

Post Covid-19 measures taken by CIECA members CIECA members' recovery plans

(Responses updated by 26 May 2020)

CIECA members have already started to plan and implement measures to gradually get back to work after the Covid-19 outbreak.

This document compiles information on a series of issues that need to be considered when planning the resuming of all testing activities. Although the list of issues provided (1) should not be considered exhaustive, and (2) will vary from jurisdiction to jurisdiction, there will be many common elements to bear in mind, and CIECA is convinced that it will be extremely beneficial to think collectively about these issues among members. We invite all CIECA members to consult this document and we hope that it will contain useful information for your organizations.

The document includes information on the following issues:

- Current situation due to Covid-19 in your country.
- Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.
- Are there any other specific measures that have been considered by your organization in relation to the theoretical tests?
- Are there any other practical measures that have been considered by your organization in relation to the practical tests?

BELGIUM - GOCA

UPDATE ON 27 MAY 2020

1. Current Situation

As from 11th may all driving schools have restarted the activities.

On 18 may all theory exams are possible again, together with practical exams for Cat. AM, A, C (E) and D.

As from 25 may also Cat B and BE exams are possible again.

2. Specific measures taken for theory test

- All specific conditions to make it possible to take the theoretical exam are extended in time. All temporary driving licences and theoretical tests that expired during the period from 16 march till 30 dec are extended till 31/12/2020

3. Fields of action and categories of measures

Potential needed measures in connection with COVID-19 can be roughly subdivided into three categories:

- a) *Distance measures:* These include measures that make the person-to-person transmission unlikely simply by ensuring a distance between people (e.g. distances between applicants when performing the theory test, specific work schedules to avoid cross-contamination among employees).
- b) *Hygienic measures:* These include measures that counteract a specific infection or spread of viruses through physical or disinfectant prevention (e.g. disinfection of work equipment, calls for hygiene when coughing and sneezing, ventilation of rooms, wearing mouth protection, provision of hand disinfection points etc.).
- c) *Awareness and information measures:* These include measures to raise awareness and understanding among applicants and employees and to impart acceptance and the necessary knowledge about changed procedures (e.g. notices, displays, brochures, social media, etc.).

Within the measure categories, it can be considered for each field of action which concrete implementations are conceivable or are already being planned. Furthermore, it might be useful to differentiate for individual fields of action according to process stages, i.e. preparation (in advances to the exam), implementation (taking the exam) and follow-up (after the exam has been completed).

These considerations can be illustrated as depicted in Figure 1 whereby the aim is to fill the cells in this structure with concrete measures.

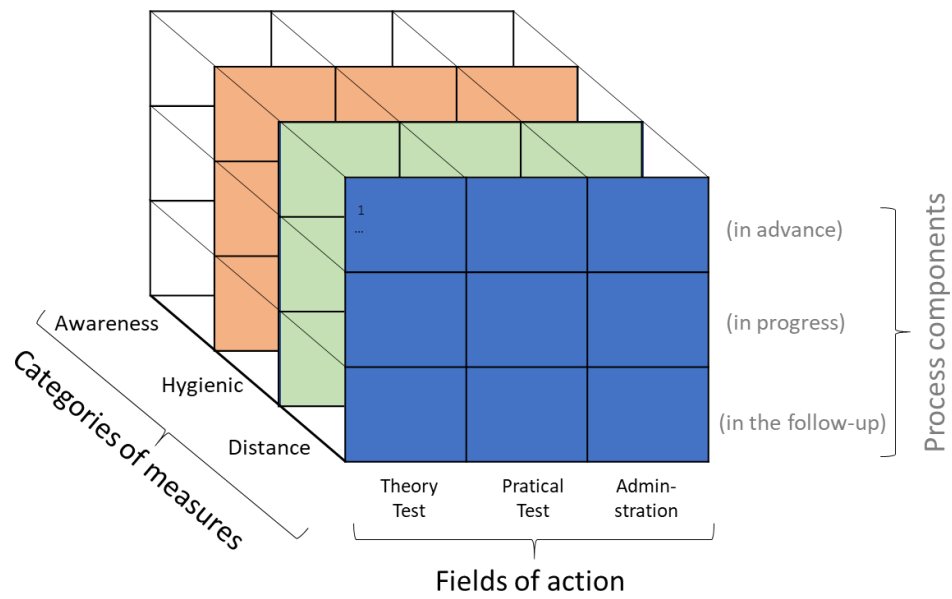


Figure 1: Structure of measure package(s)

3. Proposals of measures within the structure

3.1. Theory Test

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m (markings on floors in the waiting area and in the test room) • Driving schools are requested to inform / instruct the applicants accordingly; the applicants should not be accompanied • 	<ul style="list-style-type: none"> • Reduced numbers of participants if distance cannot be guaranteed. • Installing of partition screens between the different working stations. 	<ul style="list-style-type: none"> •
Hygienic	<ul style="list-style-type: none"> • GOCA Vlaanderen is working on a plan with possible measures taken after reopening. This plan will contain measures about how to raise capacity in the driving schools and exam centres, hygiene measures to be taken etc. 	<ul style="list-style-type: none"> • No hand-shakes • Protective measures for should be taken when checking the ID and verification documents (screen between candidate and employee) • Hand disinfection product is available and obliged to use before entering the exam room. • Protective covering for the headsets 	<ul style="list-style-type: none"> • Disinfection of the operating devices or surfaces • Ventilation of the test room • Extra cleaning measures
Awareness	<ul style="list-style-type: none"> • Extend the validity of the theoretical exam and validity of lessons taken till 31/12/2020, for everybody who cannot take the exam during the lockdown because of corona measures 		

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> • Maintain a minimum distance of 1.5 m • Each device is disinfected between each exam • Personnel is advised not to shake hands with customers 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m • When in the care, were there is no distance possible: protective masks are mandatory. 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m (in the waiting area and in the test room)
<i>Hygienic</i>	<ul style="list-style-type: none"> • Provision of disinfection dispensers • protective masks 	<ul style="list-style-type: none"> • No hand-shakes • The driving instructor is obliged to maintain the hygiene of the working space. • Provide sufficient protective masks • Disinfect hands before entering the vehicle. • During the exam, the instructor and the candidate are obliged. • Obligation of wearing masks for driving examiner, candidate and instructor inside the vehicle • Avoid sharing items between examiners 	<ul style="list-style-type: none"> • Regular disinfection of the user interfaces of the examiner's work equipment (tablet), the interior of the car etc. • Necessary cleaning or disinfection measures must be ensured by the driving school or individual candidate.
<i>Awareness</i>	<ul style="list-style-type: none"> • Information to driving school that applicants should only be presented symptom-free; • Website, newsletter, etc... 	<ul style="list-style-type: none"> • Information on special behaviours / processes (e.g. keep distance, hygiene rules, etc.) • Marks on the floor • Internal routings 	

3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	•	•	
<i>Hygienic</i>	<ul style="list-style-type: none"> • Payment of the fees is only possible cash-free • Employees are protected and working after a glass screen 		
<i>Awareness</i>	<ul style="list-style-type: none"> • Coordination with the authorities • Coordination of measure with the driving schools 		•

CANADA – SAAQ (QUEBEC)
1. Current Situation

The current situation due to Covid-19 in Quebec is as follows:

- No practical tests are currently available due to the danger of infection and the National Public Health Authorities instructions regarding social distancing.
- Starting April 20th registration and licencing services (not testing) will progressively be resumed for the general public and by appointment only.
- Since online appointment services have been suspended since the beginning of the confinement period, waiting lists are still short. However, SAAQ expects a higher demand for testing when services will be fully resumed.
- Taskforce groups are being established to address different issues regarding resuming driver training and testing services.

3. Amended Procedures for Urgent Driving Tests 2020 (in preparation)
3.1. Theory Test

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Since SAAQ is not able to respect National Public Health instructions regarding social distancing, all scheduled driving tests have been postponed. 	<ul style="list-style-type: none"> • SAAQ started to work on a screening process to establish the health and priority status of a client. This process should likely be used when services will be resumed. 	
Hygienic	<ul style="list-style-type: none"> • Up to now, the use of PPE, even for the resuming of services, has been rejected since SAAQ administration expects shortage for the health sector. Therefore, already know that the mitigation solutions will not imply the use of PPE. 	<ul style="list-style-type: none"> • SAAQ started to work on a screening process to establish the health and priority status of a client. This process should likely be used when services will be resumed. 	<ul style="list-style-type: none"> • SAAQ is working on a solution to be able to perform driving tests while reducing contamination risks to a minimum.

Awareness	<ul style="list-style-type: none"> SAAQ started to work on a screening process to establish the health and priority status of a client. This process should likely be used when services will be resumed. 		
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3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> Since SAAQ is not able to respect National Public Health instructions regarding social distancing, all scheduled driving tests have been postponed. 		
Hygienic	<ul style="list-style-type: none"> SAAQ is working on a solution to be able to perform driving tests while reducing contamination risks to a minimum. 	<ul style="list-style-type: none"> Up to now, the use of PPE, even for the resuming of services, has been rejected since SAAQ administration expects shortage for the health sector. Therefore, already know that the mitigation solutions will not imply the use of PPE. 	

Awareness	<ul style="list-style-type: none"> SAAQ started to work on a screening process to establish the health and priority status of a client. This process should likely be used when services will be resumed. 		
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3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> Since SAAQ is not able to respect National Public Health instructions regarding social distancing, all scheduled driving tests have been postponed. 		
Hygienic		<ul style="list-style-type: none"> Up to now, the use of PPE, even for the resuming of services, has been rejected since SAAQ administration expects shortage for the health sector. Therefore, already know that the mitigation solutions will not imply the use of PPE. 	
Awareness	<ul style="list-style-type: none"> Some registration and licencing services are still being offered to drivers who work in priority sectors. Those services are offered by appointment only. 		

CROATIA – HRVATSKI AUTOKLUB

1. Current Situation due to Covid-19 in Croatia

All driving schools and examination centres were closed from 19 March 2020. Drivers training processes are restored on 8 May, and driver testing services for all categories are restored on 15 May 2020.

2. Challenges for resumption of service

- Guidance taken from Civil Protection Headquarters
- All basic rules are applied: ensuring a distance between applicants, disinfection, ventilation of working areas etc.

3. Specific measures taken for driving tests**3.1. Theory Test**

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Maintain a minimum distance of 1.5 m • Each device is disinfected between each exam • Personnel is advised not to shake hands with customers • Enter the test room one by one taking the safe distance (1,5-2 m) 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m • this also applies to the distance to the examiner's place 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m (in the waiting area and in the test room)
Hygienic	<ul style="list-style-type: none"> • Provision of disinfection dispensers • Adherence to the current recommendations of the authorities is a prerequisite for the conduct of the exam for all participants. (e.g. wearing of masks and gloves is recommended but not compulsory) 	<ul style="list-style-type: none"> • No hand-shakes 	<ul style="list-style-type: none"> • Disinfection of the operating devices or surfaces (keyboard, mouse, display) after each test • Air ventilation of the test room, cleaning or disinfection measures, appropriate time periods are planned between the theory tests.

Awareness	<ul style="list-style-type: none"> Put up notices on behaviors and all processes clearly visible (e.g. keep your distance, hygiene rules etc.) Candidates should only be presented symptom-free 		
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3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> Driving schools are requested to inform the applicants accordingly; the applicants should not be accompanied Keep a minimum distance of approx. 1.5 m outside the examination vehicle 	<ul style="list-style-type: none"> There may be three persons in the vehicle, a driving instructor, a candidate for driver and an authorized examiner. Keep a min. distance of 1.5 m outside the examination vehicle Taking of other people (e.g. candidate for the next exam) in the vehicles is temporarily suspended 	
Hygienic	<ul style="list-style-type: none"> Provision of masks, gloves and disinfectants for examiner (use before entering the vehicle) Adherence to the current recommendations of the authorities (e.g. wearing of masks, gloves) 	<ul style="list-style-type: none"> No hand-shakes The driving instructor is obliged to maintain the hygiene of the working space. Provide sufficient protective masks, PVC gloves, wet wipes and disinfectants in the vehicle. Disinfect hands before entering the vehicle. During the exam, the instructor and the candidate are recommended to wear PVC gloves and masks. Obligation of wearing masks for driving examiner in the vehicle 	<ul style="list-style-type: none"> Regular disinfection of the user interfaces of the examiner's work equipment (tablet), the interior of the car etc. Between driving exams, adequate ventilation of the vehicle must be ensured, after each test for 10 min. Necessary cleaning or disinfection measures must be ensured by the driving school

		<ul style="list-style-type: none"> Avoid sharing items between examiners, driving instructors and candidates, for example, a ballpoint pen 	
Awareness	<ul style="list-style-type: none"> Information to driving school that applicants should only be presented symptom-free; recommendation of protective masks in the vehicle 	<ul style="list-style-type: none"> Information on special behaviours / processes (e.g. keep distance, hygiene rules, etc.) 	

