

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

1. Current Situation

All driving schools and examination centres are closed until 3 may. For the moment there is no further information about a possible reopening.

2. Specific measures taken for theory test

- Because there are no tests for the moment, and GOCA does not know when to reopen there are no guidelines yet from the government about how to proceed and under what conditions. We presume that all basic rules will be applied about keeping physical distance, washing hands etc. but there are no specific guidelines yet.

2. Specific measures taken for practical test

- As above.

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

3.1. Theory Test

	In advance	during execution	in the follow-up
Hygienic	<ul style="list-style-type: none"> • GOCA 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. 		
Awareness	<ul style="list-style-type: none"> • Extend the validity of the theoretical exam and validity of lessons taken with 4 months, for everybody who cannot take the exam during the lockdown because of corona measures 		

3.2. Practical Test

No specific guidelines yet

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"> • Special legislation has been written to: • extend the validity of temporary driving licence • extend the validity of the theoretical exam and validity of lessons taken with 4 months, for everybody who cannot take the exam during the lockdown because of corona measures 		

UPDATE – 22/05/2020

- The government allowed the driving schools to restart their work from the 11th of May. That also meant that we started to take all practical tests from the 18th of May., except category B that will start on the 25th of May.
- We have started to take the theory tests in all categories since the 18th of May. We take the exams in limited numbers. Distance measures are taken.

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 Avoid sharing items between examiners, driving instructors 	<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

		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

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).
- 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. We will have rescheduled all the cancelled driving exams in the beginning of June.
- 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 are cancelled will not be sent to the back of the queue. We will be attempting to serve everyone based on priority.
- One big change is that the first driving exam time is shortened from the minimum 45 minutes to 35 minutes (applies to 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 (should end on the 17th of November).
- We had roughly 3000 driving 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. This means we can take about 800 practical tests more than usually in a month.
- The hand washing and cleaning is a priority and we will keep the vehicles as clean as possible. Masks are highly recommended.

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.
- All theory tests (about a thousand), that were cancelled during the emergency situation, have already been rescheduled.
- 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.
- 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 in some places.
- Masks are highly recommended.

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 (desk tops, 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>
Awareness	<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>
Hygienic	<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) 		?
Awareness	<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. All customer services are by appointment only. 	•	<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/et-usivu in Swedish and https://www.traficom.fi/en/et-usivu in English

	<ul style="list-style-type: none">• 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:

- 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 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.

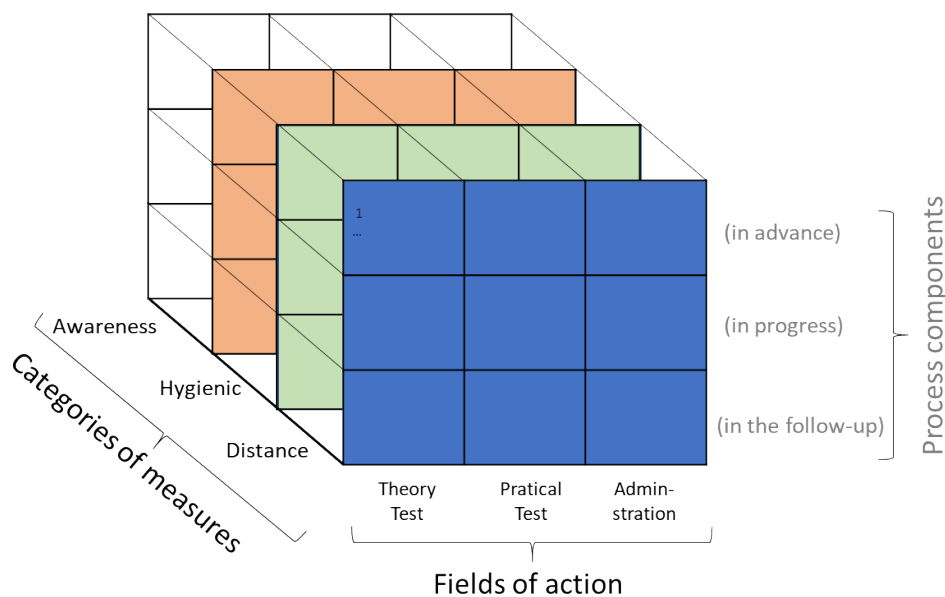


Figure 1: Structure of measure package(s)

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) - 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 	?
<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 	<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 procedure below for attending for test. The Test centre to remain locked. 		<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

	Candidate to supply phone number in advance and this number to be given to driver tester		
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3.3. Category A Procedures for Urgent Driving Tests Pilot 2020

In preparation

- 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.
- 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.
- Applicant to be informed via call/text and email of the procedure below for attending for test.
- The Test centre to remain locked.
- Applicant to supply phone number in advance and this number to be given to driver tester.
- Applicant waits at their vehicle until phoned by tester or invited to enter building.
- Tester should open and close doors to ensure that applicant limits any contact with door handles etc.
- Accompanying ADI (if present) to exit the vicinity of the vehicle prior to tester and applicant commencing test.

