

Frequently Asked Questions

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General Queries

Q1: What are the essential requirements for this role?

A1: The minimum requirements for a driver tester are laid out in Statutory Instrument 483 of 2011 as transposed from EU Directive 126/2006/EC.

Candidates on or before **Thursday, 19th September 2024:**

- Must hold a category B Car full licence, valid in the State, this includes licences from EU/EEA member states, for at least the past 5 years (this includes UK/NI licences).
- Must hold a qualification equivalent to Level 5 on the Irish National Framework Qualifications (NFQ) or Level 4 on the European Qualifications Framework (EQF).
- Must have a satisfactory knowledge of the Rules of the Road, road procedures and the law relating to road traffic insofar as it concerns the driver of a mechanically propelled vehicle.
- Must have excellent customer service and interpersonal skills and be able to communicate clearly in writing and verbally.
- Must have the capacity to remain calm and courteous in dealing with driving test applicants, adopting a customer centric approach at all times.
- Must have strong administrative competencies including good IT skills & attention to detail.
- Must be legally eligible to work in the Republic of Ireland without restrictions.

Q2: I am unsure if my qualification meets the qualification requirement?

A2: If you are unsure if your educational qualification meets the necessary requirements, please refer to the Irish National Framework, which can be found here; <https://www.qqi.ie/what-we-do/the-qualifications-system/national-framework-of-qualifications>. We reserve the right to seek confirmation of these qualifications at a later date.

Please note the current Irish Leaving Certificate qualification is deemed as a level 5 on the Irish National Framework, but the Leaving Certificate Applied is a Level 4 and would not qualify. You must have successfully completed a level 5 qualification to qualify.

Q3: I do not have a copy of my qualification?

A3: If you do not have a copy of your qualification at the online application stage of this campaign, please submit evidence of your request to the educational institution or the state examination commission. We will provisionally accept your application on foot of this declaration, but please note offers will not be made until qualifications are verified. The qualification must have been completed before the **Thursday, 19th September 2024**.

Q4: How do I apply?

A4: All applications must be made online at www.collinsmcnicholas.ie/consulting/rsa

You will be required to complete an online application form. Please note, you can only submit **one application** to this specific competition. Should you submit multiple applications, this may void your submission.

As part of the application form, you must upload a current CV. You will then be sent an email confirming the receipt of your application. If you do not have a current CV, you will need to create or update your CV in order to complete your application. CV hints and tips, as well as CV templates can be found at <https://www.collinsmcnicholas.ie/jobseekers/cv-guide>

Q5: What if I don't have a CV?

A5: If you do not have a current CV, you will need to create or update your CV before you begin to complete your application. CV hints and tips, as well as CV templates can be found at <https://www.collinsmcnicholas.ie/jobseekers/cv-guide>

Q6: How will I be notified if I will be proceeding to the next stage of the application?

A6: You will be notified via email whether or not you will be proceeding to the next stage of the process. **It is the responsibility of the candidate to check their emails routinely**, including "junk" and "spam" folders, in order to ensure they do not miss a completion deadline.

If you feel you should have received an email, but it is not appearing in your inbox, please check your "junk" or "spam" folder. If you continue to be concerned, please contact drivertesters@collinsmcnicholas.ie or call 091- 706 716 between 10am - 12pm and 2pm - 4pm Monday – Friday. A voicemail system will be in operation outside of these hours. All emails and voicemails will be responded to within 2 working days.

Q7: I cannot select multiple licence or location categories on my Application Form?

A7: When using certain browsers, you may need to press 'ctrl' on your keyboard to select more than one category of licence or location.

To note, you can only pick a maximum of 2 locations when choosing locations.

If this continues to be an issue, please contact drivertesters@collinsmcnicholas.ie or call 091 - 706 716 between 10am - 12pm and 2pm - 4pm Monday to Friday. A voicemail system will be in operation outside of these hours. All emails and voicemails will be responded to within 2 working days.

Q8: I've missed the deadline, can I still proceed with my application?

A8: Unfortunately, once the deadline date has passed, we will take it that you are no longer interested in continuing with your application and will remove your details from the process.

Q9: Will my expenses be reimbursed during the process?

A9: The RSA will not be responsible for refunding any expenses incurred by candidates while applying for these roles.

Q10: How long will the panel be formed for?

A10: The RSA intends to create a panel of driver testers which will remain open for a period as defined by the HR Manager following the recruitment process. This will initially be for a period of 1 year, which can be extended at the discretion of the CEO.

Q11: Are these permanent positions?

A11: The appointment is to a permanent position as an established driver tester with a 12-month probationary period. The position is whole-time and the officer may not engage in private practice or be connected with any outside business, which would interfere with the performance of official duties.

