

# **The MOT Testing Guide**

**A handbook for scheme administration**

Sixth Edition

***Written by the Vehicle and Operator Services Agency***

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## Foreword

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### Introduction to the MOT Testing Guide (6th Edition)

This document is intended to help new and existing Authorised Examiners, Nominated Testers and other interested parties comply with the requirements for authorisation by the Secretary of State to conduct statutory tests on certain motor vehicles. The statutory requirements are contained in the Motor Vehicles (Tests) Regulations 1981 as amended. The Guide does not cover the requirements for annual testing of Heavy Goods Vehicles (HGVs) or Public Service Vehicles (PSVs) which is carried out by Vehicle and Operator Services Agency (VOSA) staff. Neither does the Guide cover the requirements for Type Approval nor Individual Vehicle Approval of certain vehicles before they are first registered in Great Britain.

This guide is divided into a series of sections covering specific subject areas.

Detailed information on the technical standards and procedures of the statutory test is given in the appropriate MOT Inspection Manual. Additional instruction and information is also issued to Vehicle Testing Stations about testing and procedures, in the form of Special Notices (SNs). VOSA reserves the right to modify the content of this Guide to reflect changes in the law or in light of experience.

### Availability and Maintenance of the Guide

The definitive document is now held electronically and can be viewed by VTS staff on the VTS Device or by the general public on line at [www.dft.gov.uk/vosa/vehicle-testing-manuals-and-guides](http://www.dft.gov.uk/vosa/vehicle-testing-manuals-and-guides). The electronic documents will be periodically updated; and changes will be advised by Special Notice.

Additional information on VOSA and the MOT scheme is also available on the Internet at [www.businesslink.gov.uk/mot](http://www.businesslink.gov.uk/mot).

### Other VOSA Documentation

This guide should be used in conjunction with;

- the relevant MOT Inspection Manuals which are a detailed guide to the inspection for statutory MOT testing;
- the VTS Device User Guide, which forms part of the MOT Testing Guide, explains how to use the VTS Device;
- Special Notices (SNs), these are issued periodically by VOSA to inform those involved with MOT testing about changes and to highlight areas of concern;
- and other documentation issued by VOSA.

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## Abbreviations and Definitions

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<b>Abandon</b>	The term used when a test cannot be completed because the NT considers it unsafe to continue or because it becomes apparent during the test that certain items cannot be satisfactorily inspected. An appropriate fee may be charged for the test.
<b>Abort</b>	The term used when a test cannot be completed because of a problem with the VTS's/DCs testing equipment or the NT. No fee may be charged for the test.
<b>ACM</b>	Account Management (ACM). This is the person given the responsibility of managing an MOT Account.
<b>AE</b>	Authorised Examiner - the organisation that operates and manages one or more VTSs and is responsible for controlling the quality of testing carried out. Except in the case of a 'sole trader' the AE is not a person but a legal entity (e.g. a company or partnership).
<b>AED</b>	The AE Delegate is a Person appointed by the AE Designated Manager to act on their behalf on a temporary or permanent basis. Note: this does not devolve the ultimate responsibility held by the AE.
<b>AEDM</b>	The AE Designated Manager is the person who represents the AE and who has normally attended the MOT Management Course. Typically an AE Principal but in larger organisations may be a senior manager with responsibility for the totality of the entity's MOT testing operations.
<b>AEP</b>	AE Principal - Authorised Examiner Principal is a person who is legally responsible for the entity i.e. each partner in a partnership; each director, company secretary or each officer of the company in a company; or the sole trader in person.
<b>Alerts</b>	These are system-generated messages, of varying importance, which require attention.
<b>as soon as practicable</b>	Means as soon as is reasonably practicable.
<b>ATL</b>	Automated Test Lane. These are authorised by VOSA for use in the automated mode and where the tester has the option of not using an assistant if so desired.
<b>Atos</b>	Service provider for MOT Computerisation.
<b>Catalogue</b>	The list of goods or services, including forms, available to order via the VTS Device.
<b>Catch Up</b>	The process where test data recorded while testing under Emergency Testing is subsequently entered via the VTS Device.
<b>Central Services</b>	Is the definitive MOT Computerisation Main Database.

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<b>Cessation</b>	The process by which an authorisation, approval or designation is brought to an end. Cessation is used in place of the previous terms for termination/surrender or withdrawal of an Authorisation/Designation or disqualification of an NT/Inspector.
<b>DC</b>	Designated Council. Local Authorities authorised to carry out MOT tests.
<b>Department (the)</b>	Department for Transport. The Government Department, which carries out the functions of the Secretary of State and under which VOSA operates.
<b>DGW</b>	Design Gross Weight — i.e. the maximum gross weight at which the vehicle was designed to operate. This is normally found on a plate fixed to the vehicle by the manufacturer or in the case of older or heavier vehicles by a 'Ministry Plate'. Such plates are not required on all vehicles.
<b>Duplicate test documents</b>	A copy of the set of documents issued at the time of the test for which the duplicate is required. VT20/VT20W, VT30/VT30W and VT32/VT32W.
<b>DVLA</b>	Driver and Vehicle Licensing Agency. An agency of the Department for Transport responsible for driver and vehicle licensing.
<b>ET</b>	Emergency Testing, the process by which testing may continue when the computerised system is not available due to a wide scale failure affecting a significant number of VTSS.
<b>Fallback</b>	The process by which testing may continue when the computerised system is not available at a VTS, for example, following the breakdown of the VTS Device.
<b>Fallback Review</b>	The process by which test data recorded while testing under 'Fallback' is subsequently confirmed on the MOT computer database.
<b>GVTs</b>	Goods Vehicle Test Station, a testing station operated by VOSA primarily for the testing of Goods Vehicles & Public Service Vehicles.
<b>he or his</b>	Also means she or hers.
<b>Immediately</b>	Taking place without delay.
<b>Inspector</b>	A person who carries out tests at Designated Councils and are the equivalent to NTs at VTSS.
<b>Issue of Test Documents</b>	Issue - Means when the "Accept Test results –F2 Button" is selected or a ET test document is signed by the NT.
<b>MOT Manager</b>	A person filling a VTS management function – AEDM, AED or SM.
<b>MOT Managers' Course</b>	A course for AEs and AEDMs. An AE must, unless exempted, have one person who has attended this course. Previously known as AE Training Course or a Training Services Remit Course.

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<b>NT</b>	Nominated Tester - a person nominated by an AE to carry out tests, Inspectors appointed by Designated Councils to carry out tests, all of which are approved by VOSA. Also VOSA staff appointed under section 66A of the Road Traffic Act.
<b>NTTA</b>	Nominated Tester Training Assessment - pre-course assessment examination for those candidates who do not have at least one of the exemption qualifications.
<b>NTTD</b>	Nominated Tester Training Directed – mandatory training course as a result of formal disciplinary action or voluntarily on the recommendation of a Vehicle Examiner.
<b>NTTLV</b>	Nominated Tester Training Light Vehicles.
<b>NTTLVR</b>	Nominated Tester Training Light Vehicles Refresher - formal refresher training for NTs testing Group B vehicles.
<b>NTTMC</b>	Nominated Tester Training - Motor Bicycles.
<b>NTTMCR</b>	Nominated Tester Training Motor Bicycles Refresher - formal refresher training for NTs testing Group A vehicles.
<b>Officer of a Company</b>	An officer of a company is as defined in Section 744 of the Companies Act 1985, as amended or replaced by later legislation. An officer is a director, manager or secretary. In particular note that a manager has a specific meaning in that Act rather than its more normal meaning. Details of all officers are generally required to be notified to the registrar of companies.
<b>OPTL</b>	One Person Test Lane. These are lanes authorised by VOSA to conduct testing where the tester has the option of not using an assistant if so desired.
<b>Password</b>	Personal Identification, used in conjunction with a Smart Card to access the MOT database via the VTS Device. Can be numbers or letters, or a combination of both.
<b>PM</b>	Personnel Manager role is responsible for assigning and removing people to and from roles within the Authorisation
<b>PRS</b>	Pass <b>after Rectification</b> at Station -The process where minor defects may be rectified within one hour after the test, but before recording the results on the VTS Device.
<b>QC</b>	Quality Control
<b>RBT</b>	Roller Brake Tester
<b>Regulations (the)</b>	The Motor Vehicles (Tests) Regulations 1981 as amended.
<b>Report</b>	Pre-defined user information available via VTS Device

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<b>SA</b>	Site Administrator is a person who can carry out VTS administrative functions.
<b>SAT</b>	Stand-Alone Testing or Stand-Alone Test.
<b>Secretary of State</b>	Refers to the Secretary of State for Transport.
<b>SM</b>	Site Manager responsible for the day to day running of one or more VTSs. The SM can carry out VTS user, role management functions and non-testing site management functions.
<b>Smart Card</b>	Is an individually numbered card issued to an authorised user to access the MOT database via the VTS Device. This contains a photograph of the user, their name and User ID.
<b>Smart Card Reader</b>	A device, attached to the VTS Device, allowing authorised users with a smart card to log in to MOT Computerisation.
<b>SN</b>	Special Notice — an official notice issued from time to time by VOSA to inform AEs, NTs and other system users of changes to the testing scheme. SNs may also be used to highlight areas of concern and to advise of developments to the scheme.
<b>Sole Trader</b>	An individual carrying out business on his own behalf rather than on behalf of a partnership, company or other body.
<b>Stand-Alone Testing</b>	An automatic contingency procedure that allows use of a VTS Device to continue where it is unable to contact the main database.
<b>Test Slots</b>	A test slot is a chargeable unit that enables the registration of a computerised test.
<b>TP</b>	The Trained Person role identifies any person that has attended the MOT Managers' Course or the previous Authorised Examiners' course.
<b>TS</b>	VOSA Training Services
<b>ULW</b>	Unladen weight — The weight of the vehicle inclusive of the body and all parts which are ordinarily used with the vehicle when working on a road. (Unladen weight does not include the weight of water or fuel used for the propulsion of the vehicle, or of loose tools and loose equipment).
<b>V5C</b>	Vehicle Registration Certificate issued by the Driver and Vehicle Licensing Agency.
<b>VT20</b>	An MOT Test Certificate, which includes the English/Welsh dual language version (VT20W) and which may also incorporate advisory information.
<b>VT20 ET</b>	An MOT Test Certificate for issue during a period of Emergency Testing.



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<b>VT26</b>	List of Nominated Testers – the poster displayed on the MOT notice board listing those people approved to carry out tests at that VTS.
<b>VT29</b>	An MOT Inspection Check List used by an NT during a test for vehicles other than motor bicycles (see VT29M).
<b>VT29M</b>	Motorcycle MOT Inspection Check List used by an NT during a motor bicycle test.
<b>VT30</b>	A notice of refusal of a MOT Test Certificate including the Welsh counterpart (VT30W) and which may also incorporate advisory information.
<b>VT32</b>	An Advisory Notice – issued to advise of items of concern identified during the test that do not justify the refusal of a test certificate. Includes the English/Welsh dual language version (VT32W).
<b>VT40</b>	An MOT Inspection Information form used by an NT during a test for vehicles other than motor bicycles (see VT40M).
<b>VT40M</b>	Motorcycle MOT Inspection Information form used by an NT during a motor bicycle test.
<b>VIN</b>	Vehicle Identification Number, also includes chassis or frame number.
<b>VOSA</b>	The Vehicle and Operator Services Agency.
<b>VRM</b>	Vehicle Registration Mark.
<b>VSI</b>	Vehicle Specific Information, provided to NTs to aid the correct assessment of a vehicle under test.
<b>VTS</b>	Vehicle Testing Station
<b>VTS Device</b>	The computer device installed at each VTS on which each test must be registered, from which MOT documentation is produced and to perform certain administrative functions.
<b>VTS Device User Guide</b>	The MOT Computerisation VTS Device User Guide – explains how to use the VTS Device. The User Guide is part of the MOT Testing Guide.
<b>Working days</b>	Working days exclude Saturdays, Sundays, Good Friday, Christmas Day or a bank holiday under the Banking and Financial Dealings Act 1971.
<b>Written or in writing</b>	Wherever the terms ‘written’ or ‘in writing’ are used in connection with communication to or from AE’s and NTs, they should be taken to include correspondence via e-mail.

# Introduction

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## A1 History of the MOT Test

1. Compulsory vehicle testing was introduced in Great Britain in 1960 when the Motor Vehicles (Tests) Regulations 1960 came into operation. The test was initially confined to vehicles that were ten years old or more, but the testable age was progressively reduced to three years by April 1967. On 1 January 1983 the testable age for ambulances, taxis and vehicles with more than eight passenger seats, excluding the driver's was reduced to one year.
2. Initially the test - which became known as the 'MOT' test - was limited to braking, steering and lighting equipment. New items and different standards have been introduced from time to time, including:
  - 1968 - a tyre check;
  - 1969 - a check for the presence of legally required seat belts;
  - 1977 - checks of windscreen wipers and washers, direction indicators, stoplights, horns, exhaust system and condition of the body structure and chassis together with a more detailed check on seat belts;
  - 1991 - checks of the exhaust emissions for petrol engine vehicles, together with checks on the anti-lock braking system, rear wheel bearings, rear wheel steering (where appropriate) and rear seat belts;
  - 1992 - a stricter tyre tread depth requirement for most vehicles;
  - 1993 - checks of the rear fog, hazard-warning and number-plate lamps; and of the driver's view of the road, body condition, body security, load security, doors, registration plates, fuel system and mirrors;
  - 1994 - a check of emissions for diesel engine vehicles, after minor procedural changes were put into place;
  - 1996 - new and stricter emissions checks for spark ignition engine vehicles;
  - 1998 - seat belt installation check introduced for minibuses and buses;
  - 2005 - introduction of a computerised administration system for issuing non-secure test certificates;
  - 2012 - checks of secondary restraint systems, battery and wiring, ESC, speedometers and steering locks.

**Note:** This lists the more significant changes to test content and standards. It is not a full list of all changes.

## A2 Background to the Test

1. Sections 45 to 48 of the Road Traffic Act 1988 provide the legislative basis for MOT testing. The detailed requirements are contained in the Regulations - see Abbreviations and Definitions. This guide and the MOT Inspection Manuals are issued by VOSA under the Regulations. All Authorised Examiners, as a condition of authorisation, Designated Councils as a condition of designation, and Nominated Testers or Inspectors, as a condition of approval, agree that they understand and accept those requirements. Heavy Goods Vehicles (HGVs), some goods carrying trailers and certain other goods vehicles such as articulated vehicles are tested under Section 49 of the Road Traffic Act 1988. Testing under that section of the Act is not dealt with in this guide.

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2. Tests are organised and facilities provided by AEs to meet the requirements. Suitably qualified and approved testers nominated by AEs and under their supervision carry out the tests.
3. It is an offence to use, or cause or permit to be used, a vehicle of testable age on a road at any time, unless:
  - it has a current valid test certificate;
  - it is exempted by the Regulations from the need to be tested; or
  - it is exempted by the Regulations from the need of a current test certificate in certain special circumstances - for example travelling to or from a prearranged test.
4. Northern Ireland has a separate scheme covered by different regulations, and vehicles with valid certificates issued there are exempt from the scheme applicable to the rest of the United Kingdom.

### **A3 Purpose and Scope of the Test**

1. The purpose of the MOT test is to ensure that cars, other light vehicles (including some light goods vehicles), private buses and motor bicycles over a prescribed age are checked at least once a year to see that they comply with key roadworthiness and environmental requirements in the Road Vehicle Construction and Use Regulations 1986 and the Road Vehicle Lighting Regulations 1989 as amended.
2. A test record is created on VOSA's MOT database and a Test Certificate issued following successful completion of an examination.
3. The Test Certificate relates only to the condition of testable items at the time of the test and should not be regarded as:
  - evidence of their condition at any other time;
  - evidence of the general mechanical condition of the vehicle; or
  - evidence that the vehicle fully complies with all aspects of the law on vehicle construction and use.
4. The test does not require the dismantling of parts of the vehicle although doors, boot lids and other means of access will normally need to be opened. In the case of motor bicycles, cover panels may also need to be removed or raised to examine the vehicle structure.
5. The MOT Test Certificate or record will normally be checked with an application for a Vehicle Excise Licence unless the vehicle is not subject to MOT testing by virtue of its age or type. In addition, police officers are entitled to require production of an MOT test certificate in respect of a vehicle liable to such testing. Certain enforcement agencies can access this information directly from the computerised database.



## A4 Test Classes

- The vehicles subject to test under the Regulations are divided into the following classes:

Class	Description	Age first test required (years)
1	Motor bicycles (with or without sidecars) up to 200 cm <sup>3</sup> .	3
2	All motor bicycles (including Class 1) (with or without sidecars).	3
3	3 wheeled vehicles not more than 450 kg unladen weight (excluding motor bicycles with side cars). (3 wheeled vehicles more than 450 kg unladen are in class 4.)	3
4	Cars, passenger vehicles, motor caravans, Private Hire Vehicles, Motor Tricycles, Quadricycles and dual purpose vehicles in all cases with up to eight passenger seats.	3
	Goods vehicles not exceeding 3,000 kg Design Gross Weight (DGW).	3
	Taxis and ambulances in either case with up to eight passenger seats.	1
	Passenger vehicles, ambulances, motor caravans and dual purpose vehicles in all cases with nine to twelve passenger seats that; <ul style="list-style-type: none"> <li>are fitted with no more seat belts than the minimum required because of their construction; or</li> <li>are identified as having been fitted with a type approved seat belt installation when built; or</li> <li>have been tested as class 4A, 5A or 6A (PSV) with at least the same number of seat belts as are currently fitted.</li> </ul>	1
See Notes 1, 2, 3, 4, 8, 9 and 11		
4A	<p><b>The class 4A test is the normal class 4 test with the addition of a check on the installation of certain seat belts.</b></p> <p>Passenger vehicles, ambulances, motor caravans and dual purpose vehicles in all cases with nine to twelve passenger seats that:</p> <ul style="list-style-type: none"> <li>are fitted with more seat belts than the minimum required because of their construction and:</li> <li>are not identified as having been fitted with a type approved seat belt installation when built; or</li> <li>have not been tested as class 4A, 5A or 6A (PSV) with at least the same number of seat belts as are currently fitted.</li> </ul>	1
See Notes 1, 2, 4 and 5		

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Class	Description	Age first test required (years)
<b>5</b>	Private passenger vehicles, ambulances, motor caravans and dual purpose vehicles in all cases with thirteen or more passenger seats (including community and play buses, etc.) that: <ul style="list-style-type: none"> <li>are fitted with no more seat belts than the minimum required because of their construction; or</li> <li>are identified as having been fitted with a type approved seat belt installation to all seats when built; or</li> <li>have been tested as class 5A or class 6A (PSV) with at least the same number of seat belts as are currently fitted.</li> </ul>	1
See Notes 2, 4, 6 and 10		
<b>5A</b>	<b>The class 5A test is the normal class 5 test with the addition of a check on the installation of certain seat belts.</b> Passenger vehicles, ambulances, motor caravans and dual purpose vehicles in all cases with thirteen or more passenger seats (including community buses, etc.) that: <ul style="list-style-type: none"> <li>are fitted with more seat belts than the minimum required because of their construction and:</li> <li>are not identified as having been fitted with a type approved seat belt installation when built; or</li> <li>have not been tested as class 5A or class 6A (PSV) with at least the same number of seat belts as are currently fitted.</li> </ul>	1
See Notes 2, 4 and 6		
<b>6 and 6A</b>	Public service vehicles (PSVs).	1
See Note 7		
<b>7</b>	Goods Vehicles over 3,000 kg up to and including 3,500 kg DGW	3
See Note 6, 10 and 12		



<b>Note 1:</b>	Diesel-engine vehicles can only be tested where specific authorisation has been granted.
<b>Note 2:</b>	For the purpose of calculating the seating capacity on a passenger carrying vehicle fitted with bench type seats, allow a length of 400 mm measured horizontally for each seated passenger.
<b>Note 3:</b>	Taxis included in this table are those which are not exempt from MOT testing – see Section C.
<b>Note 4:</b>	Please refer to the appropriate MOT Inspection Manual to find out the minimum number of seat belts required on a particular age and type of vehicle.
<b>Note 5:</b>	Class 4A tests may only be carried out at class 5 test stations.
<b>Note 6:</b>	Spark ignition engine vehicles within Class 5 and 7 first used on or after 1 August 1994 can be tested only by VTSS that have fully complied with the requirements set out in the Requirements for Authorisation Pack.
<b>Note 7:</b>	This Guide does not cover the testing of these vehicles, which is carried out at VOSA Testing Stations and other specifically designated premises by Agency staff.
<b>Note 8:</b>	If the vehicle is electrically powered, their unladen weight must not include the weight of the batteries.
<b>Note 9:</b>	If there is doubt about the power output or the weight of the vehicle, the presenter must provide documentary evidence.
<b>Note 10:</b>	Some class 5 vehicles can be tested at a class 7 test station providing the test station is approved to test class 5L Private Passenger Vehicles with a design gross weight of no more than 5000 kg. Class 5L <b>does not</b> include any vehicle, which is required to undergo a seatbelt installation check. Vehicles requiring this installation test must be presented at a Class 5 station authorised to carry out these checks.
<b>Note 11:</b>	Taxis and Private Hire Vehicles may be subject to additional local requirements.
<b>Note 12:</b>	If a vehicle is presented with a manufacturer's plate and a 'Ministry plate' the weights to be used are those on the 'Ministry plate'.

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### A4.1 Exemptions

Detailed legislation on vehicles exempt from the MOT is set out in the Motor Vehicles Test Regulations 1981 regulation 6 (as amended), and in the Road Traffic Act 1988 Section 189. Examples of vehicles exempted from MOT testing include those manufactured before 1<sup>st</sup> January 1960, electrically propelled goods vehicles, track laying vehicles, vehicles constructed or adapted to form part of an articulated combination, works trucks, trailers, pedestrian controlled mechanically propelled vehicles and electrically powered pedal cycles. Legislation also exempts vehicles used in particular ways (e.g. travelling to and from test) or particular places (e.g. some islands) from the need to have a valid MOT test certificate. It should be noted that trailers constructed or adapted for the carriage of goods or burden with an unladen weight of more than 1,020 kg and vehicles forming part of an articulated combination are subject to heavy goods vehicle (HGV) plating and testing. It should also be noted that even when a vehicle is not required to have a test certificate it must still be maintained in a roadworthy condition.

### A4.2 Dual purpose vehicles

1. A 'Dual purpose vehicle' is one that;  
is constructed or adapted for the carriage of both passenger(s) and goods or burden of any description; and  
has an unladen weight (ULW) not exceeding 2,040 kg; and  
which either:
  - a. is so constructed or adapted so that the driving power of the engine, is, or by the use of the appropriate controls can be, transmitted to all the wheels of the vehicle; or
  - b. satisfies the following conditions as to construction:
    - (i) is permanently fitted with a rigid roof, with or without a sliding panel;
    - (ii) the area to the rear of the driver's seat must:
      - be permanently fitted with at least one row of transverse seats (fixed or folding) for two or more passengers, and those seats must be properly sprung or cushioned and provided with upholstered backrests, attached either to the seats or to a side or the floor of the vehicle; and
      - be lit on each side and at the rear by a window or windows of glass or other transparent material having an aggregate area of not less than 1,850 cm<sup>2</sup> on each side and not less than 770 cm<sup>2</sup> at the rear;
    - (iii) the distance between the rearmost part of the steering wheel and the backrests of the row of transverse seats satisfying the requirements specified in the first paragraph of item (b) (ii) (or, if there is more than one such row of seats, the distance between the rearmost part of the steering wheel and the backrests of the rearmost such row) must, when the seats are ready for use, be not less than one third of the distance between the rearmost part of the steering wheel and the rearmost part of the floor of the vehicle.



