

Frequently Asked Questions

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Q 1: What are the essential requirements for this role?

A 1: 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 the 11th of April 2023:

- 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.
- 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.
- Must be legally eligible to work in the Republic of Ireland without restrictions.

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 Irish Leaving Certificate qualification is deemed as a level 5 on the Irish National Framework. You must have successfully completed the Leaving Certificate for this to qualify as a level 5 qualification.

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 a temporary offer will not be made until qualifications are verified. The qualification must have been completed before the 30th of March 2023.

Q 2: How do I apply?

A 2: All applications must be made online at www.collinsmcnicholas.ie/consulting/rsa

You will be required to complete an online application form. 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>

Q 3: What if I don't have a CV?

A 3: 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>

Q 4: How will I be notified if I will be proceeding to the next stage of the application?

A 4: 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.

Q 5: I cannot select multiple licence categories on my Application Form?

A 5: When using certain browsers, you may need to press 'ctrl' on your keyboard to select more than one category of licence.

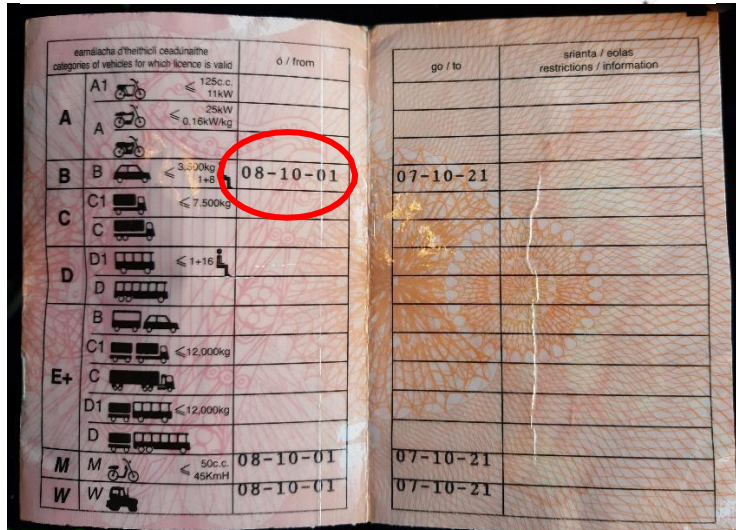
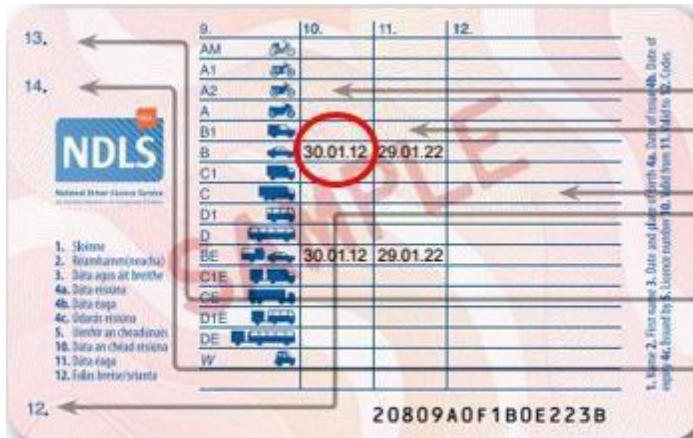
If this continues to be an issue, please contact drivertesters@collinsmcnicholas.ie or call (091) 706 716 between 10am - 12pm and 2pm - 4pm Monday - Friday. A voicemail system will be in operation outside of these hours. All emails and voicemails will be responded to within 2 working days.

Q 6: Where do I find the issue date of my First Category B (Car) driving licence?

A 6: 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 diagrams below:



Q 7: Why do I need to exchange my NI/UK Licence?

A 7: From the 1st of January 2021 if you are a 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>

Q 8: When should I exchange my NI/UK Licence?

A 8: You should exchange your NI/UK licence immediately, on taking up residence in Ireland.

Q 9: How many roles are currently available?

A 9: A panel of temporary 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.

Q 10: Where will Temporary Driver Tester roles be located?

A 10: 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 57 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.

Q 11: Can I continue to work as a Driver Instructor if I become a Temporary Driver Tester?

A 11: 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.

Q 12: I’ve missed the deadline, can I still proceed with my application?

A 12: 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.

Q 13: What stages will be included in this process?

A 13: Please note the dates below are indicative and may change throughout the recruitment process.

Online Application System Open	Tuesday, 11 th of April – Tuesday, 2 nd of May	Online – 3 weeks
Online Aptitude Assessments	Wednesday, 3 rd of May – Wednesday, 10 th of May 2023	Online – 7 days
Online Technical Test	Completed if invited to Online Competency-Based Interview stage	Online – Prior to attending interview
Online Competency-Based Interview	Monday, 15 th of May – Friday, 26 th of May 2023	Online – 2 weeks
Driving Test	Thursday, 1 st of June 2023 – Thursday, 29 th of June 2023	4 weeks approx.
Statement of Employment, Medical, Job Offers	July 2023 onwards	

Q 14: What is involved in each stage of the selection process?

A 14:

Online Aptitude Assessments

Successful candidates at application stage will be invited to complete online verbal and attention to detail assessments. Candidates will be invited to complete the assessments via email. 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.

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.

Online Technical Test

Successful candidates at online aptitude test stage will be invited to complete the Online Technical Test. A link to access this test will be provided in the Invitation to Competency-Based Interview email. Candidates must complete this test prior to attending the interview. When candidates click on the link, the Survey Monkey platform will open. This test is similar to the RSA Driver Theory Test and will take the form of multiple-choice questions. This is an untimed test however, it is imperative that candidates keep track of their time and complete the test within 40 minutes of opening the link.