3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> Adaption of work schedules of the staff to avoid cross-contamination 	<ul style="list-style-type: none"> Adjustment of the disposition (reduced number of applicant places and buffer times for necessary intermediate actions, e.g. hygiene measures) 	
Hygienic	<ul style="list-style-type: none"> Payment of the fees is only possible cash-free (a cash payment on the exam day is generally not accepted) 		
Awareness	<ul style="list-style-type: none"> Coordination with the authorities Coordination of measure with the driving schools 		<ul style="list-style-type: none"> Frequent exchange about best practise approaches

ESTONIA

UPDATE ON 26 MAY 2020

Both theory and practical tests are taken in Estonia and the government ended the emergency situation on 17 May 2020.

- **3.1. Theory Test**

- We have started to take the theory tests in all categories since the 18th of May, although we took them for emergency workers (including the Army) during the emergency period.

	In advance	during execution	in the follow-up
Distance		<ul style="list-style-type: none"> • Theory test classes are currently smaller (because of the required distance), but it does not have an effect on the amount of taken exams. The bureaus have made more classes, so the amount of the exams is actually even bigger. • Masks are highly recommended. 	
Awareness			<ul style="list-style-type: none"> • Theory test results remain valid for 12 months. • The period of validity of the theory tests that expired during the state of emergency or will expire 30 days after the end of the emergency situation (until the 16th of June), will be extended 90 days. In the middle of August, emergency situation changes will lose their validity.

3.2. Practical Test

- The state emergency ended on the 17th of May, but the state allowed the driving schools to start their work from the 5th of May. That also meant that we started to take all practical tests from the 7th of May. Before the 7th of May, we took the driving exams in limited numbers (all categories except category B). We started with some driving exams in the middle of April (category A and in the Army, mostly categories C, CE and D).

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Hygienic</i>		<ul style="list-style-type: none"> • The hand washing and cleaning is a priority • Keep the vehicles as clean as possible. • Masks are highly recommended. 	
<i>Awareness</i>		<ul style="list-style-type: none"> • One big change is that we are changing the first driving exam time from the minimum 45 minutes to 35 minutes (in categories A-, A1-, A2-, B-, B1- and BE), all re-taken exams last minimum 45 minutes. This is in action from the 25th of May. Shortened exams will be in action 180 days after the ending of the emergency situation. 	<ul style="list-style-type: none"> • We had roughly 3000 exams cancelled during the emergency situation. We have more examiners working than usually and the examiners can work overtime. During the summertime, the examiners will not be on their vacations.

3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Awareness</i>	<ul style="list-style-type: none"> All theory tests (about a thousand), that were cancelled during the emergency situation, have been rescheduled. 		<ul style="list-style-type: none"> All driving exam schedules are valid from the 7th of May (who were able to book the times before the emergency situation) and we are currently finding new test times for those, whose exams were cancelled during the emergency situation. The driving exam times of people who registered for the tests via their driving schools will be changed in cooperation with the driving school. Those whose tests were cancelled will not be sent to the back of the queue. We will be attempting to serve everyone based on priority.

MEASURES TAKEN BY 17 APRIL 2020

- The Road Administration cannot prepare new test schedules before the end of the state of emergency. After the end of the state of emergency, the Road Administration will give the people whose tests were cancelled another time slot for the test free of state fee. The test times of people who registered for the tests via their driving schools will be changed in cooperation with the driving school.
You will be offered a new time if you have not already registered for a new test yourself. Please note that if you register on our online service site for a new test you will not be exempted from the state fee.
- The Road Administration has proposed extending the period of validity of the theory tests that expire during the state of emergency. We will inform you about the decision on our website.
- If the driving test is cancelled due to the state of emergency caused by the coronavirus (COVID-19) pandemic, this is classed as *force majeure* and the Road Administration cannot be held liable for compensation.
- Theory test results remain valid for 12 months.
- The Road Administration is currently collecting data and will be offering examinees new times in due course. If an examinee registers for a later time, they will not be offered a new time and they will not be able to change it without paying the state fee.
- Those whose tests are cancelled will not be sent to the back of the queue. We will be attempting to serve everyone based on priority.

- The Estonian Road Administration is monitoring both the instructions issued by the government during the state of emergency and the weather conditions. When both allow exams to recommence, driving schools will be informed and information will be provided on the website.
- The Road Administration reviews issues that need to be relevant every two weeks.
- Driving schools may only teach subjects where there is no contact between the student and the teacher.
- On the week 17. The Road Administration will start conducting exams which are contactless (motorbike) and we will start doing exams for the army.
- Hand washing and cleaning is a priority and we will keep the vehicles as clean as possible. Masks will probably be compulsory.

FINLAND – TRAFICOM

1. Current Situation

The Finnish driving testing facilities have been open all this time.

Ministry of Transport and Communications declared that the transportation is one of the critical functions in the society and therefore the testing services needed to be functioning also.

2. Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.

- Because those examiners who are off duty now (the risk group) there are fewer appointment times and there will be a backlog. Now there is around 11 % less driving tests than normally in April. Depending how long the situation will continue there will be also other factors affecting to a backlog like summer holidays for personnel. Normally spring and early summer until Midsummer has been the busiest time in our testing service.

3. Amended Procedures for Urgent Driving Tests 2020

- 3.1. Theory Test**

	In advance	during execution	in the follow-up
Hygienic	<ul style="list-style-type: none"> At the theory test each tablet is disinfected between each customer appointment Personnel is advised not to shake hands with customers 	<ul style="list-style-type: none"> Everyone is advised to wash their hands between each customer or whenever he/she will take a break for a lunch, coffee break etc. 	<ul style="list-style-type: none"> Personnel is advised not to shake hands with customers All surfaces are cleaned several times during the day (desktops, door handles etc)
Awareness	<ul style="list-style-type: none"> Customers are advised to cancel the appointment if they have any flu like symptoms. 		

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Awareness</i>	<ul style="list-style-type: none"> At the appointment if personnel notices that the customer does not seem well (flu kind of symptoms) the examiner will kindly advice him/her to make a new appointment for the test by phone when he/she is well again 		

3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Hygienic</i>	<ul style="list-style-type: none"> Personnel is advised not to shake hands with customers All surfaces are cleaned several times during the day (desk tops, door handles etc) 		?
<i>Awareness</i>	<ul style="list-style-type: none"> The testing services follow the guidance issued by the Ministry of Social Affairs and Health and the Finnish Institute for Health and Welfare. All those examiners or other personnel who belong the risk group (over 70 years old or any special medical condition) are not in the duty. This means that the testing capacity is lower than normal. Around 20 examiners are part of this group. Ten (10) smaller service centers are closed for now and some centers do not have evening service hours (between 4p and 6 pm). We have 98 service centers that are open. 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> All information concerning exceptions on renewing driving licenses or exceptions for professional drivers or any kind of information concerning covid-19 can be found on our website https://www.traficom.fi/fi/ in Finnish, https://www.traficom.fi/sv/etusivu in Swedish and https://www.traficom.fi/en/etusivu in English

	<ul style="list-style-type: none">• All customer services are by appointment only.• The situation is monitored constantly and we will make changes if needed		
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GERMANY – TÜV / DEKRA arge tp 21 – VdTÜV - DEKRA**1. Current Situation**

Due to the current situation regarding the spread of SARS-CoV-2 in Germany, the technical test centres have initially (severely) restricted the implementation of the theoretical and practical driver license tests since mid-March 2020 and then suspended them nationwide. The theoretical and practical driver's license tests (as of April 9, 2020) were initially suspended until April 20, 2020. The federal and state governments decided on April 15, 2020 that the contact restrictions will remain in effect until May 3, 2020. Also, education and driving practise work of driving schools was suspended.

In May, the federal states have again gradually allowed driving tests in all categories in compliance with distance and hygiene rules.

However, the period of relaxing restrictions and resumption of driving license test in the very next future requires special measures that should be taken in a transition phase in order to minimize the risk for applicants as well as for examiners and other employees. In this context, representatives of the technical inspection centres from TÜV and DEKRA, from the VdTÜV and from the TÜV|DEKRA arge tp 21 developed proposals and suggestions for such measures.

It has to be mentioned that these measures are proposals which must be reconsidered in the specific circumstances and given conditions the testing organisations are faced to in the various federal states of Germany.

2. Fields of action and categories of measures

Regarding to the duties of the technical inspections centres in the context of the driving licence system different fields of action can be identified. These fields potentially require different implementations with regard to certain categories of measures. The proposed structure below is aiming for support the determination measures' packages that are as holistic as possible.

There are individual requirements in the following fields of action:

1. Theoretical Driving License Test
2. Practical Driving Test
3. Administration and Periphery

Potential needed measures in connection with COVID-19 can be roughly subdivided into three categories:

- d) *Distance measures:* These include measures that make the person-to-person transmission unlikely simply by ensuring a distance between people (e.g. distances between applicants when performing the theory test, specific work schedules to avoid cross-contamination among employees).

- e) *Hygienic measures*: These include measures that counteract a specific infection or spread of viruses through physical or disinfectant prevention (e.g. disinfection of work equipment, calls for hygiene when coughing and sneezing, ventilation of rooms, wearing mouth protection, provision of hand disinfection points etc.).
- f) *Awareness and information measures*: These include measures to raise awareness and understanding among applicants and employees and to impart acceptance and the necessary knowledge about changed procedures (e.g. notices, displays, brochures, social media, etc.).

Within the measure categories, it can be considered for each field of action which concrete implementations are conceivable or are already being planned. Furthermore, it might be useful to differentiate for individual fields of action according to process stages, i.e. preparation (in advance to the exam), implementation (taking the exam) and follow-up (after the exam has been completed).

These considerations can be illustrated as depicted in Figure 1 whereby the aim is to fill the cells in this structure with concrete measures.

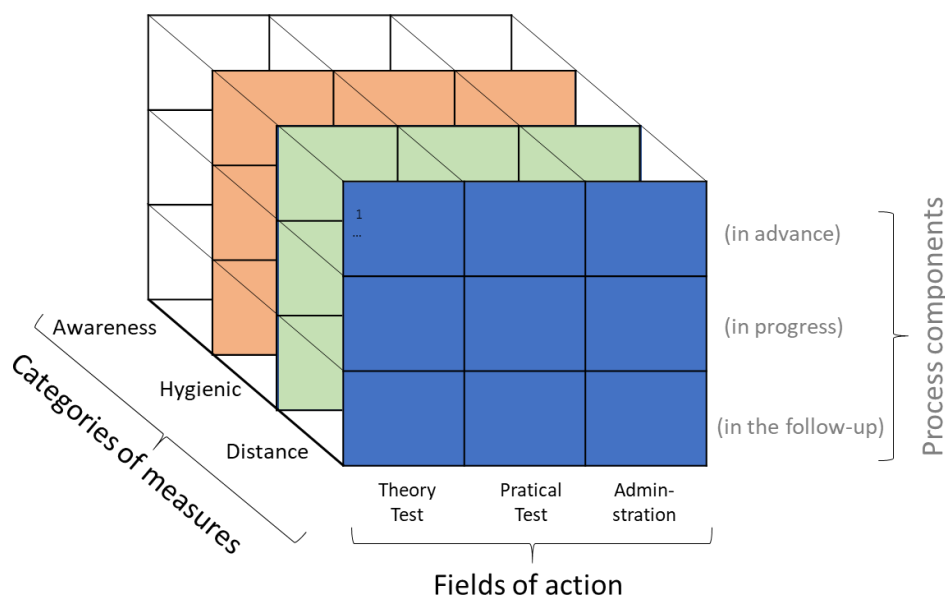


Figure 1: Structure of measure package(s)

3. Proposals of measures within the structure


The following overview provide a proposal of possible measures. The measures that are suitable on site should be selected and implemented as needed by those responsible for the respective technical test centre - based on the prevailing framework conditions (spatial conditions, technical equipment, etc.).

