



Driver & Vehicle
Standards
Agency

TCN SCHEDULE 2.1

SERVICES DESCRIPTION

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1. Summary

1.1. Introduction

This Statement of Requirements sets out the required Services for the Test Centre Network capability as part of the wider procurement for the Theory Test Service (TTS). Figure 1 illustrates the relationship between the Service Functions and the role of the Test Centre Network in the delivery of the Service and thereby, the scope of this Statement of Requirements.

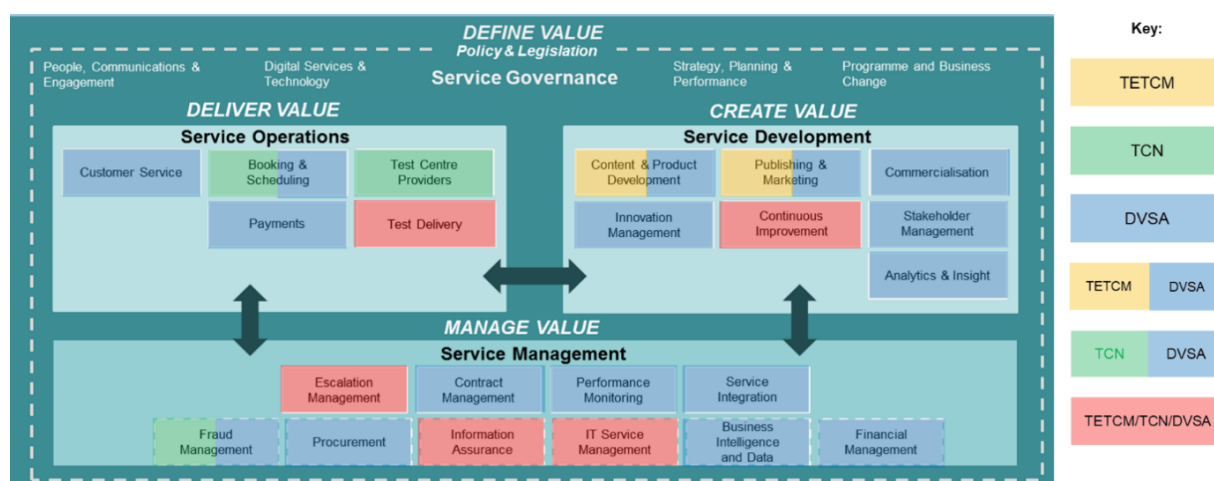


Figure 1: The Theory Test Service Target Operating Model (TOM)

Each requirement in this Statement of Requirements specifies a function of a named Service, which the Supplier shall deliver throughout the Term (unless agreed otherwise in writing between the Supplier and Authority through the Change Control Procedure).

The majority of the requirements in this Statement of Requirements are expressed as 'shall' and represent mandatory requirements for the Supplier under the Agreement. Non-Mandatory requirements are explicitly stated.

Requirements are presented under separate Service sub-headings in Sections 4 till 11. All requirements set out the minimum required functions of the Service Function, however the Service structure within the Service Function is not prescriptive. Services may be designed differently as long as the required functionality is provided.

The Supplier shall maintain any Technology Functions installed or transferred to the Supplier during contract transition and ensure that these Technology Functions continue to perform the functionality required to deliver the specified Services in compliance with the performance, availability and capacity requirements set out in this Statement of Requirements.

Each requirement is displayed with a unique identifier for traceability and reference purposes.

All terms defined in Schedule 1 (Definitions) are presented in capital letters.

As described in the TCN Background Information document¹, Section 3.4, the TCN is packaged into three Regions, which are broadly equivalent in volume and geographical composition based on Government Office Region geographies. This Statement of Requirements pertains to all three TCN Regions and where appropriate, will signpost when a requirement is relevant to only a specific Region/s, or sub-Region for requirements specifically related to Northern Ireland. Slight adjustments in requirements may also be indicated for services being offered in Wales and the Welsh Borders, again these adjustments are appropriately signposted.

1.2. Overview

The Test Centre Network is responsible for enabling the test delivery Service for Candidates of all Authority managed test types across Great Britain and Northern Ireland (as described in the Service Model²).

This document will detail the interrelated functionalities of the Test Centre Network as a whole, and cover key functionalities to deliver the TTS including:

1. The provision of Test Centre estates with accessibility arrangements that meet local demand;
2. A technically responsive Scheduling System that responds to Booking enquiries from the Authority which provides an accurate and real time forward view of test Slots to a centralised Booking system;
3. The provision of trained administration and invigilation Supplier Personnel to oversee the running of the Service and ensure the integrity of the test by deterring and preventing fraud;
4. Appropriate technology hardware to deliver the test within each Test Centre, and where required, cater to Non-Standard Accommodation requests by Candidates with specific requirements.

¹ This is the Descriptive Document which sets the context for the service and the procurement, alongside overarching procurement related instructions, but in itself is not a contractual document.

² Service Model refers to the Service Model document, provided within the procurement documentation, but in itself is not a contractual document. The purpose of the Service Model Document is to describe the Theory Test Service (TTS) so that those who will support its operation can understand how they contribute to the development and delivery of the end-to-end service

2. Definitions

“Admission”	The part of the process that validates the identity of a Candidate at a Test Centre, confirms the detail of the test they are going to take and ensures that the requisite security checks have been carried out.
“Candidate”	The person in whose name the Theory Test is booked for and who takes the Theory Test.
“Contract Go-live”	The Effective Date of contract commencement.
“Confirmed Booking”	Entitlement check passed and payment made.
“Customer”	A person who uses the Theory Test Service.
“Fraud Procedures”	The procedures defined by the Authority that will be implemented by the Supplier in order to deter, detect and/or interdict Fraud Incidents.
“Theory Test Service” (TTS)	The Service which will be delivered under the Agreement.
“Help Desk”	A service provided by Supplier to provide IT related support to the Test Centre Network and the Authority.
“Incident Management Portal”	The interface provided by the Authority, that will allow reporting of incidents by the Supplier to the Authority and enable monitoring, processing and tracking of incidents by the Authority.
“Letter of Authority”	A letter provided by the Authority confirming prior arrangements or accommodation or to enable visitors to visit Test Centres.
“Letter of Entitlement”	A letter provided by DVA to the Candidate to use as evidence that they hold a provisional driving licence.
“Licencing Authority /Authority”	DVLA and DVA.
“Recovery Point Objective”	The accepted maximum amount of data loss as measured in time.
“Non-Standard Accommodation”	Additional support that can be provided to a Candidate who has a reading difficulty, disability or health condition, and which cannot be booked online. (The types of support which can be booked online include voiceover and BSL on screen.)
“Prohibited Items”	Items that are prohibited from taking into the Test Lab.
“Region”	The geographical packaging of Great Britain and Northern Ireland into Lots which are comprised of a collection of Government Office Regions.

“Region A”	The geographical Lot which comprises delivery of the Service in the following Government Office Regions: Scotland, Northern Ireland, North West England, North East England and Yorkshire and The Humber.
“Region B”	The geographical Lot which comprises delivery of the Service in the following Government Office Regions: West Midlands, Wales, South West England and South East England.
“Region C”	The geographical Lot which comprises delivery of the Service in the following Government Office Regions: East Midlands, East of England and London.
“Scheduling System”	An interactive tool provided and managed by the Supplier for the scheduling of theory test Slots.
“Slot”	The period of time made available for an appointment to be booked.
“Standard Accommodations”	Additional support that can be provided to customers who have a reading difficulty, disability or health conditions which can be booked online.
“Supplier Personnel”	All staff or sub-contracted staff employed by the Supplier for the Service.
“Trainer Booker”	A driving instructor or trainer, who uses the Service to book and manage driving and motorcycle tests on behalf of their pupils and who can name the Candidate shortly before the test Slot.

The following Sections (3-11) will detail the Statement of Requirements applicable to the Test Centre Network.

3. Implementation Requirements

The following set of requirements relate to the preparation and implementation of the Implementation Plan as detailed in Schedule 6.1 (Implementation Plan). Specifically, these requirements highlight the Supplier's obligation to demonstrate its ability to deliver the services required in the run up to FTTS Go-Live.

- 3.1 The Supplier shall ensure they are appropriately resourced to support all required activities to achieve the implementation milestones set out in Schedule 6.1 (Implementation Plan).
- 3.2 The Supplier will provide the solution described in the delivery model to demonstrate its Hardware and Software in the Model Office for the duration of the contract, as described in Schedule 6.1 (Implementation Plan).
- 3.3 The Supplier shall demonstrate their ability to deploy the solutions and functionalities described in the delivery model at chosen Pilot Office sites as described in Schedule 6.1 (Implementation Plan). This includes demonstrating the ability of appropriately trained staff to demonstrate adherence to the required processes and procedures. For clarity on the test success criteria for milestone 5.1; 5th March 2021 is the deadline for the evidence to be provided to DVSA to prove that the physical requirements set out in the Statement of Requirements are in place for each method of test delivery in GB and NI at pilot versions of test centre sites.
To assess the evidence DVSA, and or DVA, will visit each of the pilot sites by 5th March 2021. The proposed dates for these visits should be included in the Detailed Implementation Plan submitted by 21st January 2021 in line with Milestone 1. The details of the evidence required will be finalised post contract award. A floor plan is not sufficient as these should be supplied with the full site details at approval stage under Milestone 4.
- 3.4 The Supplier shall ensure that all the chosen Pilot Office sites demonstrate a full fit out of Hardware and Software as laid out in Appendix C of Schedule 2.1, an integration of technology with the Admissions system, Test Engine and Booking system and provide trained Supplier Personnel who are capable of delivering the agreed procedures in Schedule 6.1 (Implementation Plan).
- 3.5 The Supplier shall support and enable testing of technology and processes to ensure the Booking service can launch and operate successfully from the milestone date set out in Schedule 6.1 (Implementation Plan).
- 3.6 Where applicable, the Supplier shall manage any potential staff transfer under TUPE Regulations 2006 and in accordance with Schedule 9.1 (Staff Transfer).

