Train Driving Licences:
Procedure for making new licence applications

Summary

This is a guide for operators on how to use the TDL Portal for the purpose of uploading a **new** licence application. (There is separate guidance available for making an application to renew an existing train driving licence).

Further information about train driving licences is available on our [website](#)

Operator access to the TDL Portal

Use browser link tdl.orr.gov.uk [Dashboard (orr.gov.uk)](#) to access ORR's TDL portal dashboard. You need to have permission from us before you can access the portal.

For any queries regarding access to the TDL portal, please contact TDL.Applications@orr.gov.uk

Application Procedure

Step 1: Does the driver already hold a licence?

Before entering a new licence application, please check the TDL Portal to check whether a licence already exists for the driver.

You can do this by typing the driver's name into the 'Search' bar at the top of the main dashboard page (shown on the image below). This check will show all drivers registered against your own operator account.
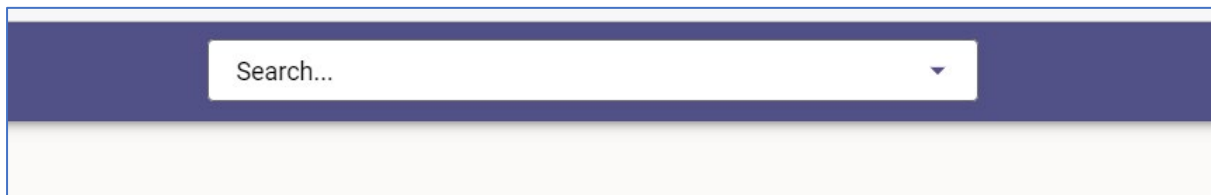
For other drivers, particularly those transferring from another operator, you will have received information about them from their previous operator, including licence status information. Please check directly with the previous employer if there is any remaining uncertainty about the driver's licence status.

Finally, if there remains any question about whether a driver already holds a training driving licence, please contact the ORR TDL team directly (TDL.Applications@orr.gov.uk).

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Step 2: Making a new licence application

To make a new licence application, click the 'New Application' button available from the Operator's Home Page, as shown in the image below:

You will now see the following application form, which you should complete accurately and fully.

For 'Date of Birth' click into the calendar on the right-hand side of the field. Then click at the top to bring a drop-down box and select the correct year. Date of Birth defaults to 20 years minus current date, in line with minimum driver age of 20 years old.

You will see choice like the following:

After selecting the year of birth, you will then be prompted to select the birth 'Month' and 'Date'. Once selected, the full date of birth will be shown, as in the example image below:

Continue to populate the application form. The 'Place of Birth' must be a specific town or city to be accepted. 'Nationality' and 'Native Language' should be selected from the dropdown list. Your application should now look like the example below:

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Next, add the photograph and signature. These must both be .jpg files. Click 'Choose File'. Once uploaded, you will see the files you have attached, as in the example in the image below:

<u>Note</u>: There are specific requirements for photographs and signatures. If you do not meet these, we cannot process the application and the licence may be delayed. A full list of the requirements is shown on the Portal. In particular, please make sure that:

- Photographs of drivers and signatures should be approximately 220 x 280 pixels in size.

- Signatures have been scanned against a plain white background and should be cropped around the text.

The Portal will also remind you of these requirements, as shown in the following image:

Digital photograph standard required for TDLCR

The photograph should be in the form of a JPG, which enables good definition for small-scale photographs.

The following guidelines should be adhered to:

- The photograph must be of a full face with the eyes open
- The photograph must show the full head of the train driver from the top of their hair to their shoulders
- The photograph must be taken against a plain white or off-white background
- Photograph to avoid having shadows on the face or background
- The photograph must show the train driver with a natural expression (e.g. closed mouth)
- The train driver's face in the photograph should not include sunglasses, sunglasses with coloured lenses or glasses with a thick frame
- If the train driver normally wears glasses these should be worn in the photograph, no sunlight should be reflected in the glasses
- The train driver should not wear head wear, unless required for religious or medical purposes
- The contrast and lighting in the photograph should be normal.