3.1. Theory Test

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m (markings on floors in the waiting area and in the test room) • Driving schools are requested to inform / instruct the applicants accordingly; the applicants should not be accompanied 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m (set up applicant positions accordingly; also, for sign language interpreter exams) <ul style="list-style-type: none"> - this also applies to the distance to the examiner's place • Feedback to the applicants not at the examiner's PC instead sending to the applicant's PC 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 1.5 m (markings on floors in the waiting area and in the test room)
Hygienic	<ul style="list-style-type: none"> • Provision of disinfection dispensers in the entrance area • Use of single-use headphones for the audio tests • Adherence to the current recommendations of the authorities is a prerequisite for the conduct of the exam for all participants. (e.g. wearing of masks (PPE)) – in case of non- compliance the test cannot be taken 	<ul style="list-style-type: none"> • No hand-shakes • Protective measures for the examiner should be taken when checking the ID and verification documents (e.g. handing over in transparent plastic bags) 	<ul style="list-style-type: none"> • Disinfection of the operating devices or surfaces (keyboard, mouse, display) after each test • For the necessary air ventilation of the test room and any necessary cleaning or disinfection measures, appropriate time periods are planned between the theory tests.
Awareness	<ul style="list-style-type: none"> • Put up notices/placards on special behaviors / processes clearly visible (e.g. keep your distance, hygiene rules etc.); e.g.: https://www.infektionsschutz.de • Information to driving school that applicants should only be presented symptom-free 		

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> Driving schools are requested to inform / instruct the applicants accordingly; the applicants should not be accompanied 	<ul style="list-style-type: none"> Keep a minimum distance of approx. 1.5 m outside the examination vehicle Check of needed requirements and identity, technical preparation for driving, instruction and feedback on the test drive <u>outside the vehicle</u> When assessing two-wheeler tests, the examiner should also sit on the right back seat of the following car. taking of other people (e.g. further applicants) in the vehicles is suspended 	<p>[?]</p>
<i>Hygienic</i>	<ul style="list-style-type: none"> Only sites where the availability / use of suitable sanitary facilities is ensured (preferably test centres) can be selected as the departure / change location Provision of disinfectants for examiner (use after leaving the vehicle) Adherence to the current recommendations of the authorities is a prerequisite for the conduct of the exam for all participants. (e.g. wearing of masks (PPE)) – in case of non-compliance the test cannot be taken Protective walls or shields for hygienic protection in the test vehicles are not in compliance <p>[?]</p>	<ul style="list-style-type: none"> No hand-shakes Protective measures for the examiner should be taken when checking the ID and verification documents Obligation of wearing masks for all occupants in the vehicle Adequate ventilation in the test vehicle must be ensured during the driving exam - if necessary, drive must be briefly interrupted at a suitable point and / or if possible. the windows must be opened when the vehicle is stationary 	<ul style="list-style-type: none"> Regular disinfection of the user interfaces of the examiner's work equipment (keyboard, display), the interior of the car etc. Between driving exams, adequate ventilation of the vehicle must be ensured; any necessary cleaning or disinfection measures must be ensured by the driving school / applicant

Awareness	<ul style="list-style-type: none"> Information to driving school that applicants should only be presented symptom-free; on mandatory protective masks in the vehicle 	<ul style="list-style-type: none"> Verbal information on special behaviours / processes (e.g. keep distance, hygiene rules, etc.) 	
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3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> Adaption of work schedules of the staff to avoid cross-contamination 	<ul style="list-style-type: none"> Adjustment of the disposition (reduced number of applicant places and buffer times for necessary intermediate actions, e.g. hygiene measures) 	
Hygienic	<ul style="list-style-type: none"> Payment of the fees is only possible cash-free (a cash payment on the exam day is generally not accepted) 		
Awareness	<ul style="list-style-type: none"> Coordination with the supervisory authorities Coordination of measure with the driving school sector Development and dissemination of a joint information sheet (with the regional driving instructor) for the applicants 		<ul style="list-style-type: none"> Frequent exchange between inspection centres about best practise approaches Frequent exchange between inspection centres and supervisory authority about information and experiences

IRELAND - RSA**1. Current situation**

- No practical tests are currently available due to the danger of infection and the requirement for social distancing. (Some limited number of HGV tests are being conducted for staff required in the frontline services such as Ambulance Service etc.) The mitigation of risk for the conducting of such tests greatly impacts on potential productivity and currently rules out category B (A, BE, W,) tests as it is not possible to maintain the recommended social distancing with the consequential High risk to staff and public.
- Driving test facilities are closed.
- Waiting lists are growing and will result in high demand for tests when operations resume. Further pressure will result from the reduction in staff numbers resulting from contract testers reaching the end of contract and contracts not being extended or renewed.
- Training as part of the E.U. Periodic training requirements on hold which could present difficulties in meeting the requirements of the Directive.
- Postponement of upskilling training which was planned may impact in a negative way on service delivery in the short term.

2. Challenges for resumption of service**2.1. High demand for tests / backlog resulting from the shutdown coupled with potential reduced capacity to deliver tests resulting from reduced staff and additional safety procedures.**

- The need to prioritise waiting lists may need to be considered. In the initial phase maximising of test output might impact on other business considerations.
- The option of re employing former testers on short term contracts may need to be considered.
- The temporary deferral of requests for leave may need to be considered.
- Flexible working arrangements as a temporary measure could be considered to allow for 7-day week testing.
- This will result in fewer Tests per Tester in a normal working day so we would need consider additional measures to enhance productivity.

2.2. Lack of certainty as to what might be required from a health perspective as the disease while under control will not be eradicated and the danger of flare ups / possible re infection will still exist.

- Guidance taken from Health and Safety Authority, The Health Service Authority and W.H.O. will form part of any planning.
- Possible periodic health screening for staff? Health and Safety risk assessments will need to be carried out on A, B, BE, and W categories.

2.3. How to manage the continuing risks when considering category, A, B, BE and W tests will present a major challenge. Other HGV categories present a more manageable risk.

- The current risk mitigation measures for Emergency tests in HGV categories may give an indication as to how we could potentially proceed in the higher categories, however, considerable thought must be given as to how the risk can be mitigated in category A, BE, W and B.

2.4. Meeting the additional costs associated with the above while maintaining a sustainable business model.

- This might involve strict control of budgets and avoidance of any avoidable spending on non-essential areas.
- The careful deployment of staff to avoid any additional costs and reduction in productivity should be avoided.

3. Amended Procedures for Urgent Driving Tests 2020 (in preparation)

3.1. Theory Test

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Access may need to be limited to the test candidate only. • Some existing facilities may not be suitable for continued operation: some of our larger facilities may require reduced capacity and some re configuration to reduce footfall and provide for social distancing. 	<ul style="list-style-type: none"> • Reduced or staggered schedules to reduce occupancy and social contact. In the short term there may need to be some short-term space leased to reduce the numbers operating in some centres: e.g. Sligo interview room now has room for 5 applicants, with the “social distancing” this will be reduced to 2. Longford now capable of facilitating 2 applicants and would be reduced to 1. All others would be reduced as well. 	<ul style="list-style-type: none"> • Minimum of 40 minutes from finish time of one test and commencement of the next test to allow the Tester to take the hygienic measures
Hygienic	<ul style="list-style-type: none"> • Consideration may need to be given to daily cleaning of facilities when in use with very specific and detailed list of tasks to be completed. Centres need to be thoroughly cleaned daily when used until we return to normal. 	<ul style="list-style-type: none"> • The deployment and compulsory use of suitable PPE along with additional procedures and protocols to be considered 	<ul style="list-style-type: none"> • Between one test and another the tester sanitise the workspace, open the window to aerate the room and put on PPE again before the next test.

Awareness	<ul style="list-style-type: none"> • Candidate to wait in vehicle until phoned by tester and invited to enter building. 		
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3.2. Practical Test Category B

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> • We may need to change the way we meet applicants, by not bringing them into the centre, i.e. meeting them in the car park/compound. • When Tester phones the Candidate they are to be asked to confirm their own (and that of the accompanied Driver/ADI) health status and whether they have been in contact with any confirmed case or anyone awaiting a test for COVID19. 	<ul style="list-style-type: none"> • HGV tests to be conducted at centres that have compounds for reverse manoeuvres. • Accompanying person to exit the vicinity of the vehicle prior to tester and applicant commencing test. • The deployment and compulsory use of suitable PPE along with additional procedures and protocols to be considered 	<ul style="list-style-type: none"> • Giving the result in the car. • Max of two driving tests per Driver Tester in any one day • additional procedures and protocols to be considered
<i>Hygienic</i>	<ul style="list-style-type: none"> • RSA may also need to have tighter controls on parking and Driving Instructors meeting their customers in centre parking areas/compounds.) 	<ul style="list-style-type: none"> • Mandatory protective masks in the vehicle • Disposable seat covers to be included with PPE 	<ul style="list-style-type: none"> • Test schedules will need adjusting to allow for preparing/sanitising/cleaning between Tests.

Awareness	<ul style="list-style-type: none"> • additional procedures and protocols to be considered 		
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3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> • Adjustment of the disposition (reduced number of applicant places and buffer times for necessary intermediate actions, e.g. hygiene measures) 		
Hygienic		<ul style="list-style-type: none"> • Take hygiene measures 	
Awareness	<ul style="list-style-type: none"> • Candidate to be notified in advance that any ADI or accompanying driver will not be permitted to attend at the test centre office at the time of the test. Candidate to inform accompanying driver of this. • Contact details including mobile numbers of each Candidate must be taken, and records kept for at least 30 days for provision to the HSE in event of contact tracing requirements • Candidate to be informed via call and email of the 		<ul style="list-style-type: none"> • Frequent exchange between inspection centres about best practise approaches • Frequent exchange between inspection centres and supervisory authority about information and experiences

	procedure below for attending for test. The Test centre to remain locked. Candidate to supply phone number in advance and this number to be given to driver tester		
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Category A Procedures for Urgent Driving Tests Pilot 2020

1. Test centre preparation & schedule

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> Max of 3 Cat A tests per Driver Tester in any one day to avoid over exposure. 	<ul style="list-style-type: none"> 2 Desks put together (2 metres between applicant and Tester). 	<ul style="list-style-type: none">
<i>Hygienic</i>		<ul style="list-style-type: none"> Tester should open and close doors to ensure that applicant limits any contact with door handles etc. Adequate Supply of Hand Sanitiser and tissues available on Desk. Supply of Anti-Bacterial wipes/spray cleaner available for desk cleaning etc. Adequate supply of disposable Kitchen Paper Towel. Disposal Bin available beside Desk to include Bin Liners. Supply of writing pens, each pen used by applicant to be 	<ul style="list-style-type: none"> Minimum of 30 minutes from finish time of one test and commencement of the next test to allow the Tester to sanitise the workspace, open the window to aerate the room and put on PPE again before the next test.

		<p>taken away by applicant after use.</p> <ul style="list-style-type: none"> • Supply of Nitrile Powder Free Examination Gloves or similar. • Supply of Face Masks • A second plastic chair beside desk for the applicants gloves and helmet. 	
Awareness	<ul style="list-style-type: none"> • Where possible Cat A tests to be conducted at centres that have compounds as they are already set up for Covid-19 Emergency Testing and for ease of carrying out slow manoeuvres, on/off stand, walk along side, push/pull without the aid of the engine, and U-Turn control. 		

2. Theory Test Procedures

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> • The Test centre to remain locked. • Applicant waits at their vehicle until phoned by tester or invited to enter building. 	<ul style="list-style-type: none"> • Applicant to supply phone number in advance and this number to be given to driver tester. • Tester phones the applicant and they are asked to confirm their own (and that of their ADI if accompanied) health status and whether they have been in contact with any confirmed case or anyone awaiting a test for COVID19. 	