4. Test Centre Estate Requirements

The following set of requirements relate to the physical estate within the Test Centre Network; specifically:

- Proposed locations
- Test Centre premises, and the expectations of what needs to be provided at each separate Location
- Opening times of Test Centres

4.1. Test Centre Location

- 4.1.1 Every Test Centre location shall be subject to the approval of the Authority (this process shall be defined by the Authority prior to the Agreement signature and shall not be unreasonably withheld by the Authority).
- 4.1.2 The Supplier shall propose a Test Centre location solution so that Candidates have a travel time of 40 minutes or less, considering local travel conditions and public transport.
- 4.1.3 The Supplier shall, in areas of lowest population density (where the conditions in 4.1.2 cannot be met), provide a Test Centre location solution so that Candidates should have to travel no more than 40 miles.
- 4.1.4 The Supplier is to propose a Test Centre location solution that ensures 100% regional population coverage.
- 4.1.5 The Supplier shall ensure the Authority is provided with accurate details of all Test Centre locations (including directions, latitude/longitude position of the Test Centre – used for locating the nearest Test Centres for a Candidate on the Booking webpages, and facilities available at each location). Any changes across the Supplier's estate shall be reflected in updates provided to the Authority by the Supplier within 5 Working Days of a change coming into effect. These changes must be approved by the Authority.
- 4.1.6 The Supplier shall propose a Test Centre location solution that ensures 95% of Candidates are offered a test Booking within 2 weeks (14 Calendar days) of their preferred date at their preferred location. This shall be achieved across the Test Centre Region on both a monthly and annual basis.
- 4.1.7 All Test Centres within the Test Centre Network shall meet the requirement that 98% of Candidates shall be offered a Slot within 6 weeks (42 Calendar days) of their preferred date, at their preferred Test Centre, within the Service Period.
- 4.1.8 The Supplier shall ensure Test Centre locations are conveniently accessible from local public transport facilities.
- 4.1.9 The Supplier shall ensure that any location (selected for the Test Centre) shall be safe and appropriate for the general public, Candidates and Supplier Personnel.

- 4.1.10 The Supplier shall ensure that all Test Centre estates are clearly signposted both internally and externally as “DVSA (or DVA in Northern Ireland) Theory Test Centre”. such that external signage is easily and clearly visible from the outside of the building, to enable candidates to locate the centre.
- 4.1.11 The Supplier shall, upon request from the Authority, provide additional ad-hoc testing facilities (e.g. to cover one off requests to run focus groups).
- 4.1.12 The Supplier shall, upon request from the Authority during the life of the Agreement, review and report on the effectiveness of their solution in meeting the required Performance Indicators outlined in Schedule 2.2 (Performance Levels), e.g. when considering new Test Centre locations in response to changing population demographics and local demand trends.
- 4.1.13 For tests delivered in Northern Ireland the Supplier shall retain the provision of testing Services in the current six cities/towns (Ballymena, Belfast, Londonderry, Omagh, Portadown, and Newry). Fluctuations in test demand may, during the Term of the Agreement, necessitate an adjustment to the number and location of these Test Centres. The Supplier shall be capable of accepting such a modification.
- 4.1.14 The Supplier shall, where possible, provide secure bicycle and motorcycle parking.
- 4.1.15 Notwithstanding the provisions of paragraphs 4.1.1 – 4.1.14, prior to approval of any Test Centre location, the Authority shall ensure that the provisions of paragraphs 4.1.2 – 4.1.4 above have been met in relation to any such proposed location by using the same network data set used by the Supplier to produce their Final Tender location solutions, which is referred to as the ArcGIS - June 2020 Version. This data set will be made available by the Authority for use by the Supplier during the delivery of the Implementation Services to ensure consistency with the data set used by the Supplier to develop their proposed Final Tender location solution and to ensure approval of Test Centre locations is not impacted by subsequent updates or changes to the road network data in ArcGIS. Where any Test Centre locations require approval from the Authority following the final Operational Service Commencement Date (including pursuant to a Contract Change) the Authority may, at its discretion, use a current (as at the time of request for approval) version of the ArcGIS software for verification that the provisions of paragraphs 4.1.2-4.1.4 have been met in relation to such proposed location(s). For the avoidance of doubt, where any Test Centre location is found not to meet the requirements of paragraphs 4.1.2-4.1.4 pursuant to this paragraph 4.15, the Authority may withhold its approval of such Test Centre location.

4.2. Test Centre Premises

The requirements below represent the Authority’s expectations for the fit out of each of the testing locations. Adjustment to these requirements for sites that open infrequently is subject to the approval from the Authority.

- 4.2.1 The Supplier shall ensure that all Test Centres provide Candidates with appropriate conditions for testing. Due attention must be paid to suitable environmental conditions (e.g. temperature, ventilation, cleanliness and noise levels) conducive to test conditions in line with Schedule 2.3 (Standards).
- 4.2.2 The Supplier shall ensure that premises to be used for theory testing shall comply with legislation, including the provision of disabled access and inclusive mobility at all Test Centres.
- 4.2.3 The Supplier shall ensure that the Test Centre has secure windows and doors, an intruder alarm, such that if the Test Centre is broken into or physically attacked, that an alarm is raised in a timely manner together with a suitable response to that alarm, signposted fire exits and secure and lockable storage for Supplier Personnel and Candidate use.
- 4.2.4 The Supplier shall ensure that the Test Centre is secured to good commercial standards that are, as a minimum, in line with CPNI guidance and Good Industry Practice.
- 4.2.5 The Supplier shall provide a method of ensuring only authorised individuals (Candidates, Supplier Personnel and Authority Supplier Personnel/employees) are granted access to Test Centres. Accessibility requirements (relating to inclusive mobility) must be considered when implementing these controls.
- 4.2.6 The Supplier shall ensure that each Test Centre has an individual and secure facility for each Candidate to store personal belongings during testing e.g. lockers.
- 4.2.7 The Supplier shall ensure that all Test Centres have a separate workstation for each Candidate equipped with the appropriate computer equipment. Details of the required IT Hardware and Software are laid out in Appendix C.
- 4.2.8 The Supplier shall ensure that each workstation is easily identifiable to Candidates (e.g. clearly numbered/ labelled).
- 4.2.9 The Supplier shall ensure that the contents of each screen at each test workstation are not easily visible to anyone outside of the Test Centre, Candidates sitting at other workstations and anyone else in the Test Centre, apart from invigilators.
- 4.2.10 The Supplier shall ensure that each workstation has a suitable chair, which must be height adjustable, for each Candidate to sit on whilst taking their test.
- 4.2.11 The Supplier shall ensure that each Test Centre has at least one workstation with a height adjustable desk suitable for Candidates who are wheelchair users.
- 4.2.12 The Supplier shall ensure that each Test Centre has an administration and reception area, and any other equipment required to deliver the Service (e.g. including any stationery, office equipment, computer systems, printers, communications equipment).

- 4.2.13 The Supplier shall ensure that each Test Centre has a dedicated Test Lab; this shall be a separate and segregated space where entry and noise levels are strictly controlled as defined in Schedule 2.3 (Standards).
- 4.2.14 The Supplier shall provide a hearing loop system or similar listening aid to support the administration process for Candidates with hearing difficulties. It may also be used to communicate with Candidates during testing if required but should not be used outside the Test Centre.
- 4.2.15 The Supplier shall ensure that each Test Centre has a waiting area, appropriate to the size of the Test Centre, with sufficient seating for Candidates, including seating that is suitable for people with mobility impairments (e.g. seats with arm rests).
- 4.2.16 The Supplier shall ensure that each Test Centre has male, female and accessible toilet facilities, for the use of Supplier Personnel and Candidates.
- 4.2.17 The Supplier shall ensure that each Test Centre has a method for displaying posters as supplied by the Authority.
- 4.2.18 The Supplier shall ensure all posters/ codes of conduct/ information pamphlets agreed by the Authority are displayed within the Test Centre should be kept up to date and reflect any updates provided to the Supplier by the Authority.
- 4.2.19 The Supplier shall provide appropriate signage informing Candidates that they are subject to CCTV monitoring throughout their time in the Test Centre for the purpose of deterring against fraud and maintaining the integrity of the test.
- 4.2.20 At Test Centres in Wales and the Welsh Borders (Regions A and B), the Supplier shall ensure all signage is displayed in Welsh and English.
- 4.2.21 The Supplier shall ensure that all systems and signage used shall meet the requirements of Data Protection Legislation and the Information Commissioner's CCTV Code of Practice July 2008.
- 4.2.22 The Supplier shall ensure any emergency equipment which may be required under the relevant health & safety laws is available at each Test Centre.
- 4.2.23 The Supplier shall ensure that all fire exits within the Test Centre are clearly signposted and visible to Candidates in the Test Centre.
- 4.2.24 The Supplier shall ensure that the layout of each Test Centre does not cause any Candidate to be disadvantaged by glare on the screen within the Test Lab.
- 4.2.25 The Supplier shall ensure that their solution conforms to the Information Security Standards defined in the Standards outlined in Schedule 2.4 (Security Management) and Schedule 11 (Data Processing) relevant to handling and processing data at OFFICIAL (including the -SENSITIVE descriptor).
- 4.2.26 The Supplier shall respond to and implement any changes in Law relating to Data Protection Legislation or the Information Commissioner's Code of Practice as outlined in Schedule 2.4 Security Management.
- 4.2.27 The Supplier shall ensure compliance with EU health and safety legislation. Candidates shall be provided with an antiseptic wipe to clean the headset

before use or disposable covers.

- 4.2.28 The Supplier shall demonstrate to the Authority that, in fitting out the Test Lab, they have enabled a good Customer experience with due regard paid to the security, robustness and accessibility of the testing set-up.
- 4.2.29 The Supplier shall ensure that any Hardware is located in secure rooms (or secure cabinets in a public space as a minimum) with controlled physical and logical access controls in place.