Candidates who are offered a contract of appointment as a driver tester are precluded from being simultaneously active as a driving instructor.

ADI Queries

Q12: Are there any restrictions for ADI's who apply?

A12: Where a candidate who has previously operated as an Approved Driving Instructor (ADI) in the past 12 months and has been successful in the competition resulting in being offered a position as a Driver Tester, it is a further requirement of the RSA that they would not be headquartered in the location where they have conducted lessons in the past, for a 12-month period after taking up employment.

This restriction is in place for a further 12 months where the ADI business is as a sole operator, and where the business is for example a family business. The rationale behind this practice is complete transparency in the Driver Testing Service and inappropriateness of a Driver Tester assessing a candidate to whom they have given lessons in their previous capacity as an ADI.

Similarly, if a candidate who has not operated previously as an ADI but has family connections to a School of Motoring/single operator ADI, they will not be headquartered as a Driver Tester at the location as long as their ADI family member operates.

Q13: Can I continue to work as a Driver Instructor if I become a Driver Tester?

A13: No. The position is whole-time and the officer may not engage in private practice or be connected with any outside business, which would interfere with the performance of official duties. Candidates who are offered a contract of appointment as a Driver Tester are precluded from being simultaneously active as a driving instructor.

Licence Queries

Q14: Where do I find the issue date of my First Category B (Car) driving licence?

A14: If you hold a plastic card (Irish or EU) driving licence, you can find the issue date of your first Category B driving licence under column 10 on the reverse of your licence.

If you hold a paper driving licence, you can find the issue date of your first Category B driving licence in the “from” column beside Category B.

Please see diagram below:



Q15: Why do I need to exchange my NI/UK Licence?

A15: From 1 January 2021 if you are resident in Ireland and hold a UK/NI driving licence it is no longer valid to drive on here in Ireland. It is not legal for driving purposes and must therefore be exchanged. For further details go to: <https://www.ndls.ie/licensed-driver/exchange-my-uk-ni-licence.html>

Q16: When should I exchange my NI/UK Licence?

A16: You should exchange your NI/UK license immediately, on taking up residence in Ireland.

Q17: I have a Ukrainian driving licence, am I eligible to apply?

A17: Under EU legislation which came into effect on 27 July 2022, a person living in Ireland under temporary protection can drive on a valid Ukrainian driving licence for the duration of their temporary stay. Prior to that for a short period of time from 22 April 2022 to 27 July 2022, a Ukrainian driving licence could be exchanged in Ireland for a one year Irish driving licence by those living in Ireland on temporary protection. Therefore, a Ukrainian driving licence that has not been valid in Ireland for at least 5 years which means you are not eligible.

Salary & Pension Queries:

Q18: What is the starting salary for the role?

A18: The salary scale for this position is as follows:

Driver Tester PPC Scale

Point 1	€44,673
Point 2	€47,459
Point 3	€49,994
Point 4	€51,583
Point 5	€53,092
Point 6	€54,621
Max	€56,329
LSI1	€57,889
LSI2	€59,455

PPC (Personal Pension Contribution) Scale (for officers who are existing civil or public servants appointed on or after 6 April 1995 or who are new entrants to the civil or public service and who are making a compulsory personal pension contribution).

Long service increments may be payable after 3(LSI-1) and 6(LSI-2) years satisfactory service at the maximum of the scale.

Important Note:

Candidates should note that entry will be at the minimum of the scale (Point 1) and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Candidates should note that different pay and conditions may apply, if, immediately prior to appointment, the appointee is a serving civil or public servant.

Q19: What is pension abatement?

A19: If you have previously been employed in the Civil/Public Service and are in receipt of a pension from the Civil/Public Service or where a Civil/Public Service pension comes into payment during their re-employment that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

Please note: In applying for this position, you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the RSA would support an application for an abatement waiver in respect of appointments to this position.

You must notify your pension provider, should you be re-employed and discuss actions with the pension administrator of your scheme.

Q19: I am a retired public/civil servant, can I apply?

A19: Depending on the circumstances of your retirement, you can apply to this open competition. You should discuss with your current pension provider that you are seeking further employment within the civil/public service and provide them with the details of the payscale, as abatement may apply. We cannot provide financial advice or answer queries in relation to your pension during the recruitment process.

Q20: Will the RSA support an abatement waiver?

A20: No, it is not envisaged that the RSA would support an abatement waiver. Should you be receiving a pension from the public/civil service, you should discuss with your pension provider the implications of this and how it would affect your pension. We cannot give financial advice or answer queries, in relation to your pension.

Q21: I am currently a civil/public servant, do I qualify for incremental credit and is there a resource available for me to check?