3.3.1. Schedules

- Max of 3 Cat A tests per Driver Tester in any one day to avoid over exposure.
- 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.

3.3.2. Test Procedures

3.3.2.1. Interview Room

- 2 Desks put together (2 metres between applicant and Tester).
- 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 taken away by applicant after use.
- 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.

3.3.2.2. Calling the Applicant

- 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.
- Tester put's own Examination Gloves and Face Mask on.
- Unlocks centre to permit applicant to enter (no ADI permitted entry).
- Tester invites the applicant to enter test centre.
- 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
- 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 applicant and ask if they are satisfied/happy with it.
- 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.
- 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.

3.3.2.3. Radio Communications Fitment

- Applicant is requested to sanitise the 3.5mm jack plug connector on their earpiece with an anti-bacterial wipe before handing to the tester. Tester inserts jack plug into radio receiver socket and switches applicants' radio on and listens for bleeps to confirm a proper connection has been made.
- Tester places applicants' radio into harness and asks applicant to fit the harness.
- Applicant is requested to fit the earpiece and tester carries out initial sound check. Tester may wish use hand sanitiser on their gloves at this point.
- 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).

- Proceed to Vehicle. Reminding the applicant to maintain 2m distance at all times. 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.

3.3.2.4. At the Vehicle

- Tester records Vehicle details as per normal procedure.
- Technical checks conducted. Maintaining a safe distance between tester and applicant.
- Applicant can remove the protective plastic gloves and put them in their pocket and puts on their own motorcycle gloves.
- 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.

3.3.2.5. End of Test

- Applicant returns to Compound and Parks.
- Tester advises applicant that he/she must not remove their gloves or Helmet until advised to do so.
- Tester and applicant always return to office maintaining minimum 2m safe distance.

3.3.2.6. At conclusion of the Test the Desk

- Tester uses the anti-bacterial gel on their gloves on return to the test centre
- 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.
- 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.
- Applicant not to remove Face Mask and Latex Gloves until outside the centre.
- Tester completes test procedure on tablet and uploads result.

3.3.2.7. After 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.

3.3.2.8. Tester prepares for the next test as per procedures above

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.



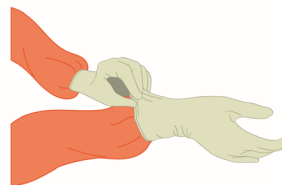
4 Put on eye protection

Put on face shield or goggles.



5 Put on gloves

Ensure glove is placed over the cuff of the gown.



Full PPE



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

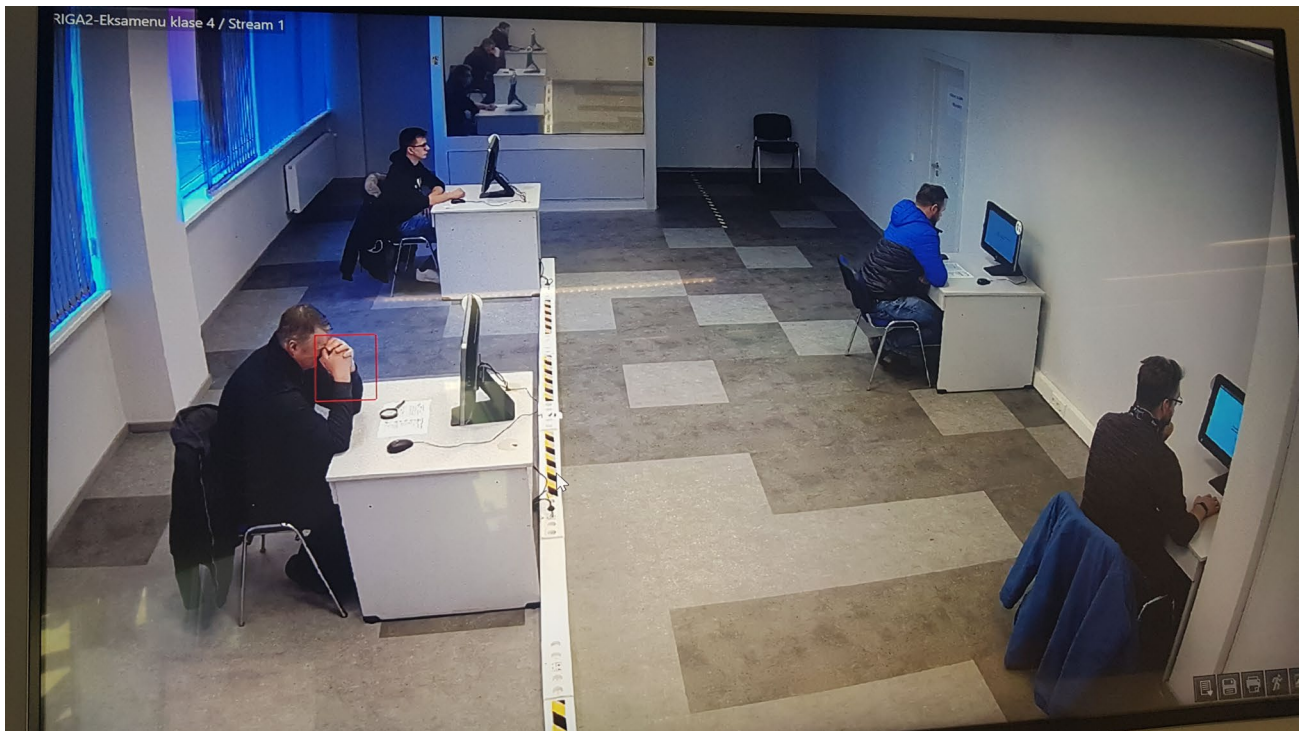
	In advance	during execution	in the follow-up
Distance	<ul style="list-style-type: none"> • Increased distance between the tables 2 meters in the theory exam, 	<ul style="list-style-type: none"> • Maintain a minimum distance of approx. 2 m • See pictures below 	<ul style="list-style-type: none"> • Maintain 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. 		