**A4.3 Motor Caravans**

A 'motor caravan' is "a motor vehicle (not being a living van) which is constructed or adapted for the carriage of passengers and their effects and which contains, as permanently installed equipment, the facilities which are reasonably necessary for enabling the vehicle to provide mobile living accommodation for its users". Motor caravans are not classed as goods vehicles for MOT test purposes and are therefore in class 4 or 5 depending on their seating capacity but regardless of their size or weight.

**A4.4 Living Vans**

A 'living van' is "a vehicle, whether mechanically propelled or not, which is used for living accommodation by one or more persons and which is also used for the carriage of goods or burden which are not needed by such one or more persons for the purpose of their residence in the vehicle". Living vans are classed as goods vehicles and, depending on their weight, are therefore in either class 4 or 7 within the MOT test scheme or are subject to HGV plating and testing.

**A4.5 Play buses**

A 'play bus' is a motor vehicle which was originally constructed to carry more than 12 passengers but which has been adapted primarily for the carriage of playthings for children.

**A4.6 Ambulance**

An 'ambulance' is a motor vehicle which is specially designed and constructed (and not merely adapted) for carrying, as equipment permanently fixed to the vehicle, equipment used for medical, dental, or other health purposes and is used primarily for the carriage of persons suffering from illness, injury or disability.

**A4.7 Tricycles**

A 'motor tricycle' is a three wheeled vehicle with wheels symmetrically arranged, a maximum speed over 45 km/h, or engine size over 50 cc.

**Note:** If the motor tricycle has an unladen weight **not** more than 450 kg it is a class 3 test if the unladen weight is more than 450 kg it is a class 4 test.

**A4.8 Quadricycles**

A 'light quadricycle' is a four wheeled vehicle with a maximum unladen weight of 350 kg, max speed of 45 km/h and not over 50 cc for a petrol engine or 4 kW for any other engine or electric motor.

A 'quadricycle' is a four wheeled vehicle with a maximum unladen weight of 400 kg (550 kg for a goods vehicle) with a max net power of 15 kW.

**A4.9 Moped**

A 'moped' is a vehicle with maximum speed of 45 km/h, not over 50 cc for a petrol engine or 4 kW for any other engine or electric motor.

## Introduction

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### **A5 Who Carries Out MOT Tests?**

1. The testing of vehicles is conducted principally at commercial garages (Authorised Examiners) and by some local authorities (Designated Councils). These are authorised, or designated as appropriate, by VOSA, and known as Vehicle Testing Stations (VTS).
2. VTSs and their staff are subject to inspections by VOSA to ensure that testing is properly carried out. Test equipment used must be approved by VOSA. Only specifically approved people may conduct tests, sign official test documents, and make database entries.
3. VTSs may only test those classes and types of vehicle that they are authorised to test and which are of a size and weight that can be accommodated on the authorised test equipment.
4. VOSA staff may also carry out tests (See Section F).

## Authorised Examiners

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**B1 Application and Authorisation**

1. Any individual person, persons in partnership or company may apply to the local VOSA Office on form VT01 to become an AE, authorised to carry out MOT testing of specified vehicle classes as set out in Section A.
2. Once authorised VOSA will, on receipt of a lawful request, release information about you and your business to other enforcement bodies for the purpose of investigating and detecting crime or the prosecution of offenders. This covers specific requests from for example, the Police, HM Revenue and Customs. VOSA will not release personal information in response to general enquiries, but has an obligation under The Freedom of Information Act to release other information. Such information includes your trading name, address and phone number to assist the public in finding a suitable class of VTS in their area.
3. An application to become an AE or gain approval for a VTS may be made separately or jointly and must show compliance with the conditions set out in the Requirements for Authorisation. The Requirements for Authorisation are available from [www.businesslink.gov.uk/gettingstartedmottesting](http://www.businesslink.gov.uk/gettingstartedmottesting), and should be read in conjunction with this Guide.
4. Final authorisation to carry out MOT testing will be granted only to applicants who can satisfy VOSA that they are of good repute and that their premises, equipment and personnel meet the required standards.
5. The application to become an Authorised Examiner must come from the 'legal entity' that will be in full control of the testing operation:
  - a. In the case of a company, the AE would be the company itself, not the directors or company management staff regardless of who owns the company and who its directors are, the application is to be signed by any person 'duly authorised' by the company to do so. Written confirmation that the person is 'duly authorised' signed by an 'officer of the company' is required (see Abbreviations and Definitions). A copy of the current registrar of company's record showing details of officers of the company will also normally be required to validate the confirmation;
  - b. In the case of a partnership the AE would be the partnership itself (e.g. the partnership of F Bloggs and A N Other) and the application is to be signed by a person 'duly authorised' by the partnership to do so, confirmation that the person is 'duly authorised' in the form of a statement to that effect signed by each of the partners will normally be required together with a copy of the current partnership agreement;
  - c. In the case of a sole trader the AE would be the person making the application, who must sign it.

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6. Any authorisation by VOSA allows only the legal entity authorised to provide the testing service. If a company is reconstituted in a way that leads to a new company registration and number being issued then it will be regarded as a new entity and a new authorisation is needed. If, in a partnership, a partner leaves or joins, the partnership becomes a new entity, so again a new authorisation is needed, as it is in the case of a sole trader who takes on a partner or forms a company. (See also B3 paragraph 7).
7. Applications will be considered by VOSA following appropriate enquiries and inspections. Applicants will be informed in writing as to the outcome of VOSA's considerations, which will have one of the following results;
  - a. **Authorisation Granted.** This will always have a standard set of conditions but may be subject to additional conditions specified in the authorisation. Standard conditions include compliance with the requirements of the MOT Testing Guide and the appropriate Inspection Manuals, as amended from time to time; and Special Notices. Any additional conditions will be specified within the written authorisation.
  - b. **Approval in Principle (AIP) given.** This will list items to be complied with before authorisation is granted, and will include a time limit after which the AIP will expire. Where the applicant is not prepared to comply with an item, or items, listed they must notify the local VOSA Office as soon as is possible, and before the expiry date of the AIP. The application will then be dealt with as in c below.
  - c. **Intention to Refuse notified.** If VOSA, on behalf of the Secretary of State, intends to refuse an application (the legal term is 'is minded to refuse'), the applicant will be sent a letter. This will give the reason(s) why VOSA intends to refuse the application. The applicant may, within 14 working days of the date of the letter, appeal against the refusal and details of how to do this will be included in the letter. This process follows the same procedures as an appeal against disciplinary action (see Section I8). If an appeal is received within the deadline, it will be considered and the applicant told of the outcome in due course. If no appeal is received, a further letter will be sent after the 14 working days to confirm the refusal.

### B2 Training

1. Every new AE is required to have at least one person, the AEDM, who has attended a VOSA MOT Managers course that covers testing responsibilities, administrative arrangements, disciplinary and appeal processes. The course is designed to help the AEDM to fully understand the role within the MOT scheme. Attendees of this course will be designated a Trained Person (TP).

**Note:** Existing authorisations granted before 1 April 1995 do not require an AEDM to have attended the MOT Managers Course. Appendix 1 gives more detail on the AEDM training requirements.

**B3 Cessation of Authorisation and Other Changes to Businesses****Voluntary Cessation**

1. An AE may voluntarily cease to be authorised at any time by notifying the local VOSA Office in writing. See Section B4 paragraph 19.

**Automatic Cessation**

2. An authorisation ceases automatically if the authorised legal entity is no longer in control of the testing operation at the VTS.
3. Cessation of an authorisation is automatic in the following circumstances also:
  - a. If the AE is a sole trader and:
    - i dies;
    - ii is adjudged bankrupt or, in Scotland, has his/her estate sequestrated,  
**or;**
    - iii becomes a patient within the meaning of Part VIII of the Mental Health Act 1983 or, in Scotland, becomes incapable of managing his/her own affairs.
  - b. If the AE is a partnership and this is then dissolved. See also paragraph 9.
  - c. If the AE is a company for which:
    - i. a winding-up order is made;
    - ii. a resolution for voluntary winding-up is passed;
    - iii. a receiver or manager of the body's undertaking is appointed, or;
    - iv. the taking of possession, by or on behalf of the holders of any debenture secured by a floating charge, or of any property of the body comprised in or subject to the charge, occurs.
4. An AE must notify the local VOSA Office if any of the above changes to the business occurs. Testing must stop immediately if any of the above circumstances occurs until VOSA confirms it can recommence. **Any test carried out after the effective date of the change will have been carried out improperly – this may adversely affect the authorisation of a re-constituted business.** To minimise any disruption to a business that wishes to continue trading following any such changes, AEs should notify the local VOSA Office in advance when any of the above changes are planned allowing any necessary applications for new authorisations to be processed before the change takes place. An authorisation cannot automatically be transferred with a business.

**Cessation for Disciplinary Reasons**

5. VOSA, on behalf of the Secretary of State (see Section F), has the discretionary power to take disciplinary action against an AE, including cessation of the authorisation. Failure to adhere to the Requirements for Authorisation may result in disciplinary action against the AE and/or the NT. Section I explains the disciplinary and appeal processes.
6. When the AE is a sole trader the responsibility for taking action to ensure that the authorisation is operated in accordance with the Secretary of State's requirements and the penalties for failure to do so falls on that person. With partnerships and companies, however, individuals must ensure correct operation of testing. The responsibility therefore falls not only on the company or partnership but also on the following individuals:

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- a. in the case of a company, all the officers of the company (see 'Abbreviations and Definitions' at the beginning of this guide) and any other person 'duly authorised' by the company to sign applications and other similar documents relating to the authorisation;
- b. in the case of a partnership, each partner and any other person 'duly authorised' by the partnership to sign applications and other similar documents relating to the authorisation.

### Transfer of Records Following Cessation

- 7. Where the constitution or administration of a business changes, and the individual AE or one or more partners or directors or officers of a company continue under the new entity, any records, including those of disciplinary matters, will continue to be regarded as relevant to the re-constituted business. Similarly, if any individual AE, partner or director or officer of a company takes up an equivalent role with another AE, any existing records (again including disciplinary ones) will be regarded as relevant to the new AE.

### Independence of New AEs

- 8. Where the authorisation of the AE operating at a particular site has been ceased, for disciplinary reasons as above, anyone wishing to apply for authorisation at that site must be able to show that they are sufficiently independent from the former AE, partners or officers of the company. The maximum acceptable involvement of the former AE is as landlord. The former AE shall not be involved in any way with the management or responsibility of any authorisation. However, they may continue as a tester if their approval has not been ceased. In particular, because of the matrimonial relationship and property rights, it is improbable that the spouse of the former AE, partner or officer of a company would be considered sufficiently independent.

### Other Changes to Businesses

- 9. It is not necessary to stop testing immediately for changes other than those described in paragraphs 2 to 5 above. The local VOSA Office must be told in writing within 7 working days about any other significant changes to the control or operation of the business. Failure to notify such changes within this period may be treated as a shortcoming under Section I. Such changes would include:
  - a. A sole trader entering into a partnership.
  - b. Where the AE is a partnership;
    - i. there is any change in the partnerships constitution.
  - c. Where the AE is a company, and there is a change to;
    - i. the secretary of the company;
    - ii. the directors of the company;
    - iii. the person who was required to attend the MOT Managers' course (\*).

\* **Note:** This only applies where a trained person is required under section B2.

Any change in trading name or court appointed supervision of the business other than that which is described in 3 above. A company that continues to operate under the same registration and company number may continue testing provided that any changes to the officers of the company or change in the relationship to any parent company have been notified.

10. It is possible for the AEDM, or other appropriate roles, to update some authorisation details directly, (e.g. phone & fax numbers, email address & correspondence address) via the VTS Device. Any other details must be notified to the local VOSA Office via the VTS Device, or in writing. The AE or AEDM will be required to confirm that the authorisation details are correct, when requested, via the VTS Device.
11. When an Authorisation ceases, the AE is required to return all VOSA documents and apparatus supplied for testing purposes to receive any refund due.
12. The AE can cease the nomination of an NT. In the case of a multi-site AE, this cessation may be from all sites, a selection of sites, or a single site. A cessation by one AE does not affect any current or future nominations by other AEs. VOSA must be notified by recording the change of details on MOT Computerisation and the replacement VT26(s) displayed.

#### **B4 General Responsibilities**

1. Authorisations are granted in accordance with the conditions applicable to the authorisation. These conditions include compliance with the Requirements for Authorisation applicable at the time of authorisation, this Guide and appropriate Inspection Manuals, as amended from time to time. Additional conditions may also be specified within the written authorisation. AEs are in law fully responsible for ensuring that statutory MOT testing at their VTSs is carried out to the required standard and in the manner instructed by VOSA. Failure to adhere to the conditions of an authorisation, or notify VOSA of a change in the constitution or operation of a business or approved site may result in disciplinary action (see Section I). For a partnership or company, all partners or directors and officers of the company are equally responsible.
2. Each authorisation is required to have an AEDM and a SM for each VTS, which may be the same person. See Section M. The responsibilities of NTs are set out in Section E. AEs are held fully responsible for the actions of their staff and others acting on their behalf or with their agreement, all such staff must be adequately supervised and fully conversant with their testing duties.

#### **Premises and Equipment**

3. Every AE must, at all times, properly maintain the premises, facilities and testing equipment at all VTSs for which he is responsible. The facilities and equipment include the following:
  - a. All facilities and equipment that were present at the time of the VTS's approval and any additions or alternatives that have been subsequently agreed with VOSA; and
  - b. All facilities and equipment required by any mandatory upgrade introduced by VOSA.
4. AEs must take reasonable measures to protect the VTS Device from theft and/or damage. Any fault with the VTS Device that prevents the NT from testing using the normal computerised process must be registered with the VOSA Service Desk. This will then enable the test to be conducted under Fallback (see Section N), and allow Atos or its contractors to arrange for rectification of the fault. On completion of repair or replacement of the VTS Device a commissioning test will be carried out to confirm satisfactory operation of the VTS Device.
5. If a VTS is offering 'on demand' MOT testing, the AE must keep available all testing equipment and facilities, solely for such testing. However, an AE opting to provide MOT testing 'by appointment' may use the equipment and facilities for other purposes when it is not required for test purposes.



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6. All testing equipment must be kept in good working order. Measuring apparatus must be calibrated in accordance with VOSA's requirements. If an Item of mandatory test equipment is not re-calibrated by its due date then testing which uses that item will be prevented until the item is re-calibrated. Calibration details must be accurately entered onto the VTS Device as soon as practicable after calibration has been satisfactorily completed. In exceptional circumstances where the calibration cannot be carried out by the due date the SM should notify the local VOSA Office. Testing must stop on any class or type of vehicle as soon as any mandatory item of equipment malfunctions, in a way that could prevent a test being properly conducted on that class or type of vehicle. The AE is responsible for immediately notifying the local VOSA Office of any such stoppage. Testing must not be resumed until the equipment is properly repaired and the AE has informed VOSA. If equipment fails during a test but before its use has been completed, the test must be aborted and any fee paid returned.

Roller/plate brake testers and headlamp aim testers can be calibrated anytime during the six months following its last date of calibration. The equipment is then considered calibrated until the end of the 6th month. When entering the calibration details on the VTS Device it is important that you record the correct date. For computerisation purposes the date to be entered must be the date the calibration is next due, i.e. the day after calibration has expired, not the date of expiry as the system will prevent the use of that piece of equipment at the beginning of the entered date.

**Example:** If an RBT is calibrated on the 15 Jan 2006 – the calibration expiry is the 31 July 2006. In this case you must enter 1 August 2006 as the date next calibration is due. Therefore any calibration must be carried out before the 1 August 2006 and the system will not prevent you from testing with equipment still in calibration.

7. There are two exceptions to the general rule in paragraph 6 above.
- a) Where a roller or plate brake tester malfunctions, the AE must still notify the local VOSA Office. Testing may continue, for up to 2 working days from the time the defect occurred, using the VOSA approved decelerometer. Only tests booked **before** the malfunction can be carried out under this arrangement.
  - b) Where the wheel free play detector malfunctions at an ATL or OPTL approved VTS, testing may continue using the conventional method with an assistant for those specific parts of the test.
8. If an AE wishes to add additional test classes, replace or modify any fixed test equipment, alter buildings or the layout of equipment he must confirm in writing, with supporting drawings, that the Requirements for Authorisation will not be contravened by the changes. The AE must obtain VOSA's approval for the proposed changes **before** putting them in hand; failure to do so may result in disciplinary action. No proposed change will be acceptable if it reduces clearances or dimensions (including those for access) below the limits specified in the Requirements for Authorisation or, for features approved only as 'acceptable variations', below their existing values. SMs will be required to confirm that the site details are the same as authorised, when requested, via the VTS Device. Some minor changes to the details shown on the VT9 can be notified to the local VOSA Office via the VTS Device.

The renewal of mobile testing equipment does not have to be notified to VOSA provided that the replacement is on the current VOSA approved list and will not affect the range of vehicles that can be tested. The details of any new items of test equipment, including those on temporary loan must be entered on to the VTS Device, where there is provision to do so.

**Security**

9. AEs are responsible for ensuring that blank MOT ET certificates are not accessible at any time to unauthorised persons. ET certificates do not require storage in a specified secure location. They should be stored in the same way as a reasonable quantity of cash and in a safe location e.g. locked away and away from public areas. VTSs must not hold more than one full pad and one part used pad of ET certificates at any time unless this is insufficient for five days testing.
10. In the event of loss, damage or theft of blank ET certificates the AE must immediately;
  - a. notify the local VOSA Office;
  - b. report any loss or theft to the local police and obtain a crime reference number;
  - c. report the loss, damage or theft to the VOSA Service Desk and request replacements.

The AE must also send a **full written account** of the circumstances to the local VOSA Office within one working day. The account must include the name and station of the Police Officer to whom the matter was reported and the crime reference number or incident number. If the VTS is testing under ET it must suspend testing until the stolen ET certificates have been replaced. ET Catch Up should be performed after the closure of the period of ET. See Section N.

11. An AE may consider removing an NT from the list of testers at any of the VTS(s) within their Authorisation to cover periods of extended absence. e.g. holiday or prolonged illness. This should be considered for periods in excess of 3 weeks. At the end of the period of absence the AE can reinstate the NT to the list of testers.
12. The AE shall take reasonable precautions to ensure that all Smart Card users safeguard the cards including the spare and Passwords for which they are responsible. Smart Cards should be retained in the personal possession of the card user during working hours, and not left unsecured. Outside working hours the security of the Smart Card is the responsibility of the card user. AEs must ensure that Smart Card users **do not**;
  - a. disclose their Password to anyone;
  - b. share the Smart Card with anyone;
  - c. write down the Password;
  - d. leave Smart Cards in an unsecured location.

**Note:** Nobody, including MOT Computerisation system administrators or VOSA staff, are authorised to ask you for your user Password (even when a user is requested to use the 'Enable Remote Login' function). Users must report any request to disclose their Password (or requests to change their Password to a particular value) to the local VOSA Office immediately.

**Liability for Vehicle Damage**

13. The extent of an AE's liability for damage is set out in Regulation 14 of the Motor Vehicles (Tests) Regulations 1981 (Statutory Instrument 1981 No 1694) as amended and in part reproduced in Appendix 4. It describes the scope of AE's responsibility for loss, damage or injury caused while vehicles are in their custody for MOT tests, and while the test is being carried out.

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- 14 AEs must not display disclaimers of such liability in their VTSs, and must ensure that no vehicle presenter is asked to sign any such disclaimer.

### Convictions

15. AEs **must** notify the local VOSA Office of any criminal conviction of the AE, one of its partners, directors or officers of the company, whether or not the conviction arises from action related to the authorisation as soon as practicable. A 'criminal conviction' is a judgement made by a court that a person or company is guilty of **any** offence. The penalty imposed may range from an absolute discharge through to imprisonment. VOSA does not, however, need to be notified of the imposition of 'fixed penalty' tickets.
16. AEs **must**, as soon as practicable, notify the local VOSA Office of convictions of any of their NTs for an offence that is either directly connected with their MOT testing activities, that may have a bearing on the MOT testing scheme or that involved acts of violence or intimidation. See Section E2 Paragraph 1d.

### Checks by VOSA Staff

17. VOSA use a Risk Based approach to managing the MOT Scheme, assessing VTS sites and test standards to determine the potential risk of non compliance. AEs can view their site's risk score via the VTS Device and carry out their own assessments using the Site Assessment Report and Reference Guide available at [www.businesslink.gov.uk/vtselfassessment](http://www.businesslink.gov.uk/vtselfassessment). A Guide to MOT Risk Reduction is also available setting out the standards a VTS should strive towards to be assessed as a low risk of non compliance.

AEs must allow the inspection of their testing arrangements, equipment, facilities, records; checking of their NT's competence; and re-examination of recently tested vehicles by VOSA staff at any time during normal working hours or that the VTS is open. AEs should always ask to see the official warrant that VOSA enforcement staff carry. If you have doubts about anyone asking to see official documents, refuse access and call your local VOSA Office. At times VOSA may assess sites remotely by conducting a short telephone interview with a responsible person; recipients will be given the option to verify the caller's identity via the VOSA Contact Centre.

### Access by VOSA Contractor

18. The AE must provide VOSA, Atos, or its contractors, access to the premises for the installation, maintenance and removal of the VTS Device(s) including associated equipment. Any visit by an Atos representative will usually be by prior arrangement. Failure to honour any appointment or allow access to the premises may result in the AE being charged for any subsequent visit at the current catalogue price. If VTS staff have any doubt as to the authenticity of the Atos representative they should ask for proof of identity. Atos identity cards will be headed with the 'Atos' logo and will have a colour photograph of the holder. If you have any doubt regarding the authenticity of the holder refuse access and call the VOSA Service Desk (see Appendix 9).

**Return of the VTS Device and Documentation Following Cessation of Authorisation**

19. The Secretary of State can give notice at any time that the VTS Device and/or documentation provided for testing purposes shall be returned, or collection arranged. When a VTS ceases to operate or the authorisation is ceased for disciplinary reasons any unused test documentation, the VT9 Authorisation Notice, and the spare Smart Card(s), must be surrendered to VOSA, Atos or its contractor at the time of removal of the VTS Device(s). In some cases VOSA may require the surrender of documentation prior to the collection of the VTS Device(s). Where cessation occurs such that manual style test documentation has been issued at anytime within the preceding eighteen-month period, all relevant test documentation must be surrendered. A receipt will be issued for all items collected. In some circumstances, for example where testing is to continue at a site under a new AE, the VTS Device(s) and/or documentation may be transferred to the new AE without removal. A refund, if applicable, will be paid for any unused test slots. Where the VTS is in receivership the refund will be paid to a named individual within the receivers.

**Note:** A charge will be made for any damage to the VTS Device that is not as a result of fair wear and tear. Any refund due on cessation of a VTS may be used as full or part payment toward the cost of any damage to the MOT Computerised equipment. These refunds will be paid to the AE with a cheque, in certain circumstances this will be paid to a receiver or sequestrator.

