

911 Driving School of Kirkland Examination Policies

1. The fee for the electronic Knowledge Test is \$30 for one attempt. If you cancel late (less than 24 hours' notice) or miss your scheduled testing appointment, you will forfeit the \$30 payment and must pay \$30 to reschedule.
2. The fee for the one-on-one oral Knowledge Test or the randomized paper Knowledge Tests is \$59 for one attempt and must be scheduled. If you cancel late (less than 24 hours' notice) or miss your scheduled testing appointment, you will forfeit the \$59 payment and must repay \$59 to reschedule.
3. To be eligible for the Knowledge Exam, applicants must be at least 15 1/2 years old or be 15 years old and have successfully completed a TSE course.
4. The Knowledge Test consists of 40 multiple-choice questions. Customers must answer a minimum of 32 questions correctly to successfully pass the Knowledge Test.
5. To be eligible for the Skills Exam, applicants must have a passing Knowledge Exam score, have a valid WA instruction permit, a valid foreign driver license, or temporary authorization to drive, and have successfully completed an approved TSE course, if required.
6. The fee for the Road Test is \$89 for one attempt. You are required to use our 911 driving school vehicle unless you are required by Washington's Department of Licensing (DOL) to use an Ignition Interlock Device (IID).
7. If you are late for your Road Test appointment, 10 or more minutes, you will be assessed a \$75 Late Cancellation fee and need to reschedule your Road Test.
8. The Road Test will test the customer's ability to drive legally and safely. Customers must pass the Road Test with a score of at least 80.
9. Your Knowledge Test and Road Test scores will be entered into the DOL database within 24 hours. You will have to visit your DOL office in person or online to apply for a driver's license. DOL will determine if a customer has met all licensing requirements. If you are under the age of 18, you must be at least 16 years old, have successfully completed an approved traffic safety education course, have had your WA Permit for at least 6 months, and have had 50 hours driving experience with at least 10-night driving hours to apply for your Intermediate License.
10. DOL has the right to conduct random re-examinations. Customers refusing to take a re-examination may have their license revoked.
11. A full refund for a Road Test will not be given unless it is cancelled with more than 24 hours' notice. If you give less than 24 hours' notice, you will be assessed a \$75 Late Cancellation/No Show Fee. If you do not wish to reschedule and gave more than 24 hours' notice, you will be refunded the difference between the Road Test fee less the \$75 Late Cancellation/No Show Fee. No refunds will be given once a Knowledge Test or Road Test has started.

12. There is no minimum time requirement between Road Tests; however, subsequent Road Tests are subject to Examiner availability and will be conducted on a different route.

13. Passing Knowledge Test scores are valid for two years. Passing Road Test scores are valid for one year.

14. Our grievance/complaint policy consists of the following:

a. Email kirkland911@911drivingschool.com and either the owner or manager will review the test within 48 hours. Math errors will be corrected either way to pass or fail a customer.

b. Decisions made by the Examiner will not be overturned; however, at our sole discretion an additional Road Test may be provided at no charge.

15. We reserve the right to refuse service to anyone.

16. If you receive a letter from DOL to take an examination or have a permanent or temporary condition (i.e. physical, mental, visual, or any medical issue) that may impact your ability to drive, 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 to obtain your license. We will not refund the test fee.

17. You will need to demonstrate hand signals prior to beginning the Road Test.

18. Pursuant to RCW 46.20.720, a driver convicted of an alcohol offense may be required to have an Ignition Interlock Device (IID) to drive. The customer must take the Road Test in their own vehicle using the IID. The Examiner reserves the right to cancel the Road Test if you are unable to provide proof of insurance, current registration/vehicle tabs, vehicle safety issues, or other health or sanitary issues (including but not limited to wet seats, mold, excessive trash, etc...).

19. At the time of the Road Test, the customer must provide a photo ID and proof of identification such as a valid permit, or valid out-of-state or out-of-country driver's license. If you have neither, we will provide you with a temporary permit valid for the time of the Road Test ONLY. This gives you temporary authorization to take the Road Test.

20. Road Tests cancelled or rescheduled with less than 24 hours' notice will be charged a \$75 Late Cancellation/No Show fee.

21. 911 Driving School vehicles are equipped with cameras and may record all tests. The videos are for safety and training purposes only and are not available for customer review. Images will not be used for any type of public use.

By signing this document, I acknowledge that I have been notified of 911 Driving School of Kirkland's policies and procedures regarding testing.

Customer Name (Please Print): _____

Customer Phone Number: _____

Customer Name (Signature): _____ Date: _____