

## **Theory test certificate expiry Q&A**

### **Q. Why not continue to keep candidates on hold while they get a theory test?**

A. we are unable to keep candidates on hold if their theory test expires.

If candidates do not manage to take a car driving test before their theory test certificate expires they will be automatically refunded the money for their car driving test.

### **Q. I can't get a theory test in time to take a driving test can you keep me on hold?**

A. Unfortunately, Legally we are unable to keep candidates on hold if the theory test expires.

### **Q. Why not reschedule while I get a new theory test?**

A. Unfortunately, legally, we are unable to keep candidates on hold if the theory test expires

### **Q. I can't get a test, it is unfair that you have cancelled my test?**

A. Unfortunately, legally, we are unable to keep candidates on hold if the theory test expires

### **Q. When will I get a refund?**

A. 7 days after we have cancelled your test

### **Q. Can I book another test while waiting to take a theory test?**

A. No legally you can't book a practical test without a valid theory test certificate

### **Q. When will you be contacting me to book a test – my theory test certificate is expiring?**

A. We are prioritising candidates in order of their original test date. Please be patient you will receive your email in due course. If your theory test certificate expires we will refund your test.

### **Q. Why not prioritise candidates whose theory tests are expiring?**

A. It is only right we prioritise candidates in order of their original test date.

### **Q. When will I be able to book a test if I get refunded?**

A. You will be able to book a test once you have passed your theory test and when all critical worker tests have been completed and all candidates who are on hold have been invited to take a test.

### **Q. When will this be?**

A. We will announce when the test booking service reopens in due course.

### **When will you be contacting candidates in Scotland?**

Once the Scottish Government has confirmed that its safe for driver instruction and testing to restart we'll contact candidates who are on hold in batches to invite them to choose a new test