**B5 Testing Responsibilities****Opening Times**

1. AEs must be able to offer MOT testing during the hours notified to the local VOSA Office at the time of authorisation or as subsequently notified to VOSA via the VTS Device. It is the AE's responsibility to ensure that the opening hours recorded on the system are correct. Testing outside these hours may be carried out; however an alert will be sent to the AEDM informing them of the occurrence.

**Test Appointments**

2. AEs must offer an appointment to test any vehicle of a class within their authorisation at the earliest practicable date and time bearing in mind their existing MOT workload. In order to meet this responsibility, AEs will be expected to staff and maintain VTS as operational concerns. VOSA recognise that in some areas recruitment of NTs may be difficult and are prepared to allow a site to be inactive for up to 3 months where an AE can demonstrate genuine difficulties in actively seeking a Nominated Tester.
3. Appointments made for vehicles without a current MOT certificate (which could not be legally driven to and from the testing station without an appointment) must be recorded in writing; the record must include the vehicle's registration mark, the date and time of the appointment and the name of the person making it. The record must be kept for at least 3 months after the date of the appointment.

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### Dormant Sites

4. AEs will be expected to staff and maintain their VTSs as operational concerns. Where no tests have been conducted at a site for a consecutive period of 3 months AEDMs would be expected to contact their local VOSA Office detailing the reasons and any corrective action being taken. When no tests have been conducted for a consecutive period of 12 months VOSA will consider this as notification of the AE's wish to voluntarily surrender approval of the site. VOSA will write to the AE confirming the cessation of the site and arrangements for the removal of the VTS Device and documentation. This will be considered to be a non disciplinary cessation and AEs may re-apply at any time.

### Refusal to Test

5. An AE must not carry out an MOT test on a vehicle if it is of a class or type of vehicle which they are not authorised to test, or a type of test they are not authorised to carry out.

He must tell the vehicle presenter straight away of any such circumstances, pointing out that consequently the test cannot be carried out. No fee may be charged for a test refused in these circumstances. If the presenter asks for the reason in writing, the vehicle must be registered via the VTS Device and a VT30 produced giving the reason(s).

6. If, once a test has been registered, it becomes clear that the test cannot be completed because of any of the circumstances set out in Appendix 3, then the test must be either be:
  - a. abandoned after being completed as far as is possible and a test certificate refused because the NT considers it unsafe to continue or because it becomes apparent during the test that certain items cannot be satisfactorily inspected. An appropriate fee may be charged for the test.
  - or;
  - b. aborted because a test cannot be completed due to a problem with the VTS's testing equipment or the NT. No fee may be charged for the test.

In both a and b above a VT30 must be issued, via the VTS Device, stating the reason why the test was abandoned or aborted.

### Viewing the Test

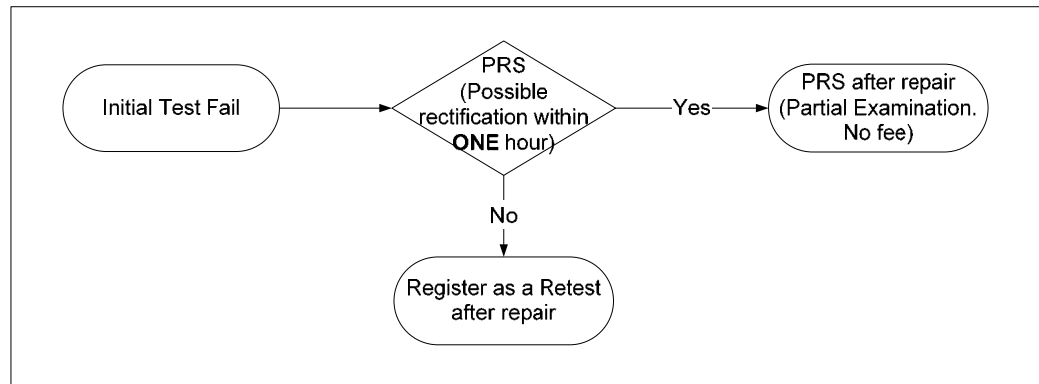
7. Any individual presenting a vehicle has the right to observe the test from the approved viewing area(s) or via camera relayed images. The use of recording equipment (CCTV) is unacceptable.

### Conduct of Test and Test Standards and Methods

8. AEs must ensure that the MOT tests are carried out without avoidable distraction or interruption and strictly in accordance with the conditions of their authorisation, which includes compliance with this Guide, the Requirements for Authorisation, the appropriate Inspection Manual, and any other instructions issued by VOSA.

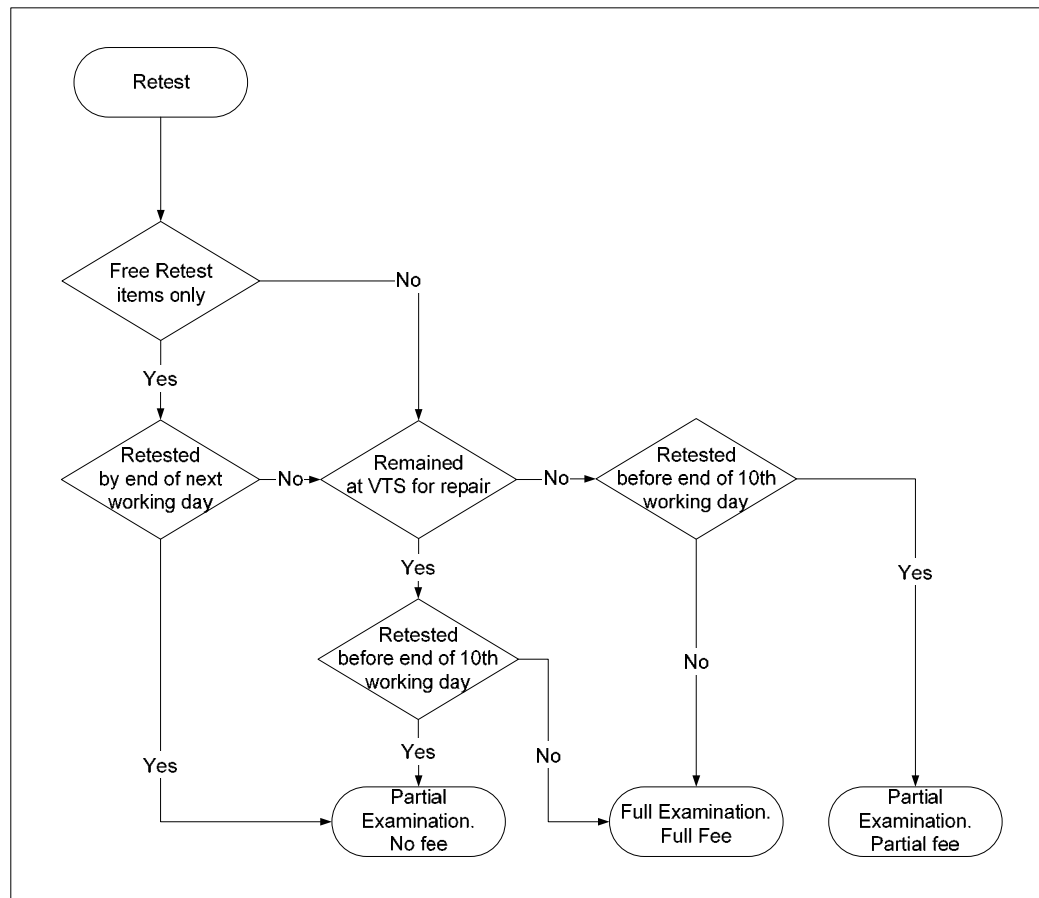
They must ensure that, for each test, the vehicle is registered on MOT Computerisation at the commencement of the test, and on completion the appropriate test documentation is issued and the result recorded before the vehicle leaves the premises. Also the NT who carries out the test must make all assessments of any pass/fail criteria, confirm all database entries and sign all appropriate documentation. AEs must ensure that assistance is always available to NTs for those parts of the test that require it.

9. Once started, a test must be completed to the maximum extent safely possible (see paragraph 5 above). If a test has to be aborted because of equipment failure or because the NT is unable to continue the test (e.g. because the NT becomes unwell), no fee may be charged. The reason why the test was aborted must be entered onto the system and a VT30 produced. If the NT who started the test is not available to abort the test on the VTS Device another NT or VTS Administrator may carry this out.

**Retests (Re-examinations)**

10. Where the vehicle fails the test and it is expected that the defect(s) can be rectified within **one hour** the NT can elect to use the PRS facility (see Abbreviations and Definitions). Provided the NT has completed the initial examination before any repairs are carried out and the vehicle has been retained and repaired at the VTS. If the defects **are rectified** within one hour of completion of the test the NT must then enter the results on the VTS Device and issue a VT30 in addition to a VT20. If the defects cannot be rectified, for any reason, within one hour then the vehicle must be failed and a VT30 issued. PRS is a partial re-examination for which no fee can be charged and during which the NT cannot register any new tests.

**Note:** A VT20 **must not be** issued before the vehicle satisfies all the test requirements.



- 11 Statutory free retests, requiring only a partial re-examination, are available in certain circumstances providing the VTS has not changed ownership. These are when:
- a. The vehicle remains at the VTS for repair and the re-examination is conducted before the end of the 10<sup>th</sup> working day following the day of the initial test. In such circumstances the vehicle must not leave the premises and a VT30 must be issued following the initial test;
- or**
- b. (i) The vehicle is returned to the same VTS where the vehicle failed the initial test before the end of the next working day on which testing is carried out; **and**
  - (ii) All the failure items on the VT30 are those which are statutory free retest items **only** (see Section L).
12. If the vehicle is removed from the VTS for repair and returned for a retest before the end of the 10<sup>th</sup> working day following the day of the initial test then, provided the test station has not changed ownership, only a partial re-examination is required. For which half the statutory maximum test fee may be charged.

- 13 When a partial re-examination is permissible, the NT must examine all the failed items along with any items that may have been affected by the repair and any testable item that had been advised on at the time of the initial test. Testable advisory items issued at the time of the original test will be available to view and, if necessary, print on plain paper at the time of registering the retest. When entering the results of a partial retest the previous advisories will again be available and can be re-selected for issue with the retest documentation. Where there is more than one VTS Device at a site, the advisories will only be accessible on the VTS Device on which the original test was completed

**Note:** Only one partial re-examination is permissible per full test.

- 14 Where a partial retest meets the Fast Track criteria an NT can conduct the examination before registering the test. A Fast Track retest is conditional on:
- The original test was carried out at your VTS.
  - You do not need to print a VT40 Inspection Information form.
  - The partial retest does not involve any measured items.
  - You do not need access to the Vehicle Specific Information.

Otherwise registration is required before the test is carried out. Further information can be found in the VTS Device User Guide, Appendix 10, F18.

**Note:** Only one partial retest is permissible per full test.

- 15 In all other cases, with the exception of paragraph 16, a vehicle having failed an MOT test **must** have a **full re-examination** when presented for retest and a further test fee (up to the maximum allowed for the class) may be charged.
- 16 Vehicles in classes 4A or 5A that have passed the seat belt installation element of a test but failed in other ways, that are returned to the same VTS for retest must be re-examined as class 4 or 5 respectively. That is, the seat belt installation check should not be repeated or the additional fee for that check charged. In such cases the VT30 for the original fail must be endorsed to the effect that the seat belt installation check has been passed.
- 17 Ideally, any re-examination should be carried out by the NT who completed the original test, but where this is not reasonably practicable any NT listed on the VT26 at that VTS may carry out the re-examination.
- 18 If, during the re-examination of a vehicle in any circumstances, it becomes clear that the vehicle does not meet the necessary standard, whether because the original defect has been inadequately repaired or because another defect is present, the vehicle must be failed and a further VT30 issued.
- 19 Charges for repair work carried out on the vehicle, with the owner's prior consent, are made by the garage in the usual way and are not covered by the statutory test fee.

### **Use of Testing Stations by VOSA**

- 20 AEs must allow their VTSs to be used by VOSA for examining vehicles subject to an appeal or complaint about a test result provided that 3 days' notice has been given. The notice period may be reduced by mutual agreement. VOSA will pay one half of the relevant test fee for the use of the premises and equipment, unless the arrangement is cancelled at least 24 hours prior to the appointment.



## Authorised Examiners

### B6 Quality control (QC)

1. AEs must ensure an adequate system of quality control (QC) at each of their VTSs for which purpose they must appoint a Quality Controller for each vehicle group at each VTS. The Quality Controller may be the AE, AEDM or SM if they are also an NT, alternatively an NT whom VOSA has accepted as suitable. Such an NT may be the Quality Controller at more than one VTS if registered as an active NT at each of them. Independent QC's may work on this basis. In the case of a multi-site or independent QC, a site must be identified to the local VOSA Office, in which the QC would normally be based/working or a primary point of contact supplied. Two or more Quality Controllers may be required at a VTS where the AE feels that a single QC cannot satisfactorily check the number of NT's on the VT 26. (e.g. NT's working a split 24 hour system). Approval for multiple QCs must be obtained from the local VOSA Office. The AE is responsible for notifying any change in Quality Controller to VOSA.
2. The following system of QC is the minimum acceptable for a VTS with more than one NT:
  - a. Each NT listed on the VT26 must have one QC check for each Test Group that they are nominated to test, within each Authorisation at least once every two calendar months. There are two Test Groups: group A includes all class 1 and 2 machines and group B includes all other vehicle classes.  
  
**Note:** VOSA may accept that in exceptional circumstances it has not been possible to QC an NT on a vehicle in one of the required Test Groups within the calendar month.
  - b. The AE must ensure each QC check is carried out on a vehicle tested in normal circumstances.
  - c. The QC check test must cover all aspects of the test, including:
    - i) Inspection routines and procedures
    - ii) Testing standards
    - iii) Use of testing equipment
    - iv) Use of the VTS Device
    - v) Documentation.
  - d. The Quality Controller may inform the NT that they are carrying out a QC check, then either
    - i) Closely watch all parts of the test as they are carried out and when the test has been completed record their comments on the VTS Device or
    - ii) Closely observe the testing process in c i), iii) and iv) above, and register the vehicle on the system as a QC recheck of the vehicle, conduct a full re-examination of the vehicle to check c ii), iv) and v) above. (A QC recheck of a vehicle will only produce a VT40(M) and a VT32 where reasons for rejection or advisories are entered).
  - e. The Quality Controller must record the result of QC checks on the VTS Device. This will include a record of the assessment result for the NT, and a record of any corrective action that may be required.

- f. Once the NT has completed the test, which will be the subject of a QC check any difference in the test result, test standards or observed defects must be discussed and resolved prior to confirmation of the test result on the VTS Device. Once the result of the test has been entered onto the VTS Device they cannot be altered. The result of the QC check must be entered on to the VTS Device once the process has been completed.
  - g. If the result of the test has been confirmed and a subsequent QC check by the QC indicates that the test result is incorrect then the following action should be taken:
    - i) If the confirmed test result is a failure and the QC check reveals that the vehicle should have passed then the QC should retest the vehicle and issue a VT20.
    - ii) If the NT confirmed test result is a pass, a VT20 issued and the QC check results in a failure then the VOSA Contact Centre must be contacted immediately for further advice. In circumstances where the error is identified by the AE's QC system and reported, consideration will be given to the AE should any complaint be made.
  - h. SMs and the NT will be advised via the VTS Device when an NT is overdue for a Quality Control check.
  - i. The NT is required to acknowledge all QC checks on the VTS Device and note any guidance recorded.
- Note:** An AE may wish to consider sending a Quality Controller on a commercially available QC course.
3. It remains the AE's responsibility to make sure that all NTs carry out testing properly (see Section B4 paragraph 1). Those VTSs with only one NT should consider using an Independent Quality Controller. The Independent Quality Controller must be an NT and have their name added to the VTS's VT26.

**B7 Use of Data and Data Protection**

- 1. All persons connected with the MOT testing scheme must comply with all relevant statutory and regulatory requirements, including the Data Protection Act, 1998. It is a requirement of this Act that personal data, which relates to a living individual who can be identified, is kept secure.
- 2. In order to comply with this Act the MOT Computerised system has been designed to ensure that all data within the system is secure and that data which is deemed to be Personal or Commercial in Confidence can only be accessed by those who have a right to see it. All system users must ensure that the data held is kept secure and only released to those who have a right to see it.
- 3. Access for registered users of the VTS Device will be via a secure log-on process, designed to reduce the opportunity for unauthorised access. In addition to a Smart Card, all users require a User ID and a Password and users may only access data appropriate to their role(s).
- 4. It is the responsibility of each individual user of the system to ensure that all the information or data that is processed is done so legally. Failure to comply with the Act may lead to prosecution over and above any VOSA disciplinary action. Some personal information relating to the users is held on the system, i.e. NTs name and address and care should be taken when accessing this information.

## Authorised Examiners

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5. Each system role has a clearly defined set of access rules that allow access to information appropriate to that role. Audit logs will be created and kept on the system, and will record all appropriate actions against each particular User ID. In order to safeguard the data, each system user should follow these simple rules:
  - a. Do not give another person information that they would not otherwise have access to, this includes test result information.
  - b. Do not supply any information to a third party or member of the public unless you are told otherwise in the current MOT Guide, Inspection Manuals or SNs (e.g. providing documents to vehicle presenters). Any requests for information should be made in writing and sent to VOSA's Information Access Team at VOSA Headquarters. See Appendix 9.
  - c. Do not send via the system anything that you would not be comfortable writing in an official letter or memorandum. Electronic messages are admissible as evidence in legal proceedings, have been used successfully in libel cases and are recognised for contract purposes.
  - d. Do not access personal information when there is a danger that unauthorised persons may view the information.
  - e. Always remove your Smart Card when not working at the VTS Device.



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## Designated Councils, Taxis & Private Hire Vehicles

### C1 DESIGNATED COUNCILS

1. MOT testing may also be carried out by Designated Councils (DC). Their legal position, and that of the 'inspectors' who carry out tests on their behalf, is similar to that of AEs and NTs. For all practical purposes, DCs and their 'inspectors' are treated as if they were AEs and NTs respectively. Applications for 'Designation' will be considered in the same way as those for AEs, see Section B1 paragraph 7. DCs are required to have appropriate persons attend MOT Managers Courses in the same circumstances as for AEs. Similarly, 'inspectors' appointed by DCs are required, in the same way as NTs, to comply fully with all aspects covered in Section E of this Guide.
2. The disciplinary standards applied to errant AEs will also be applied to DCs. DCs must not use any 'inspectors' who would not be acceptable as NTs. The disciplinary standards applied to errant NTs will also be applied to 'inspectors'. Any disciplinary action taken against an NT will be taken into account in any future case, this includes where persons are subsequently appointed as 'inspectors'. The reverse also applies.
3. In reading this Guide, any reference to an AE should, unless stated otherwise, be treated as if it also applied to a DC.
4. DC testing must be carried out by staff employed directly by the Council. Council owned companies and providers of contract maintenance to councils who wish to operate testing stations that had previously been directly operated by councils cannot continue to do so as a DC but must apply to become AEs in their own right. Testing as a DC must stop as soon as control is transferred.

### C2 TAXIS AND PRIVATE HIRE VEHICLES

1. Taxis and private hire vehicles that are licensed by certain Authorities do not need to have an MOT certificate. This applies only where the Authorities are certified by the Secretary of State as empowered to issue their own exemption certificates. Exemption certificates cannot be issued until the relevant vehicle has been tested by or on behalf of the Authority to standards that at least equal those for MOT tests. When a taxi or private hire vehicle ceases to be licensed, its owner must obtain a normal MOT certificate; the vehicle must not continue to be used on the strength of an exemption certificate, even if not yet expired.
2. Such Authorities may, if they see fit, impose test methods, items or standards that exceed the MOT requirements for these vehicles. VOSA has no involvement in setting these higher standards so any appeal against them has to be dealt with by the Authority, not VOSA.
3. Some of the above Authorities elect to issue a normal MOT certificate in addition to an exemption certificate. In such a case, the vehicle 'owner' has the same facility of appeal to VOSA as anyone who has been refused or issued with an MOT certificate. 'Owners' must, however, remember that even if the decision to refuse an MOT certificate is reversed, the Authority is under no obligation to issue an exemption certificate or licence for which they are fully entitled to apply standards higher than MOT standards.



## Requirements for Authorisation

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This section is reserved for future use.



## Nominated Tester

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## E1 General

1. Nominated Testers (NTs) are those persons nominated by Authorised Examiners (AE) and approved by VOSA to carry out MOT tests, enter tests on to the Central Server and confirm test results. The NT must personally make **all** the decisions regarding testable items. Similarly, Inspectors employed by Designated Councils (DCIs) will be treated in the same way as Nominated Testers (NTs) employed by AEs.
2. Before prospective NTs and those returning to testing are permitted to carry out tests they must satisfy VOSA that they meet the relevant criteria set out in E2; have been issued with an MOT Smart Card and have successfully completed the relevant training and demonstration tests detailed in Appendix 6. Once VOSA is satisfied that these conditions are met, a new VT26 will be issued (see Section H4). As a temporary measure until the new List of Nominated Testers (VT26) arrives, the NT's name must be added to the current VT26 before he commences testing.
3. An NT's name may be included on the VT26 at more than one VTS. A new VT26 will be sent to all appropriate VTSs if an NT is subject to cessation as a result of disciplinary proceedings. An AE wishing to add an NT to their current VT26 must follow the procedure set out in Section E1 paragraph 4 and add the NT's name on to the VT26 until the replacement VT26 is issued. Even if the NT is still testing at another VTS, an AE cannot rely on another AE to ensure continuing competence and familiarity with equipment and to keep the NT up to date. The AE of each VTS is responsible for any breach of the standards for tests at their own VTS, regardless of the contractual arrangements with their NT's.
4. If an NT moves to another VTS, the Personnel Manager or Site Manager of that VTS must register the NT for that VTS via their VTS Device. The system will check the suitability between NT and VTS and the NT's current status. The system will either confirm or reject the registration. AEs are advised that once an NT is registered at their VTS, the NT is able to produce his own User Personnel Information Report which will show any formal disciplinary action. The NT is under no obligation to show the AE this complete record, however the AE can see the NT's history for the period he is associated to their VTS. It is the AE's responsibility to ensure that all NTs on their VT26 remain fully competent, fully familiar with the equipment at the particular VTS and are up to date with any changes. AEs cannot assume that a previous AE has done this. The NT may commence testing after he has been assigned using the VTS Device and his name added to the current VT26. A replacement VT26 will automatically be produced by the system and must be displayed promptly upon receipt.
5. If an NT ceases to be actively involved in MOT testing (whether due to a change of duties, employment or location or for any other reason) the appropriate person must update the system via the VTS Device so a new VT26 can be issued. As a temporary measure until the new List of Nominated Testers (VT26) arrives, the NT's name should be removed from the current VT26. A person carrying out Quality Control checks as specified in Section B6 is considered to be 'actively involved'. In addition the AEDM must immediately inform the local VOSA Office in writing that an NT has died, in order to prevent any further correspondence and/or reminders being issued to that NT identity.
6. An individual shall cease to be an NT, where they become a patient within the meaning of Part VIII of the Mental Health Act 1983 or, in Scotland, becomes incapable of managing his own affairs.