4.3. Test Centre Opening Times

- 4.3.1 The Supplier shall ensure that opening times are of a sufficient length to enable the offer of all test types (laid out in Appendix A) and to meet local demand. Standard opening times (Monday to Friday) for each Test Centre to comply with the foregoing shall be proposed by the Supplier and agreed with the Authority. This should take into consideration Performance Indicators defined in Schedule 2.2 (Performance Levels).
- 4.3.2 For every 10 scheduled days of opening within each calendar month, the Supplier shall ensure in addition to standard opening times, that test Slots are available on at least one Saturday and on one evening (i.e. between 6:00pm and 9:00pm), sufficient to meet local demand.
- 4.3.3 Should the level of local demand mean that a Test Centre does not open for 10 days in a calendar month, the Supplier shall ensure that, in addition to standard opening times, sufficient Slots (Saturday and on evenings between 6pm-9pm) are available to meet local demand. The opening time schedule (including Saturdays and evenings as referred to in paragraphs 4.3.2 and 4.3.3) shall be agreed with the Authority and compliance with the agreed schedule will be measured under Schedule 2.2. Sufficient slots on Saturdays and evenings, as well as weekdays, must be provided to meet local demand.
- 4.3.4 The Supplier shall ensure that, for Test Centres with lower volumes of demand a sufficient opening time schedule (including Weekday, Saturday and evening Slots) is agreed with the Authority and available for booking by Candidates.
- 4.3.5 The Supplier shall share an indicative opening time schedule for each Test Centre in their chosen Region, as laid out in Appendix F, as part of their Implementation Plan outlined in Schedule 6.1. Compliance will be measured by the Authority against these opening times in line with Schedule 2.2.
- 4.3.6 Subject to prior approval from the Authority, the Supplier shall be able to authorise that a Test Centre need not open for a scheduled session if there are no booked tests to conduct. Authority approval must be requested by the Supplier at least 3 clear Working Days prior to the proposed closure.

4.4. Test Centre Hardware and Software Requirements

- 4.4.1 The Supplier shall ensure that all IT Hardware and Software used to deliver the Service within the Test Centre shall conform to the minimum requirements laid out in Appendix C.

- 4.4.2 The Supplier's availability of its IT Hardware and Software shall conform to the Performance Indicators outlined in Schedule 2.2 (Performance Levels).
- 4.4.3 The Supplier shall be certificated with the following management systems in addition to any security certifications identified in Schedule 2.4:
- ISO 9001:2000 under the Tick IT Scheme; or
 - CMM Level 3 (US Standard).
- 4.4.4 Where new IT equipment is purchased by the Supplier, it must meet the relevant Government Buying Standards as referenced in Schedule 2.3 (Standards) and operated in a way which minimises the energy used and complies with the Supplier's obligations in Schedule 2.6 (Sustainability).
- 4.4.5 The Supplier shall ensure that Hardware is refreshed as appropriate and is always fit for the purpose of providing the Services whilst minimising waste. Where it is necessary to dispose of electronic equipment this will be carried out in compliance with the Waste Electrical and Electronic Equipment Regulations outlined in Schedule 2.3 (Standards).
- 4.4.5A The Supplier shall ensure that Software, including the operating system, is refreshed and patched as appropriate in line with Schedule 2.4 and is always fit for the purpose of providing the Services.
- 4.4.6 The Supplier shall ensure that all Hardware is disposed of in accordance with the guidelines in Schedule 2.4 (Security Management)

4.5. CCTV Coverage

Redacted

5. Book A Test

The following requirements describe the activities the Supplier shall undertake to support the process by which a Candidate books their test.

The Scheduling API specification is laid out in Appendix H (TCN Scheduling API Specification) and facilitates the integration between the Authority's Booking system and the Supplier's Scheduling System to facilitate the querying and Booking of test Slots for Candidates and Trainer Bookers.

Trainer Bookers can book multiple Slots in a single request and do not need to specify a Candidate name when Booking. Trainer Bookers book through a separate user interface which is provided by the Authority.

In addition, where a Candidate requires Standard/Non-Standard Accommodations to be provided as part of their test (these Standard/Non-Standard Accommodations are described in detail in Section 7 of this document), a specific Booking process must be supported.

Specifically, the requirements below will cover;

- Functions of the Scheduling System
- Scheduling of Non-Standard Accommodation

5.1. Scheduling

- 5.1.1 The Supplier shall provide a Scheduling System to manage available testing Slots for each Test Centre which can interface with and provide Data to the Authority through the Scheduling API defined by the Authority laid out in Appendix H). The Scheduling API provided by the Authority will allow the Authority system(s) to:
- Book and manage Slots for Candidates
 - Book and manage Slots for Trainer Bookers
 - Book and manage Slots for call centre staff on behalf of Candidates or Trainer Bookers
 - Book and manage Non-Standard Accommodations
 - Query the overall availability for a Test Centre
- 5.1.2 The Supplier shall provide to the Authority, in real time via the Supplier's own Scheduling System, available testing Slots at each Test Centre for a period of 6 months from the current date (inclusive of Weekday, weekend and evening Slots). Testing Slots will be of sufficient length to accommodate the range of test types in Appendix A.
- 5.1.3 Candidates must be able to take the maximum, legal, amount of time to complete their theory Test, including the cumulative amount of time where tests are required to be taken sequentially (i.e. for LGV or PCV). However, with agreement from the Authority, the supplier may, as a minimum, provide test Slots based on the average time taken to complete the test. Test types (including sequential dependencies) and maximum durations are laid out in Appendix A. The average test times are indicative and refer to the entire time which a candidate spends at a workstation. This starts when the test event is launched, and includes any time spent on all other elements of the test, i.e. the test instructions, HPT instructions and voluntary trial and survey sections. The time finishes when the candidate is logged off the workstation. It does not

include any time the candidate spends away from the workstation, such as checking in, waiting in reception, moving in or out of the test lab or collecting results.

- 5.1.4 The Supplier shall ensure that each testing Slot can only be booked by a single candidate at a single point in time.
- 5.1.5 The Supplier shall provide sufficient testing Slots to meet demand within their Region via the Scheduling System as specified in the Performance Indicators contained in Schedule 2.2 (Performance Levels).
- 5.1.6 Not Used
- 5.1.7 Not Used
- 5.1.8 Not Used
- 5.1.9 Not Used
- 5.1.10 The Supplier shall ensure that their Scheduling System conforms to the availability requirements as defined in Schedule 2.2 Performance.
- 5.1.11 The Supplier shall support all testing of the integration of their Scheduling System and the Authority's API, including provision of the required test instances of the Scheduling System.
- 5.1.12 The Supplier shall provide a dedicated technical point of contact to the Authority to provide technical information and notification of issues and changes associated with the operation of the Supplier's Scheduling System.

5.2. Scheduling Non-Standard Accommodations

The Booking of Standard Accommodations at the request of Candidates will be facilitated by the Booking Service and provided by the Test Engine. For Non-Standard Accommodations, a separate process is followed as outlined in the requirements below. It will become the Supplier's responsibility to meet the cost of arranging all Non-Standard Accommodations for Candidates who have requested them.

- 5.2.1 The Supplier shall upon request of a Non-Standard Accommodation, provide the Authority with a list of available Booking Slots which can support the requested Non-Standard Accommodation within 5 Working Days of receiving the request. This will include confirming that the appropriate third-party support is available, and the Slots provided are of sufficient length relevant to the

accommodation required as laid out in Appendix D.

- 5.2.2 The Supplier shall be required to hold the available Slots provided for an individual request with a unique Booking ID for Non-Standard Accommodations until the Booking is confirmed by the Authority.
- 5.2.3 The Supplier shall keep the Slot allocated for a Non-Standard Accommodation Booking available for 5 clear Working Days to allow the Booking to be complete. Once a Booking has been made by the Candidate, the Supplier shall release the other testing Slots on the Scheduling System. If, after 5 Working Days the Booking has not been confirmed, the Slot shall be made available for other Bookings.
- 5.2.4 The Supplier shall provide a single contact point (or a single team) for the Authority to support conversations regarding the provision of Non-Standard Accommodations during Booking requests.
- 5.2.5 The Supplier shall provide the dedicated contact/team to support Non-Standard Accommodations requests between Monday to Friday, 8.00am to 5.00pm, excluding English bank holidays.
- 5.2.6 The Supplier shall support discussions with the Authority relating to the approval of Non-Standard Accommodations for a test (e.g. organising support from test delivery assistants such as readers, signers or requests for extra time) for a specified Booking.
- 5.2.7 The Supplier will be required to maintain the integrity of the testing in line with the security requirements when accommodating Non-Standard Accommodations requests, particularly in relation to Candidates bringing their own adapted devices (e.g. mouse) for a specific Booking.
- 5.2.8 The Supplier will liaise with the Authority to ensure that devices brought into the Test Centre by Candidates do not compromise the integrity of the test or the Supplier's IT network.
- 5.2.9 Where the Candidate requests to use a specialist piece of equipment not provided by the Supplier (but approved by the Authority), the Supplier shall support direct discussions with the Candidate as to the suitability of their equipment for use in the Test Centre.
- 5.2.10 Not Used
- 5.2.11 Not Used

5.3. Scheduling Non-Functional Requirements

- 5.3.1 The Supplier shall ensure that their Scheduling System conforms to the security requirements as defined in Schedule 2.4.
- 5.3.2 In addition to the disaster recovery processes outlined in Schedule 8.6 (Business Continuity Disaster Recovery), the Supplier shall meet a Recovery Time Objective of 4 hours for the Scheduling System.

- 5.3.3 In addition to the disaster recovery processes outlined in Schedule 8.6 (Business Continuity Disaster Recovery), the Supplier shall meet a Recovery Point Objective of 15 minutes for the Scheduling System.

