



Frequently Asked Questions

Booking a Practical Driving Assessment

How can I book a Practical Driving Assessment (PDA)?

- Learners permit holders can book online via their DoTDirect account www.transport.wa.gov.au/dotdirect/dotdirect.asp.
- Overseas licence holders transferring to a WA licence must book by telephone on 1300 738 939 between 10:00 am and 3:00 pm, Monday to Friday.
- Driving Instructors can book via PDA Online (transport.wa.gov.au) on behalf of learner's permit holders and overseas licence holders.

Alternatively, you can book in person at a regional DoT office or agent. In person bookings cannot be made at metropolitan Driver and Vehicle Services (DVS) centres.

Does it cost to book a PDA online?

There is no fee to access online booking services. To make a booking you must have (or pay for) a test entitlement before being able to search for a vacancy.

Can I make an online PDA booking for any class?

Online bookings are available at most DVS centres, regional DoT offices and agents for the following classes:

- Moped (R-N)
- Car (C)
- Motorcycle (R-E)
- Motorcycle (R)
- Light Rigid (LR)
- Medium Rigid (MR)
- Heavy Rigid (HR)

How can I book a PDA online?

To make a booking you must have (or pay for) a test entitlement before being able to search for a vacancy. The system will prompt you to pay if you do not have a test entitlement already.

Can heavy vehicle PDAs be booked online?

Online bookings are not available for:

- Heavy Combination (HC) class;
- Multi Combination (MC) class; and
- Heavy Rigid (HR) class where the test will be held with an Approved Provider.

Can overseas licence holders converting to a WA driver's licence book a PDA online?

No. Please call 1300 738 939 between 10:00 am and 3:00 pm, Monday to Friday to book your PDA.

Why can't I book online?

You cannot book online if your PDA is required as a result of:

- A medical condition.
- Aged test (person aged 85 years or more, with only one class of licence held).
- An extraordinary licence application.
- A conditional licence application.
- Your licence or permit is subject to a sanction e.g. unpaid fines.

Please call 13 11 56 between 7.00am am and 6:00 pm, Monday to Friday to book your PDA if any of these circumstances apply to you.

As a Driving Instructor, what information do I need to provide to book online?

If you are a Driving Instructor, acting on behalf of a student, you will need to provide the following details:

- Your Driving Instructor number;
- Your driver's licence/permit number;
- Your driver's licence/permit expiry date;
- Your date of birth; and once logged in;
- Your student's licence/learner's permit details (as above).

Where your student does not have a WA driver's licence/permit number, a PDA cannot be booked online.

Your student's details must be entered as they appear on their driver's licence and/or learner's permit.

If your student does not have either a first name or a surname, contact your nearest DVS centre, regional DoT office or agent.

Which web browser can I access online PDA bookings?

The DoT website supports a number of commonly used web browsers including:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

For more information on how to make our website work for you and to upgrade your web browser to the latest version, visit our Website Accessibility page.

Can I access online PDA bookings from a mobile device?

Yes. You can use a smart phone and tablet devices to book a PDA online.

Can I book a PDA online outside business hours?

Yes. Online booking functions will generally be available both during and after normal business hours.

Systems may be unavailable for short periods while maintenance is undertaken. Maintenance will typically take place outside normal business hours, and any major outages will be scheduled for weekends.

Service continuity is important for all DoT customers using online services, and systems are only taken offline for as long as necessary to effect changes or upgrades.

Are the timeslots available online different to those I can get if I call or visit a DVS centre, regional DoT office or agent?

No. All available timeslots are held in one system and equally available online, via the phone or in person.

Other customers may be considering the same timeslot that you are. The first person to confirm a booking in an available timeslot will secure it. If that is not you, then you will be prompted to select an alternate vacancy.

Are Driving Instructors given priority access to bookings?

No. All available timeslots are equally available to the public and to Driving Instructors.

How far ahead can I book?

You can make your PDA booking up to six months in advance.

When are PDA test timeslot vacancies released?

Test timeslots are released frequently and often during business hours Monday to Friday. There is no concentrated release on any specific day or time.

