

From: DVA - Customer Services
Sent: 16 March 2021 13:15
To: Lloyds Motoring <info@lloydsmotoring.co.uk>
Subject: RE: Theory Test Bookings

The Executive's decision to close all non-essential services, has resulted in the suspension of the delivery of driving theory tests from 26 December 2020 until 01 April 2021, inclusive, as theory testing is not considered an essential service within the scope of the current restrictions outlined by the Executive. The resumption of theory and practical driving test services will be subject to the Executive's review on 16 March.

Emerging from Covid-19 restrictions will be in line with the Executive's Pathway to Recovery document and will be data rather than date led. When the Executive announces when driver testing services can resume, we will communicate the details directly to you.

All affected customers will have received an email to advise that their test has been rescheduled and to provide information on booking a new appointment date.

Theory tests, booked for delivery during this period, have been rescheduled, for 60 days later, into a temporary placeholder appointment. This temporary placeholder appointment is not a valid test appointment. You must reschedule this temporary placeholder appointment, online at www.nidirect.gov.uk/services/book-change-or-cancel-your-theory-test-online to your preferred date, time and location. If you do not reschedule the temporary placeholder appointment, before the end of the 60 days, this will be rescheduled for a further 60 days.

You also have the option to cancel this temporary placeholder appointment in order to receive a refund of the test fee. A refund will only be issued if you choose to cancel this test. If you cancel this test and receive a refund you will need to book and make payment for your theory test at a later stage.

Please note that when testing recommences, test centres will be operating at reduced capacity in order to maintain compliance with social distancing requirements and, in line with Public Health Agency (PHA) guidance. As a result, the number of appointments that can be made available for booking is restricted, and you may have to wait for a longer period of time before you can take a test. In addition, test delivery is subject to ongoing restrictions, therefore, there is the possibility that future bookings may also be impacted.

The Agency continues to work with the supplier to monitor availability and, to identify measures to increase capacity.

We are aware of the issues surrounding the availability of appointments and we are working with our suppliers to enable the testing process to continue once the go ahead is given by the Assembly.

We apologise for the inconvenience that this is causing and we will endeavour to provide theory test appointments to accommodate candidates as quickly, as fairly and most importantly as safely as possible for both candidates and staff

Regards

DVA Customers Services