For the driver's address details, after typing in their home address postcode, click 'Find Address'. Then click 'Select an Address' to bring up all addresses associated with the postcode. Select the correct address from the list and the remaining fields will be populated automatically. You will see the information now populates your application as in the example image below

Applicant contact details

Email address

Address*

Postcode
E14 4QZ   FIND ADDRESS

Select an address
25 Cabot Square, London,

House Name/Number
25

Street
Cabot Square

Town/city
London

V1.0
Date: 27/08/2024

For the 'Train Operator Location' make sure to select the correct address from the drop-down field. The 'Company' field will default to the name of your operator, with all addresses linked to your operator available in the 'Train Operator Location' field, as in the following example image:

Train operator details

Company*
ORR Test Operator [Admin Use Only]

Train Operator Location*

25, Cabot Square, London, E14 4QZ ▼

Continue to populate the remainder of the application form. You should note that the 'Medical passed date', 'Psychologist test passed date' and 'Training passed date' default to the date at which the application is being uploaded. So, you must change these to the actual dates by clicking into the calendar icon.

When you click into the 'Medical provider', 'Psychologist name' and 'Training provider' fields, a drop-down list opens for our recognised lists of doctors, psychologists, and training providers, as shown below:

Medical provider*

ORRDOC-TEST Medical Provider [Admin Use Only] ▼

Medical passed date*

14/08/2024 📅

Psychologist name*

ORR Psychologist [Admin use only] ▼

Psychologist test passed date*

14/08/2024 📅

Does the driver wear glasses or lenses?*
◉ No ○ Yes

Does the driver wear hearing or communication aids?*
◉ No ○ Yes
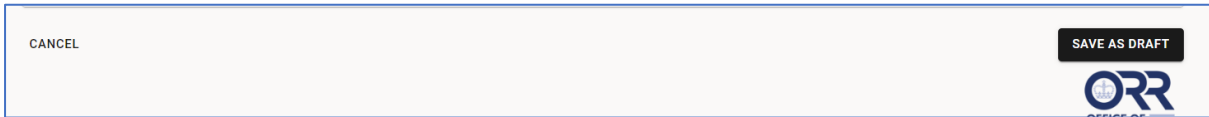
Training provider*

ORR Training Provider [Admin Use Only] ▼

Training passed date*

14/08/2024 📅

When the application form is fully populated, you must click the 'Save as Draft' button located at bottom right hand side of the page:


*Step 3: Submitting a Licence application to ORR*

The below screenshot shows how after clicking 'Save As Draft' you will be re-directed to the 'Applications' tab. You see the green banner appears to confirm that the draft application has saved successfully.
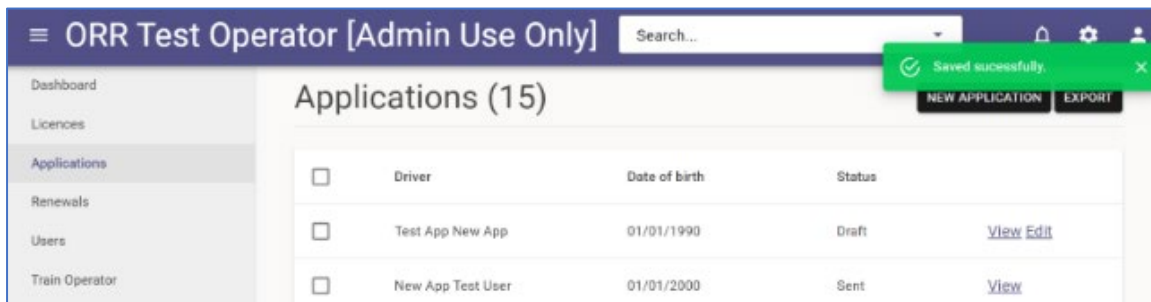
As shown in above image, you will also see that the application status is shown as 'Draft'. Now you should click the 'View' button and scroll through the application fields to check that all information is correct. When this has been checked, click the 'Submit To ORR' button on the right of the screen (see below image) to send the completed application through to the ORR TDL Team:
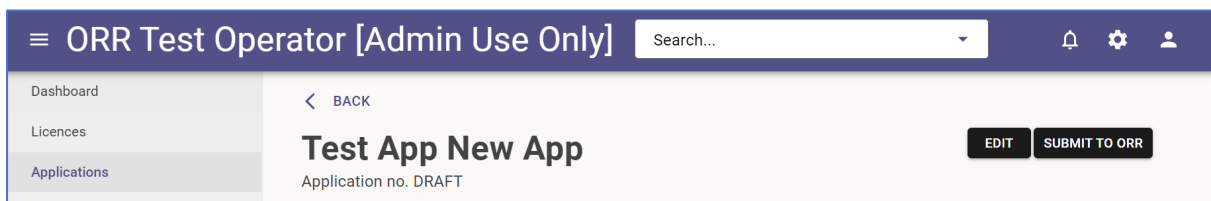
You will then receive another green banner notification to inform you that this has successfully been sent through to ORR:

V1.0
Date: 27/08/2024
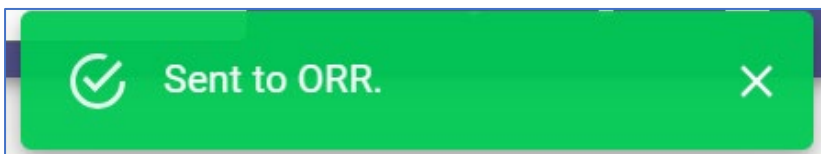
Next, return to 'Applications' tab and you can see that the status has now changed from 'Draft' to 'Sent', as shown in the highlighted text:

As shown with the below image, for further confirmation, click 'View' and you will receive a timestamp of when the application was sent through to ORR:

At this point, the new application process is complete.

Step 4: What happens next?

The ORR TDL Team will make the necessary quality assurance checks. We may contact you directly if we need any more information.

The search bar can also be used to monitor any applications.

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For licences which we approve, you will see these confirmed on the 'Licences' tab (see example image below).

Applications

Sent to ORR	Draft applications	Recently approved
7	13	0
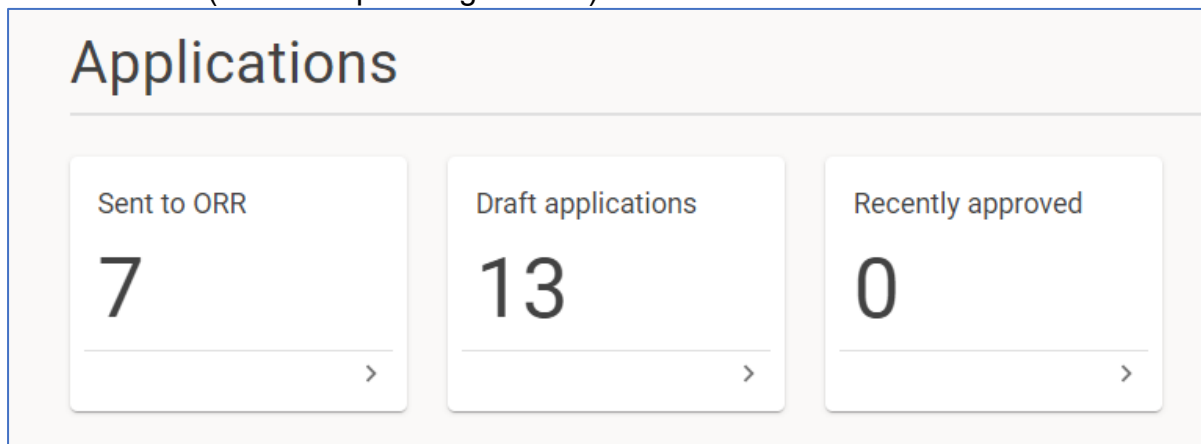
The new driving licence number and the validity periods will be shown on the new driving licence record. The status of the licence will also update to 'Valid' when the application has been approved and at the point we send this licence to be printed.

If you have made a new licence application and you have not heard from us or received notification about the application being approved after 30 days, please email tdl.applications@orr.gov.uk for an update.