6. Take A Test Requirements

The following requirements describe the activities the Supplier shall undertake to support Candidates taking their test. This process commences when the Candidate arrives at the Test Centre on the day of their test through to them receiving the results at the end of their test. Booking information will be accessible to [Test Centre] Supplier Personnel 48 hours in advance of tests being taken. Specifically, the requirements cover:

- Admittance to the Test Centre
- Advising Candidates of the required standards of conduct and behaviour
- Test allocation and Test Lab admittance
- Invigilation during tests
- Distribution of test results

6.1. Admittance to Test Centre

- 6.1.1 The Supplier shall confirm the Candidate has a Booking in the Admissions system upon arrival. To maintain quality of Service, the Candidates must be attended to by a member of Supplier Personnel within 10 minutes of their arrival time.
- 6.1.2 Where the Candidate's Booking cannot be found in the Booking administration system the Supplier shall contact the Authority to resolve the issue. This may require the Authority to make a test available for the Candidate in the Test Engine.
- 6.1.3 The Supplier shall confirm the identity of the Candidate upon arrival; valid identification documents are laid out in Appendix B. If the Supplier has any concerns about the identity of the Candidate, they should be refused entry to their test. The Supplier will be required to follow the procedures provided by the Authority, summarised in Appendix E, if a Candidate's ID cannot be confirmed.
- 6.1.4 The Supplier shall check that the name, address and driving licence number (where applicable) on the Candidate's identification match the details of the test Booking. Any discrepancies must be accounted e.g. a change of name must be supported by for example a marriage certificate and reported to the Authority via the Incident Management Portal as described in Section 8. Detailed guidance will be provided after award on what action Suppliers should take if details do not match.
- 6.1.5 For tests delivered in Northern Ireland, if a Candidate's licence counterpart has been lost or stolen, a Candidate may acquire a Letter of Entitlement from the Authority as proof that a licence is held. In this case, the Supplier shall check that a Letter of Entitlement has been issued by the Authority prior to the Candidate taking their test (this information will be provided to the Supplier in the Admissions system).
- 6.1.6 The Supplier shall check that the photograph presented as part of the ID checks is a true likeness of the Candidate seeking to take the test. Candidates should be given the opportunity to go to a private area with a member of staff to remove or adjust any item which is preventing their identity being confirmed, for example where the face is covered, and such checks must not be recorded

by CCTV in line with both DPA and CCTV best practice guidance to avoid infringing the Candidate's human rights. – As stated in Appendix E, Section 1 para 7, candidates who refuse to comply with security checks should not be allowed to test. As stated in Appendix E Section 1 paras 8 and 9, If they declare a protected characteristic under the Equality Act 2010, they may be permitted to test but would be subject to increased invigilation.

However, if a candidate's identity cannot be confirmed because they require a female to be present (for example, the lifting of a veil) and no female staff are available, the candidate should be refused to test but advised that they can have another test at no additional charge, which can be arranged for when a female member of staff is present. The procedures which will be used by the Suppliers and the Authority to arrange such bookings will be agreed post award.

- 6.1.7 The Supplier shall use an ultraviolet lamp (to be procured by the Supplier) for the purpose of checking the authenticity of driving licences.
- 6.1.8 The Supplier shall capture a digital signature from the Candidate (in the Admissions System) and verify this against the signature on their identification documents. The Hardware required to capture the digital signature shall be provided by the Supplier based on a specification defined by the Authority (as laid out in Appendix C).
- 6.1.9 Should the digital solution for capturing a digital signature fail, the Supplier shall capture a paper signature from the Candidate, scan the paper copy and attach it to an incident report in the Incident Management Portal.
- 6.1.10 Once the appropriate incident has been raised and a scanned copy of the paper signature has been attached, the Supplier shall destroy the original paper copy in a secure manner.
- 6.1.11 The Supplier shall provide the Candidate with any relevant health and safety information, including details of any emergency procedures applicable to the Test Centre.
- 6.1.12 The Supplier shall ask if the Candidate requires a voiceover for their test.
- 6.1.13 Where the Candidate advises that a voiceover is not required, the Supplier shall disable the voiceover (via the Test Engine invigilation system) prior to starting the test.
- 6.1.14 The Supplier should follow Authority guidelines of what to say to Candidates about the operation of the test. The Supplier shall ask the Candidate to direct all other questions relating to the content of the test policies, or how the test works, to the Authority.
- 6.1.15 In the event of a Candidate arriving to the Test Centre later than their Scheduled appointment (or not having the right ID) and therefore unable to test in their allotted Slot, the Test Centre Supplier Personnel will take a view if the Candidate can test later that day (based on availability of Slots at the given Test Centre) and will accommodate this if possible. In the case where the Test Centre cannot accommodate a test later the same day, the Candidate will be required to rebook a test through the booking engine for a different day. In this case, an incident should be logged in the Incident Management Portal and the Candidate shall be advised to contact the Authority's Customer Contact

Centre.

- 6.1.16 The Supplier shall maintain a record of any non-Candidate visitors who attend a Test Centre. This record shall be kept in the Supplier's own systems and made available to the Authority upon request. A non-electronic method of recording non-Candidate visitors is acceptable.
- 6.1.17 The Supplier shall ensure that all non-Candidate visitors are escorted when moving around the Test Centre.
- 6.1.18 The Supplier shall admit visitors authorised by DVSA or DVA (e.g. auditors) into the Test Centre through photo identification stored on CRM supplied by the Authority.
- 6.1.19 The Supplier shall ensure that test delivery assistants, e.g. oral language modifiers or readers, are admitted in accordance with the guidelines set by the Authority.
- 6.1.20 The Supplier shall ensure that Supplier Personnel follow all the agreed procedures outlined by the Authority during the admittance of a Candidate into the theory Test Centre.

6.2. Conduct and Behaviour

- 6.2.1 The Supplier shall ensure that Candidates are provided with expected standards and Test Centre rules as provided by the Authority.
- 6.2.2 The Supplier shall ensure that Supplier Personnel conduct themselves in a courteous, polite and helpful manner at all times when dealing with Candidates, members of the public, and officials of the Authority.
- 6.2.3 The Supplier shall ensure that the behaviour of Supplier Personnel (including invigilators) should not distract or disturb Candidates taking the test.
- 6.2.4 The Supplier shall ensure that Supplier Personnel present themselves professionally, and as agents of the Authority must not do anything that could bring the Authority into disrepute. This includes social media activity.
- 6.2.5 The Supplier shall comply with their legal responsibility to ensure that all business journeys by road are carried out safely and in accordance with the Law.
- 6.2.6 The Supplier shall have a safe driving policy which is effectively communicated to all staff.

6.3. Test Allocation and Test Lab admittance

- 6.3.1 The Supplier shall update the Admissions system with the desk allocation for the Candidate.
- 6.3.2 The Supplier shall ensure that Supplier Personnel follow the agreed procedures outlined by the Authority during the admittance of a Candidate into

the theory the Test Lab as provided to the Supplier.

- 6.3.3 The Supplier shall perform security checks to ensure that Candidates are not taking any Prohibited Items into the Test Lab. These include, but are not limited to: mobile phones, ear pieces/ear phones, laptops/hand-held computers/personal digital assistants (PDAs) and other electronic devices, pagers, handbags, purses, wallets, hats, bags, coats, books, revision notes, dictionaries, note paper, pens, watches, food and drink, or any other materials which might contain information that would assist them in completing the test. The Supplier will be required to follow the procedures provided by the Authority, summarised in Appendix E, if the Candidate refuses to comply with security checks.
- 6.3.4 Prior to the Candidate entering the Test Lab the Supplier shall reconfirm that the name, address and driving licence number (where applicable) on the Candidate's identification match the details of the Booking Information, and that the photograph presented as part of the ID checks is a true likeness of the Candidate seeking to take the test, to ensure the integrity of the test is not compromised.
- 6.3.5 The Supplier shall direct Candidates to the specified and easily identifiable workstation for their test and ensure that Candidates make their way to the workstation without disrupting other Candidates.
- 6.3.6 The Supplier shall remind the Candidate to confirm their name and type of test which will be displayed on the screen at their workstation prior to starting the test.
- 6.3.7 The Supplier shall, prior to the start of the test, advise the Candidate of the maximum permitted time for them to complete the test.

6.4. Invigilation Redacted

6.5. Test Results

- 6.5.1 The Supplier shall provide a printer at each Test Centre to print the results from each Candidate's test, which meets the specifications laid out in Appendix C.
- 6.5.2 The Supplier shall ensure that the printer and embosser (see 6.5.7) are securely located in a place that is not easily accessible by Candidates.
- 6.5.3 The Supplier shall ensure that the Candidates are given their results within 10 minutes of completing their test (it should be assumed that the Test Engine will support these timescales).
- 6.5.4 The Supplier shall confirm the result (letter and/or certificate) is printed to a high quality prior to giving it to the Candidate.
- 6.5.5 Where the quality of the printed result is not deemed to be sufficient, the Supplier shall trigger the re-printing of the result via the Test Engine Admissions system.
- 6.5.6 Where the Supplier is unable to print test results and give them to the Candidate, Supplier Personnel must raise an incident for each Candidate affected. The Authority will arrange for the results to be printed and posted to these Candidates and the cost will be charged back to the Supplier.
- 6.5.7 The Supplier shall emboss the result letter prior to handing it to the Candidate. (The embosser shall be provided by the Authority).
- 6.5.8 The Supplier Personnel shall ensure the correct test result is handed to the correct Candidate, by checking the test against the driving licence name and number, before the Candidate is given the result.
- 6.5.9 The Supplier shall ensure the result notification is not handed to the Candidate in an envelope or in circumstances which will cause undue distress, embarrassment or discomfort. Such arrangements shall not cause undue delays.
- 6.5.10 The Supplier shall ensure no comment about the test result is made by Supplier Personnel when the result is delivered to the Candidate.
- 6.5.11 The Supplier shall direct Candidates to the Authority if they wish to discuss anything relating to their result.

7. Standard and Non-Standard Accommodations

The Booking Application supports Candidates requesting a number of Standard/Non-Standard Accommodations which Candidates may require to ensure they can complete the test. Some of these will be Standard Accommodations, supported by the Test Engine Software (e.g. British Sign Language translation and voiceovers in specific languages); however, in other scenarios the Test Centre Network provider will be required to provide specific Services to support Non-Standard Accommodations. The requirements below relate to the areas where specific Services will need to be provisioned by the Test Centre Network provider. Broadly these include: -

- Requests for extra time
- Providing a pool of interpreters, Readers and translators who, upon request will provide support to specific Candidate's tests
- Supporting Candidates who require Oral Language Modification (OLM)
- Provision of Home Tests upon request from the Authority

Where a Candidate is approved for OLM but also requests a sign language interpreter, a DVSA member of staff will perform the OLM role, reviewing the test with the interpreter in advance

The full detail of the processes to be followed for each of the different accommodations are laid out in Appendix D.