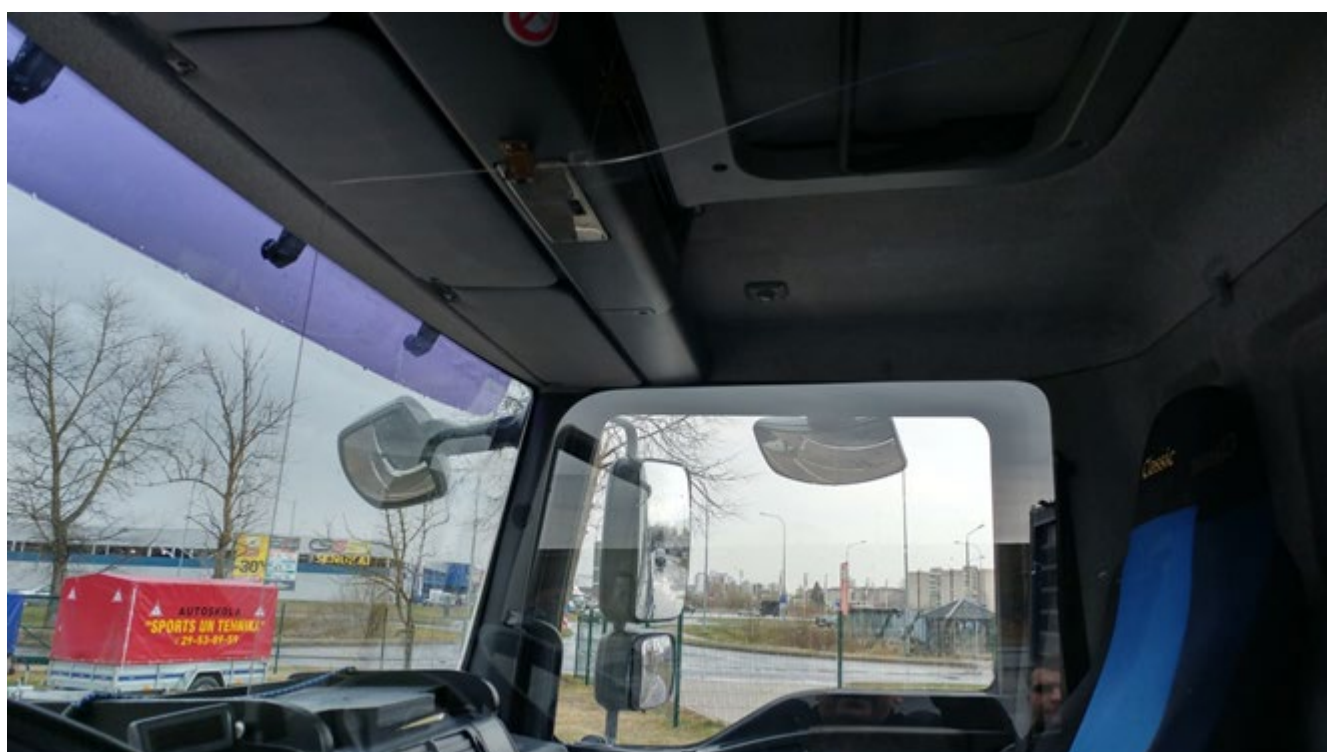
Picture 1: Theory test in Latvia



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) 	•
<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 years 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"> .

Hygienic	<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 		

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,		
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SPAIN - DGT

1. Current situation due to Covid-19

- 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
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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"> • 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
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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"> 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: <ul style="list-style-type: none"> (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. • Be clear in the message at the beginning. The info sheet and the question "do 	<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. • Good ventilation in cars between tests.

	<p>you feel any symptoms?" Set a sample with the least suspicion of symptoms (Help with rebooking).</p> <ul style="list-style-type: none"> 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. 		
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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 have not booked a knowledge test with information that the driving test is cancelled (start March 23). 	<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 driver's license tests limited" (published March 20) (f) Information in waiting rooms on digital boards in Swedish, English and Arabic". (g) Information to the traffic 	<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.

	<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).	school industry, risk educators (e-mails are sent continuously). (h) Voice response in Customer Service Driver test with the same message as in other channels.	
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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. 		