

Car driver training and testing forum: June 2025

Date: Monday 9 June, 11.30am to 3.00pm

Location: DVSA Berkeley House, Croydon Street, Bristol, BS50DA

Participants:

Representatives from DVSA's operational, policy, counter-fraud and communications teams.

Representatives from AA, MSA GB, DIA, ADINJC, RED, Bill Plant, Better Driver Training, Innovative Driving Education Academy, LDC and Driving Mobility.

Meeting summary

- **Introduction and agenda:** DVSA introduced the meeting, welcomed participants, and outlined the agenda, which included discussing the service-led approach, common goals, communications, and ADI services.
- **Terms of reference:** DVSA confirmed the terms of reference for the meeting, inviting feedback and questions from participants.
- **Service-led approach:** DVSA discussed the service-led approach, focusing on improving efficiency and redirecting resources to better support customer needs.
 - **Customer journey mapping:** They presented a detailed customer journey map for the learn to drive a car service, highlighting the various touchpoints and phases from obtaining a provisional licence, eligibility checks, booking lessons, and taking tests to post-licence activities such as continued learning and support from DVSA.
 - **Learning to drive a car:** They explained the focus on the "Learn to drive a car" service, mapping out the entire journey from start to finish and emphasising the importance of ADI interactions.

- **ADI interactions:** They emphasised the importance of ADI interactions throughout the learning journey, highlighting the role of ADIs in preparing learners for their tests and for a lifetime of safe driving.
 - **Competence stages:** They talked through the stages of demonstrating competence, including booking and taking theory and practical tests and emphasised the importance of preparedness.
- **Group exercise on shared goals:** Participants were divided into groups to discuss shared goals and areas for improvement for the car test and ADI services.
- **Improving communication:** Participants discussed the need for better communication and consistent messaging. This could include DVSA sharing a set of consistent key messages with stakeholders that they can use on their own channels.
- **Future workstreams:** DVSA proposed that the group divide to smaller workstreams concentrating on specific problem areas for example, communications and ADI qualification journey. These subgroups will then report back to the wider forum.
- **Collaboration with ADIs:** Participants emphasised the importance of collaboration between DVSA and the industry to improve service delivery and achieve better outcomes for learners and drivers.
- **Post-test driver training:** Participants discussed the need for post-test driver training, particularly for commercial driving and continuous learning.
- **Reviewing ADI qualification process:** DVSA discussed reviewing and improving the ADI qualification process to enhance training and driver performance. Participants highlighted the goal of improving driver performance through better training and qualification processes for ADIs.
 - **Part 2 test development:** DVSA presented ideas for developing a new Part 2 test, incorporating situational awareness, commentary driving, and holistic assessment. They emphasised the importance of situational awareness in the new test, ensuring candidates can assess and respond to various driving scenarios.
- **Feedback and next steps:** DVSA thanked participants for their contributions, emphasised the importance of working collaboratively, and outlined the next meeting will take place in person around September time.

Actions

- **Terms of reference feedback:** Submit any final comments or feedback on the terms of reference via email. (All)
- **Summary report:** DVSA will create a summary report from the meeting and share it with all of the forum members for them to share via their channels. DVSA will also share a draft blog post promoting how it's working with industry for forum members to review and feedback on (DVSA)
- **Improving communication:** DVSA to gauge the level of interest in a monthly bulletin with metrics on driving testing and other relevant data to share with forum members to communicate through their channels. Gain feedback from forum members on type of content it should include and the audience it

should be tailored for i.e. members (embargoed updates), ADIs or both and set up communication meetings with each organisation. (DVSA)

- **Communication tools:** Explore and implement a SharePoint area or similar platform for better communication and sharing of actions within the forum. (DVSA)
- **Shared goals and objectives:** Collate and write up the agreed shared goals for car test and ADI services and share with the group for review. (DVSA)
- **Workstreams:** Develop scope for new workstreams and next steps to implement (DVSA)
- **Feedback on meeting format:** Provide feedback on the effectiveness of the first in-person meeting and suggestions for improvements (All)