Hygienic	<ul style="list-style-type: none"> • Unlocks centre to permit applicant to enter (no ADI permitted entry). • Tester invites the applicant to enter test centre. 	<ul style="list-style-type: none"> • Tester put's own Examination Gloves and Face Mask on. • Show the Applicant the direction to the toilets and ask them to wash their hands thoroughly according to HSE handwashing technique on display in toilets. • Invite applicant into interview room and ask them to place Helmet & Gloves on separate chair provided beside desk. • Ask Applicant to take a seat (Where plastic type seats are not available a disposable seat cover should be used) and invite them to take a tissue/ sanitise their hands if they want to • Ask applicant to put Face Mask on and advise that it must be worn throughout the theory part of the test. • Ask applicant to put Latex Gloves on and use hand sanitiser on gloves • 	<ul style="list-style-type: none"> • Accompanying ADI (if present) to exit the vicinity of the vehicle prior to tester and applicant commencing test
Awareness	<ul style="list-style-type: none"> • Contact details including mobile numbers of each applicant must be taken, and records kept for at least 30 days for provision to the HSE in event of contact tracing requirements • Applicant to be notified in advance that ADI Instructor will not be permitted to attend at the test centre office at the time of the test. Applicant to inform ADI Instructor of this. • Applicant to be informed via call/text and email of the procedure below for attending for test. 	<ul style="list-style-type: none"> • Confirm address with applicant and what type of vehicle using for test. • Ask applicant for motorcycle logbook and if required, relevant documentation to confirm motorcycle CC/kw and Reg No. and place it in the plastic bag provided for Driver Tester to check and confirm suitability for test category and return to applicant. • Ask applicant for their Learner Permit and request them to wipe it with an Anti-Bacterial wipe before presenting. • Check details in usual way and return to applicant. • Read declaration aloud to 	

		<p>applicant and ask if they are satisfied/happy with it.</p> <ul style="list-style-type: none"> • Applicant must not be permitted to touch the tablet at any stage. • Tester to tick both boxes on the tablet, while informing the applicant what they are ticking on their behalf. • No applicant sample signature required in order to limit the amount of contact. 	
<i>Administration</i>	<ul style="list-style-type: none"> • Rules of Road etc in normal way. While maintaining distance, do not pass the laminated road sign sheet to the applicant, issue applicant with paper-based sign card with signs numbered to be identified and disposed after use. 		

3. Practical Test Procedures

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> • Proceed to Vehicle. Reminding the applicant to maintain 2m distance at all times. 	<ul style="list-style-type: none"> • Tester records Vehicle details as per normal procedure. • Technical checks conducted. Maintaining a safe distance between tester and applicant. 	<ul style="list-style-type: none"> • Tester and applicant always return to office maintaining minimum 2m safe distance

Hygienic	<ul style="list-style-type: none"> • Ask applicant to fit Radio and earpiece as per standard procedure. • Confirm with applicant that earpiece is fitted properly. • Ask applicant to put on their Helmet and confirm if chin strap is fastened properly. • Carry out a radio check to confirm if volume needs to be adjusted (applicant to adjust volume as per instructions from tester). • Do not hold the doors for the applicant to pass through... Allow the applicant to go first and open the door yourself after applicant has exited if necessary. • Lock test centre door. 	<ul style="list-style-type: none"> • Applicant can remove the protective plastic gloves and put them in their pocket and puts on their own motorcycle gloves. • Tester advises applicant that he/she must not remove their gloves or Helmet until advised to do so. • Tester uses the anti-bacterial gel on their gloves on return to the test centre 	<ul style="list-style-type: none"> • Tester asks Applicant to remove their motorcycle gloves and put them back on the chair • Applicant is asked to put on Latex Gloves on and use hand sanitiser. • Applicant asked to remove their Helmet and place it back on chair • Tester asks applicant to remove radio harness and to take the jack plug for the earpiece out of the radio and leave the radio at a designated area (table or chair). • Applicant is reminded to retain their own earpiece and bring with them on departure. • Tester asks applicant to put face mask back on. • At the end of the test: • Tester wipes desk and applicants chair with Anti-Bacterial wipes. • Tester wipes any door handles or other surfaces which were contacted during the test with Anti-bacterial wipes/cleaner • Tester wipes applicants Radio with Anti-Bacterial wipes in preparation for the next test. • Tester wipes their Tablet, Radio and Earpiece with Anti-Bacterial wipes in preparation for the next test. • Tester disposes of all used wipes. • Tester removes Examination Gloves using approved HSE technique so as not to let hands come into contact with the outside of the gloves. Tester sanitises hands before removing face mask and disposes of mask. • Place bag in bin. • Tester washes hands thoroughly.
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Awareness		<ul style="list-style-type: none"> • Tester carries out safety and vehicle road worthiness checks as per standard procedures. • On/Off stand, Push/Pull, Walk Along Side, U-Turn Manoeuvres to be carried as per normal. • Tester moves to own vehicle and does a final Communications Radio Check with applicant, if everything is ok, tester gives the normal preamble. • Conducts test in normal manner as per Standard Procedures and Marking Guidelines. • Applicant not to remove Face Mask and Latex Gloves until outside the centre. 	<ul style="list-style-type: none"> • Applicant returns to Compound and Parks.
Administration			<ul style="list-style-type: none"> • Tester informs applicant that they have Passed/Unsuccessful on their test today. • If it is a Pass the tester should fill out details on Competency Certificate first and removes it and copy from book thereby avoiding touching of the book of certificates by the applicant. • Tester presents Competency Cert for applicant to sign with pen supplied. • Applicant returns copy of competency cert to tester. • Applicant to keep pen/biro which they have used and take it with them when leaving. • Testers puts copy of cert into envelope for return to admin section. • Testers gives applicant feedback etc as per procedures. • Tester completes test procedure on tablet and uploads result.

Guidance on Use of PPE

All Testers should familiarise Themselves with the Guidance below on safety protocols for putting on and taking off PPE in correct sequence and how to take off gloves to prevent contamination.

HOW TO GUIDE - PUTTING ON PPE FOR CONTACT/DROPLET PRECAUTIONS

1 Perform hand hygiene
Alcohol based handrub
Rub hands for 20–30 seconds.
or
Water and soap
Wash hands for 40–60 seconds.



2 Put on the gown


3 Put on the mask
Medical mask.


4 Put on eye protection
Put on face shield or goggles.


5 Put on gloves
Ensure glove is placed over the cuff of the gown.


Full PPE


 World Health Organization

HOW TO GUIDE - TAKING OFF PPE FOR CONTACT/DROPLET PRECAUTIONS

Ensure that infectious waste containers are available for safe disposal of PPE. Separate containers should be available for reusable items.

Order is important

1 Remove gloves



2 Remove the gown

Ensure gown is pulled away from the body during removal and that clothing does not become contaminated and dispose of them safely.



3 Perform hand hygiene

Alcohol based handrub

Rub hands for 20–30 seconds.

or

Water and soap

Wash hands for 40–60 seconds.



4 Remove eye protection

Remove face shield or goggles.



5 Remove the mask

Ensure you are taking the mask off from the straps, avoid touching the mask.



6 Perform hand hygiene

Alcohol based handrub

Rub hands for 20–30 seconds.

or

Water and soap

Wash hands for 40–60 seconds.



How-To Guide for the Removal (Doffing) of Disposable Gloves:

- Pinch and hold the outside of the **glove** near the wrist area.
- Peel downwards, away from the wrist, turning the **glove** inside out.
- Pull the **glove** away until it is **removed** from the hand and hold the inside-out **glove** with the gloved hand



The link below to a HSE video on use of PPE, although it refers to the Healthcare setting, the video covers the sequence and gives good advice on how to sanitise hands thoroughly, fit face masks and how to put on and take off gloves. It is helpful as an induction aid.

The Hand Hygiene, Face Mask and Gloves segments are;

Hand Hygiene 1:25 – 2:03

Face Masks 7:18 – 15:00

Gloves 17:35 – 20:40

https://www.youtube.com/watch?v=PZtL8HtfuOM&feature=emb_logo

LATVIA - MINISTRY OF TRANSPORT

1. Current situation due to Covid-19 in Latvia

- All drivers testing services are restored from 14.04.2020.
- All drivers training processes are restored.

2. Challenges for resumption of service

- Prevent crowd in testing centres, keep distance 2 metres
- Protect our employees
- Equipment in testing facilities and examination cars

3. Mandatory education in driving schools' classrooms, periodic training

The Ministry introduced online education through Webex, Zoom, and similar platforms.

3.1. Theory Test

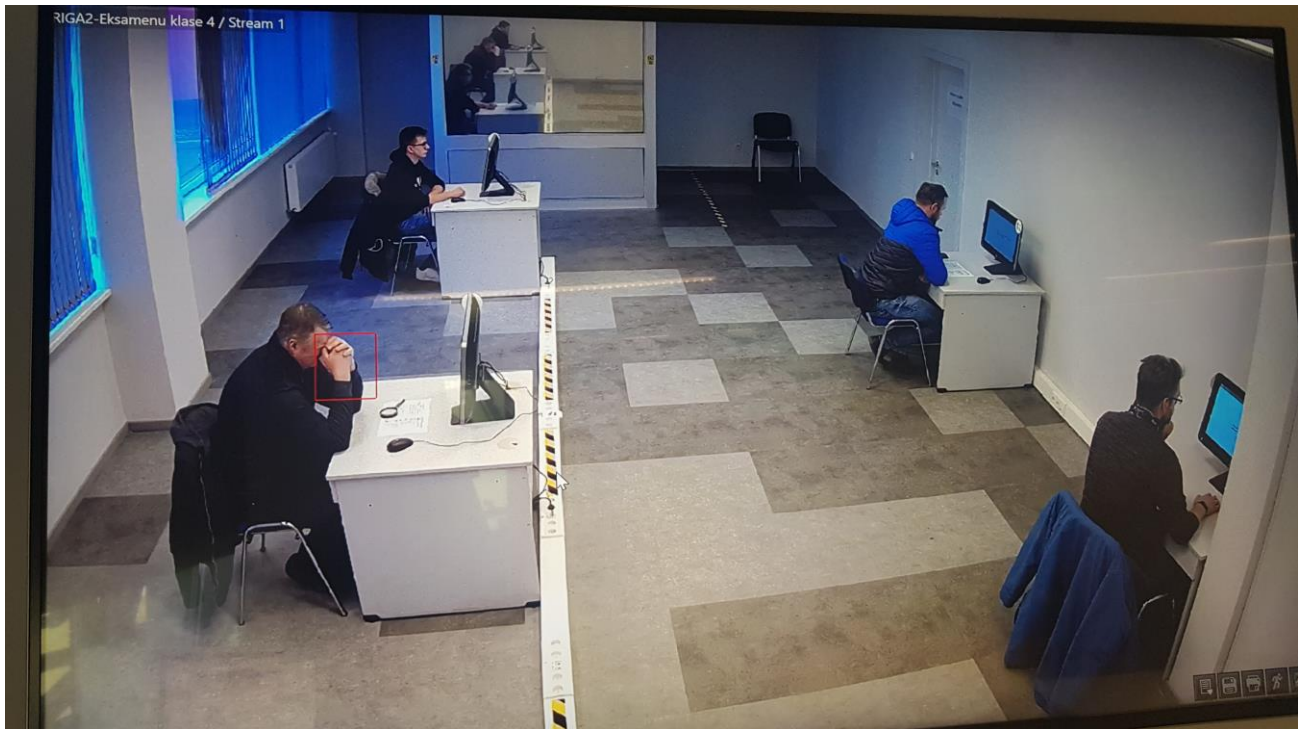
	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Increased distance between the tables 2 meters in the theory exam, 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 2 m • See pictures below 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 2 m (markings on floors in the waiting area and in the test room)
Hygienic	<ul style="list-style-type: none"> • In test centres doors are open to avoid unnecessary touching handles. • Hand disinfectants available for customers. 	<ul style="list-style-type: none"> • Acquiring protective masks, gloves, disinfectants, protective screens in sufficient quantities (it was challenging). • Employees were separated into groups to prevent contact between them to avoid spreading virus in case of infection. 	<ul style="list-style-type: none"> • mouse disinfection after every exam • Regular ventilation and disinfection of facilities.