Can I search for a specific date?

Yes. You may search for test timeslots at a specific site on a specific date.

Is there a limit to how many searches I can perform in a day?

Yes. Once you have reached the search limit, an error message will appear.

If I search for a specific date and there are no vacancies, will I be shown vacancies on the days before or after the one I searched?

No, however you can search again with a different date specified.

Why can't I book a timeslot that is showing as available?

Although you may hold a licence or permit and can access online PDA bookings, you will not be able to book an assessment unless you meet the age, eligibility and experience requirements.

Can someone else like a parent or relative make my booking for me?

A parent or relative is unable to book a PDA via their DoTDirect account. The booking must be made using the learner's DoTDirect account.

Is there a limit to how many times I can change my booking?

No. You can change your booking as many times as you need to, providing it is outside two full working days.

For example: a Friday PDA booking must be cancelled or changed no later than Tuesday 23:59:59 online, or by close of business at the Customer Contact Centre, DVS centres, regional DoT offices or agents.

What will happen if I change or cancel a booking and give less than two full working days' notice?

You will not be able to change a booking with less than two full working days' notice, as this option is not available. You may cancel the booking, and you will have to pay again to make another booking.

How is a full working day calculated?

A full day is calculated as 00:00 and 01 second to 23:59 and 59 seconds. Working days do not include public holidays or weekends.

What will happen to the booking I have changed or cancelled?

Once you have confirmed a new booking, or cancelled an existing booking, the previously held booking is released into the system as a vacancy and made available to others for selection.

Can I book a timeslot for today?

No. Same day bookings are not permitted. If you attempt to book at 11:58 pm for the following day, the booking only will be confirmed if it is successful before 11:59 and 59 seconds.

Can I change my booking on the day of the test?

Yes. You may cancel your test on the day and re-book, however you will forfeit your test entitlement and are required to pay for a new PDA test entitlement prior to making the new booking.

If I have two learner's permits, can I book a test for one or both classes online?

You may book a timeslot for each class (excluding HC and MC classes) provided you meet the age, experience and eligibility requirements for the class.

Can I have more than one booking for the same licence class?

No. A PDA candidate can only hold one active test booking per class.

I want to search for the first available vacancy at any location. Can I do this?

No. You must nominate the site before using the 'first available' search function.

I searched a site for the first available vacancy. A list of nine vacancies was returned. Does this mean there are only nine bookings available at that site?

No. There may be other bookings available at that site, but only nine are returned in a 'first available' search. You must use the 'specific date' search if you wish to see the available bookings at that site and date.

Why can't I see my local regional PDA site in the list?

Some regional DoT offices and agents offer limited licensing services and PDA bookings are not available online.

If your regional DoT office or agent is not listed in the online bookings, you will need to contact them directly for PDA booking enquiries. The contact details are available on the Regional DoT offices and agent's page.

Why do I see different vacancies, or no vacancies when searching the same day and site as someone else?

You may not see the same search results as someone else because of the licence class eligibility and experience requirements for different customers. The vacancies displayed are also subject to DVS resource availability.

I made my booking over the phone. Can I change it online?

Yes. Any current bookings will be displayed when you log in.

A friend has a PDA booking and wants to swap it with mine. Can we do this online?

No. There are no swap functions available.

If my friend cancels their booking and I cancel mine, can I then book the one they cancelled?

Yes, provided nobody else selects and confirms that vacancy before you do.

My Driving Instructor made my booking for me. Can I change it, or does my Driving Instructor have to change it for me?

You can change your own booking, or your Driving Instructor can also change it on your behalf.

Can I select an assessment date that is after my licence/permit expiry date?

You can make a PDA booking and you can go out on a PDA but you cannot practice or have lessons on an expired permit.

Your licence/permit is not valid beyond the expiry date until payment has been accepted. If you wish to renew your licence/permit, attend a DVS centre, regional DoT office or agent.

Why is the 'Change' option not available to me?

If you have a current test booking that is within two full working days, you can only cancel it. This is because changes are not permitted with less than two full working days' notice.

If you choose to cancel it when you make a new booking you will be required to pay for another test.

