



Resumption of ICBC road testing

Q-and-As

Are there standby appointments available?

At this time, ICBC is not offering standby appointments.

How ICBC is addressing the backlog?

ICBC is aware that the demand for road testing is high and are currently looking at how to prioritize appointments and phase in testing while minimizing the impact of road test backlogs.

What does road testing look like?

Customers will be required to wear a surgical grade mask which will be supplied by ICBC. Appointments will be longer to allow for extra steps such as health screening and personal protective equipment (PPE). There will be extra time allowed between tests to allow for ICBC employees to follow safety procedures.

What if a customer refuses to wear a face mask?

The health and safety of staff and customers is paramount; therefore, if a customer refuses to wear a face mask or a shield the road test will not go ahead. This aligns with the guidelines set out by the Provincial Health Office and WorkSafeBC.

Will ICBC provide PPE?

ICBC will be providing mandatory surgical or medical grade masks that customers will be required to wear for the duration of their road test. Customers are also expected to complete a health screening when arriving at a driver licensing office.

I heard that those who have multiple road test failures will have to wait longer for another road test. Is that correct?

ICBC is always looking at ways to increase fairness and prioritizing road test appointments that are in high demand. ICBC have not implemented any changes at this time but we are looking into this.

When will Class 5-8 be brought in?

We have a plan in place to expand the availability of road tests to other classes of licences as soon as possible which will be dependent on the roll-out of this initial phase and the ability to secure sufficient PPE for our employees and customers.

Can a student wear their own mask to a road test appointment?

ICBC will be providing surgical grade mask however a customer may provide their own reusable cartridge respirator in place of the ICBC provided mandatory surgical grade mask.

Will vehicles with temporary interior shields or barriers be allowed on road tests with them in place?

Before any road test appointment, temporary shields or barriers between the driver and passenger seat must be removed. Any barrier would obstruct the driver examiner's ability to take control of the vehicle in an emergency therefore for safety reasons they must be removed. If they are not removed, this will result in the road test not going ahead.

Can road tests be denied for vehicles that do not meet hygiene standards? What are the standards?

We advise that customers visit the [how to prepare for your road test page](#) ahead of their appointment. The vehicle's interior must be clean and scent-free, and free of any items that may affect health and safety.