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> Installing protective transparent screens in examination vehicles Cat, C and D. 	<ul style="list-style-type: none"> See pictures below 	
<i>Hygienic</i>	<ul style="list-style-type: none"> Conduct of the exam for all participants. (e.g. wearing of masks) 	<ul style="list-style-type: none"> Obligation of wearing masks for all occupants in the vehicle See pictures below 	
<i>Awareness</i>	<ul style="list-style-type: none"> All practical tests provided without entering test centre. 		

3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> The number of candidates attending tests at the same time is restricted and under control. Public is kept at testing centres for the shortest possible time. 	<ul style="list-style-type: none"> Public is kept at testing centres for the shortest possible time. 	
<i>Hygienic</i>			
<i>Awareness</i>	<ul style="list-style-type: none"> Applying for services in testing centres (licence exchange, vehicle registration, technical inspections) is possible only by phone. By doing that, number of candidates attending tests at the same time is restricted and under control. Public is kept at testing centres for the shortest possible time. The Ministry is working on restoring e-services for applying for theory and driving tests. Priority is given to persons who applied for the tests before shutdown. 		



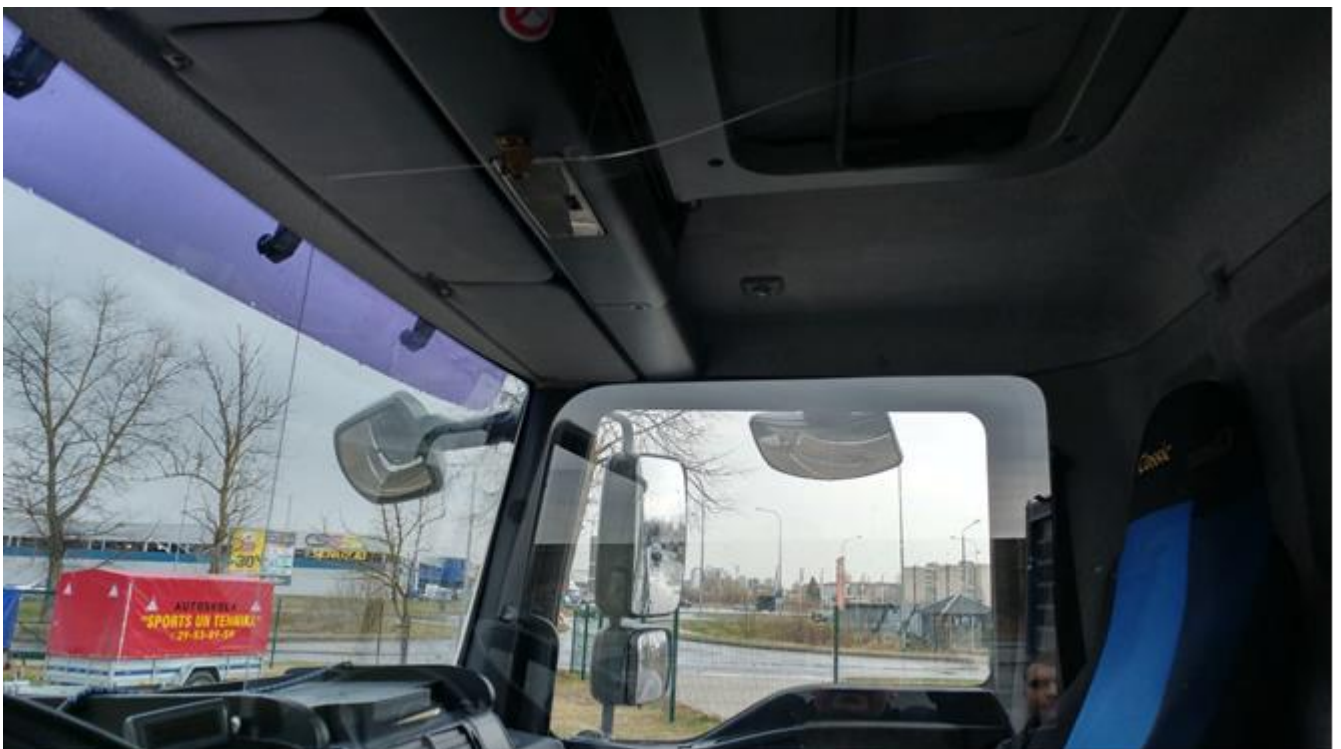
Picture 1: Theory test in Latvia



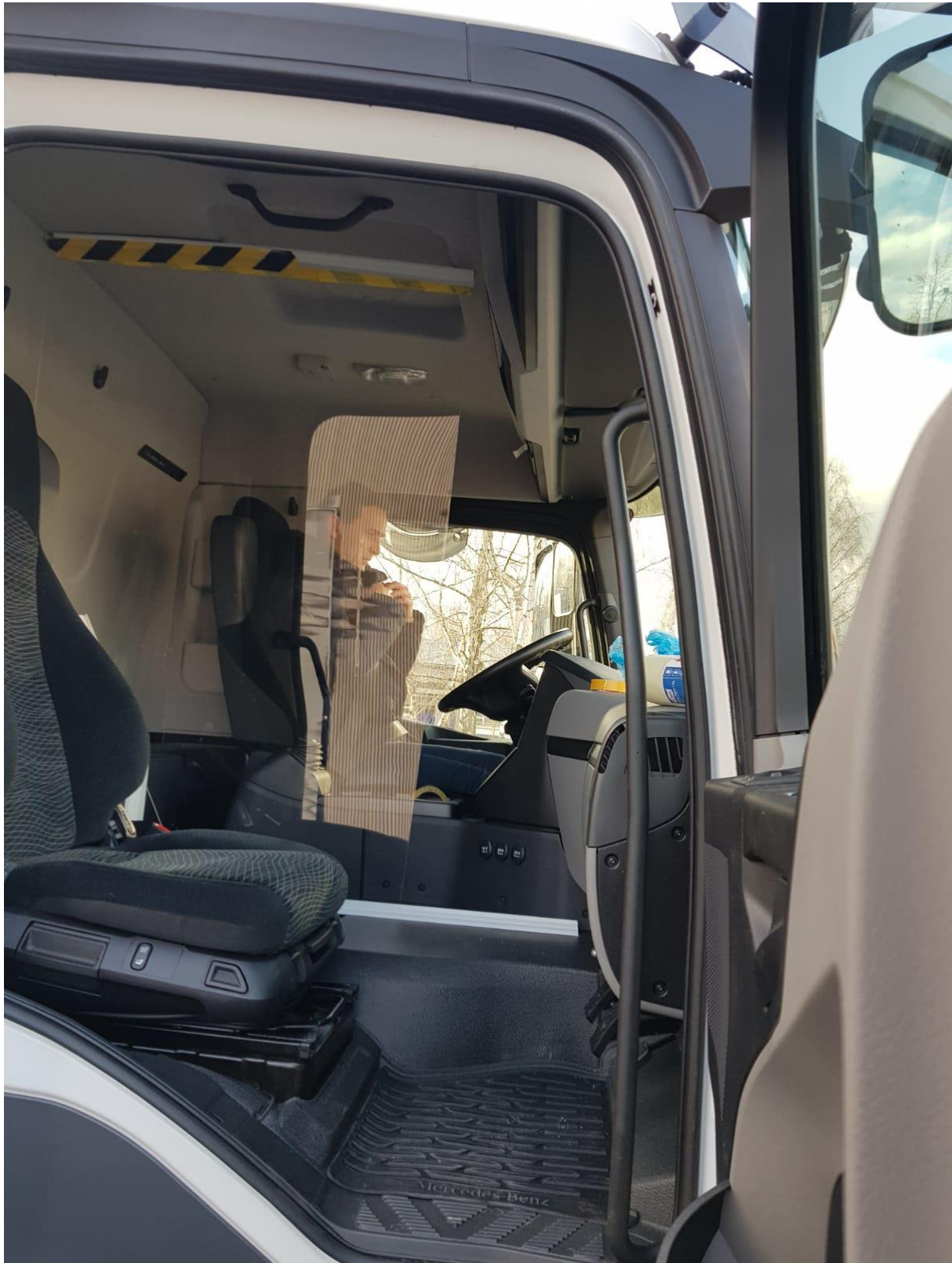
Picture 2: Category B test in Latvia



Picture 3: Category B test in Latvia



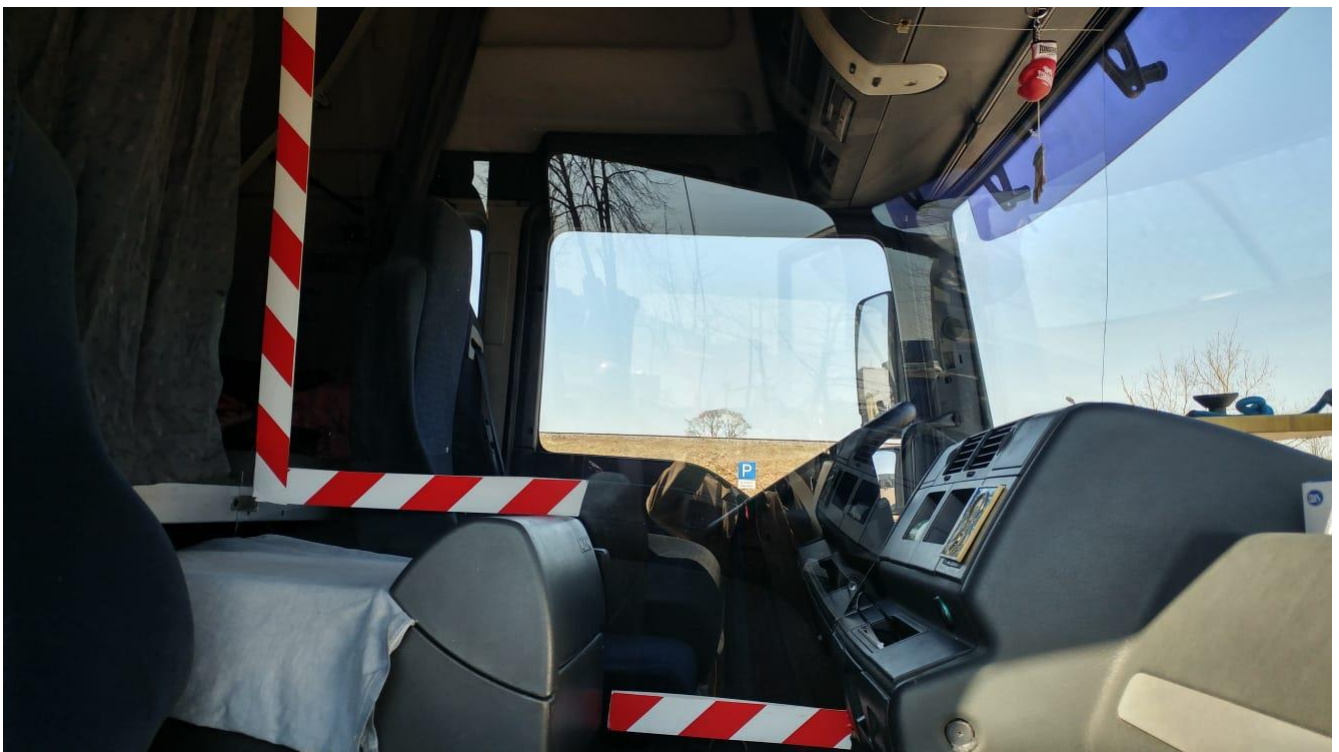
Picture 4: Protective transparent screen installed in vehicle for category C test in Latvia