A21: Unless you have current or previous civil/public service which involved driving assessment or equivalent work comparable to the grade, you would not qualify for incremental credit. We will only discuss incremental credit at onboarding stage.

If you have been employed directly by the RSA as a temporary driver tester currently or in the past, this service would qualify for incremental credit.

Location Queries:

Q22: How many roles are currently available?

A22: A panel of permanent driver testers is being formed from this recruitment process and any vacancies which arise during the lifetime of the panel will be drawn from it.

This panel is being established to fill vacancies on a nationwide basis, and decisions around locations offered are based on operational demand.

Important Note: The highest proportion of roles in this competition will be based in the following areas: **Dublin South, Dublin North and Cork**. Candidates should be aware that vacancies may not arise in all of the locations while this panel is active. Placement on the panel is not a guarantee of an offer.

Q23: Where will Driver Tester roles be located?

A23: Driver testers are “headquartered” at one of the driving test centre locations throughout the country, but during the course of their work, may be assigned to work at other Test centre locations.

A Driver Tester’s headquarters is determined by the Head of Driver Testing, or other such place designated as appropriate by the Authority. The Driver Testing Service is a national service with approx. 60 Test Centre locations located throughout the country. This panel is being established to fill vacancies on a nationwide basis, and decisions around locations offered are based on operational demand i.e., where the need is greatest.

The highest proportion of roles in this competition will be based in the following areas: **Dublin South, Dublin North and Cork**. All candidates should be aware that vacancies may not arise in all of the locations while this panel is active.

Q24: If I accept the first offer of location, will I still remain on the second location panel I chose at application stage?

A24: No, once an offer of appointment is accepted candidates will be removed from all other panels, associated with this competition, and will no longer be considered for positions in other locations.

Q25: If I decline my first offer, will I still be offered the other location in the future?

A25: Should a candidate refuse an offer of employment, in a location of their choice, they will be removed from that specific panel, and we will move to the next person.

If the person has chosen a second regional location, they may receive an offer in this second location, should they reject this, they shall be removed from the panel.

It is important to note that offers will be based on order of merit from the panel and location chosen. You should only choose locations that you are certain you can work in.

Recruitment Stages

Q26: What stages will be included in this process?

A26: The stages of the competition are listed below.

1	Online Application System
2	Online Technical Test
3	In-Person Competency-Based Interview
4	Driving Assessment
5	Job Offers, Garda Vetting, Medicals etc

Q27: What is involved in each stage of the selection process?

A27:

Online Technical Test

A link to access this online test will be provided in the invitation to the competency-based interview e-mail. When candidates click on the link, the online test platform will open. This test is similar to the RSA Driver Theory Test and will take the form of multiple-choice questions.

Once again, it is the responsibility of the candidate to routinely check their emails following the closing date for applications to ensure that they do not miss a completion deadline.

Further, it is the responsibility of the candidate to ensure they have an up-to-date desktop / laptop to complete the online stages of the recruitment process. In addition to strong reliable broadband / Wi-Fi connection.

If you have any further queries on this test, please contact drivertesters@collinsmcnicholas.ie or call 091 - 706 716 between 10am - 12pm and 2pm - 4pm Monday – Friday. A voicemail system will be in operation outside of these hours. All emails and voicemails will be responded to within 2 working days.

Competency Based Interview

Candidates will be assessed on competencies noted as vital to the role in the competency-based interview. This interview will be held in person at a location to be confirmed.

Preparatory information will be provided to candidates prior to their attendance at the competency-based interview.

Candidates will be asked to provide examples of their current and past experience relating to competencies outlined as essential to the role.

Important Note: Any costs incurred to attend any stage of our recruitment process will not be reimbursed by the RSA.

Driving Assessment

You will be required to have your own vehicle. You must bring your Driver's Licence with you to your driving assessment and it must be in date. The driving assessment will only go ahead if your vehicle is roadworthy and meets with all regulatory requirements.

This includes:

- Current tax and insurance discs must be displayed (NCT where applicable)
- All lights are working on your vehicle
- No 'warning' lights should be displayed on your dashboard
- The indicators & brake lights are working on your vehicle
- Your vehicle has windscreen washer

Location of the driving test will be confirmed at a later date.

Online Driver Declaration Form

Candidates may be asked for a copy of their driver statement in addition to their driving licence. Please be advised that this detail will be requested at the appropriate time, and should only be requested when requested.

A driver statement is a copy of your driver record with details of name, address, date of birth, driver number, date of expiry of licence and class of licence. For further details on how to request this declaration: <https://www.ndls.ie/about/order-my-driver-statement.html>

Q28: How do I get feedback?