7.1. General

- 7.1.1 The Supplier shall provide the ability for a Candidate to take their test separately from other Candidates in the Test Centre; this may include providing a separate room for the Candidate to test in, or ensuring no other Candidates are in the Test Lab at the time of the Candidate doing their test.
- 7.1.2 The Supplier shall support the provision of extended testing Slots for Candidates to complete their test (as authorised and advised by the Authority). The duration of extended testing Slots is laid out in Appendix A.
- 7.1.3 The Supplier shall provide adapted computer equipment for use by Candidates as specified in their Booking.
- 7.1.4 The Supplier shall allow Candidates who have permission (as outlined in their Booking), to leave any required medication with the invigilator and have access to this medication as required throughout the duration of their test.

7.2. Signers/ Lip Speakers

- 7.2.1 The Supplier shall, upon request by the Authority provide Signers or Lip Speakers to support deaf Candidates who do not understand British Sign Language (BSL).
- 7.2.2 The Supplier shall provide paper transcripts of the HPT tutorial to Candidates who are deaf and do not understand BSL; copies of the transcripts will be provided to the Supplier by the Authority.

- 7.2.3 The Supplier shall source signers/ lip speakers from a list of suppliers approved by the Authority. The current list of approved suppliers is laid out in Appendix D.
- 7.2.3A The Supplier shall, in the event they wish to use Supplier Personnel trained to the required standards (including those listed in Appendix D) as signers / lip speakers, ensure that these personnel have been authorised in writing to perform this function by the Authority.
- 7.2.3B The Supplier shall agree an authorisation process with the Authority to authorise any Supplier Personnel performing signing / lip speaking functions prior to them providing assistance to Candidates.
- 7.2.4 The Supplier shall ensure the signers/ lip speakers assigned to support the Authority's tests shall sign in the language that the Candidate has requested (e.g. BSL, Sign Supported English, etc.).
- 7.2.5 The Supplier shall ensure tests which are supported by Signers/ Lip Speakers are carried out separately from other Candidates in the Test Centre; this may include providing a separate room for the Candidate to test in, or ensuring no other Candidates are in the Test Centre at the time of the Candidate doing their test.
- 7.2.6 The Supplier shall record the name of the signers/ lip Speaker for each specific test; this shall be recorded in the Admissions Portal.
- 7.2.7 The Supplier shall confirm the identity of the signer/ lip Speaker prior to them entering the Test Lab.
- 7.2.8 The Supplier shall capture the signature of the signer/ Lip Speaker to indicate that they will not take part in any fraudulent activity or collusion with the Candidate.

7.3. Interpreters (Northern Ireland only)

For tests delivered in Northern Ireland, Candidates can request that their test is interpreted into a foreign language, this provision is not supported for those carried out in Great Britain.

- 7.3.1 For tests delivered in Northern Ireland, the Supplier shall request the approved photographic identification from interpreters upon their arrival at the Test Centre and Letter of Authority from the approved interpretation agency prior to admitting them to the Test Centre for the purposes of interpreting a theory test.
- 7.3.2 For tests delivered in Northern Ireland, the Supplier shall refuse entry to any interpreter who is unable to produce the required photographic identification and Letter of Authority.
- 7.3.3 For tests delivered in Northern Ireland, the Supplier shall record the name of the interpreter for each specific test; this shall be recorded in the Admissions system.
- 7.3.4 For tests delivered in Northern Ireland, the Supplier shall record in the Admissions system that they have seen the Letter of Authority pertaining to the

interpreter.

- 7.3.5 For tests delivered in Northern Ireland, the Supplier shall capture a digital signature from the Interpreter (and other Test Centre visitors) in the Booking administration system and verify this against the signature on their identification documents. The Hardware required to capture the digital signature shall be provided by the Supplier based on a specification defined by the Authority (as laid out in Appendix C).
- 7.3.6 For tests delivered in Northern Ireland, the Supplier shall, where a paper signature is captured due to a failure of the digital signature capture process, digitise (e.g. scan) the paper copy and attach it to an incident report in the Incident Management Portal.
- 7.3.7 For tests delivered in Northern Ireland, the Supplier shall provide a facility that ensures an interpreter sits remotely from the Candidate (who will sit in the Test Lab alongside other Candidates).
- 7.3.8 For tests delivered in Northern Ireland, the Supplier shall provide the facility for the screen on the Candidate's workstation to be shared remotely on the interpreter's workstation. The Supplier shall provide audio equipment to allow the interpreter to listen to English audio voiceover being delivered for each piece of text when selected by the Candidate on all test screens, and then interpret what they have heard into the authorised language which will be provided back to the Candidate in the Test Lab. The interpreter should not be able to interact in any other way with the Candidate's test.
- 7.3.9 For tests delivered in Northern Ireland, the Supplier shall install a sensitive and robust audio recording System in each centre which is used to deliver interpreted tests, to provide a complete record of the communication between the two Parties. The recording System shall:
- (i) provide clear digital audio recordings of all oral exchanges between the interpreter and the Candidate, which take place in connection with a specified test;
 - (ii) enable the Test Centre, date and time of the test to be identified at the start of each test; and
 - (iii) be professionally installed and maintained.
- 7.3.10 For tests delivered in Northern Ireland, the Supplier shall ensure that, once the test is in progress, the Candidate and interpreter shall have no physical or visual contact.
- 7.3.11 For tests delivered in Northern Ireland, the Supplier shall ensure that the interpreter audio for each test is recorded for security and audit purposes.
- 7.3.12 For tests delivered in Northern Ireland, the Supplier shall store interpreter audio recordings for 90 days following the completion of the test.
- 7.3.13 For tests delivered in Northern Ireland, the Supplier shall provide interpreter audio recordings to the Authority upon request. This shall consist of a digital copy of the audio recording and shall be shared with the Authority in a secure manner to be agreed between the Supplier and the Authority.

7.4. Oral Language Modification (OLM)

The following requirements relate to the provision of OLMs to support Candidates during their tests. OLMs are expected to be Supplier Personnel or Supplier Personnel from an approved 3rd party who have been trained to the required Standards.

- 7.4.1 The Supplier shall provide OLMs to support Candidates with comprehension difficulties. Provision can come from either the Supplier Personnel or can be outsourced to a third party approved by the Authority.
- 7.4.2 The Supplier shall ensure that prospective OLMs complete and pass the oral language modifier accredited training as laid out in Appendix D. Pass certificates shall be provided to the Authority upon request.
- 7.4.3 The Supplier shall ensure tests which are supported by OLMs re carried out separately from other Candidates in the Test Centre; this may include providing a separate room for the Candidate to test in, or ensuring no other Candidates are in the Test Centre at the time of the Candidate doing their test.
- 7.4.4 The Supplier shall record the name of the OLM for each specific test; this shall be recorded in the Admissions system.
- 7.4.5 The Supplier shall confirm the Identity of the OLM prior to them entering the Test Lab.
- 7.4.6 The Supplier shall capture the signature of the OLM to indicate that they will not take part in any fraudulent activity or collusion with the Candidate.
- 7.4.7 The Supplier shall provide the OLM with access to the same test that the Candidate will take one hour prior to the Candidate's allotted testing Slot. The technical functionality to support this will be provided by the Test Engine.
- 7.4.8 The Supplier shall provide OLMs for tests in Category B (car). OLMs for all other test types will be provided by the Authority.
- 7.4.9 The Supplier shall, upon request from the Authority in the future, provide Oral Language Modification for additional types of test (e.g. LGV).
- 7.4.10 The Supplier shall ensure that prospective OLMs attend a 1-day workshop run by the Authority at a Supplier's Location. The Authority may arrange further workshops to train new Supplier Personnel or may allow existing OLMs to down-train new Supplier Personnel. All newly trained OLMs will be accompanied by a member of Authority personnel on their first test.
- 7.4.11 The Contactor shall provide a wipe clean sheet or board for use by the OLM during the test.
- 7.4.12 The Supplier shall ensure that the wipe clean sheet or board is not removed from the Test Lab and the contents and any additional notes are erased immediately after the test has completed.
- 7.4.13 The Supplier shall, upon request from the Authority, provide OLMs with approved laminated pictures to support their role; these will be provided by the

Authority.

7.5. Readers & Recorders

The following requirements relate to the provision of readers and recorders to support Candidates during their tests. Where a Candidate requires both a reader and a recorder, these functions can be performed by the same individual. Should the Supplier wish, readers and recorders can be Supplier Personnel, provided they are trained to the required Standards.

- 7.5.1 The Supplier shall provide readers and recorders who can read out the questions and record their answers on the Candidate's behalf.
- 7.5.2 The Supplier shall provide recorders who can record the Candidate's answers on the Candidate's workstation screen as they take their test.
- 7.5.3 The Supplier shall confirm the Identity of the reader and/or recorder upon prior to them entering the Test Lab.
- 7.5.4 The Supplier shall capture the signature of the reader and/or recorder to indicate that they will not take part in any fraudulent activity or collusion with the Candidate.
- 7.5.5 The Supplier shall record the name of the reader and/or recorder for each specific test; this shall be recorded in the Admissions system.
- 7.5.6 The Supplier shall ensure tests which are supported by readers and/or recorders are carried out separately from other Candidates in the Test Centre; this may include providing a separate room for the Candidate to test in, or ensuring no other Candidates are in the Test Centre at the time of the Candidate doing their test.
- 7.5.7 The Supplier shall ensure that readers discuss and agree with the Candidate the approach they will take (in terms of speed, pausing, repetition, etc.). The approach can be modified during the test with the Candidate's agreement

7.6. Home Tests

The below requirements detail the expectation of tests within Candidate's homes but in most circumstances will also apply to testing being carried out in a remote location with no internet connection. The Authority does not require CCTV coverage of home testing.