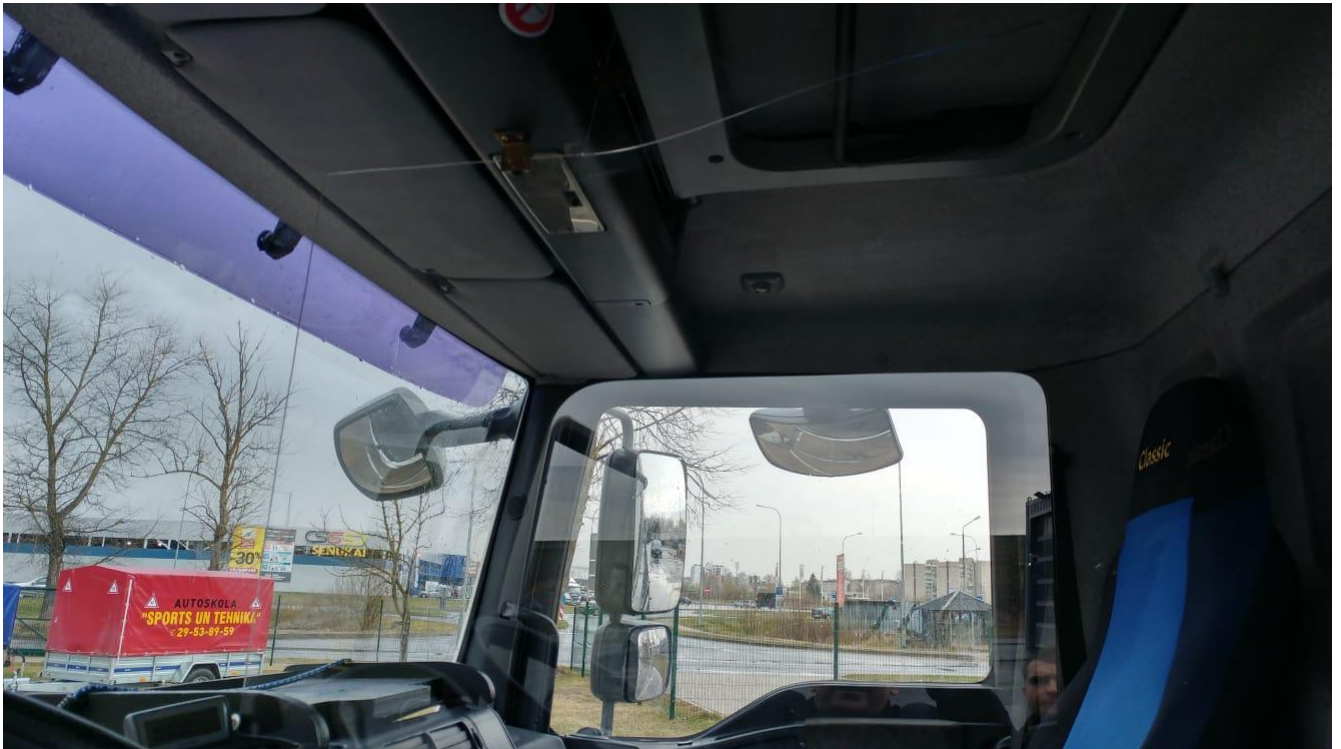
Picture 5: Protective transparent screen installed in vehicle for category C test in Latvia



Picture 6: Protective transparent screen installed in vehicle for category C test in Latvia



Picture 7: Protective transparent screen installed in vehicle for category C test in Latvia



Picture 8: Protective transparent screen installed in vehicle for category C test in Latvia

LITHUANIA - REGITRA

1. Current situation due to Covid-19

- Starting 17th of April Regitra opened test booking for category A and from 20th of April test booking for categories C and CE will be open. The actual tests will start for category A on 22nd of April and for categories C and CE on 23rd of April.
- Theory test facilities are closed but Regitra is considering possibilities to open them.
- In general, the decision to start testing drivers came from the government, so it means that Regitra was just informed of the decision and no consultations took place.
- The driving schools are still closed, so this is an issue as candidates have no possibility to take driving lessons before the test and this will probably have a negative impact on the test results.

2. Challenges for resumption of services

- Regitra is not going to give priority to those whose tests were cancelled due to outbreak. The main reason behind this decision is that it is too complex to manage and to meet demand of all candidates. Moreover, Regitra does not expect higher number of candidates than before the outbreak, because during the quarantine period driving schools were closed, so no more new candidates got driving school certificates.
- The ordinary testing time allows us to prepare vehicles or check candidates readiness to take test with PPE without any time extension. For instance, for category A the time devoted to the test is of one hour per candidate, so this amount of time is enough even if there are extra tasks to perform.
- It is expected a slight increase in number of candidates who will not attend the test on time previously agreed upon.

2.1. Lack of certainty as to what might be required from a health perspective as the disease while under control will not be eradicated and the danger of flare ups / possible re infection will still exist.

- Regitra has followed and will continue to follow recommendations issue by WHO, and the National Health Authority. Also, they will be using PPE until things get clearer.

2.2. How to manage the continuing risks when considering category, A, B, BE and W tests will present a major challenge. Other HGV categories present a more manageable risk.

- See table below
- See table below

2.3. Potential additional housekeeping requirements re cleaning contracts for facilities.

- Regitra is preparing recommendations for members of staff on how to prepare the working place as well as testing facilities, i.e. what kind of measures should be taken in order to mitigate risk.

2.4. Meeting the additional costs associated with the above while maintaining a sustainable business model.



- *We are keeping in mind that cost per test will increase our expenses (gloves, masks etc.) so we are going to inform board members and Ministry about changes in financial prognosis.*

3. Amended Procedures for Urgent Driving Tests 2020


3.1. Theory Test

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> Adherence to the current recommendations of the WHO Looking for possibilities to change procedures in order to mitigate risk and to have less contact with candidates 	Extra requirement for candidates (PPE and questionnaire before the test)	
Hygienic	<ul style="list-style-type: none"> Adherence to the current recommendations of the WHO 	<ul style="list-style-type: none"> Adherence to the current recommendations of the WHO Extra requirement for candidates (PPE and questionnaire before the test) 	
Awareness	<ul style="list-style-type: none"> Looking for possibilities to change procedures in order to mitigate risk and to have less contact with candidates 	<ul style="list-style-type: none"> Extra requirement for candidates (PPE and questionnaire before the test) 	

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>		<ul style="list-style-type: none"> • Transparent physical separation panel, PPE for candidate and for examiner 	
<i>Hygienic</i>	<ul style="list-style-type: none"> • During A category test candidate should use personal cell phone with hands free option • Wearing of masks and gloves (PPE) 	<ul style="list-style-type: none"> • Disposable seat covers should be used • Wearing of masks and gloves (PPE) 	<ul style="list-style-type: none"> •
<i>Awareness</i>	<ul style="list-style-type: none"> • Regitra is looking for possibilities to change procedures in order to mitigate risk and to have less contact with candidates 		

3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> Preparing recommendations for members of staff on how to prepare the working place as well as testing facilities, i.e. what kind of measures should be taken in order to mitigate risk. 		
<i>Hygienic</i>			
<i>Awareness</i>	<ul style="list-style-type: none"> Candidates must fill and sign declaration form that she or he is healthy, had no contacts with infected people etc. Looking for possibilities to change procedures in order to mitigate risk and to have less contact with candidates 		

THE NETHERLANDS - CBR

1. Current situation due to Covid-19

CBR resumed the theoretical exams on May 13 and the practical exams on May 18 using personal protective equipment (mouth masks) and strict procedures regarding hygiene and distance, walking routes, etc.

2. Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.

- Now that examinations are resumed, CBR grades examination capacity, so that everyone can qualify for an examination under certain conditions.
- CBR deploys its examiners and employees to the maximum within the limits of health measures.
- All measures are reviewed by the health authorities of the Ministry.
- Theory: priority for professional tests.
- Measurements for fair sharing of available capacity

3. Amended Procedures for Driving Tests 2020

3.1. Theory Test

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Procedural measures (separating visitor flows, keeping distance) • Starting with 50% capacity in order to arrange distance between candidates, door policy (only entrance for candidates, max. 15 minutes prior to test). 	<ul style="list-style-type: none"> • Maintain a minimum distance of 1,5 metres • Physical measures • Use of partition screens 	<ul style="list-style-type: none"> • Maintain a minimum distance of 1,5 metres

Hygienic	<ul style="list-style-type: none"> • Cleaning procedures are tightened. • Washing hands • Disinfecting gels available • Constant leaning of touchscreens, lockers between each candidate, cleaning of ID by candidate before handing over to staff 	<ul style="list-style-type: none"> • Measures will be taken for behaviour • No shaking hands, coughing and sneezing in elbow • Use of partition screens, • Personal protective equipment, such as mouth masks and gloves 	
Awareness	<ul style="list-style-type: none"> • Staying home in case of illness 	<ul style="list-style-type: none"> • Signage 	

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> • No reception in the exam room, but at the vehicle • The instructor is not allowed to attend the exam (max 2 people in the vehicle) 	<ul style="list-style-type: none"> • Measures are taken for behaviour • Personal protective equipment, such as mouth masks, splash goggles and gloves, since distance is not possible 	

Hygienic	<ul style="list-style-type: none"> • Coughing and sneezing in elbow • Washing hands • Disinfection 	<ul style="list-style-type: none"> • No shaking hands, coughing and sneezing in elbow • Personal protective equipment • Using personal protective equipment 	
Awareness	<ul style="list-style-type: none"> • Staying home in case of illness 	<ul style="list-style-type: none"> • Verbal and written information on special behaviours / processes (e.g. keep distance, hygiene rules, etc.) 	?

3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> • procedural measures separating visitor flows 		
Hygienic	<ul style="list-style-type: none"> • Clean ID 		

Awareness	<ul style="list-style-type: none">• Staying home in case of illness	<ul style="list-style-type: none">• signage	
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NORWAY - NPRA

1. Current situation due to Covid-19

- Norway has reopened driver testing from 13 May with a limited capacity.
- Booking of tests is done via driving schools instead of online as is normal
- Only candidates who have all their mandatory training registered are allowed to have a test booked.
- Payment is done online in advance but not before 48 hours ahead of test
- Test vehicles must be clean. Before each test actual surfaces are cleaned in accordance with advice given by health authorities.
- The candidate and the examiner will meet at the test vehicle without handshaking
- Introduction to the test and summing up and giving of the result will be done outside the test vehicle
- The conduct of technical safety checks will be adjusted
- If any indication that the candidate might be infected or of unsatisfactory cleaning of vehicle the test will be cancelled

2. Challenges for resumption of service

2.1. Demand for tests /backlog

- There is a certain backlog which probably will last for some time.

2.2. Compliance with periodic training requirement

- All examiners are approved for a two-year period, always expiring at the end of the calendar year. For the time being this is not an issue, but as periodic training has not taken place/will still not take place, it could be later.

2.5. How to meet additional costs brought by the Covid-19 outbreak

- No special measures taken/planned.

3. Amended Procedures for Urgent Driving Tests 2020 (in preparation)

3.1. Theory Test

	In advance	during execution	in the follow-up
Distance		<ul style="list-style-type: none"> Measures will be taken to secure a low number of applicants in the theory room 	
Hygienic	<ul style="list-style-type: none"> Housekeeping and cleaning requirement will be wiped off frequently 	<ul style="list-style-type: none"> Cleaning/disinfection will be intensified, door handles etc. 	<ul style="list-style-type: none"> Cleaning/disinfection will be intensified, door handles etc
Awareness	<ul style="list-style-type: none"> Theory tests are normally taken as drop-in. possibly the drop-in system will be replaced by making appointments. 	<ul style="list-style-type: none"> tests requiring supporting documents: special rules for infection control when submitting the supporting documents after the test 	

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> • Identity checks will be taken in car 	<ul style="list-style-type: none"> • The candidate and the examiner will meet at the test vehicle without handshaking • Introduction to the test and summing up and giving of the result will be done outside the test vehicle • The conduct of technical safety checks will be adjusted • If any indication that the candidate might be infected or of unsatisfactory cleaning of vehicle the test will be cancelled 	<ul style="list-style-type: none"> • .
<i>Hygienic</i>	<ul style="list-style-type: none"> • Cleaning/disinfection of door handles, steering wheel, levers etc. between each test 		<ul style="list-style-type: none"> • Disinfection of the door handles, steering wheel, levers etc. between each test

Awareness	<ul style="list-style-type: none"> Identity checks will be taken in car 		
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3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> A small number of customers are allowed to enter at the same time/that safe distance between customers are secured. 		
Hygienic	<ul style="list-style-type: none"> all payments will be done electronically 	<ul style="list-style-type: none"> Cleaning/disinfection will be intensified, door handles etc. will be wiped off frequently 	
Awareness	<ul style="list-style-type: none"> All customers will have to make an appointment on beforehand, 		

SPAIN - DGT

UPDATE SITUATION ON 29 MAY 2020: PLEASE SEE ANNEX I OF THIS DOCUMENT IN PAGE 70

1. Situation at 20 April 2020

- Due to the Alarm State in Spain, all tests (theory and practical) have been cancelled from Monday 16/03/2020 to at least the 10/05/2020.

2. Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.

- The challenges are related to ensuring the cleanliness and hygiene and to keep the safety distance in order to prevent the spread of the coronavirus among civil servants or candidates participating in the theory and practical tests. However, there is currently no forecast when the Alarm State will end nor when theory and practical exams can be resumed, therefore it is not possible to give more details.

3. Amended Procedures for Urgent Driving Tests 2020 (in preparation)

3.1. Theory Test

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Reduction of the number of candidates doing the test at the same time, in order to keep the safety distance between them. 	<ul style="list-style-type: none"> • Secure the use of safety equipment required. 	<ul style="list-style-type: none"> • At the moment, DGT is waiting for instructions from the government, like the rest of companies and the rest of the public administrations in the country. However, all necessary measures will be taken by DGT to avoid new infections

Hygienic		<ul style="list-style-type: none"> Secure the use of safety equipment required. 	<ul style="list-style-type: none"> At the moment, the DGT is waiting for instructions from the government, like the rest of companies and the rest of the public administrations in the country. However, all necessary measures will be taken by DGT to avoid new infections
Awareness			<ul style="list-style-type: none"> Same as above

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>		<ul style="list-style-type: none"> Temporarily during the duration of the crisis, DGT is going to allow the examiner to finish the exam the moment the candidate has failed, not being necessary to complete the minimum compulsory time 	<ul style="list-style-type: none"> At the moment, the DGT is waiting for instructions from the government, like the rest of companies and the rest of the public administrations in the country. However, all necessary measures will be taken by DGT to avoid new infections

Hygienic			<ul style="list-style-type: none"> • Same as above
Awareness	<ul style="list-style-type: none"> • Temporarily during the duration of the crisis, DGT is going to allow the examiner to finish the exam the moment the candidate has failed, not being necessary to complete the minimum compulsory time 		<ul style="list-style-type: none"> • Same as above

3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
Distance	<ul style="list-style-type: none"> • Working on automatization and digitalization for all the procedures related to the exam. 	<ul style="list-style-type: none"> • Allow only the physical presence of candidates and driving school workers in our facilities during the development of the exams 	<ul style="list-style-type: none"> • At the moment, the DGT is waiting for instructions from the government, like the rest of companies and the rest of the public administrations in the country. However, all necessary measures will be taken by DGT to avoid new infections

SWEDEN - TRAFIKVERKET

1. Current situation due to Covid-19

- The Swedish driving test facilities are open.
- The tests will continue to be performed as they are important to society, but always according to procedures which guarantee compliance to precautionary principles.

2. Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.

- Reasons for not limiting booking service: Personal responsibility according to FOHM regulations. Difficult to see effect depending on the restriction implemented. Tests are conducted at testing centres within “local distance”
- The decision to open testing centres is made within the crisis coordination group. (if / when to open
1. Stockholm, Goteborg, Malmö, 2. the rest of the country).

3. Amended Procedures for Urgent Driving Tests 2020 (in preparation)**3.1. Theory Test**

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Knowledge test course is conducted remotely: (a) Course 1: 27-30 / 4 and (b) Course 2: 15/5, 18-20 / 5. Reserved places of business for individual schools. (c) Decision to open for Knowledge Test AM 21 / 4. (d) Knowledge test groups will be opened from May 4 for booking in major cities (Stockholm, Gothenburg, Malmö / Lund) on Tuesday, April 21 at 8 am and in the rest of the country on Thursday, April 23 at 8 am. 	<ul style="list-style-type: none"> • The groups should not be filled to more than 50-60%. It is important to plan so that we do not get too many customers in the waiting rooms. 	

Hygienic	<ul style="list-style-type: none"> • Poster "Good hand hygiene" from the Public Health Authority and the National Board of Health is posted in our offices. • The customer is asked to wash his hands before going into the test room. Spray / wash your hands before testing. 	<ul style="list-style-type: none"> • Wear gloves. • Reinforced cleaning of premises: receptions, waiting rooms and theory test rooms. Hand gels used, and distribution among employees in first place. 	<ul style="list-style-type: none"> • Ability to cancel tests (test not performed). • For the time being, we do not take special care when greeting customers to minimize the risk of infection. If the examiner makes the assessment that there may be a risk of spreading the infection, the test can be cancelled, the customer will not be liable for payment. The test is recorded as not completed.
Awareness	<ul style="list-style-type: none"> • Information for customers encouraging them to be careful and cancel their test if this is needed. The information is given when booking by phone. It is sent every weekday by e-mail or sms to customers with a booked test. The information is published on digital boards in waiting rooms, on the web, booking confirmation. • Be clear in the message at the beginning. The info sheet and the question "do you feel any symptoms?" Set a sample with the least suspicion of symptoms (Help with rebooking). 		<ul style="list-style-type: none"> • TRV and FP make continuous assessments of Delivery - Risk, weighing both against each other. • Public Health Authority's regulations and general advice on everyone's responsibility to prevent infection. • Depending on developments, it may be necessary at a later stage to discontinue parts or all tests.

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> • Ability to fill up knowledge test groups during April to 50%. The goal of reducing numbers of candidates taking the tests has been achieved earlier than expected and the demand for professional tests has been met. 		<ul style="list-style-type: none"> •
<i>Hygienic</i>	<ul style="list-style-type: none"> • Reinforced cleaning of our receptions, waiting rooms and theory rooms. (start v. 11) Hand Spirits. • Redistribution within TRV. To employees in the first place. (start v.12) • Every candidate receives a wet / cleaning napkin to be able to wipe the steering wheel, inner mirror, shift lever etc. • Alternatives to cleaning napkin are spray bottle with detergent and paper towels. Spray in the paper and wipe off to avoid damaging electronics in the car 	<ul style="list-style-type: none"> • Alcohol lock should not be used by the customer for the time being. • Do not use the car's ventilation so that the air is reused. • Mouthguard (order placed) • If the customer sneezes strongly in the car, the inspector should if possible, change car for the next test. 	<ul style="list-style-type: none"> • Good ventilation in cars between tests.
<i>Awareness</i>	<ul style="list-style-type: none"> • Information for customers encouraging them to be careful and cancel their test if this is needed. The information is given when booking by phone. It is sent every weekday by e-mail or sms to customers with a booked test. The information is published on digital boards in waiting rooms, on the web, booking confirmation. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • For the time being, we do not take special care when greeting customers to minimize the risk of infection. If the examiner makes the assessment that there may be a risk of spreading the infection, the test can be cancelled, the customer will not be liable for payment. The test is recorded as not completed.

	<ul style="list-style-type: none"> • Be clear in the message at the beginning. The info sheet and the question "do you feel any symptoms?" Set a sample with the least suspicion of symptoms (Help with rebooking). • An approved AM test does not require a driving test to obtain the driver's license. This gives the possibility for AM license holders who are booked in May and June to book tests in April, which frees up test times for other licences in May and June. 		<ul style="list-style-type: none"> • Good ventilation in cars between tests.
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3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Awareness</i>	<ul style="list-style-type: none"> • E-mails to customers who have booked a test 1-2 weeks ahead are sent daily, with info about cancelling the test if they are ill or have symptoms (first mail sent 13/3, to about 15,000 e-mail addresses) - Swedish and English text. From week 12 will be expanded with Arabic text. • E-mails to customers who have knowledge tests booked during the period March 23 - April 30 at Stockholm city and whose tests do not belong to the priority test types, with info that the test is booked automatically (sent March 20). • Letter to customers who do not have an e-mail / phone (sent 19 March). • E-mail to customers who 	<ul style="list-style-type: none"> • Information available for all customers through different media: <ul style="list-style-type: none"> (a) Clarification on the web and booking service to "book at a place near you". Decrease traveling time for customer to testing centre. (b) Info on the driving license pages at www.trafikverket.se, in Swedish, English and Arabic. (c) Questions & answers on the web pages in Swedish, English, Arabic and Somali, updated as required. (d) Info banner on the booking page at trafikverket.se. (e) Information on time confirmation (pdf) attached to e-mail. (d) Press release "Driver test takes action and cuts down on operations from March 23 to reduce the spread of infection" (transmitted March 20) (e) Posts on the Swedish Transport Administration's Facebook page: "Number of 	<ul style="list-style-type: none"> • Tests will continue, but certain restrictions will apply: <ul style="list-style-type: none"> (a) TRV and FP make continuous assessments of Delivery - Risk, weighing both against each other. (b) Public Health Authority's regulations and general advice on everyone's responsibility to prevent infection. (c) Depending on developments, it may be necessary at a later stage to discontinue parts or all tests.

	<p>have not booked a knowledge test with information that the driving test is cancelled (start March 23).</p> <ul style="list-style-type: none"> • E-mail to customers who on March 30 have a valid and approved theory test or driving test, authorization B with information that the Swedish Transport Agency has decided to temporarily extend the validity period to 6 months and that the extension will be automatic (will be sent on March 27). 	<p>driver's license tests limited" (published March 20)</p> <p>(f) Information in waiting rooms on digital boards in Swedish, English and Arabic".</p> <p>(g) Information to the traffic school industry, risk educators (e-mails are sent continuously).</p> <p>(h) Voice response in Customer Service Driver test with the same message as in other channels.</p>	
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UK - DVSA**1. Current situation due to Covid-19 in the United Kingdom**

- Lockdown currently in place until 7 May at least – and being reviewed every 3 weeks by Government. It is likely to be extended beyond 7 May and into June, but this is dependent on the flattening of the curve of infections and fatalities.
- No theory tests being delivered to the general public – testing suspended until 8 May.
- 4 theory test centres open (1 in Northern Ireland and 3 in mainland UK) delivering tests to critical workers only. These are mostly category C to enable people to take their C1 practical test and drive an ambulance

2. Challenges for resumption of services (e.g. high demand for tests / backlog, health requirements in order to control possible reinfections, possible risks regarding testing of certain categories – A, B, BE and W, suitability and adaptation of premises, housekeeping and cleaning requirements – handling of vehicles for testing, compliance with periodic training requirement, how to meet additional costs brought by the Covid-19 outbreak.

- Vulnerable or elderly staff will not be able to work, which will reduce the capacity.
- A working group has formed to look at forecasting the demand for tests when lockdown ends. Early thinking is that there are a number of options – people's priorities may have changed due to the impact of Covid-19 and those who were learning to drive before may no longer have the time or the money to invest. Trainers have been unable to work so learners have had their learning interrupted and may take longer to be ready for practical test. It may not be possible for trainers to start training again as soon as lockdown ends – as they reorganise to ensure appropriate safety measures. However, the demand for car theory tests is likely to be high, regardless of this, as the cost is much lower, and candidates often treat the theory and practical tests separately.
- A backlog of demand for lorry and bus tests will have built up, except for those that are deemed critical workers. It may be that we prioritise availability of lorry and bus test slots over car and motorcycle test slots. No plan is yet agreed and this is very early thinking.

3. Considerations for the theory test

- We had planned to introduce video scenarios into the car multiple choice on 14 April, replacing our existing written case studies. However, this has now been postponed until we return to 'normal testing'. We are keen to introduce this as soon as possible as it will improve the accessibility of our test. It may increase pass rates slightly, thereby reducing the number of repeat attempts required.

3.1. Theory Test

	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> Procedures for checking candidates in and managing movement around the test centre will need to be agreed. Tests where a candidate is supported by a member of staff (reading, translating or interacting with the test on the candidate's behalf) will need to be postponed or delivered in a different way so that the member of staff is not in close proximity to the candidate. It may be possible to deliver theory tests at 50% capacity in some test centres when lockdown ends – to ensure social distancing measures can be implemented. It is likely that there will be a phased approach to making test slots available, working up to 50%. 		
Hygienic		<ul style="list-style-type: none"> The level of PPE required, if any, has not been determined. Cleaning requirements will need to be agreed. 	
Awareness	<ul style="list-style-type: none"> 4 theory test centres open (1 in Northern Ireland and 3 in mainland UK) delivering tests to critical workers only. Ministry of Defence are also delivering theory tests on their own sites. Plans for theory test and practical test availability will need to be aligned. 		