## Nominated Testers

7. An individual shall cease to be an NT at a particular VTS, where the relevant AE revokes the nomination of that NT. The AE can revoke the nomination of an NT at any time. In the case of a multi-site AE, this may be from all sites, a selection of sites, or a single site.
8. An NT can request that an appropriate person remove their name from the VT26 at a VTS. In exceptional circumstances the NT may ask the local VOSA Office to remove their name.
9. NTs **must** notify the local VOSA Office of convictions for an offence that is either directly connected with MOT testing activities, that may have a bearing on the MOT Testing Scheme or involving acts of violence or intimidation as soon as practicable see Section E2 paragraph 1. The notification may be carried out via the VTS Device. Other personal details which are incorrect or which have changed should be corrected using this same procedure.

### E2 Criteria for becoming a Nominated Tester (NT)

1. To qualify to become an NT in either test group A or B an applicant must;
  - a. be nominated by the AE. In nominating a prospective NT the AE is not only stating that to the best of the AE's belief the candidate has the necessary background, experience, integrity, etc. to carry out MOT testing but is also willing to provide the necessary facilities for the candidate to practice testing to be able to demonstrate to VOSA that they are competent before they are allowed to carry out actual tests;
  - b. have a current full UK driving licence for a vehicle class within the test group they wish to test, subject to paragraph E2.7 and E2.8;
  - c. be a skilled mechanic that has at least four years full time employment in the service and repair of the vehicle types to be tested;
  - d. have no "unspent" convictions, as defined in the Rehabilitation of Offenders Act 1974, for criminal offences connected with the MOT Testing Scheme or the motor trade, or involving acts of violence or intimidation;
  - e. be otherwise of good repute.
2. In addition, anyone wishing to become an NT for vehicles of Classes 3, 4, 5 or 7 must either possess an acceptable vocational educational qualification or acceptable accreditation (see Appendix 5) or, in the absence of such qualification, they must pass VOSA's Nominated Tester Assessment examination (NTTA). This requirement does not apply to NTs who have previously tested vehicles of these classes at any time unless they are returning to testing following suspension for disciplinary reasons.
3. The NTTA examination is designed to allow those applicants who do not possess vocational educational qualifications acceptable, under E2, to show VOSA that they have a broad enough knowledge of the basics of motor vehicle engineering to be able to test vehicles to MOT test standards and explain to owners and or presenters the nature of any faults found. To allow time for improvement, any applicant who fails to achieve the required standard at his first attempt will not normally be allowed to retake the assessment for at least four months. This period may, however, be shortened if formal training is undertaken to address the weak areas identified. A prospective NT who fails twice will not normally be allowed to retake the assessment within two years of the first failure date. Thereafter he will not be allowed to attend more than one examination every two years.



## Intention to refuse the application to become a Nominated Tester

4. If VOSA intends to refuse the application because the applicant does not meet the criteria set out in E2 and E3 they will write to the applicant explaining the intention to refuse. The intention to refuse may be sent to the applicant at any stage during the application process when it becomes apparent that the applicant does not or is unlikely in the foreseeable future to meet the criteria.

The applicant may appeal against this intention. Any appeal must be made in writing to the local VOSA Office and be received within 14 working days from the date of the notification of the intention. An informal hearing may be requested in accordance with the Informal Hearing Notes for Guidance and Code of Practice issued with the notice (see Appendix 8.8).

If at the end of this appeal period no such appeal has been received VOSA will write to the applicant confirming the refusal to approve.

**Note:** If an application is from an NT who has been subject to cessation for disciplinary reasons, that application will not be considered until shortly before the cessation period expires as such there can be no "intent to refuse" until the cessation period has expired (see Section I).

## Disqualification of NTs from driving

5. An NT is not automatically subject to cessation from MOT testing on loss of his driving licence. Clearly a disqualified NT must not carry out road tests where these are necessary. This requirement can pose major problems for motorcycle VTSs where a road test may be necessary for a number of reasons, but is less troublesome for other classes where a road test is only normally necessary if a decelerometer brake test is needed. An NT without a valid driving licence should not start an MOT test if a road test is likely to be needed. If however, that need becomes apparent **during** a test, the test must be aborted and repeated **in full** by an NT with a valid driving licence. Should the VTS be unable to provide a suitable NT at the time, it must refund any test fee paid or, if the customer agrees, make an alternative appointment when a suitable NT will be available.
6. A disqualified driver can attend refresher training courses during the period of disqualification. The NT will be required to provide his Smart Card when attending the training course, see Appendix 6 for more details.

## Restricted Driving licences for NTs

7. An NT without a valid driving licence category, for the class of vehicle to be tested, should not start the MOT test if a road test is likely to be needed. However, if that need becomes apparent during a test, the test must be aborted and repeated **in full** by an NT with an appropriate driving licence. Should the VTS be unable to provide a suitable NT at the time of test, it must refund any test fee paid or, if the customer agrees, make an alternative appointment when a suitable NT will be available.

## Nominated Testers

### Non UK licences

8. Current UK law states that:-

You can drive in Great Britain (GB) on your full, valid EC/EEA driving licence until you are 70, or for three years after becoming a GB resident, whichever is the longer period. Alternatively, you may apply to exchange your licence for a UK equivalent.

In order to continue driving after these periods a British licence must be obtained.

If your driving licence has been previously exchanged from a non EC/EEA country you can drive for up to 12 months from the time you first became resident. You may be able to exchange your licence for a British one. Further information about driving in GB on a non UK driving licence can be found at [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring).

In the case of an NT (Nominated Tester) or prospective NT who holds only a non UK licence this will be treated as equivalent to a UK licence if evidence is produced to show that the person has been a UK resident for less than 12 months. If the non UK licence is neither to the European Communities model nor in English it must be accompanied by a certified translation. An International Driving Permit issued on the basis of a non UK licence will be treated similarly, if produced along with the national licence on which its issue was based and a certified translation if required.

### E3 Ongoing Requirements

1. In addition to meeting the criteria given in Section E2, those seeking to become NTs must successfully complete a VOSA training course that explains the processes of MOT testing and reinforces the standards set out in the relevant Inspection Manuals. They must also satisfactorily complete a demonstration test.
2. Qualified NTs must keep up to date with current practices and standards by:
  - a. studying all relevant Special Notices, the MOT Testing Guide, VTS User Guide, appropriate Inspection Manuals and their amendments;
  - b. attending and successfully completing any refresher training required by VOSA;
  - c. training on the use of any new or modified equipment installed at their VTS;
  - d. studying or training on the significance and correct functioning of any new features that are introduced on vehicle types that they are likely to be asked to test.
3. Qualified NTs must also carry out at least one MOT test on a regular basis and be subject to Quality Control checks as described in section B6. NTs may also be required to carry out demonstration tests for officers of VOSA.
4. NTs may be required to undertake additional training or carry out demonstration tests before being allowed to test vehicles in classes that they have not previously been testing.
5. NTs should access their MOT Scheme Performance Report via the VTS Device, to compare their personal performance with the national averages. NTs should note that there may be valid reasons as to why their own personal performance may differ from the national average, e.g. average age of vehicle tested. Comparison where a difference is found should lead the NT to question why the difference exists.



## E4 NT Testing Scheme Rules Controlled by the System

### 1. Continuing Competence

NT competence is measured periodically via the VTS Device using three fixed elements;

#### 1. Acknowledge Special Notices

To ensure continued competence of NTs, VOSA require them to 'study all relevant SNs, Guide amendments and Inspection Manuals'. In addition NTs may be required to acknowledge via the VTS Device that they have read and understood them.

Each relevant SN issued will have an 'effective' date attached to it by which it must be acknowledged. This date will be adjusted according to the urgency that NTs need to have the information and apply it. In very urgent cases it could be immediate, i.e. no further tests permitted until the SN had been acknowledged.

The NT concerned, SM and VTS Admin of each site for which he is nominated are normally advised via the VTS Device two days before the cut off is reached.

To restore testing rights the NT must acknowledge all outstanding SNs.

**Note:** This function is suspended during Fallback.

#### 2. Regular Testing

VOSA require that the NT must complete at least one test every six months for each group of vehicles that the NT is approved to test to maintain familiarity.

The NT concerned, SM and VTS Admin of each site for which he is nominated are advised via the VTS Device thirty days and again seven days before the six month cut off is reached.

To restore testing rights the NT must carry out a demonstration test.

#### 3. Refresher Training

NTs are required to attend refresher courses as stipulated in Appendix 6.

To restore testing rights NTs must attend a refresher course. If as a result of not attending a refresher course the NT has not tested for more than six months the action listed under regular testing above must be taken.

**Note:** In exceptional circumstances VOSA TS may restore testing rights (e.g. a course has been requested in good time but VOSA TS are unable to offer a course within the required period).

## E5 Impersonating a Qualified NT

- 1 Any test carried out by a person impersonating an approved NT will be regarded as having been carried out by an unauthorised person. Disciplinary action may therefore be taken against the AE and approved NT concerned. In addition, the unauthorised person may be refused NT status, or refused re-approval as an NT for a period of two years after the offence or after the end of any current period of cessation.



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## The Vehicle and Operator Services Agency

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### 1. VOSA Role

VOSA administers the MOT test scheme on behalf of the Secretary of State. This role includes the following functions:

- a. documenting test methods and standards;
- b. documenting the standards of facilities, equipment, repute, experience, competence, qualifications and administration necessary for those carrying out MOT testing;
- c. authorising those who meet the necessary standards to carry out MOT testing;
- d. providing training in test methods and administration to those who will be involved in the operation of the MOT test scheme, standards are agreed with the Department;
- e. supplying test related documents as required through our agents and where appropriate agreeing the specification or recommending the format of other documents;
- f. monitoring the performance of those carrying out MOT testing and advising, training or disciplining where standards are not maintained;
- g. conducting statutory appeals against test failures;
- h. investigating complaints about testing standards and resolving disputes.

### 2. Local VOSA Office

VOSA currently divides the country into Areas, each headed by an Area Manager. The addresses and telephone numbers of the main offices of each Area are given in Appendix 9.

### 3. Tests Carried Out by VOSA

VOSA also tests certain vehicles. The majority of these tests are either on Heavy Goods Vehicles (HGV) under the Goods Vehicles (Plating and Testing) Regulations 1988 or on Public Service Vehicles (PSV) Class 6 in the Motor Vehicles (Tests) Regulations 1981. Some tests are also carried out on other classes within the Motor Vehicles (Tests) Regulations 1981 although these are normally only of Classes 5 and 7, Class 4 goods vehicles weighing 2,000kg or more and other vehicles in classes which cannot be readily accommodated in other VTs (usually because of size).

### 4. Complaints Regarding VOSA

All complaints regarding VOSA should be directed in the first instance to the Corporate Office at VOSA's head quarters. See Appendix 9.

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**1. Removal of a Vehicle After Test Completion**

The person submitting a vehicle for test should remove it within 2 days of the completion of the test unless the AE agrees otherwise.

**2. Statutory Appeal Against the Issue of a VT30**

An owner or presenter of a vehicle has the right to appeal against a decision to refuse to issue a test certificate following an MOT examination. Any complainant must be given a Notice of Appeal form (VT17) and told to send the completed form with the required fee to the local VOSA Office to arrive as soon as possible but no later than 14 working days after the date of the test. The complainant must also be told not to undertake any repairs or adjustments to the vehicle until it has been examined by a VOSA Examiner. Further details about appeals are given on the MOT Test and Appeals poster (VT9A) which must be displayed on the MOT Notice Board in every VTS.

**3. Complaint Against the Issue of a VT20**

An owner or presenter of a vehicle has the right to complain against the issue of a test certificate. Any complainant must be given a Notice of Appeal form (VT17) and told to send the completed form to the local VOSA Office or advised to telephone the VOSA Contact Centre. VOSA will arrange for the vehicle to be re-examined if the alleged defects appear to call into question the test result providing there is a reasonable chance of assessing what the vehicle's condition had been at the time of test. It is not possible to make a blanket ruling on how long after the test such an assessment can be made. It is, however, unlikely that mechanical defects can be assessed for complaints made more than 28 days after test or that corrosion defects can be assessed for complaints made more than 3 months after test. Any repairs made to the vehicle also make such an assessment less likely to be relevant.





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**H1 Inspection Manuals and MOT Testing Guide**

The definitive versions of the MOT Testing Guide and Inspection Manuals are available to be viewed on the VTS Device and on line at [www.dft.gov.uk/vosa/vehicle-testing-manuals-and-guides](http://www.dft.gov.uk/vosa/vehicle-testing-manuals-and-guides). A Special Notice (see Section H2) will advise you when amendments to the electronic versions are published.

VTSs do not have to retain paper copies and VOSA no longer support hard copy updates for these publications. Where a customer requests further information they should be shown via the VTS Device or directed to the on-line version.

**H2 Special Notices**

1. Special Notices (SNs) are issued periodically by VOSA to inform those involved with MOT testing about changes to the scheme and to highlight areas of concern. AEs must ensure that all testing staff always have ready access to all current, relevant SNs and that all current NTs have read and acknowledged them.

**Note:** SN acknowledgement is automatically suspended when the NT is testing in Fallback.

2. SNs are only sent to a VTS location authorised to test vehicles affected by the SN. Each SN received will tell you the number of the last SN and to which vehicle classes it applies. If you do not appear to have received an SN or an enclosure appropriate to your test classes please contact the VOSA Service Desk (see Appendix 9).
3. The SN will give retention and printing instructions and list any enclosures that are included.

**H3 Leaflets**

1. Customer information leaflets are available in electronic format and may be viewed or printed from [www.vosa.gov.uk/vehicletestingleaflets](http://www.vosa.gov.uk/vehicletestingleaflets). There is no requirement for AEs to stock or distribute these leaflets.

The current leaflets are -

- a. "Your Car and the MOT" or "Your Motor Bike and the MOT";
- b. "Diesel Smoke Testing Shouldn't Leave You Fuming!"



## Documentation

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### H4 Forms

1. The official forms used in connection with the scheme are listed below, together with notes on their use. These forms must only be used for MOT purposes and in accordance with this Guide.

2. **VT01 - Application for MOT Authorisation or a Variation to MOT Authorisation**

The form must be completed in accordance with the relevant guidance notes. See Section B1.

Any false statement may put at risk the application or any authorisation resulting from it.

When a change is made which requires the submission of a VT01, a form can be obtained from [www.businesslink.gov.uk/transport](http://www.businesslink.gov.uk/transport) or requested from the VOSA Customer Service Centre (see Appendix 9).

3. **VT9 - Authorisation of an Examiner**

VOSA issues this form when an AE is authorised. It specifies the classes of vehicle that the AE can test and the approved premises. It must be displayed on the designated MOT notice board at that VTS. Replacements are available from the local VOSA Office (see Appendix 9).

4. **VT9A - Vehicle Testing Classes, Fees and Appeals Poster**

This poster outlines the test classes, test fees, retest procedures, appeals procedure and VOSA Customer Service Centre details. The AE must ensure that the address of the local VOSA Office is correctly and legibly entered on the poster. It must be publicly displayed in the VTS on the designated MOT notice board or adjacent if it will not fit.

5. **VT10 – Requisition from Catalogue**

This form is used for ordering test slots and is available via the VTS Device. Orders can also be placed via the VTS Device, it is acceptable for this form to be hand completed and mailed with any necessary remittance.

6. **VT17 - Notice of Appeal**

This form is available via the VTS Device by pressing the F5 button and selecting forms or via the VOSA web site (see Appendix 9), and is used by anyone who wishes to appeal against the result of a test. It must be made available to the customer upon request. It covers the refusal to issue a test certificate and the issue of a test certificate; it must be completed and sent by the appellant to the local VOSA Office. An Appeal against the issue of a VT30 must be sent to the local VOSA Office not more than 14 working days from the date the VT30 was issued. An Appeal against the issue of a test certificate (VT20) should be made within 28 calendar days of test for mechanical defects and 3 months of test for corrosion related defects.



7. **VT20 - Test Certificate** (See Appendix 7- Example 1)

This must be printed via the VTS Device except when operating in Fallback or ET or when the printer has become unserviceable (and the fault reported to VOSA Service Desk), then test documents will be handwritten.

**Note:** For information on Fallback and ET certificates (VT20 ET) see Section N & Appendix 7.

a. **Production or completion of the VT20 Test Certificate**

- i A test certificate must be issued, and a test record created on the MOT Computerisation database, on completion of the test when the NT is satisfied that all the test requirements have been met.  
**Note:** During Fallback the test record is created by the VOSA Service Desk on behalf of the NT.
- ii A test certificate must be printed via the VTS Device except when operating in Fallback, ET or when the printer has become unserviceable and the fault has been reported to the VOSA Service Desk. In such instances all test documents must be hand-written. Templates for hand written forms are available to print from the VTS Device or the internet with exception of the VT20 at [www.vosa.gov.uk/MOT-test-forms](http://www.vosa.gov.uk/MOT-test-forms). Customers may exchange hand-written certificates for printed ones. Where the test was completed in Fallback or ET this can only be done after the result have been verified during Fallback Review or entered as part of the ET Catch Up process. The exchange of a hand-written test certificate for a printed test certificate is free of charge.
- iii The only exception to (i) and (ii) is if for any reason a VT20 is unavailable and this is only discovered at the time of printing or Fallback completion. The vehicle presenter should be advised to return to the VTS when certificates become available and a duplicate certificate issued without charge. If it is essential that the vehicle presenter has a VT20 the VOSA Customer Service Centre should be contacted for advice.  
**Note:** In the unusual event of a VT20 not being available during Fallback the customer will not be able to seek a duplicate until the Fallback Review has been completed.
- iv Except in the cases of a duplicate, exchange or a replacement certificate, the NT who carried out the test must sign the test certificate, after checking its content.
- v In the case of a retest for which only a partial re-examination is required or as described in Section B5 paragraph 16, the NT who has carried out the retest examination must confirm on the VTS Device the issue of a VT20/30 after they have re-examined the vehicle to the extent required by paragraph 13 or 16 of Section B5. They must also sign and check the content of the certificate for accuracy.



## Documentation

### b. Replacement Test Documentation

- i. If an error on a VT20 is identified, the NT who issued the original must issue a replacement free of charge after the relevant details have been verified.

Replacement test certificates can only be issued before the expiry date shown on the certificate. The original test certificate issued via the VTS Device should be destroyed.

Another NT may issue the replacement VT20 however the reason must be recorded on the system. The substitute NT must sign the replacement in the "Signature of Issuer" box.

**Note:** Where more than one test record has been created for a vehicle, only the last record can be corrected.

- ii. Details of who issued the replacement, the VTS number and the date of issue will be printed at the appropriate place on the test certificate.
- iii. If the VRM of a vehicle is changed after the issue of the VT20, this cannot be altered by a VTS. The customer should be advised to contact Driver and Vehicle Licensing Agency (DVLA) who will issue a replacement certificate.
- iv. A replacement can only be issued at the issuing VTS for a change in vehicle colour or a change to the current odometer reading. The odometer reading can only be changed within seven calendar days of the test completion, the new reading must be that seen on the day the replacement is issued. If other changes are required, then the local VOSA Office should be contacted. E.g. Local VOSA Offices issue replacement test certificates when the original AE is no longer authorised. Local VOSA Offices can also issue duplicate certificates.

**Note:** If the test result is recorded against an incorrect VRM and/or VIN, you must contact your local VOSA Office. **Do not** register the vehicle for a subsequent test with the correct details, as this will leave an incorrect record on the database and cost an additional test slot.

- v. For replacement VT20 ET see Section N & Appendix 7.

**Note:** Replacement test documents cannot be issued if the VTS is operating under Fallback.

### c. Duplication of Test Documentation

Test details are held on the system so duplicates may be issued by any VTS on payment of the appropriate fee, providing that the customer can demonstrate their right to acquire the duplicate document. In order to validate that right the customer must provide either the test number from the original certificate or the unique reference number from the V5C, plus the VRM. If the customer requests the duplicate at the original VTS, they may alternatively present the subject vehicle to satisfy this proof.

**Note:** The local VOSA Office may issue duplicates when the original AE is no longer authorised or when the presenter cannot satisfy their right as specified in H4.7.c above. For further information contact the local VOSA Office, see Appendix 9.



Details of who issued the duplicate, the VTS number and the date of issue will be printed at the appropriate place on the test document.

Duplicate test documents do not have to be produced or signed by an NT, but the producer must add their signature to the "Issuer's Signature" box. The producer can be any person designated by the AE to carry out this task.

A duplicate can not be issued more than 18 months after the date of the test.

A VTS issuing a duplicate test certificate is entitled to charge a fee for this as specified on the MOT Test Fees and Appeals Poster (VT9a).

**Note:** Duplicate test documents cannot be issued if the VTS is operating under Fallback or ET (see Section N & Appendix 7).

d. **Alterations to VT20**

- (i) VT20s showing alterations must not be issued.
- (ii) If the VRM of a vehicle is changed after an MOT test see H4. 7.b.iii.

e. **Dangerous Defects**

If the NT considers a non testable item to be so defective as to render the vehicle dangerous to drive on the road, the NT must warn the vehicle presenter of the nature of such defects. This must be recorded by selecting the dangerous defects option when entering the results on the system or manually by annotating the certificate when hand completed. Dangerous defects must be clearly explained to the vehicle presenter.

8. **VT26 - List of Nominated Testers**

This poster is issued by Atos and shows the photograph and test classes of each NT authorised to test at a VTS, the test station number and issuing authority. Temporary amendments to staffing may be handwritten on to the poster until the revised document is received. The latest VT26 to be issued must be publicly displayed on the MOT notice board. A revised VT26 is automatically generated and sent directly to the VTS when:

- an NT is added to or removed from a VTS record;
- an NT's Role status is set to Disqualified;
- an NT's Test group status is updated to Suspended;

In all other instances, the Site Manager must immediately place an order for a revised VT26 via the VTS Device Catalogue.

9. **VT29/VT29M – MOT Inspection Check List** (See Appendix 7 – Examples 8 & 10)

This form may be used in conjunction with the VT40 by NTs to record information whilst conducting an MOT test. It is available to print from the VTS Device or on-line at [www.vosa.gov.uk/MOT-test-forms](http://www.vosa.gov.uk/MOT-test-forms).

When testing in Fallback and ET NTs **must** use this form to record any failure defects with sufficient detail to allow subsequent data entry. It may also be used to record any advisory items found.



## Documentation

### 10. VT30 – Refusal of an MOT Test Certificate (See Appendix 7 – Example 2)

This must be printed via the VTS Device except when operating in Fallback or ET or when the printer has become unserviceable (and the fault reported to VOSA Service Desk), then test documents will be handwritten. Templates for hand written forms are available to print from the VTS Device or the internet at [www.vosa.gov.uk/MOT-test-forms](http://www.vosa.gov.uk/MOT-test-forms).

