



911 DRIVING SCHOOL OF GRAHAM & PUYALLUP EXAMINATION POLICIES



KNOWLEDGE EXAM POLICIES

1. The fee for the WA State Knowledge Exam is \$40 for 2 attempts.
2. **All testing fees are non-refundable.**
3. We must receive 24-hours' notice to reschedule your testing appointment. If you late cancel or no show to your Knowledge exam appointment, there will be a \$25 fee applied to your account.
4. If applicant is more than 10 minutes late, the appointment will be canceled and a \$25 fee will be applied to your account.
5. The WA State Knowledge Exam consists of 40 multiple-choice questions about traffic safety laws. Applicants must answer at least 32 questions correctly to pass the exam.
6. At the time of the Knowledge exam, applicants must provide proper documentation to prove identity. We cannot accept photocopies or pictures on a phone. Failure to bring proper documentation will result in a late cancel and there will be a \$25 fee applied to your account.
7. If applicant has a non-photo permit, applicant must also bring a picture ID such as a school ID, ASB card, WA State ID, military ID, passport, etc. We cannot accept photocopies or pictures on a phone. If applicant does not have a picture ID and are under 18 years old, applicant may bring an original birth certificate along with a parent's driver's license. Parent must accompany applicant with the original birth certificate. ****We cannot use any documents that we have on file for the applicant--must provide all original documents for State tests**** Failure to bring proper picture ID with non-photo permit will result in a late cancel and there will be a \$25 fee applied to your account.
8. Applicants' exam score will be entered into the Department of Licensing (DOL) database within 24 hours. Applicant will have to visit DOL to apply for their instruction permit. If applicant is 18 years or older, and passed the Knowledge exam, they are now eligible to schedule the WA State Skills (Road) Exam.
9. There is no minimum time requirement between Knowledge exams; however, subsequent tests are subject to availability and applicant will be given a different version of the Knowledge exam.

SKILLS (ROAD) EXAM POLICIES

1. The fee for the WA State Skills (Road) Exam is \$70 for 1 attempt.
2. **All testing fees are non-refundable.**
3. All Skills exams will be performed in a driving school vehicle. Only exception to this requirement will be for applicants who are required to have an ignition interlock device (please review #13 below if an ignition interlock device applies to you).
4. We must receive 24-hours' notice to reschedule your testing appointment. If you late cancel or no show to your Skills exam appointment, there will be a \$50 fee applied to your account.
5. If applicant is more than 10 minutes late to their Skills exam, the appointment will be canceled and a \$50 fee will be applied to your account.
6. The WA State Skills Exam will test the applicant's ability to drive legally and safely. Applicants must pass the Skills exam with a score of at least 80%.
7. At the time of the Skills exam, applicants must provide proper documentation to prove identity. We cannot accept photocopies or pictures on a phone. Failure to bring proper documentation will result in a late cancel and there will be a \$50 fee applied to your account.
8. If applicant has a non-photo permit, applicant must also bring a picture ID such as a school ID, ASB card, WA State ID, military ID, passport, etc. We cannot accept photocopies or pictures on a phone. If applicant does not have a picture ID and are under 18 years old, applicant may bring an original birth certificate along with a parent's driver's license. Parent must accompany applicant with the original birth certificate. ****We cannot use any documents that we have on file for the applicant--must provide all original documents for State tests**** Failure to bring proper picture ID with non-photo permit will result in a late cancel and there will be a \$50 fee applied to your account.

9. If applicant does not have an instructional permit or valid foreign license, we will issue a temporary authorization form to take the test.
10. Applicant MUST wear closed-toed shoes for the Skills exam. Applicant cannot test in slides, sandals, flip-flops, Crocs, slippers, heels, etc. Showing up to your appointment wearing any of the above-listed shoes will result in the examiner cancelling the appointment and a rescheduling fee of \$50 will be applied to the account.
11. Applicants' exam score will be entered into the Department of Licensing (DOL) database within 24 hours. Applicant will have to visit DOL to apply for their driver's license. Passing the Knowledge and Skills exams does not guarantee that an applicant will be issued a driver's license. DOL will determine if an applicant has met all licensing requirements. If you are under the age of 18 you must be at least 16 years old, have successfully completed a traffic safety education course, have had your permit for at least 6 months and have had 50 hours driving experience with at least 10-night driving hours before you are eligible to apply for your license.
12. There is no minimum time requirement between Skills exams; however, subsequent exams are subject to availability. Subsequent exams will be on different routes.
13. Pursuant to RCW 46.20.720, a driver convicted of an alcohol offense may be required to have an Ignition Interlock Device (IID) in order to drive. The applicant must take the Skills exam in their vehicle using the IID. Applicant must provide the following:
 - a. Current vehicle registration and insurance; if applicable, a SR22 insurance form.
 - b. A windshield with no cracks or debris that would obstruct view.
 - c. Working lights: headlights, taillights, brake lights, and turn signals as well as a working horn and rearview mirror.
 - d. Failure to meet the above requirements will result in a late cancel and a \$50 fee will be applied to your account and must be paid before rescheduling appointment.

GENERAL EXAMINATION POLICIES

1. All fees must be paid in full prior to rescheduling your appointment.
2. DOL reserves the right to conduct random re-examinations; applicants refusing to take a re-examination may have their license revoked.
3. If you received a letter from DOL to take an examination due to a physical, mental, visual or any other medical issue, you must test at a DOL office. Failure to disclose this information prior to testing will result in your test not being honored at DOL, and we will not refund the test fee.
4. For the safety of our staff, students and customers, our driving school employs camera surveillance equipment for security and training purposes in our offices and most instructional vehicles. This equipment may or may not be monitored at any time. Surveillance cameras will generally be utilized in public areas only where there is no "reasonable expectation of privacy". Public areas may include lobby area, classroom and testing room. Surveillance cameras will not be installed in private areas such as restrooms. Images from the camera surveillance equipment will never be used for public display of any type, and are not available for customer review.
5. Our grievance/complaint policy consists of the following: email 911drivingschool@911drivingschool.com and an owner will review the test within 24 hours. Math errors will be corrected either way to pass or fail an applicant. Decisions made by the examiners will not be overturned; however, at our sole discretion, an additional test may be provided at no charge. This will occur within 48 hours of the prior test.
6. It is the policy of our business to comply with all applicable federal and state laws, regulations, and executive orders related to civil rights in service delivery and facility access for the public. If you believe we may have discriminated against you in providing you access to our public facilities or services, we want to hear from you. Discrimination complaint forms are located in our office lobby or can be requested by emailing 911drivingschool@911drivingschool.com. If the complaint cannot be resolved, then the complaint would be referred to the DOL Driver Training School Program.
7. We reserve the right to refuse service to anyone.