3.2. Practical Test

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> Procedures for checking candidates in and managing movement around the test centre will need to be agreed. 		<ul style="list-style-type: none">
<i>Hygienic</i>		<ul style="list-style-type: none"> The level of PPE required, if any, has not been determined. Cleaning requirements will need to be agreed. 	
<i>Awareness</i>	<ul style="list-style-type: none"> Practical tests have been suspended for 3 months, other than for critical workers who require licences to do their jobs, such as ambulance drivers. Plans for theory test and practical test availability will need to be aligned. 		

3.3. Administration

	<i>In advance</i>	<i>during execution</i>	<i>in the follow-up</i>
<i>Distance</i>	<ul style="list-style-type: none"> It may be possible to deliver theory tests at 50% capacity in some test centres when lockdown ends – to ensure social distancing measures can be implemented. It is likely that there will be a phased approach to making test slots available, working up to 50%. 		
<i>Hygienic</i>	<ul style="list-style-type: none"> The level of PPE required, if any, has not been determined. Cleaning requirements will need to be agreed. 		
<i>Awareness</i>	<ul style="list-style-type: none"> Candidates who had a test booked that was cancelled will be given priority over new bookings. Plans for theory test and practical test availability will need to be aligned. 		

ANNEX I: UPDATE SITUATION SPAIN (DGT)



INFORMATION NOTE ON THE RESUMPTION OF THE EXAM SERVICE

In accordance with the rules published by the Government for the transition to the “new normal”, the public test service for verifying drivers’ knowledge, skills and behaviour will be resumed in the various provinces of Spain when they pass onto phase II.

With the main objective of preserving the health of candidates, teachers and employees of the Provincial Traffic Headquarters, all people involved must take the necessary measures and precautions to minimise risks. For this purpose, this management centre will apply all the measures in the field of prevention and social distancing approved by the Ministry of Health, as well as those included in the ***Contingency Plan for the resumption of activity in the DGT’s work centres following the state of alarm triggered by COVID-19***

With this same priority objective, together with that of ensuring a high-quality public service for citizens, the specific measures to be taken into account in this very specific area are announced, on the understanding that, in the face of an exceptional situation such as the one we are experiencing, it is necessary to adopt exceptional measures

TIMELINE:

It is expected that the provincial headquarters, local offices and local traffic headquarters will be opened in phase II of the plan the end lockdown regulated by the Government. This means that the first provinces will start examining on 25 May and will do so gradually and progressively.

As far as possible, before the beginning of the activity, the timeline will be scheduled to include the proposal for travel to schools outside the DGT, informing the schools in the province with enough time to be able to present the candidates.

We must bear in mind that private driving schools will probably resume their activity on the same dates, and therefore, particularly for aptitude and behaviour tests on closed circuits and on open roads, candidates will not be trained during the first days when the service is resumed.

The first week with a **full schedule of exams** will be the third week of resumption.

1. Scheduling of theoretical exams.

The first theoretical exams that will be carried out will be for the recovery of loss of validity. The first one is scheduled for 28 May in the first provinces that pass onto phase II. Requests for exams may be submitted by the road awareness and re-education centres where the citizen has taken the course or directly by the citizen, through the DGT’s e-Office or at the Provincial Traffic Headquarters by appointment.

During this first week it will also be possible to schedule tests to obtain and renew special permits for driving vehicles carrying dangerous goods. As in the previous case, requests for exams may be submitted by the centres where the student has taken the course or directly by the citizen, through the DGT's e-Office or at the Provincial Traffic Headquarters by appointment.

The first common or specific theoretical exam via computer at the official centre will be scheduled 5 days after the start of the activity, since requests through the AUES school application require a period of 4 days. Exam requests from individuals who apply independently may be made through the DGT's e-Office or at the Provincial Traffic Headquarters by requesting an appointment

2. Scheduling of closed-circuit tests

The Provincial Traffic Headquarters will firstly schedule the track tests for people with mobility problems, both those marked by the Health Department within the framework of procedures for loss of validity due to loss of psychophysical aptitudes and those requested by citizens before starting the practical training to obtain them or due to unforeseen causes. These tests may be scheduled by the Headquarters from the first day that the exam service is restarted.

Skill tests for all types of vehicles will be scheduled in the second week after the activity is resumed. Applications from schools must be submitted via the DGT's e-Office. Citizens may also apply for exams independently at the Provincial Traffic Headquarters, by appointment.

3. Scheduling of road tests on open roads.

Although exams can be scheduled from the second week onwards if there is sufficient demand, it is expected that the first week with a full schedule will be the third week.

GENERAL ISSUES:

1. The exam service will run throughout the summer period.

The exam service will run throughout the summer nationwide.

2. Referral centres.

The Provincial Traffic Manager of each province will analyse the situation in their province and decide whether there is a need to refer exams to official centres.

They will need to take the following into account:

- whether the referral centres are guaranteed to comply with the cleaning and disinfection measures and social distancing established in the DGT's Contingency Plan,
- whether the official centres are sufficiently large to organise all the tests in a staggered manner without causing further crowding,
- the exam capacity available to the Headquarters at any given time.

In order to ensure the continuity of the trips, the owners of the classrooms or the tracks must commit themselves to complying with all the hygiene and capacity measures required for their own centres and included in the *Contingency Plan for the resumption of activity in the DGT's work centres following the state of alarm triggered by COVID-19*.

3. Cancellation of pending appointments:

Due to the suspension of the tests for obtaining permits and licences, as a result of the emergency situation created by COVID-19, the exam appointments that could not be made have been cancelled and, subsequently, when the activity resumes, the process of presenting citizens for exams and appointments will resume.

4. Online presentation

In order to avoid trips to the Headquarters and to reduce social contact, applications and lists of candidates by the schools will be presented, in all cases, by electronic means, in accordance with the **Instructions on the electronic presentation of applications and appointments for exams and authorisations for courses**, which the DGT will send to the private driving schools.

5. Expiry deadlines

Royal Decree 463/2020 of 14 March, declaring the state of alarm for the management of the health crisis situation, establishes the suspension of the terms and interruption of the deadlines for processing the administrative procedures of public sector entities during the state of alarm. This entails the suspension of certain deadlines related to the subject such as deadlines between calls or for the expiry of the tests.

In this regard, instructions have been sent to the Headquarters in Written Directive COND 01/20 of 4 May 2020.

6. Access controls

Protection against COVID-19 requires avoiding crowding at exam centres. Therefore, people not directly related to the test will not be allowed to stay in the waiting areas. Only staff from the Headquarters, teachers in charge of the test, duly identified, and candidates who have been given an appointment at that time will be allowed to be in these areas. Exempted from this ban are those persons accompanying minors and persons with reduced mobility or other limitations whose degree of dependence requires their accompaniment.

Candidates should arrive at the exam centre five minutes before the time they are scheduled to take the exam and avoid going any earlier.

7. Limited transfers of files between provinces as long as there are mobility limitations.

As long as the Government maintains restrictions on the mobility of citizens due to the health risk involved, transfers of exam files from one province to another will not be permitted, unless the candidate's residence in the province where they are applying for the exam is accredited. Requests for this should be sent by e-mail to the corresponding Traffic Headquarters to be studied and processed.

Similarly, as long as the restrictions on mobility between the provinces concerned are maintained, students from schools or sections located in a province other than that of the exam centre where they are authorised to take the exams in accordance with Article 27 of Royal Decree 1295/2003 of 17 October, approving the regulations governing private driving schools, will not be allowed to take the exams.

8. Exam sheet signature. Candidate's pen

In order to minimise contact, as little documentation as possible will be exchanged. Candidates will show their identification documents to the examiner in a clear manner, who will avoid touching them unless strictly necessary. This will also apply to other documents such as psychophysical aptitude reports.

Teachers and candidates will be advised to bring their own pen so that they do not have to use the examiner's pen when signing the exam sheet. The document should be placed on a smooth surface so that it does not need to be touched.

If any documentation is exchanged during the exam, we recommend cleaning your hands with hydrogel immediately afterwards.

THEORETICAL EXAMS:

- Classrooms will be equipped so as to maintain the safety distance set by the Ministry of Health.
- Candidates will be called to the waiting rooms in such a way as to avoid crowding. If necessary this can be done outside.
- Candidates must clearly show their ID card or identification document to the employee calling them. The employees will avoid touching the ID cards and identification documents and the candidates will place them on the table during the exam in case they need to be checked later.
- In order to be identified, the candidate must remove their face mask, respecting the appropriate distance.

- To access the classrooms, candidates must always wear gloves and a face mask, which they must bring with them. If the candidate does not have them, they will not be able to take the exam. This will mean that their appointment will be cancelled but they will still be invited to take the exam. Hydrogel shall be made available for use by the public when necessary, and it is always recommended before the start of the exam.

CLOSED-CIRCUIT APTITUDE AND BEHAVIOUR TESTS.

- In order to avoid crowding, the candidates will be called in a staggered manner and in small groups. Candidates and accompanying teachers who do not have appointments must remain outside the premises.
- Any person not involved in the test will not be allowed on the track.
- Calls will be made in large areas where safety distances can be respected.
- Candidates and teachers must always wear face masks. The only exception to this is during motorcycle or moped tests if the candidate wears a full-face helmet. We recommend for candidates to wear gloves.
- If candidates do not have the appropriate PPE, they will not be able to take the test. The appointment will be cancelled, but they will still be invited to take the exam.
- Candidate will clearly show their documentation to the examiner to avoid the employees from touching it, apart from in exceptional cases. In order for the examiners to correctly identify candidates, the candidates must take off their face masks while remaining two metres away from the examiner.
- We recommend that all candidates bring their own equipment, avoiding exchanges.
- Signalling, measurement and or marking elements for manoeuvres, such as cones, fence posts, stopwatches, etc., may only be handled by staff authorised by the Headquarters, duly equipped with the corresponding PPE.

OPEN ROAD TESTS.

- Open road tests shall be carried out individually so that the examiner only sits in the rear seats.
- Both the candidates and the teachers who accompany them must in all cases wear gloves and face masks.
- If the candidate or teacher do not have gloves and/or a face mask, they will not be able to take the test. The appointment will be cancelled, but they will still be invited to take the exam.

- As an exception, when tests are declared unsuitable due to an accumulation of faults or the commission of a severe fault, they will be stopped immediately. This is so as not to prolong the situation of social contact.
- The private driving schools will be responsible for correctly cleaning and disinfecting the vehicles. We recommend that the school staff clean the areas where the candidate has been in contact during the test at the end of the test and, in any case, before the next test. This cleaning should also cover the examiner's area before the first test and when a different examiner is going to be there.
- Explanations on how to perform the test will always be given outside the vehicle, while respecting the recommended distance. During this time, the vehicle doors will be left open so as to let the air circulate through it before the next test.
- The examiners will not collect any files. All exam files will be kept by the schools, which will then present the files (*talón foto*) of the candidates declared suitable at the Headquarters for the issue.

Special reference to motorcycles:

- The examiner may choose to sit on the right rear seat of the vehicle, removing the headrest from the front seat where possible.
- All persons on the vehicle should wear gloves and a face mask. Candidates must always wear face masks, with the sole exception of those wearing full-face helmets, while they are wearing them.
- As for communication systems, an effective two-way hands-free intercom will be required. The school will be responsible for protecting the intercom against health risks, and we recommend that microphones be used only once.

Equipment shall not be used if the examiner has to handle it or has to wear it in their ears (headphones) or if it has to be fitted with microphones close to their mouths, unless full hygienic conditions can be guaranteed.

If new systems are introduced using smartphones, they must be sufficiently tested on the track or in traffic over distances similar to those of the tests between the candidate and the examiner before they are approved.

- It is not forbidden to drive with the helmet screen up, although we advise against this in normal conditions because of the high risk of suffering the impact of an object or insect. However, given the special circumstances, if the candidate decides to do so, they must assume the risk/benefit involved, and the examiner must not attempt to change this decision.

These exceptional measures will be maintained as long as the health alert generated by COVID-19 is still in place.

Madrid, 22 May 2020

DIRECTOR GENERAL OF TRAFFIC

Pere Navarro Olivella