- 7.6.1 The Supplier shall record the names of the Supplier Personnel supporting the Home Test Service and make this available to the Authority on request.
- 7.6.2 The Supplier shall provide appropriate equipment for the Candidate to use for Home Tests. This shall as a minimum include provision of a screen which is the same specification as the screens in Test Centre workstations, a mouse, hard-drive and an appropriate printer.
- 7.6.3 The Supplier shall download the Candidate's test onto the relevant equipment prior to arrival at the Candidate's home.

- 7.6.4 The Supplier shall ensure a minimum of two appropriately trained members of Supplier Personnel and the testing kit are taken to all Home Test environments.
- 7.6.5 The Supplier shall ensure that the Home Tests kit, including embosser, is securely transported to and from the Candidates testing location.
- 7.6.6 The Supplier shall print the test results and emboss the certificate and provide these to the Candidate within their home.
- 7.6.7 The Supplier shall, following the completion of the test, connect the workstation to the internet to ensure test results can be sent to the Authority. As a minimum, the workstation shall be connected to the internet by 8am on the next Working Day as outlined in Schedule 2.2 (Performance Levels).
- 7.6.8 The Supplier shall follow processes equivalent to those at Test Centres to ensure that identity and security checks are conducted and that the Candidate's signature is captured.

8. Incident Management

The following set of requirements relate to specific Incident Management activities that will take place within each individual Test Centre. The Supplier shall follow the guidance set by the Authority when dealing with each type of incident experienced at the Test Centre. The Authority will provide the Supplier with an Incident Management Portal with which to escalate incidents that take place at the Test Centre. We appreciate that the Supplier may have their own system for logging incidents, but all incidents must be reported using the tool provided by the Authority. Specifically, this section will cover the requirements for the following areas:

- Failure of Service (Technical, Health and Safety and Facilities Incidents)
- Behaviour Incidents
- Security and Data

Detailed information on incident types can be found in Appendix E.

8.1. General

- 8.1.1 The Supplier shall provide a copy of their Incident Management Policy & Procedures which must be approved by the Authority.
- 8.1.2 The Supplier shall record all incidents which occur at the Test Centre in the Incident Management Portal which will be provided by the Authority and accessible via the internet.
- 8.1.3 The Supplier must assess their incident management processes annually and provide the Authority with a summary of any tests performed on the Incident Management processes and a description of any actions taken to respond to risks and weaknesses identified.
- 8.1.4 The Supplier shall ensure that copies of updated policies/procedures or results of annual reviews must also be provided to the Authority no later than 20 Working Days following completion of a review and or update.
- 8.1.5 The Supplier shall resolve incidents within the time thresholds outlined in the Performance Indicators in Schedule 2.2 (Performance Levels).
- 8.1.6 The Supplier shall provide a Help Desk which provides support to the Test Centre Network throughout business operational hours. This Help Desk shall cascade information and updates relating to ongoing incidents down to individual Test Centres within the Supplier's network
- 8.1.7 The Supplier shall provide the Authority with contact details for the Supplier's Help Desk from the Effective Date.

8.2. Technical, Health and Safety and Facilities Incidents

The requirements outlined below relate to Technical, Health and Safety and Facilities Incidents which may impact the running of tests within the TCN. Examples include but are not limited to:

Technical: IT Network outage, faulty IT equipment

Health & Safety: Incidents involving Candidates/Supplier Personnel

Facilities: Lift or Toilet Facilities out of order

- 8.2.1 The Supplier will notify the Authority (within the timeframes set out in Schedule 2.2) of an incident being identified which impacts testing within the Test Centre through the Incident Management Portal.
- 8.2.2 The Supplier shall ensure that technical incidents are triaged (e.g. checked by the Supplier's IT services) before they are reported to the Authority.
- 8.2.3 The Supplier will inform the Authority if testing Slots have been cancelled as a result of the technical incident disrupting the Service through the Incident Management Portal.
- 8.2.4 The Supplier shall record any incidents impacting a Candidate's health or safety whilst in the Test Centre into the Incident Management Portal supplied by the Authority.
- 8.2.5 The Supplier shall record any incidents impacting Supplier Personnel's health or safety which are related to a test being carried out on behalf of the Authority whilst in the Test Centre into the Incident Management Portal supplied by the Authority.
- 8.2.6 The Supplier shall record any incidents relating to the failure or damage in the Test Centre's facilities (e.g. CCTV, broken window, water leaks) into the Incident Management Portal. The Supplier shall use the template in the Incident Management Portal which includes the severity of the incident, the plan for resolving the incident and the time it will take for the incident has to be resolved.
- 8.2.7 The Supplier shall report any failure/damage of the CCTV system through the Incident Management Portal immediately after an incident has taken place. The Authority will make a judgement on the remits by which testing can be continued at the specific Test Centre location.
- 8.2.8 The Supplier shall, for technical and facilities incidents, provide the Authority with an expected resolution and time by when it will be resolved.
- 8.2.9 If an incident causes a failure to deliver the Service(s), the Authority may ask the Supplier to close a Test Centre until the incident is resolved.
- 8.2.10 If required, the Supplier shall facilitate the support of Test Engine engineers to configure/update/maintain the Test Engine system on the Server at the Test Centre site, either physically or remotely. This will be arranged with due notice with the Authority. This requirement applies to both planned and emergency maintenance support.

8.3. Behavioural Incidents

- 8.3.1 Candidates attending tests are expected to comply with certain Standards of behaviour whilst on the premises. The Supplier shall ensure these Standards are set out in the Test Centre rules posters, displayed in every centre and that the attention of Candidates is drawn to these standards.

- 8.3.2 The Supplier shall ensure that any Candidate or accompanying person who misbehaves before the test commences should be asked to leave the Test Centre. In all such cases an incident report must be submitted to the relevant Authority. In cases of irregularity or misconduct in connection with a test, the invigilator in charge is entitled to expel a Candidate from the examination room and withhold the test result. However, such action should be taken only when it is felt that it is essential, for example when there is a clear and indisputable breach of procedures, or the Candidate's continued presence may be expected to cause disruption to other Candidates.
- 8.3.3 The Supplier shall report, to the Authority, any incidents where Candidates, or their accompanying persons, have been physically and/or verbally abusive. These incidents shall be reported to the Authority via the Incident Management Portal.
- 8.3.4 The Supplier shall ensure their Supplier Personnel are appropriately trained in managing Candidates who may be physically/verbally abusive.
- 8.3.5 The Supplier will have the responsibility to assess whether the incident should be reported to the police at their discretion. On this occasion, the crime number must be reported to the Authority.
- 8.3.6 The Authority will inform the Supplier (as part of the Booking Information) if a Candidate attending a Test Centre to take their theory test has a record of being physically or verbally abusive by placing a marker (severity of the marker will be defined) on their Candidate's Booking within the Booking system. The Supplier shall ensure that Supplier Personnel are advised accordingly and trained to deal with the Candidate appropriately should this occur again. The Authority and Supplier will agree an appropriate measure to handle tests for abusive Candidates (e.g. agreeing Test Centres Candidates cannot test in).
- 8.3.7 The Supplier may be asked to by the Authority, or wish to, in severe cases of behavioural misconduct history, make alternative arrangements to accommodate a Candidate, e.g. arranging extra security.
- 8.3.8 The Supplier will be informed of the actions taken by the Authority as a result of the reported incident of a Candidate being verbally/physically abusive at a Test Centre.
- 8.3.9 The Supplier shall, upon request from the Authority, report on the behaviour/conduct of specific Candidates during their test (e.g. where Candidates have been known to be previously abusive) so that any future markers can be removed. This should be done in line with standards outlined in Schedule 11.
- 8.3.10 The Supplier will direct all Customer complaints to the Authority. Details of how the Candidate should contact the Authority will be provided on a card (provided by the Authority) which can be given directly to Candidate.
- 8.3.11 The Supplier shall report to the Authority any incidents of inappropriate behaviour by Supplier Personnel; such incidents shall be reported via the Incident Management Portal.

8.4. Security and Data incidents

- 8.4.1 The Supplier shall capture specified Data on Candidates, Test Centres and incidents that have taken place at Test Centres.
- 8.4.2 All systems used by the Supplier to store or process Authority Data must retain audit logs as highlighted in Schedule 2.4, including access or change logs and security events for a set period agreed with the Authority.
- 8.4.3 All data relating to theory test Candidates stored on the Supplier's system shall be deleted in compliance with the retention policy, unless otherwise requested to the Authority.
- 8.4.4 The Supplier must provide the Authority with details of actions taken following incidents and ensure lessons are learned. These details will be provided within the timescales outlined in Schedule 2.4 Security Management.

9. Fraud and Integrity

The following set of requirements are directly related to the detection and investigation of fraudulent activity, by any person in the Test Centre, which undermines the integrity of the Theory Test. Guidance on Fraud Procedures are laid out in Appendix E to supplement the requirements, and further details on this section will be provided following the Effective Date.