**Note:** For information on Fallback and ET certificates (VT20 ET) see Section N & Appendix 7

Following test registration a VT30 must be issued:

- a. When an NT refuses to test a vehicle for any of the qualifying reasons set out in Appendix 3 and the vehicle presenter requests a 'refusal to test' decision in writing;
- b. When a test has to be **abandoned** because the NT considers it unsafe to continue or because it has become apparent during the test that certain items cannot be satisfactorily examined. In these instances the NT must complete as much of the test as possible and include any failure defects found during the partial test and give the reason why it was considered that the test could not be completed. See Appendix 7, Example 3.
- c. When a test is **aborted** due to a problem with VTS equipment or NT. See Appendix 7 – Example 4.
- d. When a test is completed and the vehicle has failed to meet the required standards, it must detail the reasons for failure and be signed by the NT who carried out the test. If the vehicle remains at the VTS for repairs, that are likely to take more than 1 hour to complete, a VT30 must be issued on completion of the test. If the NT decides to use the PRS facility, see Section B5 paragraph 10, then he must complete the test before repairs are carried out. **Once the repairs are complete** the NT must register the results on the VTS Device and issue a VT30 in addition to a VT20.
- e. If the NT considers item on the vehicle, whether testable or not, to be so defective as to render the vehicle dangerous to drive on the road, the NT must warn the vehicle presenter of the nature of such defects. This must be recorded by selecting the dangerous defects option when entering the reason for rejection on the system or manually by annotating the certificate when hand completed. Dangerous defects must be clearly explained to the vehicle presenter.

### 11. VT32 – Advisory Notice (see Appendix 7 – Example 6)

Normally this notice is incorporated as part of either the VT20 or VT30 but may under certain circumstances be a separate form. It is used to provide written notification to a vehicle presenter of any item that in opinion of the NT is, for example:

- a testable item which is only just passable and may need attention soon; or
- an item which is not within the scope of the MOT test and may need attention; or
- any peculiarity of the vehicle (e.g. front passenger seat missing).

If the NT considers a non testable item on the vehicle to be so defective that it renders the vehicle dangerous to drive on the road, the NT must notify the vehicle presenter of the nature of such defects. All dangerous defects must be explained to the vehicle presenter.

**12. VT40/VT40M – MOT Inspection Information** (See Appendix 7 – Examples 7 & 9)

This form may be used to record Vehicle Specific Information (VSI) details directly from the Central Server. VSI details recorded manually should be of sufficient detail to allow the test to be correctly carried out.

**Seriously Damaged Marker**

The VT40/VT40M contains a box labelled “Seriously damaged marker (DVLA)”. If there is a “Y” in the box it means that the DVLA record for the vehicle indicates that the vehicle has been ‘written off’ as category A, B or C salvage. In some cases repairs may have been possible but were considered more costly than the value of the vehicle. It is a warning to the NT to take extra care when examining the vehicle structure, the methods of inspection and reasons for rejection remain unchanged.

Duplicate VT40s are available via the VTS Device.

**Note:** In the case of a partial retest the NT can choose to print off the previous VT30 and VT32 (if applicable) to act as a guide and record sheet in place of the VT40.

**13. Exchange Test Documentation**

- a. Test documentation issued under Fallback or when the printer has become unserviceable, may be exchanged for printed versions at the original VTS if requested. No charge can be made for this service. If the customer is unable to produce the hand-written documents the procedure for duplicate issue should be followed.
- b. Where the original test was completed under Fallback the details given to the VOSA Service Desk must be verified, using Fallback Review, before such documents can be printed.
- c. For information on exchange ET Certificates see Section N & Appendix 7.

**14. Welsh Language Policy**

VOSA’s Welsh Language Policy for documents issued at locations in Wales will be;

- MOT Test Certificates will be VT20W dual language;
- Refusal notices will be two part – a VT30 in English and a VT30W with all ‘standard, machine printed text’ in Welsh;
- Advisory notices will be VT32W with all ‘standard machine printed text’ in both English and Welsh;
- When operating in Fallback, hand-written entries need only to be in English and the VT30W need not be issued;
- Emergency Test Certificates will be printed in English only.





## Documentation

### 15. Training Course Application Forms

**VT75** Application for Commercial Training e.g. MOT QC Training;

**VT76** Application for Existing NT Refresher;

**VT78** Application for New NT;

**VT78d** Application for Directed Re-Training NT;

**VT79** Application for the MOT Managers training.

**Note:** All training application forms are obtainable from [www.businesslink.gov.uk/mot](http://www.businesslink.gov.uk/mot) or VOSA Training Services (see Appendix 9).

### H5 Retention of Documentation

1. All documentation copies must be retained in a readily retrievable manner at the issuing VTS for the duration of the retention period. Following this period all documents should be securely destroyed in an environmentally friendly manner.

2. Retention Periods (in months)

Document	Normal Testing	Fallback	Stand Alone Testing	Emergency Testing
VT20	0	0	0	N/A
VT20 ET	0	0	0	18
VT29 (inc. M)	0	3	0	3
VT30	0	0	0	3
VT32	0	0	0	3
VT40 (inc. M)	0	3	0	3
Emissions Printouts	3	3	3	3
Emergency Testing Log	N/A	N/A	N/A	18

**Note:** A month is defined as a calendar month from the date the test result was entered.

**Note:** Emissions printouts from all test results, including all BET tests, must include all relevant vehicle details.

# Discipline

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## Discipline

### 1 Shortcomings in Testing and Operation

1. When shortcomings are found either in testing or in the operation of the MOT Testing Scheme VOSA will take action according to the circumstances. For minor shortcomings this will usually consist of advice or counselling, but for more serious cases (or repeated minor shortcomings) formal disciplinary action may be considered.
2. The Secretary of State has absolute discretion to notify persons that they shall cease to be Authorised Examiners (AE) and/or Nominated Testers (NT). These functions are carried out on behalf of the Secretary of State by VOSA.
3. This section provides guidance for all involved in MOT testing, whether as NTs, AEs or VOSA staff, on how this discretion will normally be applied and:-
  - a. explains the procedures normally to be followed when VOSA becomes aware that an NT and/or AE may not be maintaining the required standards necessary to ensure integrity of the MOT Testing Scheme;  
and
  - b. sets out the maximum level of disciplinary action that will normally be applicable so as to ensure procedural consistency.
4. The section is not intended as a set of rules to be rigidly applied. VOSA uses' a disciplinary points system to gauge the severity of shortcomings, the total number of points is then used as a guide to the appropriate level of disciplinary action. In judging what course to follow in a particular case or series of cases, VOSA will consider all known circumstances and may alter the level of action to reflect the circumstances.
5. VOSA reserves the right to modify, in light of experience, the points or actions indicated in this section. VOSA will tell you about such modifications in Special Notices or by amending the pages of this Guide. Where the Guide does not cater for a specific shortcoming, points will be allocated in line with those given to shortcomings of similar significance.

### 2 Underlying Principles - General

1. Where a vehicle is re-examined after test, any action taken will be based on its likely condition at the time of test, taking into account all known factors that could have changed the condition of the vehicle.
2. All judgements are based on the balance of probabilities. However, the Secretary of State does have considerable discretion about who may be NTs or AEs and, while seeking always to adhere to the principles stated here, reserves the right to exercise that discretion as widely as seems appropriate to the particular circumstances.
3. In deciding the appropriate course of action to be taken shortcomings that constitute a threat to road safety will be treated with the utmost seriousness and carry more weight in the determination of the final outcome.



4. The outcome of formal disciplinary action may take the form of:
  - a. No further action;
  - b. Advisory Warning Letter;
  - c. The issue of a Formal Warning (with or without additional training);
  - d. Cessation of an NT's approval or an AE's authorisation in the form of either:
    - i. Short Term Cessation (for 28 calendar days with conditional return see I7.5c); or
    - ii. Cessation (for 2 or 5 years).
5. Where a problem is brought to VOSA's attention, either by an NT who is being pressurised by an AE to test improperly or by an AE who is unhappy with an NT's performance, this will not normally count against the party reporting it. However, where an AE is unhappy with the testing standards of an NT the AE should consider stopping the NT from testing pending the outcome of any action by VOSA.
6. NTs must be in a fit condition, both physically and mentally, to carry out testing to the required standard. An NT taking medication should read the instructions for its use and, if in doubt, not continue testing without their doctor's confirmation that the medication will not affect their ability to test. If an NT is recovering from illness or injury he should test only if confirmed as fully fit to do so. An NT being on medication or recovering from illness will not normally be treated as mitigation for errors in testing.
7. The effectiveness of an NT who is under severe emotional stress must also be suspect. If the stress is likely to affect the NT's ability to test they should not test. Similarly, NTs whose judgement may be affected by alcohol or other substances should not test. In either event, these factors will not normally be regarded as mitigation, however, each case will be treated on the merits of the evidence available. AEs should implement reasonable management controls to try to ensure that the NTs they use are in a fit condition to test.

### 3 Underlying Principles - Nominated Testers

1. The following principles relate to disciplinary action against NTs:
  - a. In cases involving NT's judgement or minor procedural omissions or deviations from the testing system a Formal Warning will usually be issued on the first offence that in VOSA's opinion justifies formal action;
  - b. Where there is one or more instances of more serious procedural omissions or deviations from the testing standards this may lead to a Short Term Cessation;
  - c. Where there are instances of significant **procedural** omissions (e.g. major elements of the test missed), significant negligence or significant malpractice, a single instance will usually lead to Cessation;
  - d. A single serious incident of substandard testing that could have a significant effect on road safety will usually lead to Cessation;
  - e. Cessation will usually be justified for a single case if the NT is personally involved in an act which could also justify single offence cessation for an AE;

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- f. Cessation will normally be justified if an NT is convicted of an offence connected with the MOT Testing Scheme or motor trade, or involving violence, intimidation or assault which VOSA considers could put testing customers or VOSA's staff at risk;
- g. An NT who has been required to stop testing because of failure to complete required training or demonstration tests but who continues to take part in testing, other than as an assistant, may have disciplinary action taken against them resulting in cessation.
- h. Where disciplinary action has resulted in the issue of a Formal Warning or Short Term Cessation letter this may be taken into consideration should further disciplinary action be contemplated. Such letters generally remain valid for 5 years from their date of issue, although this is reduced to 2 years in circumstances detailed in Appendix 8.4 D.

### 4 Underlying Principles - Authorised Examiners

1. The following principles relate to disciplinary action against AEs:
  - a. Action to consider cessation will usually be taken against an AE if the AE (or a partner, director or officer of the company) is convicted of a criminal offence which VOSA considers is likely to damage the reputations of the VTS and/or the integrity of the MOT Testing Scheme. This action may be taken whether or not the conviction arises from activities in connection with the MOT Testing Scheme or motor trade. Where an incident has resulted in a Formal Warning or Short Term Cessation letter being issued and there is a subsequent conviction, the Authorisation may again be reviewed and may be subject to a Notice of Cessation because the AE is no longer of good reputation.
  - b. Except in the case of very serious infringements that VOSA consider to justify single offence cessation action, an AE will normally have been issued with a Formal Warning and given the opportunity to correct failings, **before** the subsequent offences under consideration lead to the cessation of Authorisation. Appendix 8.1 indicates the type of case usually considered to be very serious.
  - c. Where offences are serious enough to justify consideration for cessation, with the exception of single offence cessation, Short Term Cessation action will normally be considered in the first instance.
  - d. Where single offence cessation is considered, VOSA will take care to ensure that the offence justifies such serious action having regard to the risk to road safety or the reputation of the MOT Testing Scheme.
  - e. Normally, the points counted against an AE will be no less than those counted against the NT for the same fault unless there is clear evidence of deceit by the NT and the AE has not been remiss in the application of management controls and quality assurance. Tester shortcomings brought to VOSA's attention by an AE as a result of management quality checks will not normally be counted against the AE.
  - f. Where disciplinary action has resulted in the issue of a Formal Warning or Short Term Cessation letter this may be taken into consideration should further disciplinary action be contemplated. Such letters generally remain valid for 5 years from their date of issue, although this is reduced to 2 years in circumstances detailed in Appendix 8.4 D.



## 2. The following principles relate to disciplinary action against Multi site AEs:

- a. In considering cases involving AEs who operate at more than 1 site, each site will be treated separately in the first instance. If the reputation of the Scheme is considered to have suffered through the actions of the AE, VOSA has the right to issue a Notice of Cessation to the AE regarding all of the Authorised Examiners' sites.

If a specific site is subject to cessation for disciplinary reasons then no further sites will be authorised in the same catchment area within the period of cessation.

Regardless of whether any individual sites are subject to Notices of Cessation, VOSA may review the overall effectiveness of that AE's management system. If it appears to VOSA that there are problems affecting a significant proportion of sites VOSA may ask for an action plan to be prepared and implemented to improve the group performance. If problems continue, VOSA may consider granting no further Authorisations until the record of the remaining parts of the group has improved or, in severe cases issuing Notices of Cessation to part or all of the group. In considering the overall performance of the group, convictions relating to non-VTS sites within the group may also be taken into consideration.

- b. Where an Authorised Examiner has been shown on the balance of probabilities to be culpable of misdemeanours affecting all sites (e.g. deliberate failure of minor items to encourage trade) and the resulting accumulated disciplinary points are sufficient to warrant disciplinary action all sites may be issued with Notices of Cessation.

## 5 Disciplinary Action - How it Can Arise

Here are some examples of typical circumstances that can lead to disciplinary action against an NT or AE - it is not an exhaustive list of all possible circumstances.

- a. A justified complaint where defects have been found on a vehicle previously given a test certificate; this is known as an 'inverted appeal'.\*
- b. A justified appeal against refusal to issue a test certificate; this is known as a 'statutory appeal'.
- c. A re-examination of a recently tested vehicle by VOSA revealing an incorrect pass/fail decision.\*
- d. An observed test where a vehicle (with or without induced defects) is submitted for examination by a 'mystery shopper' (a person posing as a customer) in order to check the NT's testing methods and/or standards (a 'mystery shopper' test) and those methods or standards appear to be inadequate/incorrect.
- e. An unobserved test with induced defects. This provides for leaving the vehicle at the VTS and collecting it later that day in order to check the NT's testing methods and/or standards. Generally this is used to target sites where there are perceived standards issues or other enforcement methods are impracticable.
- f. An observed test when VOSA has asked for test procedures to be demonstrated by an NT and these procedures have proved unsatisfactory.
- g. The recognition by VOSA of a deficiency in the operation of the MOT Testing Scheme at a VTS.

## Discipline

- h. Other more involved investigations in cases where VOSA believe there may be significant abuses, which may include covert surveillance of sites offering MOT tests or at sites where potentially testable vehicles are present.
- i. Data analysis and/or intelligence may have triggered investigations leading to identification of a deficiency.

**\* Note:** Serious corrosion will not normally be considered to warrant disciplinary action, for the application of incorrect testing standards, if it was reported more than three months after the original test. In the case of other defects, disciplinary action is unlikely to be considered if the fault was reported more than 28 days after the original test.

### 6 Points Evaluation and Possible Action

#### Points Evaluation

1. Deficiencies found are scored under a points system; the points for particular deficiencies (and for credits) are set out in the appendices listed below. Shortcomings not listed are allocated the same scores as others of similar seriousness.

<i><b>Subject</b></i>	<i><b>Appendix</b></i>
Single Offence Cessation	8.1
Incorrect test standards	8.2
Incorrect test methods	8.3
Incorrect operation of MOT Testing Scheme	8.4
Credits	8.5

#### Action after Initial Assessment of Points

2. The course of action to be taken by VOSA will be determined by VOSA's initial assessment of the number of points scored. A low score may lead to advice (see paragraph 4 below) being given to the NT and/or AE, whereas a higher score may result in VOSA considering formal disciplinary action. In the later instance the case will be reviewed by VOSA to determine whether starting the formal disciplinary procedure is justified; if it is not, appropriate advice may be issued to the AE and/or NT.
3. At the end of this section is a flow-chart showing the normal chain of events from the finding of deficiencies to the point at which action is considered.

#### Advice

4. If the points score from a visit or occurrence is below the level shown in the chart at the end of this section, advice will normally be given. It is not part of the formal disciplinary system and would not be considered directly in any future formal disciplinary action. However, it can be taken into account in considering the significance of mitigation offered in a formal disciplinary case arising within 5 years of the advice being given. For any advice to be used in this way it must be given in writing and this will normally be via a copy of the Vehicle Examiner's report.

**Formal Discipline**

5. Formal disciplinary action will normally be initiated if the points score from a visit or occurrence is at or above the level shown in the chart at the end of this section.

**7 Formal Disciplinary Procedure**

1. Except in the circumstances mentioned in paragraph 13 of this sub-section, if formal disciplinary action is to be considered, a letter (referred to as a Contemplated Disciplinary letter) will be sent to each of those parties against whom action is being considered. The letter will be accompanied by copies of all documentary evidence that is being considered such as Vehicle Examiner's reports or photographs, and will invite written representations to be made about the case within 15 working days of the date of the letter. In addition, if the maximum level of sanction indicated is cessation, the Contemplated Disciplinary letter will note any previous Formal Warnings and Short Term Cessation letters which will be considered in deciding what action VOSA will take. Representations may also be made about these previous cases as specified in the Contemplated Disciplinary Letter.
2. If no representations have been received, VOSA will take reasonable steps to remind the NT or AE of the deadline. Once the deadline is passed, VOSA will consider the action to be taken. All representations made by, or on behalf of, the NT or AE will be studied, together with the evidence and photographs sent along with the Contemplated Disciplinary letter. Should any new evidence (other than clarification or confirmation of previous evidence) be considered by VOSA, the NT or AE will be given the opportunity to comment on it.
3. The case will then be re-scored in light of all the evidence offered.
4. VOSA will review the evidence and representations on any previous Formal Warnings and/or Short Term Cessation letters that are being considered. Any further representations that have been made on those cases that have not previously been formally reviewed and any new additional evidence about previous cases that have been formally reviewed will be considered, and points already awarded for them may be reduced by VOSA if thought appropriate.

**Normal Level of Action**

5. Where a case is judged serious enough to justify formal action, one of the following options will be chosen:
  - a. A Formal Warning, a warning which will be taken into account in the event of future formal disciplinary action. A Formal Warning may be accompanied by a recommendation for additional training.
  - b. A Formal Warning as in 'a' above but with a **requirement** to successfully complete additional training. The training, which will normally be attendance at a VOSA course, will be specified in the notice of the decision. The notice will also tell the NT or AE that if they do not attend the course they will be prevented from testing from a date specified. That date will normally be 35 working days after the date of the notice but this may be extended if VOSA is unable to offer a course within that period. Once the training has been successfully completed, testing rights will be restored. The case will still count as a Formal Warning should any future disciplinary action be considered.



## Discipline

- c. An NT's approval or AE's authorisation will cease in the form of either a:
  - i. Short Term Cessation, for a period of 28 calendar days;
  - ii. Cessation, for a period of 2 or 5 years.

NTs and AEs will be notified of the final decision in writing along with any condition attached to the outcome.

- 6 Where the outcome is either form of cessation an NT or AE must reapply to be accepted back into the MOT Scheme.
  - An NT must demonstrate they meet the acceptable criteria for becoming a Nominated Tester as specified in section E2 of the MOT Testing Guide. In addition they must also successfully attend an appropriate NTT course and complete a practical demonstration.
  - An AE must demonstrate they meet the current Requirements for Authorisation and their AEDM must attend an MOT Managers course. In the case of a Short Term Cessation this may take the form of a declaration confirming the authorisation remains unchanged and the AEDM may have to attend an MOT Managers course if they have not done so in the previous 2 years.

Note: VOSA will accept an application at any time after the issue of the Notice of Cessation in respect to a Short Term Cessation. Testing may only resume after the 28 day cessation period and once these conditions have been met.

7. The maximum level of sanction normally considered appropriate for any particular points score is set out in the following appendices:

<b><i>Subject</i></b>	<b><i>Appendix</i></b>
Nominated Testers	8.6
Authorised Examiners	8.7

8. If the maximum level of sanction indicated is cessation, credits will be given for certain positive steps taken to ensure satisfactory testing standards and positive evidence of satisfactory testing. These credits are set out in Appendix 8.5. Credit points will not normally be considered in cases where single offence cessation is appropriate.
9. Additionally, in the case of an AE, if evidence is offered of the operation of a quality-control or quality-assurance regime significantly better than the minimum acceptable to VOSA, this will be taken into consideration and could lead to a reduction in the level of sanction taken.

### Notice of Cessation

10. Where cessation is the outcome of formal disciplinary action this will normally become effective 35 working days after the issue of a Notice of Cessation. In the case of Cessation for 2 or 5 years this period may be reduced (i.e. the notice has early effect) should VOSA believe there to be a serious risk to road safety.



11. For an NT the notice period before cessation becomes effective may be reduced to;
  - a. 10 working days if the particular case justifies more than 100 points after any credits have been taken into account; or
  - b. 1 day if the particular case justifies 500 points or more.
12. For an AE the notice period before cessation becomes effective may be reduced to;
  - a. 10 working days if the particular case justifies 200 points or more after any credits have been considered and previous Formal Warnings and/or Short Term Cessations justifying a total of 140 points or more are still valid; or
  - b. 1 day if the case being considered justifies single offence cessation under Appendix 8.1, paragraphs A1; A2 (where the conviction is for a very serious offence in connection with the MOT Testing Scheme or motor trade); A3d, A4e or A4f.
13. Cessation may be implemented with 1 days notice (without VOSA first issuing the normal Contemplated Disciplinary letter or considering any representation) in a few very serious cases that VOSA sees as representing a very significant risk to road safety or the integrity of the MOT Testing Scheme.

#### **Period of cessation for Nominated Testers**

14. When an NT ceases to be approved for disciplinary reasons, this will normally be for
  - 28 calendar days in the case of Short Term Cessation, or
  - 2 years, the period may be extended to 5 years where the cessation results from serious fraud, dishonesty or gross negligence under Appendix 8.1.

#### **Period of cessation for Authorised Examiners**

15. When an AE has ceased to be authorised for disciplinary reasons this will normally be for
  - 28 calendar days in the case of Short Term Cessation, or
  - 5 years, although this is reduced to 2 years in circumstances detailed in Appendix 8.4 D,

and apply to the legal entity which is the AE (see Section B1 paragraph 5) and also to the individuals mentioned in Section B3 paragraph 7.

### **8 Appeals Against Cessation.**

1. NTs who have ceased to be approved and AEs who have ceased to be authorised following disciplinary action may appeal against the action to the Secretary of State.
2. An AE or NT wishing to lodge such an appeal must do so in writing, as soon as possible and no later than 14 working days after the date of the Notice of Cessation, via VOSA Office that notified the decision. Cessation will take effect on the date notified even if the appeal is still under consideration. The Secretary of State has delegated the decision on such appeals to the Chief Executive of VOSA who is supported by a wholly independent section in Bristol.

## Discipline

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### **Informal Hearings**

3. An appellant may ask for an informal hearing, guidance on which can be found in Appendix 8.8.

### **9 Formal Warning Review**

There is currently no statutory right for an NT or AE to appeal against the issue of a Formal Warning at the time it is issued however, there is a non-statutory provision for a NT or AE to request a review of a Formal Warning.