I have failed a PDA. Can I book another assessment online?

Yes. If you need to re-sit your PDA, the online service will prompt you to make a credit card payment (Visa or MasterCard only) for another test entitlement prior to searching for a test vacancy.

Can I pay by credit card?

Payment can be made by Visa or MasterCard. To pay by credit card you will be required to provide the following specific details (as shown on the credit card):

Field name	What do I select or enter into PDA online?
Card Holder's Name	The name as printed on the front of the card
Card Number	Type the appropriate numbers printed as on the credit card - spaces are not required
Card Expiry Date	Select the month and year matching the card expiry date values
CVV	This is the 3 digit number on the back of the Visa/MasterCard

Are my payment and credit card details secure?

Yes, DoT has robust security for all online payments.

Can my parents or Driving Instructor pay for my entitlement?

Yes, any valid Visa or MasterCard can be used to make payment.

What happens if I close the web browser midway through a search or payment?

Closing the web browser effectively ends the 'session'. Unless a payment or booking is confirmed, details of that activity will be lost.

I have failed a PDA and paid for another test. When can I book another test?

If you have not passed a PDA and need to re-sit the test you may book another test online. The date of your next PDA must be more than seven calendar days after the date of the failed test.

Can I print my Practical Driving Assessment Supplementary Fee Receipt again?

No. This receipt can only be printed while you are on the 'payment confirmed' page. The receipt can be downloaded as a PDF which can be saved locally or printed.

The receipt is not stored by DoT and we cannot provide you a copy of this receipt. It is strongly recommended if you need this original receipt for tax or other purposes to print it off at this time. If you are using a mobile device with no printing capability, we recommend you save the PDF and/or email it to your email address.

After booking, will I receive a printed Booking Confirmation?

You are able to print their Booking Confirmation advice at the time the booking is made. If the Booking Confirmation is not printed at the time of booking, you are able to log in to DoTDirect at any time prior to the booking date and time, to print/reprint the Booking Confirmation advice.

A Booking Confirmation will only be mailed to the driver's licence/learner's permit holder if the booking or any changes made against the licence/permit are completed by a Driving Instructor.

Why have I received a Booking Confirmation when I have not made or changed a booking?

A Booking Confirmation advice will be mailed to the driver's licence/learner's permit holder for any booking or changes made against that licence/permit, including those completed on your behalf by a Driving Instructor.

If you (or your Driving Instructor) have not made or changed your booking and you have received a Booking Confirmation, contact DVS on 1300 738 939 between 10:00am and 3:00pm, Monday to Friday.

I cancelled my PDA online. Will I receive confirmation of this?

You will have the cancellation confirmed on the screen, but you will not receive any formal cancellation notice.

How do the electronic notifications work?

Enter your email address and/or mobile telephone number and click the electronic notification button. For email confirmations, you will receive an email with the Booking Confirmation attached as a PDF document. For SMS confirmations, you will receive a short message confirming your licence number, test location, date and time.

If I enter my details for electronic notification, will I get a reminder message before my PDA is due?

No.

Can I log back in and check my booking?

Yes. Your current bookings are always displayed in DoTDirect and you can check the details and print the Booking Confirmation at any time.

What happens if I am logged in and leave my computer running?

After 30 minutes of inactivity, your session will expire. You will need to log back in again to carry on with booking transactions.

I clicked a command and the spinning wheel is displayed but nothing seems to be happening. Why is this?

The performance of the internet can be affected by a range of factors including traffic loads, the specifications of the device you are using and your method of connection (e.g. direct to modem, local network or Wi-Fi).

In peak times, you may experience slower response times to commands. If the service appears excessively slow, try logging out, close and reopen your browser and log in again.

Do I have to give my permission for a Driving Instructor to make bookings on my behalf?

While there are no formal arrangements for authorising a Driving Instructor to make bookings on your behalf, it is recommended that you discuss this with your instructor and agree on any arrangements made for booking your PDA.

Can a Driving Instructor see my booking?

Yes. Any current bookings will be displayed in when the instructor logs into PDA Online and enters your credentials to manage your bookings.