9.1 Counter Fraud

Redacted

9.2 Fraud Investigation

Redacted

10. Not Used

11. Test Centre Operations

11.1 Test Centre Management and Supplier Personnel

- 11.1.1 The Supplier shall ensure that staffing levels are sufficient to meet all the operational needs of the Services, including achievement of the Performance Indicators and Customer satisfaction targets as outlined in Schedule 2.2 Performance Levels).
- 11.1.2 The Supplier shall ensure that all Supplier Personnel have undergone the required vetting processes as outlined in Schedule 2.4. Evidence of this will be provided to the Authority upon request.
- 11.1.3 The Supplier shall ensure that Supplier Personnel employed have the skills necessary to provide the Service required (including the requirement to provide a Welsh Language Service in Test Centre locations in Wales and on Welsh borders – Regions A and B only).
- 11.1.4 Subject to 11.1.4A, the Supplier shall ensure that all Supplier Personnel employed to invigilate the theory test in a theory Test Centre have a full (car) UK driving licence.
- 11.1.4A The Supplier shall be permitted to employ Supplier Personnel who do not hold a full (car) UK driving licence to invigilate the theory test in the following circumstances:
- a) if any such Supplier Personnel have a contractual obligation to notify the Supplier within 3 months of their intention to take the theory test and the Supplier having appropriate contractual rights and measures , as determined by the Authority, to remove such Supplier Personnel from invigilating duties for a minimum period of 3 months prior to the theory test being undertaken and until such time as the theory test has been completed successfully or the Supplier Personnel otherwise decides not to proceed with the theory test;
 - b) if any such Supplier Personnel hold a valid and in force theory test pass certificate at the Effective Date or at the commencement of their employment. In the event that the Supplier Personnel's certificate expires, if the requirements of 11.1.4A(a) are satisfied, the Supplier Personnel may continue to be employed to invigilate the theory test;
 - c) if any such Supplier Personnel are unable to obtain a full (car) UK driving licence by reason of having a disability under Section 6 of the Equality Act 2020. In the event that any such Supplier Personnel are, at any point in time, no longer disabled under section 6 of the Equality Act 2010, or wish to take the theory test then they may continue to be employed to invigilate the theory test if the requirements of 11.1.4A(a) are satisfied; or
 - d) as otherwise permitted by the Authority from time to time.
- 11.1.5 The Supplier shall demonstrate the information risk, security and data protection training (in line with the Standards outlined in Schedule 2.3 (Standards) and ensure this is provided at a minimum on an annual basis to all Supplier Personnel working on the Service and include specific reference to those

handing Authority Data.

- 11.1.6 The Supplier shall collaborate with the Test Engine Supplier to ensure they have sufficient training material for TCN Supplier Personnel employed to navigate the Test Engine Software and support the delivery of the required processes and procedures, as defined in Schedule 2.1, within the Test Centre.
- 11.1.7 The Supplier shall ensure that all Supplier Personnel follow and implement the Fraud Detection and Investigation procedures, outlined in the training documentation that will be provided by the Authority.
- 11.1.8 The Supplier shall take all necessary steps to deter and take action against collusion in the Test Centre environment.
- 11.1.9 The Supplier should ensure that they have a whistleblowing policy which is agreed with the Authority and communicated to all Supplier Personnel.
- 11.1.10 The Supplier shall supply on an annual basis, to the Authority, a copy of the training plan and material to be delivered to all Supplier Personnel (including sub-contractors) employed or engaged in the provision of the Services relevant to the Authority. This plan should include equality and diversity awareness training.
- 11.1.11 The Supplier shall provide on an annual basis to the Authority, metrics around the number of Supplier Personnel who have received annual information risk training as outlined in Schedule 2.4 Security Management.
- 11.1.12 The Supplier should ensure that there is a designated member of Supplier Personnel to manage the safety and security of each Test Centre. The name and contact details of this individual shall be provided to the Authority.

11.2 Managing the Azure Active Directory

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The Authority shall manage access to key systems, such as the Test Engine and Incident Management portal via Azure Active Directory. The following requirements relate to the Supplier's provision and management on their own Azure Active Directory.

11.3 Risk Management

- 11.3.1 The Supplier shall ensure that where required, the Supplier collaborates with other TTS Suppliers and the Authority to ensure the requirements and processes provided by the Authority are met. This is to ensure a smooth and effective running of an end to end service as outlined in Schedule 12.

- 11.3.2 The Supplier shall supply a copy of the organisation's risk management policy to the Authority prior to Contract Go-live.
- 11.3.3 The Supplier shall produce, maintain and share a contract risk register with the Authority at contract review meetings as defined in Schedule 7.1 (Contract Management) to enable the delivery of Services relating to the pro-active identification and management of risk in paragraph 15 (Contract Management Mechanism) of Schedule 8.1 (Governance) and in line with the Transparency Reports specified in Annex 1 to Schedule 8.4.
- 11.3.4 The Supplier shall ensure that Sub-contractors follow the requirements described in Schedule 2.4. Failure to do this should be reported through the Incident Management Portal.
- 11.3.5 The Supplier shall provide a copy of their disciplinary policy. Copies of updated policies or results of annual reviews must also be provided to the Authority no later than 20 Working Days following completion of a review or an update being made.
- 11.3.6 The Supplier shall provide a copy of their remote access policy & procedures (in respect of the Authority Data) which must be approved by the Authority. Copies of updated policies/procedures or results of annual reviews must also be provided to the Authority no later than 20 Working Days following completion of a review or update being made.
- 11.3.7 The Supplier shall notify the Authority of any Supplier Personnel with remote access to Authority Data.
- 11.3.8 The Supplier shall ensure that Supplier Personnel with remote access to Authority Data must be subject to additional authentication methods to be agreed by the Authority

11.4 Supply Chain Management

- 11.4.1 In relation to management of Sub-contractors, the Supplier shall comply with clause 15 and Schedules 4.3 (Notified Key Sub-contractors) and 4.4 (Third Party Contracts).
- 11.4.2 The Supplier shall seek written approval from the Authority to include any additional Suppliers or third parties in the delivery of the Service other than those specified in Schedules 4.3 (Notified Key Sub-contractors) and 4.4 (Third Party Contracts).
- 11.4.3 The Supplier shall ensure that all Sub-contractors, additional Suppliers or third parties are appointed in line with security policies outlined in Schedule 2.4 (Security Management).

11.5 Audit

Full Audit provisions are outlined in Schedule 7.5 Financial Reports and Audit Rights, the requirements below should be considered as additional to those outlined in Schedule 7.5

- 11.5.1 In addition, on an annual basis or more frequently if requested by the Authority in accordance with Part C Paragraph 1.2 of Schedule 7.5, the Supplier shall supply the Authority with an independent audit of their practices in line with the ISO27001 requirements outlined in Schedule 2.4 and the other control objectives listed in 11.5.3.
- 11.5.2 The Supplier will enable the Authority to conduct a compliance audit of the processes involved in processing data as part of the security assurance process prior to commencement of full operations. The initial audit will inform the future annual audit programme and cover compliance with controls indicated in 11.5.3 and the Agreement. The audit programme will be shared with the Supplier.
- 11.5.3 The Supplier shall be aware that any audit carried out by the Authority shall cover all aspects of the Supplier's operations (including all sites where processing occurs including transactions, storage, development, testing, disaster recovery, or where access to Authority Data is required) of any sub-contractors. This will include, but won't be limited to, the following control objectives:
- Data Protection Legislation &/or subsequent supporting legislation
 - HMG Security Policy Framework
 - ISO 27001
 - DVSA Security Policy Set
 - PCI Standards
 - Business continuity and disaster recovery solutions
 - Legal Compliance
 - DOE Strategic Information Assurance Framework Cloud Security Standards
- 11.5.4 The Authority will bear its own costs of the Data Protection / information assurance compliance audit (unless these are required to be conducted overseas in which case any costs to the Authority in carrying out the audit must be met by the Supplier). Should a material default warrant a second audit, the Authority cost associated with the second audit will be borne by the Supplier. The Supplier shall bear the costs of supporting all audits in relation to its own Supplier Personnel and resources.
- 11.5.5 In addition to the provisions outlined in Schedule 7.5 (Financial Reports and Audit Rights), the Supplier will provide the Authority with the necessary access to perform unannounced audits of Test Centres. The audits will include, but are not limited to, checks that procedures are being followed correctly and that the premises continue to be suitable for purpose. Auditors will not disturb Candidates during testing but will observe delivery and procedures.

11.6 Reporting

- 11.6.1 The Supplier shall provide to the Authority any information about specific cases or the Service in general they reasonably request for the investigation of any complaints referred to the Authority. In the case of enquiries or complaints from Ministers, Members of Parliament or the Parliamentary Commissioner for Administration, the times allowed for reply are very short. The Supplier shall respond immediately to requests for information in such cases.
- 11.6.2 The Supplier shall produce regular and timetabled management information, as referred to in Schedule 8.4 (Reporting), to allow the publication of core Data as part of the HMG Transparency Agenda.
- 11.6.3 The Supplier shall respond to requests from the Authority that relate to Freedom of Information requests, Subject Access Requests and data requests in line with Schedule 2 of the Data Protection Act 2018.
- 11.6.4 The Supplier shall provide the Authority a report of their performance against Key Performance Indicators and an accompanying narrative, in accordance with Schedule 2.2 on a monthly basis.
- 11.6.5 The Supplier shall produce to the Authority a report detailing how planned capacity meets forecast demand on a monthly basis as outlined in Schedule 8.4 (Reporting).

Appendix A – Test Types

Test type	Description	Test Instructions	Multiple choice	Case studies	Optional break	HPT instructions (max twice)	HPT	Voluntary trial and survey sections	Maximum time	Non/Standard accommodation ³
Car	Consists of two parts: * multiple choice: 50 questions, pass mark 43/50 * hazard perception: 14 clips with 15 developing hazards, pass mark 44/75	15	57		3	7	17	15	114	171
Motorcycle	Consists of two parts: * multiple choice: 50 questions, pass mark 43/50 * hazard perception: 14 clips with 15 developing hazards, pass mark 44/75	15	57		3	7	17	15	114	171
LGV Multiple choice	100 questions, pass mark 85/100	15	115					15	145	260
LGV Hazard perception test	19 clips with 20 developing hazards, pass mark 67/100					7	23	15	45	45
LGV CPC	7 case studies with a total of 50 questions. Pass mark 40/50	15		75				15	105	180

³ Maximum time with additional time for multiple choice/ case studies

LGV CPC Conversion	Candidates who have already passed the PCV CPC test may do the Conversion test instead of the LGV CPC test. 10 case studies with a total of 50 questions. Pass mark 38/50.	15		75				15	105	180
PCV Multiple choice	100 questions, pass mark 85/100	15	115					15	145	260
PCV Hazard perception test	19 clips with 20 developing hazards, pass mark 67/100					7	23	15	45	45
PCV CPC	7 case studies with a total of 50 questions. Pass mark 40/50	15		75				15	105	180
PCV CPC Conversion	Candidates who have already passed the LGV CPC test may do the Conversion test instead of the PCV CPC test. 10 case studies with a total of 50 questions. Pass mark 38/50.	15		75				15	105	180
ADI Part 1	Consists of two parts: * multiple choice: 100 questions with 25 in each of 4 categories. Pass mark 85/100 overall and at least 20/25 in each category * hazard perception: 14 clips with 15 developing hazards, pass mark 57/75	15	90		3	7	17	15	147	177