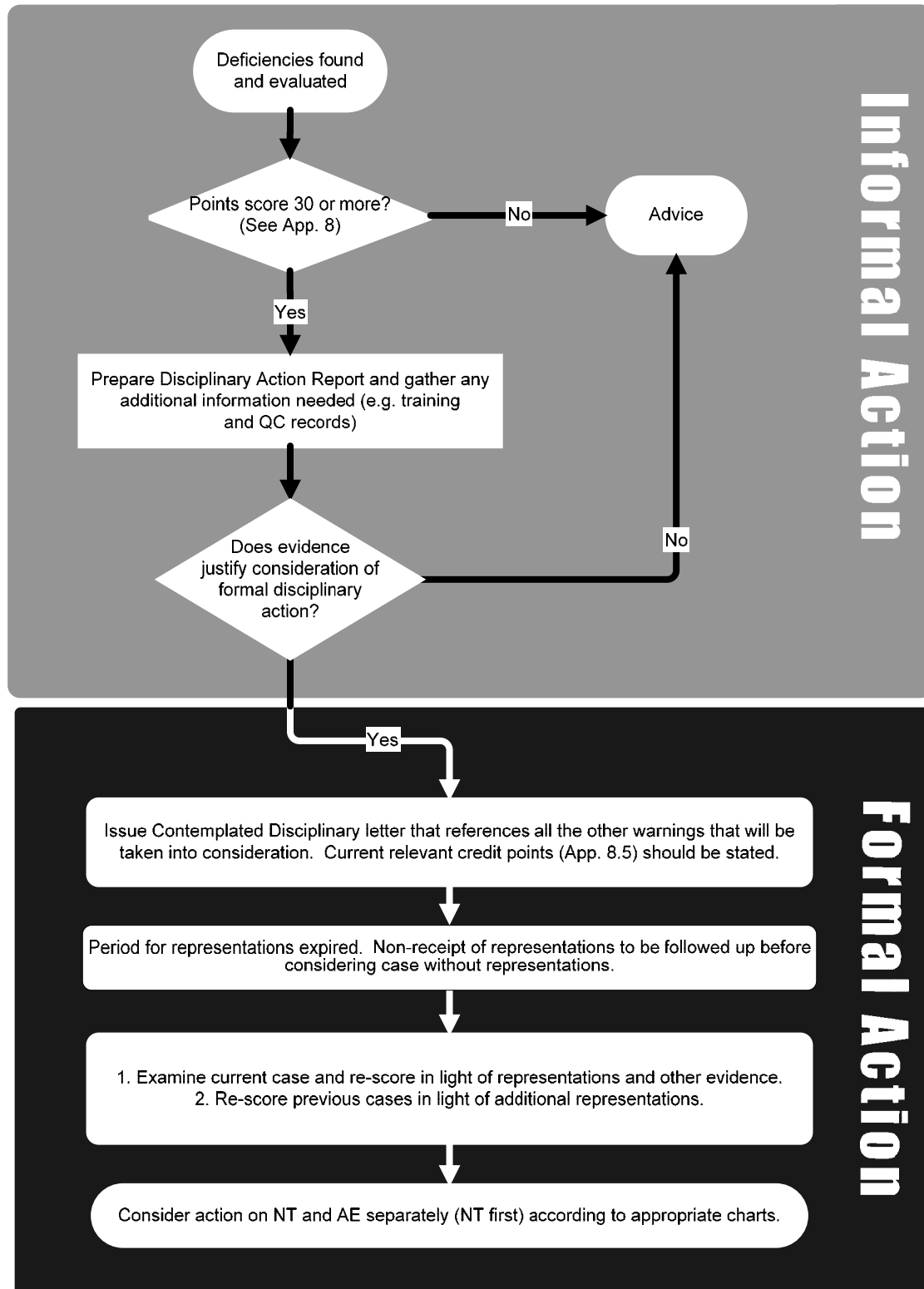
If an NT or AE believes that the issue of a Formal Warning issued on or after 1st July 2007 was unjustified, and/or the disciplinary points allocation was excessive he may request a review of the decision.

An NT or AE wishing to request such a review must do so in writing - no later than 14 working days after the date of issue of the Formal Warning letter – via the VOSA Office that issued the Formal Warning. The Formal Warning will be independently reviewed by the VOSA MOT Appeals Section.

There is no provision for a retrospective review of Formal Warnings issued before the 1st July 2007. However where cessation is contemplated and previous Formal Warnings cited, NTs and AEs may make representations about all cited Formal Warnings, irrespective of those that have already been formally reviewed.



## 10 Disciplinary Action Flow Chart



## Vehicle Prohibitions

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2	Role of the VTS	1



## Vehicle Prohibitions

### J1 Prohibitions General

1. VOSA's Examiners and specially authorised Police Officers have the power to issue prohibition notices (PG9) to prevent use on public roads of any vehicle found to be defective. In serious cases the prohibition has immediate effect, but in less serious cases, its effective date may be delayed for up to ten days.
2. If a prohibition notice is issued to a vehicle of a class which requires a test certificate, or which would normally only require a test certificate if it was older, that notice can be lifted only through the following procedure:
  - a. the defect or defects noted on the prohibition notice must be remedied - as must any other defects that would prevent the vehicle from passing an MOT test;
  - b. the vehicle must be submitted for **and pass** a normal MOT test which has to be carried out by a suitable VTS in the normal way and have a test certificate issued;
  - c. the test certificate must be presented at any Police station together with the PG9;
  - d. the Police will issue a clearance notice (PG10) removing the prohibition;
  - e. if the PG9 was issued by a VOSA Examiner, the vehicle owner or operator must notify VOSA's local office that the prohibition has been cleared.

### J2 Role of the VTS

1. It is an offence to move a prohibited vehicle on a public road except in limited and clearly defined circumstances that are listed in the notes on the prohibition notice. Where asked to carry out a test on a vehicle that has a prohibition notice in force, it is essential - to protect the vehicle owner and driver from prosecution - that a firm appointment with the VTS is made and recorded. To protect the AE and his staff from prosecution, the AE must ensure that, while the vehicle is in the custody of the VTS, it is not driven on the road unless such driving is considered necessary for:
  - a. test runs following repairs or rectification, within 3 miles of the place of repair;
  - or
  - b. conducting the MOT test itself.
2. A prohibited vehicle submitted for test must be treated in all aspects as a normal MOT, concluding with the issue of the appropriate documentation. However, if you are asked to rectify the defects as well this should not be done during the test.

## Police Vehicle Defect Rectification Scheme

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K4	Fee	1



## Police Vehicle Defect Rectification Scheme

### K1 Introduction

1. At the end of 1986 all police forces in England, Wales and Scotland introduced Vehicle Defect Rectification Schemes (VDRS). The aim was to improve road safety by checking that defects noted by the police are put right - something that prosecution does not necessarily ensure. AEs are invited to take part in the VDRS scheme because of their experience in such work, but co-operation is voluntary.
2. Queries about the procedure, the content or completion of defect forms (see 3 below) and other relevant matters should be directed to the police force that issued the document, not the Department or VOSA.

### K2 Vehicle Defect Form

1. When a police officer finds a fault on any vehicle that is, or will be, required to have an MOT test certificate, they may issue a Vehicle Defect Rectification Form instead of advising or prosecuting the driver or issuing a prohibition notice. Once the defect is rectified, the form is endorsed by an NT to confirm that this has been done adequately. The driver and/or owner must then return the completed form in the manner instructed on the form within the specified time, usually 14 days to avoid prosecution for the defects. Alternatively, to avoid prosecution, the driver and/or owner may produce evidence that the vehicle has been scrapped.

### K3 Role of the VTS

1. A VTS may be asked to verify that the faults have been rectified and to endorse the form, or to rectify the faults as well. If a vehicle is presented at a VTS that is not authorised to test that class of vehicle, the driver should be told to go to an appropriate station (unless the defects are absolutely straightforward, e.g. a light not working).
2. An NT should carry out the examination and once satisfied that all defects listed on the form (whether testable or not) have been properly rectified complete the appropriate section. If the NT cannot satisfy them self that the defects listed have been rectified they must not endorse the form. The NT need only be satisfied that the listed defects have been rectified; other faults that may be noted during the examination should be brought to the attention of the presenter.
3. To endorse the form you may keep using the former MOT embossing stamp as long as the details are still correct. If you don't have an embossing stamp or the details on your old stamp change then you may use any other embossing stamp or ordinary rubber stamp that includes business name and phone number. Ideally this should also include your VTS number but this can be added by hand if you don't have a stamp that includes it.

### K4 Fee

1. There is no set fee for this examination; the charge is a commercial matter for agreement between the presenter and the VTS.

**NOTE:** It must be emphasised that this police initiated examination is quite separate from the statutory testing duties. The vehicle must not be registered via the VTS Device and MOT Documents must not be used in connection with it. However, any malpractice in connection with the VDRS scheme could lead to loss of repute and disciplinary action against AEs or NTs within the MOT scheme.





## Accounts and Fees

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## L1 Test fees

1. The statutory fees for testing are normally reviewed annually and AEs will be formally advised of any changes.
2. The fees are the maximum that may be charged. AEs are permitted to charge less than the statutory fee for a test, a retest or for a duplicate test certificate. It is stressed that, irrespective of the fee charged, the required examination must be carried out in full and in accordance with the Department's requirements. Failure to do so may result in the cessation of the AE's authorisation and NT's approval to test.

Current statutory maximum test fees are notified periodically via a Special Notice and the MOT Test Fees and Appeals Poster which must be publicly displayed on, or adjacent to, the MOT Notice Board from the date specified in the Special Notice.

## L2 Retest Fees

1. No fee may be charged for the retest if:
  - a. The vehicle stays at the Vehicle Test Station (provided the test station does not change ownership) at which the examination took place so that defects on testable items can be repaired and the vehicle is retested before the end of the 10<sup>th</sup> working day following the day of the initial test. It should be noted that the vehicle must remain at the Vehicle Test Station and it must not leave the vehicle test station at any time;

**or**

- b. (i) The vehicle is retested at the same Vehicle Test Station (provided the test station does not change ownership) where the vehicle failed the test before the end of the next working day on which testing is carried out; **and**
- (ii) The vehicle has only failed for one or more of the following;
 

Access panels, battery, bonnet, boot lid, brake pedal anti-slip, break glass hammer\*\*, doors (including hinges, catches and pillars), door open warning device\*\*, dropsides, electrical wiring, emergency exits and signs\*\*, entrance door remote control\*\*, entrance/exit steps\*\*, fuel filler cap, horn, lamps (excluding headlamp aim), headlamp cleaning or levelling devices (not requiring a headlamp aim check), loading door, main beam 'tell-tale', mirrors, rear reflectors, registration plates, seat belts (but not anchorages), seat belt load limiter, seat belt pretensioner, seats, sharp edges or projections, stairs\*\*, steering wheel, tailboard, tailgate, towbars (excluding body around anchorage points), trailer electrical sockets, tyre pressure monitoring system, vehicle identification number (VIN), windscreen and glass, windscreen wipers/washers, wheels\* and tyres\* (\* excludes class 1 and 2, \*\* class 5 only).

**Note:** The Vehicle Testing Station must not have undergone a change in ownership during this period.

**Note:** Where the vehicle fails the test and the vehicle is repaired and subsequently re-examined using the PRS facility, see Section B5 paragraph 10, no further test fee can be charged for the re-examination.



## Fees and Accounts

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2. If the vehicle is removed from the vehicle test station for repair and returned to the same VTS (provided the test station does not change ownership) and is retested before the end of the 10<sup>th</sup> working day following the day of the initial test, then only a partial retest is needed and a retest fee of up to half the statutory maximum test fee may be charged.
3. Where, on initial test, a vehicle in Class 4A or 5A passes on all aspects of seat belt installation but fails in other areas that are part of the Class 4 or 5 test respectively, they may be retested as a Class 4 or 5. This must be done at the same VTS where the vehicle was originally failed as a Class 4A or 5A. The total number of belts fitted at the time of retest must be no more than were fitted at the original test. The NT issuing the original VT30 must endorse it to the effect that the seat belt installation check standards have been met and showing the number of belts installed in the same way as would be used on a test certificate. That NT (and the AE) will be accountable for the standards applied in the installation check. The fee charged for such a retest will depend on the failure items and circumstances involved. If the conditions set out in L2 paragraph 1 above apply then no fee may be charged. If the vehicle is returned before the end of 10 working days then half the statutory maximum fee may be charged, otherwise the fee charged may be up to the statutory maximum permitted for Class 4 or 5 as appropriate to the number of seats.
4. Vehicles which remain at the vehicle test station for repair and re-examination no longer qualify indefinitely for a partial free retest. These vehicles will only qualify if that re-examination is carried out before the end of 10 working days following the day of the initial test. Vehicles not re-examined within the above timescale must undergo a full test and the statutory maximum test fee for the class of vehicle being tested may be charged.

**Note:** Only one partial re-examination is permissible per full examination.

**Note:** The vehicle testing station must not have undergone a change ownership during this period.

### L3 Duplicate, Replacement and Exchange Certificate Fees

1. The fee charged for any duplicate test certificate may not exceed the lesser of:  
£10 or  
half the maximum test fee for the class of vehicle at the time that the duplicate certificate is issued. A duplicate certificate is that issued in accordance with Section H4 when an original has been lost or damaged.
2. No fee may be charged for the issue of a replacement test certificate (i.e. a test certificate issued because an error was made on the original test certificate). A replacement test certificate is one issued in accordance with Section H4 when an NT is satisfied that some of the information entered on the original certificate is wrong.
3. No fee may be charged for 'Exchange' documents. See Section H4.

**L4 Value Added Tax, Credit Card Payments and Appeal Fees**

1. Test fees themselves are not currently subject to Value Added Tax (VAT), although where a vehicle presenter re-charges their client an amount greater than the test fee actually charged, VAT may be chargeable on some or all of that re-charge. Any enquiries on this subject should be directed to the local VAT office.
2. Where an AE accepts payment for an MOT by credit/debit card, they must not add an additional amount to the test fee to cover any administration fee if it results in the cost exceeding the maximum test fee chargeable. The customer should not be expected to cover any additional costs over and above the maximum charge for the MOT. VOSA may consider action against any AE found to be charging a fee higher than the maximum.  
  
If the AE is discounting the fee and the extra charge does not cause a payment in excess of the maximum fee this is acceptable.
3. The fee payable to VOSA for an appeal against the refusal of a test certificate is the maximum fee for the appropriate vehicle class. This fee may be returned, in part or fully, if VOSA agrees that the appeal was justified.

**L5. Test Slot Charges**

AE's are required to pay a charge to VOSA for each test pass recorded on MOT Computerisation. Test Slots must be purchased in advance, in multiples of 100. The registration of a new test or retest will not be permitted if the VTS does not have at least one test slot available.

The maximum number of test slots that may be retained by an AE for a site is;

- no more than they would normally expect to use in a three month period (based on the Average Number of Test per Day from the Scheme Performance Report), or
- 200, which ever is the greater.

AEs found to have an excessive number of test slots may have any surplus credited back to their accounts.

**Note:** Test slots used by VOSA during the course of an appeal will not be deducted from the VTS account.

**L6 Computerisation Equipment Supply or Replacement Charges**

1. For the current fees for replacement VTS Device and Associated Equipment see the VTS Device Catalogue (see VTS Device User Guide).

**L7 MOT Accounts**

1. MOT Computerisation will hold an account for each authorisation. Payments and orders from and any credits due to a VTS, will be processed through an account:
  - a. **VTS Accounts** puts each VTS within an Authorisation under a separate account. This means that a person can only order for the one VTS. However the AE may give the same person the ordering role for more than one VTS if they so wish. Monies will have to be paid into each of the accounts for VTS within the organisation separately. There can only be one VTS Account for each VTS.



## Fees and Accounts

- b. **AE Accounts.** (Only applicable to multi-site AEs) This links all the VTSs within an Authorisation under a single account. Anyone who the AE allows to order goods and services on the account can do so for any VTS in the organisation. An AE may choose to give the role to one, or more persons for the whole of the Authorisation or appoint someone at each VTS within the Authorisation. Money paid into the account may be used by anyone with an account management role to order goods and services for any VTS in the Authorisation.

AEs may choose to run their account with a nil balance, paying for goods and services when they order them.

An AE may fund the account which would allow goods and services to be ordered without accompanying payment, providing the account has sufficient funds to cover the order. The AE may check their account balance at any time via the VTS Device or by contacting the VOSA Service Desk. AEs should be aware that payments that are refused by their banks or building societies will have their order (including test slots) suspended until payment has been cleared and there is sufficient credit in the account to pay for the goods or services ordered.

Both types of accounts will be administered by Atos on behalf of VOSA. Payments for goods and services supplied by or on behalf of VOSA under MOT Computerisation will be processed through these accounts.

An AE must select which type of account that they wish to operate prior to Authorisation. The AE has the option of pre-funding these accounts or paying for the goods or services with the order, there is no requirement for the account to be pre-funded.

### 2 Features of an MOT Account

MOT Accounts have the following features;

- a. Goods and services can be ordered quickly and more efficiently by using the system.
- b. Details of the account can be viewed, or ordered via the VTS Device by the AE or by persons in appropriate roles. Details of the account can also be obtained by contacting the VOSA Service Desk.
- c. The AE may define a threshold below which the account balance is not to fall. If the balance of the account falls below this threshold the system will automatically inform the AE.

### 3 Obtaining Goods and Services

Goods and services may be obtained either by placing a posted written order, by telephone or by using the VTS Device. Payment will be dictated by the method of ordering:

- a. Telephone orders or those via the VTS Device must be funded by either: Credit Card, Debit Card or by having sufficient funds available in the account. If there are insufficient funds available the balance may be made up by additional Credit or Debit Card payment. Where Credit Card payment is used then there is no refund permitted however the account will be credited.



- b. Posted orders can use any of the above methods of payment plus Cheque or Postal Order. If an AE wishes they may order goods and services by completing a manual order form. Although this method is available it will be slower than ordering on line. The form, accompanied by the appropriate payment, should be posted to the address shown in Appendix 9.

Where failure of a payment by an AE into an Account leaves a debit balance, previously purchased test slots of equivalent current value are suspended from use. A system message is issued to Atos and the relevant SM and AEDM.

If an AE is required to pay for replacement items of the VTS Device the AE will be advised before payment.

#### **4 Methods of Funding an MOT Account**

An AE may fund their account by the following methods, Debit Card, Direct Debit, Postal Order, Credit Card, or Cheque. These payments cannot be paid into their accounts at a GVTs.

Payment can be made by Direct Debit in equal monthly amounts to an account. AEs that choose the Direct Debit method to maintain their account should be aware that any unforeseen expenditure might leave insufficient funds to pay for ordered slots. If this is the case then AEs should top up their account by other means to cover any shortfalls, as Direct Debit amounts cannot be quickly changed. AEs, whichever method they use, should monitor their account balance regularly. They can do this either by using the VTS Device or by contacting the VOSA Service Desk.

#### **5 Account Credits**

Credits on MOT Accounts are as follows;

- a. Credits for excess unused test slots;
- b. Refunds on goods returned.

#### **6 Refunds**

An AE may request a refund via the VTS Device in the following circumstances;

- a. On an excess balance held in their account;
- b. Prior to Cessation of Authorisation.

Refunds will be paid to the AE with a cheque. In certain circumstances, this will be paid to a receiver or Sequestrator.

Any refund due on cessation of a VTS will be used as full or part payment toward the cost of any damage, not due to fair wear and tear, to the MOT Computerised equipment.

# System Rules and User Roles

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## 1. Introduction

To guard against unauthorised use, the MOT Computerisation VTS Device will only work for people known to the system. To identify themselves, they must insert their Smart Card into the VTS Device Reader and enter their Password. Each user must only use their own personal Smart Card and Password. Each user will have a set of tasks (or functions) that they are allowed to perform. For convenience, these tasks are grouped together into 'roles' (e.g. NT, VTS administrator). A person may have more than one role depending on how the AE wishes to set up his business within normal VOSA rules. When a Smart Card is inserted and a valid Password entered the system checks what roles the user holds and gives them access only to the appropriate functions.

The roles of AEDM (Authorised Examiner Designated Manager) and NT will be assigned by VOSA from the information supplied by the AE during the application process. The AEDM will be responsible for assigning other roles within their organisation on the day of installation. The AEDM will be required to appoint the roles of SM (Site Manager) and PM (Personnel Manager), these roles may be assigned to themselves. The authorisation of an NT can only be removed by VOSA, but their name can be added or removed from the List of Nominated Testers (VT26) by appropriate role holders.

**Note:** Designated Councils and their Inspectors are treated as if they were AEs or NTs in relation to the roles described in this section.

## 2. Roles and Responsibilities

The following describes the roles within an Authorisation. Each role will have a specified set of functions it is allowed to perform, these are listed in the Roles and Function table in Appendix 10.J of the VTS User Guide.

### 2.1. Mandatory Roles

Some of the roles are mandatory so that the VTS can operate. The minimum requirement is that a VTS must have a person assigned the roles of AEDM, SM and NT, these roles may be assigned to one person as in the case of a sole trader who is the AEDM as well as the NT.

#### a. Authorised Examiner Designated Manager (AEDM)

Only one AEDM is allowed per Authorisation. The person who will exercise the most direct control over the MOT testing must hold this role. This must be the sole trader, a partner, or in the case of a company a director, senior manager or officer of the company. The AEDM must have direct responsibility for MOT testing at all VTS sites within an Authorisation. Authorisations granted after 31 March 1995 must normally have an AEDM who has attended an MOT Management course or the previously titled, Authorised Examiner's course. (See Appendix 1 for further conditions relating to the training requirements of this role).

**Note:** This role does not devolve the ultimate responsibility held by the AE.



## System Rules and User Roles

b. **Site Manager (SM)**

Only one SM is allowed per VTS. However an SM may carry out the role at several VTSSs. This is the role responsible for the day to day running of one or more VTSSs. The SM can carry out VTS management, and non-testing functions e.g. assign users within a VTS, update equipment details. Many smaller single site AEs, may well choose to assign the SM role to the AEDM, larger single site businesses may allocate it to another manager or supervisor, the decision is left to the AEDM based on how the business is run.

c. **Personnel Manager (PM)**

This role is responsible for assigning and removing people to and from roles within the Authorisation e.g. NT's, SM and VTS Site Admin.

d. **Nominated Tester (NT)**

A person nominated by an AE to carry out tests, who is approved by VOSA.

e. **Quality Control (QC)**

This role becomes mandatory at a VTS where there is more than one NT able to test a particular class of vehicle. A QC must be an NT for the appropriate class.

### 2.2. Non-mandatory Roles

These are roles that the AEDM may assign to a member of their staff in order to assist them in the day to day running of their organisation.

a. **Account Management (ACM)**

This role is given the responsibility of managing an MOT Account and ordering goods and services where the AEDM wants to delegate these tasks.

b. **AE Delegate (AED)**

This role may be used by AEDMs to allow another person to carry out most administrative tasks on their behalf. The role is intended to be used:

- i. to provide cover for holidays and other times when the AEDM does not have ready access to a VTS Device; and
- ii. In large Authorisations to ease the administrative work of the sole AEDM. If due to unplanned events an AEDM is not available and has not appointed an AED, the local VOSA Office may assign the AED role when appropriate.

**Note:** This role does not devolve the ultimate responsibility held by the AE.

c. **VTS Admin**

This role can carry out VTS administrative functions including the recording of test data and production of documentation.



d. **Trained Person (TP)**

This role indicates that a person has attended the MOT Managers Course. There may be more than one person with this role in an Authorisation and the role may be held in conjunction with other roles.

**Note:** Smart Card application forms will be sent automatically for those applying to attend Nominated Tester and MOT Manager training courses, additional application forms for other roles can be obtained by contacting the VOSA Service Desk (see Appendix 9.2).