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.

Online Competency-Based Interview

Successful candidates from the online ability assessments and technical test will be invited to an online competency-based interview.

Candidates will be assessed on competencies noted as vital to the role in the online competency-based interview. Preparatory information will be provided to candidates prior to their attendance at online competency-based interview.

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

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.

Please note: the candidate is required to have a functioning microphone and camera/webcam on the device they are using for the online competency-based interview.

The online interview will take place using Microsoft Teams, to find out more information on Microsoft Teams please click [here](#).

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.

Q 15: How do I get feedback?

A 15: 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 10 working days of lodging your request.

Q 16: How long will the process take?

A 16: The process will take approximately 10 weeks from the initial applications stage to conclusion.

Q 17: When will successful candidates start?

A 17: 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 **June/July 2023**.

Q 18: What is the starting salary for the role?

A 18: The salary scale for this position is as follows:

Driver Tester PPC Scale

Point 1		€ 42,356
Point 2		€ 45,114
Point 3		€ 47,624
Point 4		€ 49,197
Point 5		€ 50,649
Point 6		€ 52,108
Point 7	Max	€ 53,738
Point 8	LSI1	€ 55,227
Point 9	LSI2	€ 56,720

PPC (Personal Pension Contribution) Scale (for officers who are existing civil or public servants appointed on or after the 6th of 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.

Q 19: Is the contract temporary or permanent?

A 19: This is not a permanent role. The appointment is to a temporary position as an unestablished 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 temporary driver tester are precluded from being simultaneously active as a driving instructor. A panel of temporary driver testers is being formed from this recruitment process and any vacancies within the next 2 years or as such is designated by the CEO, which arise during the lifetime of the panel will be drawn from it.

Q 20: I'm on holiday and I missed a deadline, what should I do?

A 20: Unfortunately, once a 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.

Q 21: Will my expenses be reimbursed during the process?

A 21: The RSA will not be responsible for refunding any expenses incurred by candidates while applying for these roles.

Q 22: What is the complaints procedure?

A 22: 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.

Q 23: When will the driving test be and what do I need for it?

A 23: Should you be successful at the online competency-based interview stage you will be invited to a driving test which is expected to take place in May 2023. For this, you will be required to have your own vehicle. Your vehicle must be Saloon/Hatchback vehicle with seating in the rear, seatbelts and head restraints. You must bring your Driver's Licence with you to your test. This must be in date.

The driving test will only go ahead if the vehicle is roadworthy.
This includes:

- Current tax and insurance discs must be displayed.
- All lights are working on the vehicle.
- No 'warning' lights should be displayed on the dashboard.
- The indicators are working.
- The vehicle has windscreen washer.

Location of the driving test to be confirmed.

Q 24: How long will the panel be formed for?

A 24: The RSA intends to create a panel of temporary 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 2 years.

Technical Issues

Q 25: I don't have a computer?

A 25: All stages up to the driving test will be 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.

Q 26: I can't complete the application form?

A 26: 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.

Q 27: I can't log in?

A 27: 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.

Q 28: I've forgotten my password?

A 28: If you have forgotten your password, choose the "forgot password" link and a new password will be issued to you via email.

Q 29: What is the best device to complete my application on?

A 29: 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.

Q 30: What is the best web browser to use with the online application?

A 30: 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.

Q 31: I didn't receive an email?

A 31: 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.

Q 32: How often should I check my emails?

A 32: 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.

Q 33: I want to withdraw from the process - How do I do this?

A 33: 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.

Q 34: How will the online competency-based interview be delivered?

A 34: The online competency-based interview will be delivered using Microsoft Teams. You do not need the Microsoft Teams application downloaded on your device for this, you do however require an up-to-date desktop or laptop with a functioning camera and microphone. With this, you will need to have access to a strong and reliable broadband/Wi-Fi connection. You can gain access to your online competency-based interview from the email invitation.

Please refer to our comprehensive Microsoft Teams guide [here](#) for more information on this.

Q 35: What browser/system requirements are needed for completing the online ability assessments?

A 35: The following hardware and software are recommended for the online ability assessments:

Internet

You will need a broadband internet connection with a download speed of at least 768 Kbps.

Browser and operating system

Supported browser and operating system combinations:

- Chrome 53.0 (and higher) on Windows 8 (and higher)/MacOS X (and higher)
- Firefox 69.0 (and higher) on Windows 8 (and higher) /MacOS X (and higher)
- Safari 12.0 (and higher) on MacOS X 10.12 (and higher)
- Edge on Windows 10
- Chromium Edge 79+
- Opera 36+
- Android 4.4 (and higher)
- iOS 14.3 (and higher)

The system and assessment test may run with lower versions than those listed above but are not actively supported in case of problems. We recommend that you use the latest browser versions and operating systems.

If you have any queries outside of the above information, 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.

Q 36: I've never had an online competency-based interview before, what do I need?

A 36: As highlighted throughout the information booklet, all stages of this recruitment process up to driving test will be held online. Please refer to our guide on virtual interviewing [here](#). Microsoft Teams will be used for the online competency-based interview. Please refer to our comprehensive Microsoft Teams guide [here](#) for more information on this.

For all stages of the online recruitment process candidates will need an up-to-date laptop or desktop in addition to a strong and reliable broadband/Wi-Fi connection. For the online competency-based interview you will need a functioning microphone and camera/webcam. It is the candidate's responsibility to test these in advance of their online competency-based interview to ensure they are fully functioning. You will be required to have your camera/webcam turned on for the duration of the online competency-based interview.