A28: Feedback will be provided to you once you have provided a written request to drivertesters@collinsmcnicholas.ie. You will receive a response within 2 working days of lodging your request for feedback and this will be done via phone/email. You will receive feedback within 5 working days of lodging your request.

Please do not contact the RSA directly for feedback. All queries must be directed to the e-mail address above.

Q29: I've never had a competency-based interview before, what do I need?

A29: A description of the competencies is outlined in the information booklet and you will be issued additional information with your interview invite.

Q30: How long will the process take?

A30: The process will take approximately 24 weeks from the initial applications stage to conclusion.

Q31: When will successful candidates start?

A31: The RSA will offer vacant positions which are sanctioned to be filled over the lifetime of the panel. It is expected we will issue first offers in **Q1 of 2025**.

Q32: When will the driving assessment be?

A32: Should you be successful at the competency-based interview stage you will be invited to a driving test which is expected to take place in **January 2025**. You will be advised of any requirements by e-mail.

Technical Issues

Q33: I don't have a computer?

A33: The first two stages of the recruitment process are held online. We strongly recommend you gain access to a laptop/desktop for the duration of the recruitment process.

If you currently do not have access to a suitable device, we recommend sourcing one should you wish to apply for this role.

Q34: I can't complete the online application form?

A34: If you are having difficulty accessing or completing the application form, please follow the "Apply now" link at www.collinsmcnicholas.ie/consulting/rsa and follow the instructions which follow.

If you continue to have difficulty, please contact drivertesters@collinsmcnicholas.ie or call 091 - 706 716 between 10am - 12pm and 2pm - 4pm Monday – Friday. A voicemail system will be in operation outside of these hours. All emails and voicemails will be responded to within 2 working days.

Q35: I can't log in?

A35: To log into the portal, enter your email and chosen password. If you have forgotten your password, choose the "forgot password" link and we will reissue your password via email. If you still cannot log in, please contact drivertesters@collinsmcnicholas.ie or call 091 - 706 716 between 10am - 12pm and 2pm - 4pm Monday – Friday.

A voicemail system will be in operation outside of these hours. All emails and voicemails will be responded to within 2 working days.

Q36: I've forgotten my password.

A36: If you have forgotten your password, choose the “forgot password” link and a new password will be issued to you via email.

Q37: What is the best device to complete my online application on?

A37: It is recommended that candidates complete their applications on a desktop computer or laptop. Candidates should avoid completing their application using a phone or tablet. We also recommend that you use the Google Chrome browser which can be downloaded [here](#) or Mozilla Firefox browser which can be downloaded [here](#)

Q38: What is the best web browser to use with the online application?

A38: It is recommended that candidates use either the Google Chrome which can be downloaded [here](#) or Mozilla Firefox which can be downloaded [here](#) when filling in the online application.

Q39: I didn't receive an e-mail?

A39: If you have not received an email, first consider if the email address you added to the system is your correct email.

If you feel you should have received an email, but it is not appearing in your inbox, please check your “junk” or “spam” folder. If you continue to be concerned, please contact drivertesters@collinsmcnicholas.ie or call 091 - 706 716 between 10am - 12pm and 2pm - 4pm Monday – Friday. A voicemail system will be in operation outside of these hours. All emails and voicemails will be responded to within 2 working days.

Q40: How often should I check my emails?

A40: You should check your emails daily once you have started the process. Most correspondence will occur via email. It is your responsibility to routinely check your emails so that you do not miss a completion deadline.

If you feel you should have received an email, but it is not appearing in your inbox, please check your “junk” or “spam” folder. If you continue to be concerned, please contact drivertesters@collinsmcnicholas.ie or call 091 - 706 716 between 10am - 12pm and 2pm - 4pm Monday – Friday. A voicemail system will be in operation outside of these hours. All emails and voicemails will be responded to within 2 working days.

Complaints & Request to Withdraw

Q41: What is the complaints procedure?

A41: We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to our attention by contacting drivertesters@collinsmcnicholas.ie or calling 091 - 706 716 between 10am - 12pm and 2pm - 4pm Monday – Friday.

Collins McNicholas Recruitment & HR Services group will respond to the complaint within 2 working days.

Please direct all queries in relation to your application to drivertesters@collinsmcnicholas.ie. You should not contact the Road Safety Authority directly in relation to this campaign.

Q42: I want to withdraw from the process - How do I do this?

A42: Simply email drivertesters@collinsmcnicholas.ie and we will assist you in removing your details from the recruitment and selection process.

If your question has not been answered above, please contact drivertesters@collinsmcnicholas.ie or call 091 - 706 716 between 10am - 12pm and 2pm - 4pm Monday – Friday. A voicemail system will be in operation outside of these hours. All emails and voicemails will be responded to within 2 working days.