### 3. How to organise Roles within an Authorisation

The management structure of the Authorisation will dictate who fills a particular role. The following examples are suggestions only and can be varied to suit the particular Authorisation:

a. **Sole trader or partnership with one VTS.**

In these types of Authorisation the sole trader or one of the partners must have the role of AEDM assigned to them by VOSA. The minimum roles that are required for the operation of a VTS are; AEDM, PM, SM and NT, one person may hold all of these roles. Other roles such as AED, ACM, and SA, which perform a specific function, can be assigned to other persons. In the case of a VTS with more than one NT, a QC role must also be assigned.

b. **Sole trader or partnership with more than one VTS.**

These Authorisations will be set up in the same manner as 'a' above. However for each VTS there must be an SM, though a person can be an SM of more than one VTS. It would be up to the Sole Trader or Partners to decide the distribution of the other roles within their organisation. They may want to keep ACM and PM roles at one VTS or assign these roles to each VTS. Alternatively they may want to make all of their VTSs independent and be responsible for ordering their own test slots and assigning new NTs.

c. **Companies**

In these types of organisations, the AE is the company itself and there must be an AEDM role assigned, usually to a director, officer or senior manager of the company having direct responsibility for all MOT testing operations. It would be up to the Company to decide the distribution of the other roles within their organisation. They may want to keep ACM and PM roles at a location, where they have access to a VTS Device. Alternatively they may want to make all of their VTSs independent and responsible for ordering their own test slots and assigning new NTs. They could also group VTSs together in Regions with a SM covering one or all of the VTSs in a Region.

d. **Designated Councils**

These will be treated in the same way as companies see 'c' above. The position of AEDM should be assigned to someone who is able to speak on behalf of the Council and who has direct responsibility for all MOT testing.

## System Rules and User Roles

### 4. VTS Testing Scheme Rules Controlled by the System

Within MOT Computerisation, a number of business rules for AEs and NTs set out in the MOT Testing Guide are automatically enforced, that is, if the data held in the system does not indicate compliance, then testing is not permitted. These cases are set out below.

Warning messages about suspension of testing are sent to the person concerned and usually the SM and SA at the relevant VTS(s) via the system. Individuals are notified that they have unread messages each time they use the system.

NTs should be aware that it is extremely important to regularly check for new messages in their inbox and ensure they are read. When you receive a new message an envelope icon appears on the bottom left hand side of the MOT Computerisation status bar. Please refer to the VTS User Guide for more information on how to access your messages.

**Note:** You must check your messages regularly to ensure you do not miss any important information or warnings as messages will disappear from your mail box after a period of time.

In all cases listed below where testing rights are re-instated, there will be no 'blemish' on the record of the VTS or NT concerned

The effect of these automated business rules are regarded as equivalent to other business rules that prevent testing if, for example, test slots, or damaged equipment have not been paid for. All are events that the action to remedy the problem is primarily in the hands of the AE or NT. **As such these automated suspensions are not regarded as 'cessations' under Section B3.**

#### 4.1 Equipment Calibration

##### a. Why used

AEs are required to record calibration dates and details on the system. Certain measuring equipment requires periodic calibration to ensure its continued accuracy. The frequency of this calibration and qualifications of calibrators is set out in the Section B4 and Appendix 2. The MOT Computerised system holds records for all equipment requiring calibration at each VTS.

##### b. When used

At the start of each test, the system checks that all equipment needed for the particular test is calibrated. If any necessary equipment is not calibrated the NT cannot start the test. Equipment built to more recent specifications will not operate beyond its due calibration date.

##### c. Warnings given

The SM and SAs are warned that calibration is required 30 days before the due date. However all users at the VTS are warned 7 days before the calibration is due.



d. Action to restore testing rights

The normal process to restore testing rights is to enter the new calibration details via the VTS Device. The SM or any authorised user can do this. Disciplinary action will be taken against the AE for any site where entered calibration dates cannot be substantiated by appropriate calibration certificates or records.

**Note:** To allow for circumstances genuinely beyond the control of the AE, VOSA may authorise continuation of testing with equipment beyond it's due calibration date. This would be dealt with on a case by case basis by the local VOSA Office.

## 5 Fallback and Fallback Review Procedures

See section N

## 6 MOT Computerisation System Security

AEs should be aware of their responsibility for the security of the MOT Computerisation VTS Device(s) installed at their VTS(s).

- MOT Computerisation facilities are to be used only for legitimate MOT business,
- the system is continuously monitored to detect unauthorised access and transactions,
- MOT Computerisation **DOES NOT** afford privacy in communication between users.

AEs are responsible for ensuring that their staff do not:

- disclose their Password to anyone;
- load unauthorised software or data onto the VTS Device;
- attach unauthorised devices to workstations, servers or the network;
- make unauthorised copies of software or data;
- attempt to gain unauthorised access to MOT Computerisation functions or data;
- make unauthorised alterations to the system or application configuration or software;
- disable anti-virus software resident on the system;
- disclose to unauthorised individuals or organisations personal or sensitive information held on the system;
- misuse the system for unofficial business or illegal activities;
- use IDs belonging to other users or allow other people to use their ID.

**Note:** **Do not disclose your Password to anyone.** Nobody, including MOT Computerisation system administrators or VOSA staff, is authorised to ask you for your user Password (even when a user is requested to use the 'Enable Remote Login' function). Users must report any request to disclose their Password (or requests to change their Password to a particular value) to the local VOSA Office.

### 7. **Complaints about the MOT Computerisation System**

Complaints concerning the MOT Computerisation system, or the service that Atos provide, should be made in the first instance to Atos. If the complaint is not resolved the AE should contact the VOSA Contact Centre quoting the Incident Number issued by Atos.

# MOT Computerisation Contingency Procedures



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# MOT Computerisation Contingency Procedures

## 1. Introduction

MOT Computerisation has been developed to provide a high level of reliability. Where the MOT Computerisation system is not available, users must follow one of three contingency procedures in order that; MOT Testing can continue, customers are able to receive relevant documentation and MOT central records are updated with test details. The three contingency procedures are:

- Fallback
- Stand-Alone testing (SAT)
- Emergency testing (ET)

**Note:** The automatic switching of the VTS Device into Stand-Alone testing mode should **not** be reported.

Unless a user has already received advice from VOSA or Atos regarding a national or regional failure in the computerised system, all faults, which will prevent the printing of a test document, must be logged with the VOSA Service Desk (see section 10.H1 of the VTS Device User Guide). The caller will be issued with an incident number.

**Note:** The incident number issued by the VOSA Service Desk, for example to log a fault with the VTS Device, exists solely to enable the fault to be tracked by Atos through their fault logging system. You should only use this number if you need to contact the VOSA Service Desk at a later stage to enquire how the fault resolution is progressing. **This incident number must not be entered on any MOT documentation.**

Dependent upon the cause of the fault and the number of other VTS users which may be affected the VOSA Service Desk will advise on the contingency procedure to be used. The advice will either be by means of an automated message at the start of the VOSA Service Desk answering service, possibly backed up by a Voice Message, or by means of personal advice from an operator. If an automated message deals with the caller's particular problem **please do not continue with the call**, there is no need to speak with an operator.

It may be that a user has to follow more than one of the above procedures during the course of a single MOT Computerisation incident however the transition from one procedure to another should not cause significant delays to MOT testing. An outline of the possible transitions is shown in Table A at the end of Section N. Details of the three contingency procedures are as follows:

## 2. Fallback Testing

These paragraphs should be read in conjunction with 10.H2 of the VTS Device User Guide.

After a fault has been reported and a user has been advised that they should use Fallback as a contingency, computerised testing will continue by means of a VOSA Service Desk operator registering the test and recording the result details onto MOT Computerisation on behalf of the NT. Each test will therefore require two phone calls at the relevant points in the test.

**Note:** Vehicles rectified at the time of the test (PRS) will be recorded as a straight Pass only as the Fallback service will not support the input of PRS results.



# MOT Computerisation Contingency Procedures



## 2.1 Fallback Documents

Under Fallback testing documents will be hand written and completed using details given to the NT by the VOSA Service Desk operator (see Appendix 7). Fallback documents are available to print from the VTS Device or on the internet with the exception of the VT20 at [www.vosa.gov.uk/MOT-test-forms](http://www.vosa.gov.uk/MOT-test-forms). It is important to retain hand written VT40 and VT29 forms to enable subsequent verification of data during Fallback Review. **Note:** VT40s and VT29s must be retained as specified in Section H5.

## 2.2 Review of Test Details

This section should be read in conjunction with 10.H3 of the VTS Device User Guide.

- (a) In order to ensure that the correct test details were input by the VOSA Service Desk, NTs must verify all Fallback test data that has been entered in their name, this process is called Fallback Review. It is important that the MOT central records are up to date and accurate therefore Fallback Review must be completed on the system by the end of the next testing day following the resumption of normal service.
- (b) If the NT detects a difference between the VT40 record and the database record for the VRM, VIN, Make or Model the NT cannot correct this himself and he must report the incident to the local VOSA Office. The NT must record on the Verify Test Results screen that he has not accepted the result and must clearly record the differences (See VTS Device User Guide 10.H3). In some circumstances if the vehicle is still on the premises the record may be able to be changed by the local VOSA Office so that an exchange certificate will show the correct details.
- (c) The overall result of the test cannot be altered .i.e. Pass to Fail or Fail to Pass and if the NT disagrees with the overall result they must record their comments onto the system as above and telephone the local VOSA Office. The system will however permit the NT to change details of the test result such as the RfRs or a Pass into a PRS result.
- (d) Fallback Review must be performed by the same NT who carried out the test(s). After the review deadline, any Fallback tests unreviewed will cause the NT to be suspended from testing at the same VTS until Fallback Review has been completed. A VTS itself will be suspended from testing unless all Fallback Reviews have been completed within seven calendar days following the resumption of normal service. The system will provide early and final warnings of impending deadlines to the relevant staff by means of system messages. If an NT is suspended from carrying out further normal testing, the suspension will be lifted automatically once Fallback Review has been completed.
- (e) The local VOSA Office can approve a substitute user to carry out Fallback Review if the original NT is not available.

## 2.3 Exchange Certificates (Fallback)

Customers may exchange hand written certificates for printed ones. This can only be done following Fallback Review. The exchange of a hand written test certificate for a printed test certificate is free of charge. There is no requirement to keep the exchanged certificate.



## MOT Computerisation Contingency Procedures

### 2.4 Duplicates and Replacement Certificates (Fallback)

The Fallback service will not support the issue of Duplicate or Replacement certificates, either for tests carried out in Fallback or any issued previously. Fallback test documents can be processed in the normal way (see sections H4.7 b & c) after a Fallback test has been reviewed. It is not necessary for the original certificate to have been exchanged.

### 2.5 Changes in Equipment Calibration Details (Fallback)

The system will continue to check that test equipment to be used for a test is within calibration before a test can be registered under Fallback (see section B4.6). Whenever equipment is re-calibrated during a period when Fallback is being used, calibration details will be recorded by the VOSA Service Desk as a Fallback service.

## 3. Stand - Alone Testing (SAT)

Stand - Alone Testing allows testing to continue using the VTS Device during periods when Central Services are unavailable. Software allows data to be stored temporarily on the VTS Device so that when Central Services are restored, the locally stored data will be automatically uploaded onto MOT central records.

In some circumstances users will be required to enter an authorisation code in order to access SAT mode and this must be obtained from the VOSA Service Desk. The duration of SAT will be time limited for each VTS, commencing when that VTS first has cause to use the procedure. If normal service has not been returned at the end of a period of SAT, users will be advised via a screen message to phone the VOSA Service Desk. By this time VOSA and Atos will have made a joint decision of whether to invoke Emergency Testing (see paragraph 4) or to extend SAT and users will be advised by means of a message at the start of the VOSA Service Desk answering service regarding any extended SAT authorisation code or ET Incident code.

### 3.1 SAT Documents

All documents will be printed twice, one for the customer and one for retention by the VTS until normal testing functions are resumed and all tests are shown as 'Recorded Centrally' (see paragraph 3.2). Because the MOT central records cannot be accessed during SAT, input details will automatically be accepted at registration and extended expiry dates will not be processed at the time of the test. After the test details have been uploaded to the MOT Central Services, any unexpired time will automatically be recorded (see Exchange Certificates in paragraph 3.4). In order to advise the customer of the validity of any VT20 issued under SAT, additional explanatory notes will be printed on the certificate detailing the document exchange policy and the restrictions on same day vehicle relicensing.

**Note:** Vehicles rectified at the time of the test (PRS) are shown only as a Pass and no VT30 is produced.

### 3.2 SAT Test Slots

Each VT20 issued during SAT will use one test slot. The normal 'test slot count' however, will be unavailable until a connection is restored to Central Services. If following reconciliation, a VTS has a negative test slot balance, testing 'on-line' will be prevented until sufficient test slots have been purchased.

## MOT Computerisation Contingency Procedures



### 3.3 SAT Recovery

Where test details have been entered correctly by a legitimate user on a serviceable VTS Device, the test data will be uploaded and accepted by MOT central records. Section 10.H12 of the VTS Device User Guide advises on how to see the upload status of SAT tests on screen using the Stand Alone Test Log. Where uploads are not satisfactory, corrective action must be taken via the VOSA Service Desk within 5 working days of SAT ending.

On very rare occasions a VTS Device may fail whilst it was in SAT mode. Users must contact the VOSA Service Desk to report the fault when they will be advised on how to process any new or incomplete tests until the problem is rectified. When the VTS Device has been repaired or replaced, the instruction in section 10.H5 of the VTS Device User Guide must be followed in order to enter SAT test results from copy documents.

NTs are advised to continue using the same VTS Device for 24 hours following resumption of normal service as Central Services may not detect the result entry of a previous test and will reject a new test registration, if using a different VTS Device from that used during SAT.

### 3.4 Exchange Certificates (SAT)

Customers may wish to exchange SAT printed certificates for ones that verify that the test has been updated on MOT central records and to show that any extended expiry date has been recorded. This can only be done once the test has been successfully uploaded onto MOT central records. The exchange of certificates is free of charge. There is no requirement to keep the exchanged certificate.

### 3.5 Duplicate and Replacement Certificates (SAT)

SAT will not support the issue of Duplicate or Replacement certificates, either for tests carried out in SAT or any issued previously. Duplicate or Replacement documents for those issued during SAT can only be produced once the test has been successfully uploaded onto MOT central records.

### 3.6 Changes in Testing Staff (SAT)

During SAT; AEDMs and SMs will be unable to add or remove staff on MOT Computerisation. The VTS Device will only permit tests to be carried out by NTs who were acceptable at the last 'on line' Start Up. New NTs, unfortunately, will be unable to carry out tests until SAT testing has finished. (If SAT is followed by ET see 4.16).

### 3.7 Changes in Equipment Calibration Details (SAT)

Equipment must be maintained and calibrated as normal during SAT. The VTS will not receive alerts to remind them of any expired calibration, nor will it be possible to update MOT central records with new calibration details. If the calibration of any test equipment expires during a period of SAT, on service restoration the details from the new calibration certificate must be entered **before** any further testing.



## MOT Computerisation Contingency Procedures

### 4 Emergency Testing (ET)

ET allows MOT testing to continue outside of MOT Computerisation where Fallback and SAT cannot support testing. During ET; test documents are hand written without contacting the VOSA Service Desk however the inputting of all test details onto MOT central records has to be carried out by the NT when normal testing can be resumed.

#### 4.1 Authorising ET

Users who experience a problem with MOT Computerisation must ring the VOSA Service Desk as in paragraph 1. The VOSA Service Desk will advise whether ET has been authorised and will broadcast the incident code by means of an automated message when you call the VOSA Service Desk. It may be that this message is received following recent use of Fallback or Stand-Alone Testing when VOSA and Atos have jointly concluded that neither of these contingency procedures can continue to be suitable options to a widespread problem. **Note:** Where users have used SAT immediately prior to ET being invoked, SAT must be used to complete any incomplete SAT tests. The VTS Device, where it is serviceable, will always be able to support SAT result entry even though test registrations are prevented.

#### 4.2 Emergency Test Incident Code

VTSS must not test using ET procedures without a valid incident code which will be used to validate any MOT documentation issued during the period of the incident. The incident code will be notified to VTSS using a recorded telephone message when phoning the VOSA Service Desk. Where VTSS are unable to contact the VOSA Service Desk, they should phone the VOSA Contact Centre, their local VOSA Office or their local Vehicle Examiner who will advise them of the situation.

**Note:** The ET Incident Code is not the same as the fault tracking incident number issued during the reporting of a fault. (See N1)

ET can be used for a whole calendar day even though the system may have returned to normal, however before a new day's testing the VOSA Service Desk answering service should be checked to ensure that ET is still necessary. Ideally normal testing should be resumed as soon as it becomes available and NTs can either attempt a normal registration on the VTS Device every occasion or check the VOSA Service Desk message on a more frequent basis.

VTSS must cease using ET procedures once they receive notification that the computerised service is available, normally via the VTS Device. VTSS will receive a message after an ET incident instructing them to Catch Up on any ET tests which they have carried out or to confirm that they have not carried out any ET tests.

## MOT Computerisation Contingency Procedures



### 4.3 ET – Questions and Advice

How do I know whether I can use ET? See paragraphs 4.1 and 4.2.

- I was being supported under Fallback, can I go straight into ET? Yes but see paragraphs 4.10, 4.11 and Table A.
- I have been informed of an ET Incident Code but have partially recorded details of a test onto MOT Computerisation when the system failed. How do I proceed? When the test is finished, complete ET documentation but see paragraph 4.11 and Table A.
- How do I know if there is an Emergency Testing Incident? See paragraph 4.2.
- I need Vehicle Specific Information. See paragraph 4.5.
- What do I need to start a test? See paragraphs 4.2 & 4.4
- What do I give the customer after a test? See paragraphs 4.6, 4.7, 4.8, 4.9 & 4.14.
- What documents do I need to keep? See paragraphs 4.6 & 4.7.
- How should documentation be completed when there is no printer? See paragraphs 4.6 & 4.7.
- The customer is entitled to additional time on his certificate. See paragraph 4.6b.
- I have made a mistake on a certificate. See paragraphs 4.6b, 4.12 and 4.15b.
- How do I find out if the incident is over? See paragraph 4.2.
- What do I have to do after the Incident is over? See paragraphs 4.6e, 4.10 & 4.13.
- Normal service has been restored but the system will not let me start a new test or perform Catch Up. See paragraph 4.11.
- A customer has asked for a Duplicate/Replacement certificate. See paragraph 4.15.
- I need some more ET certificates. See paragraph 4.4.
- Where should I keep the certificates? See paragraph 4.16.
- How do I show that the NTs working at this VTS have changed? See paragraph 4.17.
- How do I record new calibration details? See paragraph 4.18.



## MOT Computerisation Contingency Procedures

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### 4.4 ET Test Certificates

Each VTS is issued with an Emergency Test Pad. This pad contains 100 Emergency Test certificates, plus self carboning copies. The certificates are sequentially numbered if the last check digit is ignored. The pad also includes an ET Test Log, on which each test performed under ET must be recorded. Before any ET test is started the VTS must ensure it has this documentation and copies of other test documents that may be necessary to complete the test. Backdating a test certificate or carrying out an MOT test without issuing the proper document may lead to formal disciplinary action being taken.

Emergency Test Pads are normally supplied without charge. However, during an ET incident, pads will only be supplied when an order is placed for an equivalent number of test slots. These test slots will be used when the test result and details are eventually recorded on the system (see paragraph 10 – ET Catch Up). During an ET incident orders for new Emergency Test Pads must be made by telephone to the VOSA Service Desk on the number shown in Appendix 9. Payment for test slots may be restricted to a Credit or Debit Card.

All VTSs are required to keep a minimum of 50 Emergency Test certificates (or sufficient for five working days), new pads must be ordered to maintain this minimum stock level.

### 4.5 Availability of VSI

Even when Central Services are unavailable, the VTS Device should still provide access to VSI via the Main Menu and the 'View Vehicle Specific Information' function, allowing NTs to obtain testing data such as brake testing weights and ABS light sequence. If access to VSI is not possible and information on anti-lock braking systems and/or brake test weights is required, NTs should refer to manufacturers or other reliable data, e.g. charts, technical manuals, etc. Information on emissions limits is held on the exhaust gas analyser, and within the latest edition of the In-Service Exhaust Emissions Standards for Road Vehicles.

## MOT Computerisation Contingency Procedures



### 4.6 Completion of Documents

All the testing forms required, with exception of the VT20ET pad and test log, are available to be printed from the VTS Device or on the internet at [www.vosa.gov.uk/MOT-test-forms](http://www.vosa.gov.uk/MOT-test-forms).

#### a. MOT Inspection Information – VT40/VT40M

The VT40/VT40M form will be used and must be hand written in ballpoint pen. The NT must record all appropriate information for Catch Up. The VT40/VT40M must be endorsed with the NT's user ID, and if the vehicle passes, the ET certificate serial number. See Section N Example 6. This document will be used to compile the test log and complete Catch Up data entry. All VT40 forms used during an ET incident must be retained as specified in Section H5.

#### Partial Re-Tests

There is no need to produce a second, hand-written, VT40/VT40M where a vehicle remains on the premises for repair and re-test or returns for a 'Minor Items' / 'Left VTS' Partial Re-Test (See L2.1.b). However in both cases the original test and the retest must be recorded separately at Catch Up.

The following details must be recorded for the re-test on the VT40/VT40M as per Section N Example 8:

- The statement "Partial Re-test – Minor Items", "Partial Re-test – Left VTS" or "Repaired at VTS" must be recorded at the bottom of the VSI box on the front page.
- The date and time of the re-test must be shown in the VSI box above the same details for the original test.
- The resulting ET Certificate Number.

**Note:** Amending the original VT30 where a vehicle fails a re-test is **not** permitted and a new VT30 must be completed.



## MOT Computerisation Contingency Procedures

### b. Emergency Test Certificate – VT20ET

The ET Certificate must be hand written using a ballpoint pen. The top copy is issued to the vehicle presenter, whilst the carbon copy is retained in the pad. In addition to the information usually recorded on the normal MOT Certificate, the NT must record the ET incident code number, and the user ID shown on his Smart Card. The certificate does not include the MOT test number/authentication number, or an MOT expiry windscreen reminder. See Section N Example 1.

The ET Certificate 'expiry date' must only be 12 months less one day from the date of the test itself irrespective of whether a current test certificate still has time to run or it is an early first test.

- When service is restored, any additional time due as a result of permitted early testing will be added automatically to the test record and included on the exchange certificate.

**Cancelled certificates:** Certificates showing alterations must not be issued. Errors made during completion must result in the certificate being marked as 'cancelled', the reason for the cancellation must be clearly marked, and the serial number of the certificate issued in its place recorded. See paragraph 4.16b and Section N Example 3. All used VT20ET certificate pads must be retained as specified in Section H5.

### c. MOT Inspection Check List - VT29/29M

The VT29/VT29M form must be used to record any failure defects or advisory items and must be hand written in ballpoint pen. This document will be used to complete Catch Up data entry and where appropriate must be retained.

Where a vehicle undergoes a partial re-test the following details must be recorded against the original VT29 for the re-test as per Section N Example 9:

- The statement "Re-tested" must be written next to the defects plus any new advisory defects.
- If the repaired defect is satisfactory tick the appropriate 'Pass' box.

### d. Refusal of an MOT Test Certificate – VT30

The VT30 must be used to notify the vehicle presenter of any failure items. The VT30 must be hand written in ballpoint pen. Defect descriptions recorded on the VT30 must reflect the Reason for Rejection that would be printed if the system was operating normally, so that the information produced on exchange documents after Catch Up matches the hand written version produced under ET. When used for ET, the NT must retain a copy of the VT30 for the VTS's records. The copy may be a photocopy or carbon copy, but must clearly show all completed information. The VT30 must be endorsed with the NT's user ID. See Section N Example 4. Where a vehicle fails a re-test a new VT30 must be completed. Copies of all VT30 Refusal Notices must be stapled to the VT40 and retained as specified in Section H5.



