



Fact Sheet - Remote Services

Theory Testing Agency Agreements

The Department of Transport (DoT) works with organisations to deliver theory testing for all classes of licence under a formal agency agreement.

This provides an alternative channel for people who may experience issues with the computerised theory test due to factors such as language and literacy barriers or anxiety.

Theory tests are provided in paper format with simplified wording however, the questions can be delivered verbally as well. When candidates pass the theory test, they will be issued with a certificate that they can take to the DoT office or licensing agent to progress with the licence application.

The regulations have been amended to allow DoT to waive the theory test fee when candidates sit their test with an approved organisation.

DoT provides support throughout the agreement term



**Induction
training and
refresher training
as required**



**Provision
of licensing
resources and all
testing materials**



**Assist with the
licensing process
and requirements
for individuals**



**Dedicated staff
to provide advice
and respond to
queries**

For more information please contact RemoteServices@transport.wa.gov.au

