



THE RIGHT CAR CHOICE

Trusted guidance. Better decisions.

THEORY AND PRACTICAL TEST SUPPORT

DVSA Additional Support Handbook

An independent guide by The Right Car Choice

Understand the options. Make the right request.

A clear, accessible and source-checked handbook for learners who need additional support when taking a theory or practical driving test.



PUBLICATION NOTE

Before you use this handbook

This is an independent guide produced by The Right Car Choice. It is not an official DVSA publication and is not endorsed by DVSA.

Purpose

It explains published information in plain English, helps you prepare a support request and points you back to official sources.

Important limitation

DVSA decides what support is appropriate in each case. This guide is information, not legal advice, and cannot guarantee that a particular request will be approved.

- The standard required to pass does not change.
- Booking screens and processes can change; always follow the live GOV.UK service.
- If your needs or circumstances are unusual, contact DVSA before booking.

Where this guide applies

Theory and practical car tests in England, Scotland and Wales. Northern Ireland uses a separate DVA process.



QUICK START

How to use this guide

You do not need to read every page. Start with the contents, choose the section that matches your test and return to the checklists before test day.

1

Choose your test

Go to either theory-test support or practical-test support.

2

Identify the barrier

Focus on what becomes difficult in the test situation.

3

Prepare your request

Use the examples as prompts, never as a script to copy.

4

Keep evidence

Save confirmations, screenshots and the details of any call with DVSA.

New: practical tips and your needs worksheet, pages 29-40. Start there if you are unsure what to ask for.

12 months of personal support is included

Once you have read the section that fits your test, email Anil if you need help understanding your options or checking your request wording. Replies are normally provided within two working days.

[Tap here for how to contact Anil and the support details on page 81](#)



CONTENTS

Contents: start here and theory test

Tap any section below to jump straight to it.

About and how to use

Pages 2-3

TAP TO OPEN >

Contents

Pages 4-5

TAP TO OPEN >

Understanding support

Pages 6-8

TAP TO OPEN >

Theory-test support

Pages 9-20

TAP TO OPEN >

Theory booking

Pages 21-25

TAP TO OPEN >

Already booked your theory test?
Tap for the contact steps and confirmation checklist on page 25.

Practical test, example wording and contacts
Continue to the next contents page.

Dark-blue navigation buttons and green "Tap to open" panels are clickable.



YOUR PERSONAL SUPPORT PLAN

Your one-page needs worksheet

Print this page or write the answers in your own notes. Start with one recent lesson or practice test. You do not have to share diagnoses or private medical history here.

1. The situation

When or where does the difficulty happen?

2. What actually happens

What do you find hard to hear, read, process, say or do?

3. What helped in practice

What changed, and did it help? If untested, write “not tried yet”.

4. What you want to discuss

Choose one or two relevant arrangements, not every option.

5. Your most important point

What does the examiner or theory-test team need to understand?

If more than one condition applies

Describe the combined effect. You do not need one request per diagnosis. If you do not know the cause, describe the difficulty honestly rather than choosing a label.



YOUR PERSONAL SUPPORT PLAN

Turn your answers into clear wording

Use this structure: **what happens + how it affects the test + what would help**. Add a condition name if relevant. There is no magic phrase that guarantees support.

Attention and processing | 203 characters

Under test pressure I can lose part of a long spoken direction. Short, clear directions given in good time, and repeated if needed, would help me understand the route while concentrating on safe driving.

Sensory triggers | 183 characters

Roadworks noise and low-sun glare can overload me and make directions harder to process. Please consider avoiding those known triggers where possible and allow time for me to respond.

Panic and speaking | 196 characters

When I am anxious under assessment, I can go blank and struggle to explain that I have not understood. Please use calm, concise instructions and allow time for me to respond or ask for repetition.

The counts include spaces and punctuation, but not the headings. These are original practical-test examples, not GOV.UK wording or booking-screen images. Use only statements that are true for you.

When the box is short

Follow the live character limit. Keep your main difficulty and request; remove repetition first. If important needs will not fit, contact DVSA through its official channels and ask how to provide the rest.



VEHICLE REQUIREMENTS

Own car and hire car

The dual-control rule is different for an own car and a hire car.

Your own car

It does not need dual controls, but it must meet all published vehicle, insurance, tax, MOT and safety requirements.

Hire car

A hire car must be fitted with dual controls and must meet all the other published rules.

- Both need an extra interior rear-view mirror for the examiner.
- Check insurance explicitly covers a driving test.
- Contact the test centre about an unusual vehicle.

VERIFIED GOV.UK SOURCE

Captured 2 September 2026

Dual controls

If you're using your own car, it does not need to have dual controls.

Hire cars

You can take your test in a hire car if it's fitted with dual controls and meets all the other rules.

GOV.UK states that a hire car must have dual controls

[Open the live GOV.UK page ↗](#)



YOUR SUPPORT IS INCLUDED

12 months of personal guidance

Your purchase includes reasonable one-to-one guidance for 12 months from your purchase date. Contact Anil when you need help understanding the handbook or preparing your support request.

How to get help

Email therightcarchoice@gmail.com. You can also send a direct message for general handbook questions. Use email for personal circumstances.

Include the email used for your purchase and a short question. Say whether your test is theory or practical. Replies are normally provided within two working days, excluding weekends and public holidays.

What you can ask about

Understanding support options; preparing or reviewing your wording; where to submit your request; adding needs after booking; and understanding a DVSA response.

Your privacy and the scope of support

Do not send medical records, licence numbers, booking references or payment details. Support does not include driving tuition, medical or legal advice, managing your booking or representing you to DVSA. An adjustment or a pass is not guaranteed.

[Read the current support terms](#) · [Visit The Right Car Choice](#)
Independent guidance, not an official DVSA publication.