

Driving Examiner interview questions

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What to expect

Driving Examiner interviews focus on your ability to apply road rules consistently, handle difficult candidates, and maintain safety and accuracy under pressure. You will likely face a mix of process, behavioural, scenario, and technical questions.

- **Process:** Questions about how you conduct a practical driving test from start to finish, including identity checks, route selection, and recording outcomes.
- **Behavioural:** Questions that ask you to describe past experiences dealing with anxious, aggressive, or non-compliant candidates.
- **Scenario:** Hypothetical situations where you must judge a candidate's driving or respond to a safety concern during a test.
- **Technical:** Questions testing your knowledge of road rules, licensing standards, and vehicle control requirements.
- **Client-facing:** Questions about how you give feedback, explain fail decisions, and manage customer service expectations.

The interview usually starts with a brief introduction and role overview, then moves through a structured set of questions. You may be asked to complete a short written or practical assessment, such as identifying road rule breaches from a video. The panel often includes a supervisor and a licensing authority representative. The interview ends with your questions for the panel.

1. Walk me through how you conduct a practical driving test from the moment a candidate arrives to the moment you record the result.

Why they ask

This tests your understanding of the full process and your attention to detail.

How to structure your answer

Use a chronological walk-through: greeting and identity check, vehicle inspection, route briefing, on-road assessment, feedback, and recording. Highlight any steps where you double-check safety or compliance.

Example answer

"When a candidate arrives, I first verify their identity and licence eligibility using the licensing authority database and a digital signature pad. I check the vehicle for roadworthiness, including lights, tyres, and mirrors. I explain the test format and what I will be assessing. On the road, I direct them through a route that covers a range of conditions, such as intersections, lane changes, and parking. I note any errors and compliance with road rules. Back at the centre, I provide clear feedback on their performance and record the outcome in the mobile test assessment app. If there are any safety concerns, I report them to my supervisor immediately."

2. Tell me about a time you had to give negative feedback to someone who disagreed with your assessment.

Why they ask

This probes your customer service and conflict resolution skills.

How to structure your answer

Use STAR: Situation, Task, Action, Result. Focus on how you stayed calm, explained the decision, and maintained professionalism.

Example answer

"A candidate failed their test after running a red light. They became angry and insisted the light was yellow. I stayed calm and explained that I had to apply the road rules consistently for everyone's safety. I showed them the specific rule and offered to book another test with a different examiner if they wished. They eventually accepted the result and later passed on their next attempt. I learned that clear, respectful communication can defuse most conflicts."

3. You are conducting a test and the candidate commits a dangerous error, such as failing to give way. What do you do?

Why they ask

This assesses your judgement under pressure and your commitment to safety.

How to structure your answer

Describe your immediate action, then your decision-making process, then how you manage the rest of the test.

Example answer

"My priority is safety. I would immediately direct the candidate to pull over safely. I would explain the dangerous error and end the test there, as continuing would put us both at risk. I would record the incident in detail and report it to my supervisor. I would also provide feedback to the candidate about why the test was terminated and what they need to improve. If they are eligible, I would advise them on how to rebook."

4. What do you know about the Australian road rules and how do you keep your knowledge current?

Why they ask

This tests technical knowledge and commitment to ongoing learning.

How to structure your answer

Explain your familiarity with key rules, then describe how you stay updated, such as through licensing authority bulletins or training.

Example answer

"I have a strong working knowledge of the Australian road rules, including give way rules, speed limits, and parking regulations. I keep current by reading updates from the state transport department and completing refresher training each year. I also discuss rule changes with colleagues during team meetings. For example, when a new rule about mobile phone use was introduced, I made sure to review the details and apply them consistently in my tests."

5. How would you handle a candidate who arrives for a test and appears to be under the influence of alcohol or drugs?

Why they ask

This checks your ability to follow safety and regulatory procedures.

How to structure your answer

Outline your immediate steps: do not conduct the test, ensure safety, report to supervisor, follow policy.

Example answer

"I would not conduct the test. I would politely but firmly tell the candidate that I cannot proceed if I suspect they are under the influence. I would follow my organisation's policy, which may involve reporting to a supervisor and documenting the incident. I would also ensure the candidate does not drive away if they are impaired, and I might offer to call a family member or taxi. Safety is the top priority."

6. Describe a time you had to adapt your communication style to suit a candidate from a different background or with limited English.

Why they ask

This tests cultural awareness and customer service.

How to structure your answer

Use STAR, but focus on the adaptation and the outcome.

Example answer

"I once tested a candidate who spoke limited English. I used simple words, gestures, and diagrams to explain the test route and what I was assessing. I spoke slowly and checked for understanding by asking them to repeat instructions. The candidate was nervous but understood what to do, and they passed. Afterward, I noted that we could provide translated materials for future tests, which my supervisor implemented."