for the safety of customers.

2. BOOKING TRAINING

Online booking for training should be encouraged. Customers should be informed they are not to attend training sites to book training. Telephone bookings should remain in place with office staff working from home or working within a safe office environment (such as 2 metres away from other office workers, not desk sharing, and not sharing stationary or other office equipment).

Online booking systems are available on the open market which can be used through existing websites.

3. CUSTOMER REQUIREMENTS

An effective approach to reduce the chances of infection is for customers to bring their own equipment. Customers should be strongly advised to:

- Bring their own helmet, appropriate clothing, and gloves wherever possible.
- Bring their own refreshments (drink and food).
- Bring their own radio earpiece (standard 3.5mm earphone will be suitable and are readily available on most internet based selling sites). Alternatively, the ATB could provide/sell these.
- Bring a face cover to cover the mouth and nose (such as a neck tube or thin scarf for example). This can be worn under the helmet when riding, and in theory-based training sessions to offer additional protection.

4. TRAINING RATIOS

The following training options for CBT and DAS Training should be offered (where applicable):

- 1:1 training should be seen as the safest training option and should be encouraged wherever possible.
- 2:1 training can be offered, but only where a comprehensive risk assessment has been conducted to confirm there is adequate space and capacity within the ATB to meet the 2 metre social distancing rules.
- If training above a 2:1 ratio is offered, then this should be considered as very high risk indeed. There must be absolute certainty within the ATB that this can be completed in a safe, professional manner, and meet all the requirements within the Government's guidance.

Theory test centres in England will resume service on 4th July, alongside ADI Part 1 and Enhanced Rider Scheme Trainer tests. There may be a small number of appointments which will need to be rescheduled to accommodate social distancing.

Critical workers

We are still prioritising tests for critical workers across Great Britain who can apply for an emergency test through the online service. In Scotland & Wales the Theory Test is only available to critical workers applying through the online service.

Staying COVID-19 Secure in 2020

As the health and safety of all staff and customers is key, we've worked hard to ensure the correct social distancing measures are in place at all test centres to help minimise any risks. These measures include:

- tape on floors, workstations and chairs to keep candidates two metres apart
- extra cleaning of the test centres and commonly used devices
- protective transparent screens at admission desks
- providing candidates with hand sanitiser at the test centre
- cleaning workstations before each test

Candidates will be encouraged to wear a face covering but will need to remove it briefly to verify their ID. Pearson VUE will be supplying staff with face coverings and gloves.

Working patterns

To help us to apply social distance measures we have had to change our examiners' programmes. They will also have different working patterns so we can allow time between tests to help us avoid too many people gathering (crowding) in the car park. Test times may be different to what you are used to – please check carefully. Ask your members not to arrive more than 5 minutes early.

Test centres

We will be unable to reopen all test centres. This will vary on a site by site basis. We want to make sure each location is safe having been closed for a significant time. We'll share a list of all the affected test centres separately.



Key changes

In line with Public Health England and HSE guidance, we are introducing the following changes:

Waiting room & facilities

Due to social distancing measures we will be unable to open our test centre waiting rooms. Toilet facilities will be available for both instructors and candidates.

We ask candidates to arrive no earlier than 5 minutes before the test. The meet and greet will be conducted in the car park.

Headset

The candidate must fit their own earpiece which should be provided by the candidate.

If they do not have a compatible earpiece, DVSA will provide them with one that has been hygienically cleaned using antiviral wipes.

Face coverings

Examiners will wash their hands and put a face covering on before leaving the office.

This may be a neck tube often worn by motorcyclists so long as it covers the mouth and nose.

**Further details are available in the
Coronavirus (COVID-19): conducting driving tests (Motorcycle Mod 1 & Mod 2)**

Key changes

In line with Public Health England and HSE guidance, we are introducing the following changes:

Test & Trace

If a driving test candidate or driving examiner develops symptoms in the days after a test, the NHS Test and Trace service will use data DVSA collects from the candidate to contact them.

We've updated our privacy notice published on GOV.UK to explain how we manage personal data. See section 4.1 of the following document: [Book and manage your driving test: privacy notice](#)

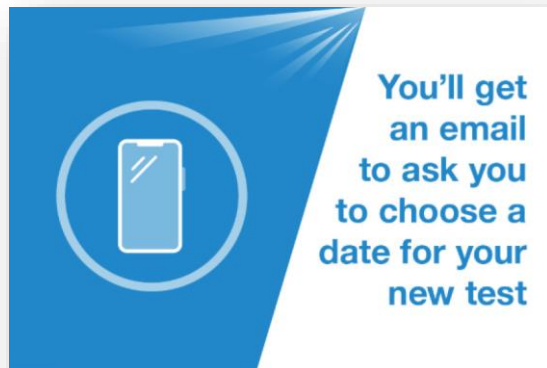
Current adjustments continue

- If the candidate comes to the test with clear symptoms the test will not go ahead.
- If the candidate becomes unwell or starts to cough continuously during the test, the test will be stopped.

**Further details are available in the
Coronavirus (COVID-19): conducting driving tests (Motorcycle Mod 1 & Mod 2)**

A dedicated page will be published on gov.uk providing guidance for candidates and instructors on what to expect when they attend theory tests and driving tests. This page will summarise booking their test, social distancing measures, mandatory requirements (such as wearing a face covering) and not to attend if they have symptoms or self-isolating.

This page also assures candidates that they can reschedule or cancel free of charge, even at short notice (within 3 days or on the day)



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Once again we thank you for your support, insight and contribution to these plans, during this unprecedented national emergency.