ADI Hazard perception test	Test for approved driving instructors transferring their EU driving instructor registration to GB. Consists only of the HPT part of the ADI Part 1 test. 14 clips with 15 developing hazards, pass mark 57/75					7	17	15	39	39
Enhanced Rider Scheme	Tests for Candidates who wish to become a DVSA approved enhanced rider scheme trainer so they can then train fully qualified motorcyclists in the DVSA enhanced rider scheme. Consists of two parts: * multiple choice: 100 questions with 25 in each of 4 categories. Pass mark 85/100 overall and at least 20/25 in each category * hazard perception: 14 clips with 15 developing hazards, pass mark 57/75	15	90		3	7	17	15	147	177
Approved Motorcycle Instructor (AMI) Part 1	Consists of two parts: * multiple choice: 100 questions with 25 in each of 4 categories. Pass mark 85/100 overall and at least 20/25 in each category * hazard perception: 14 clips with 15 developing hazards, pass mark 57/75	15	90		3	7	17	15	147	177

Taxi	Consists of two parts: * multiple choice: 100 questions with 25 in each of 4 categories. Within each of the 4 categories, 5 questions are asked in the form of a case study. Pass mark 80/100 overall and at least 18/25 in each category. * hazard perception: 14 clips with 15 developing hazards, pass mark 50/75	15	90		3	7	17	15	147	237
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- Candidates may wish to complete up to three separate tests associated with LGV and PCV (i.e. Multiple Choice, Hazard Perception and CPC) in the same sitting, these tests shall be sat sequentially at the same workstation.

Appendix B - Identification

This Appendix lists the documentation considered to be acceptable and valid forms of identification presented by a Candidate.

i. For Tests delivered in Great Britain

In Great Britain, Candidates will have either a photocard licence or a paper licence, the paper counterpart for the photo card.

Valid forms of ID:

1. Valid photocard licence
2. Valid paper licence and a valid passport.

iii. For Tests delivered in Northern Ireland

Northern Ireland driving licences consist of both a photocard licence and a paper counterpart.

The photocard is a credit card sized photo identity card that contains the Candidate's personal details, Driving Number, entitlements and their photograph in either colour (older licences) or black and white (newer licences). The paper counterpart is a document containing the Candidate's entitlements and validity periods.

Both the photocard and the paper counterpart should be produced at the Test Centre at the time of testing. However, if a Candidate has lost their photocard, they are able to present one of the following accepted forms of photographic identification; or if a Candidate has lost their paper counterpart, they are able to acquire a Letter of Entitlement from the Driver & Vehicle Agency.

Accepted Forms of Photographic Identification

- a. Passport*
- b. Any of the following identification cards as long as it contains the Candidates photograph and their signature:
 - Employers Identity Card*
 - Trade Union Card*
 - Cheque Guarantee Card*
 - Credit Card*

*These forms of ID do not need to be current. The Candidate should be identifiable from the photo ID and it should not be more than 5 years out of date.

- c. Signed Photograph of the Candidate, which has been signed and dated on the back by an acceptable person, confirming that the photograph is a true likeness of the Candidate. The legal definition of an acceptable person is one of the following:
 - Member of Parliament

- Teacher
- Justice of the Peace
- Civil Servant (established)
- Police Officer
- Bank Official
- Minister of Religion
- Barrister or Solicitor
- Medical Practitioner
- District Council Councillor

Candidates from Northern Ireland can test in Great Britain but must present both parts of their Northern Ireland driving licence. For Great Britain licence holders testing in Northern Ireland, photocard licences must be accompanied with a printout from GOV.UK (dated within 3 weeks of the test appointment) by way of proof of entitlement for LGV and PCV tests and for Car and Motorcycle tests where proof of entitlement is not shown on the photocard. For Great Britain licence holders who have lost their photocard licence, an alternative form of photographic identification can be presented in conjunction with the printout from GOV.UK.

Appendix C - Equipment Standards

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i. Minimum Equipment Standards

Appendix D - Standard/Non-Standard Accommodations

i. Accommodation types

The table below summaries the accommodations provided under the current contract.

Condition	Accommodation	Delivery Method	Duration
Dyslexia	Voiceover	Delivered at workstation	Standard accommodation with standard test duration.
	Extra time	Delivered at workstation	Extra time.
	Reader	Separate room / site closure	Standard duration unless extra time also required.
	Reader/Recorder	Separate room / site closure	Standard duration unless extra time also required.
Agoraphobia	Test in isolation	Separate room / site closure	Standard duration unless extra time also required.
	Home Test	Delivered at location other than Test Centre	Standard duration test on Non-Standard Accommodation. Requires travel and setting up/down time.
Autism spectrum incl. Asperger's	Extra time	Delivered at workstation	Extra time.
	Test in isolation	Separate room / site closure	Standard duration unless extra time also required.
	Reader	Separate room / site closure	Standard duration unless extra time also required.
	Reader/Recorder	Separate room / site closure	Standard duration unless extra time also required.
	Reader familiar to Candidate	Separate room / site closure	Standard duration unless extra time also required.
	Home Test	Delivered at location other than Test Centre	Standard duration test on Non-Standard Accommodation. Requires travel and setting up/down time

Hearing impairment	BSL on screen	Delivered at workstation	Standard accommodation with standard test duration
	BSL signer in person	Separate room / site closure	Standard duration test with Non-Standard Accommodation.
	Other signer/interpreter if don't use BSL	Separate room / site closure	Standard duration test with Non-Standard Accommodation.
Diabetes	Access to medication/drink/testing equipment allowed	None	Permission to leave medication with invigilator to be recorded on Booking
	Extra time	Delivered at workstation	Extra time
	Test in isolation if wish to use testing equipment in private	Separate room / site closure	Standard duration test with Non-Standard Accommodation.
Anxiety/psychological disorder	Access to medication allowed	Delivered at workstation	Permission to leave medication with invigilator to be recorded on Booking
	Test in isolation	Separate room / site closure	Standard duration test with Non-Standard Accommodation.
	Reader	Separate room / site closure	Standard duration unless extra time also required.
	Reader/Recorder	Separate room / site closure	Standard duration unless extra time also required.
	Extra time to accommodate breaks	Separate room / site closure	Extra time required, duration to be agreed.
	Reader familiar to Candidate	Separate room / site closure	Standard duration unless extra time also required.
	Home Test	Delivered at location other than Test Centre	Standard duration test on Non-Standard Accommodation. Requires travel and setting up/down time
Motion sickness	Pause HPT between clips	Dependent on TE. May require separate room/site closure if solution requires Supplier Personnel to	Extra time also required.

		pause clips for Candidate	
Comprehension disorder	Voiceover	Delivered at workstation	Standard accommodation with Standard test duration
	Extra time	Delivered at workstation	Extra time
	Reader	Separate room / site closure	Standard duration unless extra time also required.
	Reader/ Recorder	Separate room / site closure	Standard duration unless extra time also required.
	OLM	Separate room / site closure	Double time Bookings - does this include the preview by OLM?
Literacy issues	Voiceover	Delivered at workstation	Standard accommodation with Standard test duration
	Extra time	Delivered at workstation	Extra time
	Reader	Separate room / site closure	Standard duration unless extra time also required.
	Reader/Recorder	Separate room / site closure	Standard duration unless extra time also required.
	OLM	Separate room / site closure	Double time Bookings
Non-English Language Tests (for NI only)	Foreign Language Interpreters and Foreign Language voiceovers	Separate room/site closure	

ii. Authorised providers of Signing/Lip speaking Services:

1. Action on Hearing Loss (AOHL) (communication.Services@hearingloss.org.uk)
2. Clarion
3. Appa
4. Deaf Connexions

All Signers/ Lip Speakers must be NRCDP Accredited.

For Tests delivered in Northern Ireland, all support is provided by AOHL.

iii. Test Delivery Assistants – Training and Procedures

	Interpreters	Readers/Recorders	OLM's
Training	The interpreter must be NRCPD trained or have alternative accredited training from an approved agency.	No qualification required.	Prospective OLMs must complete and pass the language modifier accredited training and share evidence of this with the Authority. (Sources: www.communicate-ed.org.uk/courses/oral-language-modifier-accredited-training https://www.herts.ac.uk/ciea/training/oral-language-modification-olm)
Key Procedures	The interpreter must sign in the language that the Candidate has requested (e.g. British Sign Language, Sign Supported English, etc.)	The Supplier shall ensure readers do not read out any text that appears in a picture – they can only read text in the actual questions and answers	A DVSA member of staff will accompany and support each OLM for their first test
	If a Candidate is approved for OLM but also requests a sign language interpreter, a DVSA member of staff will perform the OLM role, reviewing the test with the interpreter in advance.	The Supplier shall permit readers to only the relevant part of the case study, where the Candidate prefers this approach – they do not have to read the whole case study for each question	OLMs must agree with the Candidate the approach they will take (in terms of whether they will read each question, modify each question unprompted, or let the Candidate read the question and ask for support when needed, plus any specific extra requests – such as reading the question slowly, twice, etc.)
		The Supplier shall ensure that recorders correctly record the option that the Candidate has indicated - if they are unsure, they must check with the Candidate	

Appendix E – Fraud Procedures

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Appendix F – Minimum Opening Time Schedule (Template)

Region	Test Centre Reference	Assumed annual demand	No. of Weekday Slots in a month (or alternative proposal)	No. of Saturday Slots in a month (or alternative proposal)	No. of Evening Slots in a month (or alternative proposal)
A	e.g. Aberdeen	15352	15	2	5
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
B	e.g. Builth Wells	1537	7	2	2 in summer months
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
C	e.g. Cromer	88	3	1	1 every 2 months
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				
	xxx				