## MOT Computerisation Contingency Procedures



### e. Advisory Notice – VT32

The VT32 should be used to notify the vehicle presenter of any advisory items. The VT32, if used, must be hand written in ballpoint pen. When used for ET the NT must retain a copy of the VT32 for the VTS's records. The copy may be a photocopy or carbon copy, but must clearly show all completed information. The VT32 must be endorsed with the NT's user ID. See Section N Example 5. Each VT32 Advisory Notice copy must be stapled to the VT40 and retained as specified in Section H5.

### f. Emergency Test Log

The Emergency Test Log is part of the Emergency Test Pad and must be hand written using a ballpoint pen and completed using the information recorded on the VT40 Inspection Checklists (see paragraph 4.6a) immediately after each test. Each page must be completed and a copy retained.

**Note:** The Test Log pages are not self carbonning and require carbon paper or must be photocopied.

**Part A:** Each column of the log is used to record a single test or account for a cancelled, duplicate or replacement certificate. The NT must record the following information for each test or certificate:

- i. Sequential number of the Test or certificate used within the incident  
i.e. 1, 2, 3 etc
- ii. Date of Test: DD/MM/YYYY (Test date on Duplicates or Replacements)
- iii. Time of Test: Time of issue of VT20 or VT30 HH:MM (24 hour clock)
- iv. Registration Mark
- v. VIN / Chassis No
- vi. Make
- vii. NT Name
- viii. NT User ID
- ix. Test Result (pass, fail, abort, abandon).

**Note:** Vehicles rectified at the time of the test (PRS) are shown only as a Pass; no VT30 is produced nor recorded at Catch Up.

- x. ET Certificate No if issued, for VT30 failures this will be blank.

Once Catch Up of all tests carried out under the period of ET covered by the incident code has been completed, the SM must order and print off the Emergency Test List Report (see paragraph 4.13) and enter the MOT Computerisation Test Numbers in **Part B** (but see paragraph 4.15b regarding Duplicates and Replacements). When the other details have been checked against the report the SM must complete **Part C** on every sheet. See Section N Example 10.



## MOT Computerisation Contingency Procedures

**Note:** The top copy of these sheets must then be detached and sent to the local VOSA Office within **fourteen working days** of Catch Up having been carried out. The copies of the ET Test Log must be retained with the pad at the VTS for a period of eighteen months after the final test entry.

### 4.7 Instructions for the Completion of all ET Test Documentation

In addition to the instructions regarding the information content to be recorded on ET test documentation described above, the following instructions on how the information on all ET test documentation is to be completed must be followed: All details, with the exception of personal signatures, must be clearly and legibly completed in Block Capitals.

- All details must be completed in a ballpoint pen however the “Inspection Authority” which must be the Name, Address and Telephone Number of the VTS may be embossed or rubber stamped.
- Dates must be completed in the style shown in the examples.
- Issue times must be completed using the 24-hour clock.
- VIN / chassis / frame numbers must be recorded in full, except on the Test Log where only the last 6 digits need to be recorded.
- Any box that is not used must be clearly marked as not applicable, e.g. ‘N/A’.
- Only the basic vehicle colour should be recorded, e.g. ‘GREEN’, not the manufacturer’s designation.
- Odometer readings must show the unit of measurement by clearly indicating the ‘miles’ or ‘km’ option.
- Used pads of ET certificates must be retained for 18 months. Copies of other ET test documents must be stapled to the corresponding VT40 and retained for 3 months.

### 4.8 Emissions Printouts

Relevant emissions printouts are to be treated in the normal way and must be retained for 3 months following the requirement of Section H.5 of this Guide.

### 4.9 Refusal to Test

A hand completed VT30 should be issued to any vehicle presenter who requests written confirmation of the reason why the NT has refused to test their vehicle. This VT30 must be hand written ballpoint pen. No copy of this VT30 needs to be retained as it is not recorded in the ET Test Log or on MOT central records. See Section B5.4 and Appendix 3 of this Guide for the reasons why an NT may refuse to test a vehicle.

## MOT Computerisation Contingency Procedures



### 4.10 ET Catch Up

Catch Up is the process for entering ET test result details onto MOT central records and must be completed within 5 working days of the closure of the ET incident.

**Note:** Only the original test details are entered, duplicates are not recorded. If, as a result of an error on an ET certificate, a replacement ET certificate has been issued before the test has been caught up, the details entered at Catch Up should be those shown on the replacement certificate including the time and date of the actual test.

After normal service has been resumed, VTSs will receive a message reminding SMs that they must confirm that all ET tests have been entered onto MOT central records. In order to check this, SMs must order an Emergency Test List Report (see paragraph 4.13) and compare this with the ET test log. Once satisfied that this has been correctly done, SMs must confirm that all emergency tests have been correctly entered. If any outstanding ET tests come to light after confirmation, these tests must be 'caught up', the report called off again, and a confirmation made again, but see 'note' below.

If no ET tests were carried out during the ET Incident, the SM must confirm that no ET tests have been completed using the ET test log and then confirm that all (zero) emergency tests have been correctly entered as above. **Note:** After a certain time it may not be possible to Catch Up tests without referral to the local VOSA Office. NTs are expected to perform Catch Up for their own tests however the SM may perform Catch Up tests on behalf of an NT in exceptional circumstances.

Where a VTS was in Fallback immediately prior to using ET, any outstanding Fallback tests must be reviewed within 7 days of the system becoming fully operational. It does not matter whether Catch Up is completed before Fallback Review or vice versa. Where a test under Fallback was registered but not completed see 4.11 below.

### 4.11 Incomplete Tests Prior to ET

If you have registered a test but not completed entering the results and printing the test result documents when the system fails, you will find that when you next log in you will have to abort the test before performing "Catch Up" or registering a new test. If you registered the test in Fallback and the Fallback service was unable to support the test result entry you will have to Abort it as above (see Table A).

### 4.12 Errors Noted During Catch Up

In some circumstances an error on an ET certificate may be noted at Catch Up (e.g. in trying to match with previous test records you may spot that you have transposed the characters in the VIN). If this happens, issue a replacement ET certificate as in 15 below and use the details you now know to be correct to perform Catch Up. Print out the exchange document and try to get the exchange document to the presenter and retrieve the original certificate. If you cannot contact the presenter, or the presenter is not content with the changed details, contact the local VOSA Office who will contact the keeper of the vehicle and resolve the situation.



## MOT Computerisation Contingency Procedures

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### 4.13 Emergency Test List Report

When the SM considers that all ET tests have been recorded on MOT central services (Catch Up) an Emergency Test List Report must be ordered on the VTS Device. The report enables the SM to record MOT Computerisation Test numbers against the relevant ET tests on the Test Log sheets and to confirm on the system (Confirm All Emergency Tests Recorded) that the MOT central record as shown on the Report match the other log details.

### 4.14 Exchange ET Test Documentation

ET Certificates contain advice to vehicle presenters that the certificate may be exchanged for a normal printed certificate at the issuing VTS (see paragraph 4.6b). Vehicle presenters may request the exchange of any test documentation issued under ET.

Test documentation issued under ET must be exchanged for printed versions at the original VTS if requested. No charge can be made for this service. If the customer is unable to produce the hand written document the required printed certificate should be produced using the 'Issue Duplicate Test Documents' process.

The original test details recorded during ET must be recorded on MOT central records, using Catch Up, before exchange documents can be printed.

Any returned hand-written test documentation must be retained by the VTS. ET certificates must be marked 'exchanged' and stapled to the corresponding copy within the ET pad.

## MOT Computerisation Contingency Procedures



### 4.15 Duplicate and Replacement Certificates

The procedures for producing these vary, dependent upon the time of the original test and when the Duplicate or Replacement was requested. Follow the guide below:

Original Test	When Duplicate/Replacement requested	See
Before the ET incident	During the ET incident	4.15a
ET Test	During the ET incident	4.15b & c/d
ET Test	After ET but before Catch Up	4.15e
ET Test	After ET and Catch Up	4.15f

- a. ET certificates **must not** be used to provide duplicates or replacements of pre ET test documents. The situation should be explained to the applicant and he should be advised that a computerised document can be produced as soon as the system returns to normal. If the applicant is not satisfied with this response they should be advised to contact the local VOSA Office shown on the VT9A Fees and Appeals poster.
- b. A duplicate or replacement must be completed by hand onto a normal ET certificate and must include the additional information shown in ET example 2. The duplicate or replacement certificate must then be listed in the ET Test Log. The MOT test number generated on "Catch Up" is to be entered against the replacement or duplicate issued and the ET certificate number for the replacement or duplicate entered in the "MOT Comp Test No" box in the column for the original certificate (see example 10).

A **duplicate** certificate must be listed in the ET Test Log as 'Duplicate' (Example 10 Test No 7). When performing Catch Up record the details of the test including the ET certificate number **of the duplicate certificate only** as a normal test. Do not record the ET certificate number of the original certificate other than on the ET Test Log.

For **replacement** certificates, the original ET certificate should be marked 'cancelled' and the reason for the cancellation and the certificate number of the issued replacement must be clearly marked (see ET example 3). The cancelled certificate must then be stapled to the copy of the original. The replacement certificate must be listed in the ET Test Log as 'Pass/Rep' (Example 10 Test No 8). When performing Catch Up enter the details of the test and the ET certificate number that match **the replacement certificate** as a normal test. Do not record the ET certificate number of the original certificate other than on the ET Test Log.

- c. A **duplicate** of an ET certificate can be issued by any person designated by the AE to carry out this task. The maximum fee for the duplicate certificate should be that shown on the latest MOT fees poster.



## MOT Computerisation Contingency Procedures

- d. A **replacement** certificate must only be issued by an NT who is satisfied that the amended information is correct and refers to the vehicle that was actually tested, preferably the NT who carried out the original test. Replacement certificates must be issued free of charge.
- e. In the case of a **duplicate** certificate, where the ET incident is over, but Catch Up has not yet been carried out, the NT must perform Catch Up before a computerised duplicate can be issued.

**Note** There is no need to 'Exchange' the document however a note must be made of the test number during Catch Up as this will be needed to trigger the Duplicate/Replacement process. The duplicate or replacement certificate must then be issued following the procedures defined in Section H4, paragraph 7b or c. In the case of **replacement** certificates, the procedure in 4.15b must be followed before Catch Up even though the ET incident has finished.

- f. Normal Duplicate/Replacement procedures apply (see Section H4, paragraph 7b or c).

### 4.16 Storage Requirements for ET Certificates

- a. Until a pad of ET certificates is used for the first time under authorised issue, it should remain in the sealed transparent package as received.
- b. Unused ET certificates should be stored in the same way as a reasonable quantity of cash. They should therefore be stored in a safe location e.g. locked up and away from public areas. VTSs must not hold more than 1 full pad and 1 part used pad of ET certificates at any time unless this is insufficient for 5 days testing.
- c. Used certificate pads must be retained at the issuing VTS for a period of eighteen months after the issue of the final certificate in the pad.

### 4.17 Changes in Testing Staff (ET)

During any ET incident it will not be possible to appoint and remove NTs using the VTS Device. In such circumstances the local VOSA Office must be notified in writing of the full name and User ID of any NT being appointed or removed. As the local VOSA Office may not have access to MOT Computerisation either, the previous VTS of any incoming NT must be recorded along with the approximate date as to when he last tested. The local VOSA Office will send a letter to verify that we have acknowledged the change with instructions to amend the VT26 as a temporary measure until a system generated replacement is received. When the ET incident has ended the VTS must use the Update Role function before any new NTs will be able to carry out computerised testing at the VTS and perform Catch Up of any ET tests that they had carried out.

## MOT Computerisation Contingency Procedures



### 4.18 Changes in Equipment Calibration Details (ET)

Equipment must be maintained and calibrated as normal during an ET incident however the VTS will not receive alerts to remind them of any expired calibration nor will it be possible to update MOT central records with new calibration details. If the calibration of any test equipment expires during a period of ET, on service restoration you will have to enter the details from the new calibration certificate **before** any further testing or Catch Up can be entered. You are therefore advised to keep new calibration certificates with the test log as a reminder to do this when Catch Up is carried out. If it is not possible to record new calibration details the local VOSA Office can be contacted to extend the previous calibration expiry date (see Appendix 2 paragraph 4.1).

**Table A Transitions between the Contingency Procedures for incomplete tests**

Registration Mode	Acceptability of Mode for Result Entry			
	On-line	SAT	Fallback	ET Catch-Up
Test Registered On-line	✓	✓	✓	✓ <sup>3</sup>
Test Registered in SAT	x	✓ <sup>1</sup>	✓ <sup>2</sup>	✓ <sup>3</sup>
Test Registered in Fallback	x	x	✓	✓ <sup>3</sup>

- <sup>1</sup> This applies even if the initial authorisation or extended authorisation has lapsed. A test started in SAT mode will always be completed in SAT mode if the VTS Device is functioning correctly.
- <sup>2</sup> This would apply for a test started in SAT mode that cannot be completed in SAT due to a VTS Device problem. The test would have to be recorded in Fallback completely and the test registration recorded on the Smart Card aborted when the VTS Device has been replaced.
- <sup>3</sup> If an ET incident is invoked and the VTS is unable to continue On-Line, in SAT or in Fallback, ET documentation should be produced at the end of the test and the result recorded onto MOT Computerisation by means of Catch Up when normal service returns. Tests registered On-Line or in Fallback will have to be aborted using Recover Test > Abort Test before any Normal Test or Catch Up can be performed.

## Emergency Testing

### Example 1 - VT20 ET Test Certificate (Normal)

This example has been hand written, using indelible ink, during Emergency Testing

VT20 ET		Emergency MOT Test Certificate		VOSA Vehicle & Operator Services Agency	
Certificate No		9B00011026			
This certificate can be exchanged for a printed version on the resumption of computerised testing. Please submit the hand written certificate to the original Testing Station					
Incident code number	Make	Odometer reading	Approximate year of first use		
1234567	VAUXHALL	12345 miles	2000		
Registration mark	Model	Fuel type	Design gross weight (goods vehicles) kg		
W427GHM	VECTRA	PETROL	N/A		
Vehicle identification or chassis number	Colour	Test class	Advisory Notice Issued		
01234567890123456	GREEN	4	YES		
Expiry date	Issue date / time	For all vehicles with more than 8 passenger seats			
JULY 31st 2008 (ZERO EIGHT)	AUGUST 01st 2007 (ZERO SEVEN) 09:10	Seat belt installation checked this test			
		NO			
Test station number	User ID	Previous installation check date			
4567 AZ	NONY0001	N/A			
		Number of seat belts fitted at time of installation check			
		N/A			
Warning: A test certificate is not evidence that the vehicle is in a satisfactory condition.					
Issuer's name in CAPITALS		Inspection Authority			
A NONYMOUS		A GARAGE HIGH STREET ANY TOWN T45 9ZT			
Signature of Issuer		01845 084599			
A Nonymous					
Check carefully that the above details are correct.					





## Emergency Testing

### Example 2 - VT20 ET Test Certificate (Duplicate)

This example has been hand written, using indelible ink, during Emergency Testing

VT20 ET		Emergency MOT Test Certificate		VOSA Vehicle & Operator Services Agency	
Certificate No	9B00011048	DUPLICATE OF CERTIFICATE NUMBER 9B00011026			
This certificate can be exchanged for a printed version on the resumption of computerised testing. Please submit the hand written certificate to the original Testing Station					
Incident code number	1234567	Make	VAUXHALL	Odometer reading	12345 miles
Registration mark	W427GHM	Model	VECTRA	Fuel type	PETROL
Vehicle identification or chassis number	01234567890123456	Colour	GREEN	Test class	4
Expiry date	JULY 31st 2008 (ZERO EIGHT)	Issue date / time	AUGUST 01st 2007 (ZERO SEVEN 09:10)	Approximate year of first use	2000
Test station number	4567 AZ	User ID	NONY0001	Design gross weight (goods vehicles)	N/A kg
Warning: A test certificate is not evidence that the vehicle is in a satisfactory condition.		For all vehicles with more than 8 passenger seats			
Issuer's name in CAPITALS		Seat belt installation checked this test			
A NONYMOUS		NO			
Signature of Issuer		Previous installation check date			
A Nonymous		N/A			
Check carefully that the above details are correct.		Number of seat belts fitted at time of installation check			
		N/A			
		ISSUED BY A N OTHER (A N OTHER SEPTEMBER 10th 2007)			
		Inspection Authority			
		A GARAGE HIGH STREET ANY TOWN T45 9ZT			
		01845 084599			
		SBS20ET01/09			

## Emergency Testing

### Example 3 - VT20 ET Test Certificate (Cancelled)

This example has been hand written, using indelible ink, during Emergency Testing

VT20 ET		Emergency MOT Test Certificate		VOSA Vehicle & Operator Services Agency	
Certificate No		9B00011008			
This certificate can be exchanged for a printed version on the resumption of computerised testing. Please submit the hand written certificate to the original Testing Station					
Incident code number	Make	Odometer reading	Approximate year of first use		
1234567	ROVER	12345 miles	2000		
Registration mark	Model	Fuel	Design gross weight (goods vehicles)		
X975CEB	75	PETROL	N/A kg		
Vehicle identification or chassis number	Colour	Test class	Advisory Notice Issued		
01234567890A12345	GREEN	4	NO		
Expiry date	Issue date (time)	For all vehicles with more than 8 passenger seats			
JULY 31st 2008 (ZERO EIGHT)	AUGUST 01st 2007 (ZERO SEVEN) 08:40	Seat belt installation checked this test			
Test station number	User ID	Previous installation check date			
4567 AZ	9B00011001	N/A			
Warning: A test certificate is not evidence that the vehicle is in a satisfactory condition.		Number of seat belts fitted at time of installation check			
Issuer's name in CAPITALS		N/A			
A NONYMOUS		Inspection Authority			
Signature of Issuer		A GARAGE HIGH STREET ANY TOWN T45 9ZT			
A Nonymous		01845 084599			
Check carefully that the above details are correct.					
SBS20ET01/09					

**CANCELLED**  
**WRONG REGISTRATION MARK**  
**9B00011015 ISSUED**



## Emergency Testing

### Example 4 – VT30 Refusal of an MOT Certificate (ET normal failure)

This example has been hand written, using indelible ink, during Emergency Testing

Refusal of an MOT Test Certificate		VOSA
		Vehicle & Operator Services Agency
MOT Test Number	Make	Odometer Reading
N/A	FORD	12345 MILES
Vehicle Registration Mark	Model	Test Class
T728 JEP	MONDEO	4
Vehicle Identification Number	Colour	Approximate Date of First Use
XXFLDEE17G98765	GREEN	1999

I certify that for the reason(s) shown below the vehicle was not shown to comply with the statutory requirements.

1 OFFSIDE FRONT WHEEL BEARING HAS EXCESSIVE PLAY  
 2 OFFSIDE FRONT BRAKE PAD LESS THAN 1.5 mm THICK  
 3 NEAR SIDE FRONT TYRE DEPTH BELOW REQUIREMENT OF 1.6mm

Signature of Issuer	Issuer's Name in CAPITALS
A Nonymous	A NONYMOUS
<b>About this document</b> 1 This document tells you that your vehicle has not been shown to meet the minimum legal requirements for the reason(s) detailed. If you intend to use your vehicle on the road you should have it repaired without delay and have it retested before the existing test validity expires. In a few cases, this document may be issued because the test could not be satisfactorily completed. 2 Please keep this failure notice and produce it at the Testing Station in the event of a re-examination. 3 Further information on retest fees or if you disagree with the test result can be found on the Fees and Appeals poster displayed in every vehicle testing station, by visiting <a href="http://www.direct.gov.uk/mot">www.direct.gov.uk/mot</a> or contacting VOSA on 0300 123 9000*. *Your call may be monitored or recorded for lawful purposes.	Issue Date / Time MARCH 10th 2005 (ZERO FIVE) Test Station 4567AZ Inspection Authority A GARAGE HIGH STREET ANY TOWN T45 9ZT
	Advisory Notice Issued Y


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**Transport**

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## Emergency Testing

### Example 5 – VT32 Advisory Notice

This example has been hand written, using indelible ink, during Emergency Testing


Advisory Notice		VOSA  Vehicle & Operator Services Agency
MOT Test Number	Make	Odometer Reading
N/A	FORD	12345 Miles
Vehicle Registration Mark	Vehicle Identification Number	
T728JEP	XXFLDEE17G9876543	
<p>1 offside front tyre worn close to the legal limit (4.1.D.1)</p>		
Signature of Issuer		Issuer's Name in CAPITALS
<i>A N Tester</i>		A N Tester
Issue Date / Time		Test Station Number
MARCH 10th 2012 10:45 (TWELVE)		1234AB
<p><b>About this document</b></p> <p>1 Whilst advisory items listed above do not constitute MOT failure items they are drawn to your attention for advice only.</p> <p>2 For further information about this document or if you have any doubts about its validity please visit <a href="http://www.direct.gov.uk/mot">www.direct.gov.uk/mot</a> or contact VOSA on 0300 123 9000*.</p> <p>*Your call may be monitored or recorded for lawful purposes.</p>		<p>Inspection Authority</p> <p>A GARAGE HIGH STREET ANYTOWN AA12 3 AB</p>
<p>An executive agency of the Department for <b>Transport</b></p>		
<p>PAGE 2 END OF MOT DOCUMENTS</p>		
<p>VT32/Handwritten/1.0</p>		



## Emergency Testing

### Example 6 – VT40 MOT Inspection Information (Class 3, 4, 5 and 7)

This example has been hand written, using indelible ink, during Emergency Testing

MOT Inspection Information				VOSA 	
Vehicle & Operator Services Agency					
MOT Test Number	Make	Odometer Reading			
N/A	FORD	12345 Miles			
Vehicle Registration Mark	Model	Test Class			
T728JEP	FOCUS	4			
Cylinder Capacity	Colour	Approximate Date of First Use			
1800	BLUE	2000			
Seriously Damaged Marker	Vehicle Identification Number	Fuel Type			
N	XXFLDEE17G9876543	PETROL			
Previous Seat Belt Check Date	No. of Seat Belts	Seating Capacity			
N/A	N/A	N/A			

Note: The following vehicle specific information relates only to vehicles in a standard condition and may not apply if the vehicle has been modified.

Note: Vehicle weight should be entered here to show weight used for brake calculations i.e. 1500kg

Brake test Results	Service	L		Park	L		Imbalance
Axle 1 N/S	300	L	N/S	200	L	Axle 1 N/S	280
Axle 1 O/S	310	L	O/S	200	L	Axle 1 O/S	290
Axle 2 N/S	170		Total			Difference	10
Axle 2 O/S	180		Results				
Total	960		Service	64%	Park	L	Imbalance 3.5%


Issuer's Name in CAPITALS	Date / Time	Test Station
A N TESTER	MARCH 10th 2012 10:45	1234AB
Fallback / ET use only	ET Cert No.	Test Expiry Date
		N/A

VT40/Handwritten/1.0

## Emergency Testing

### Example 7 – VT29 MOT Inspection Check List (Class 3, 4, 5 and 7)

This example has been hand written, using indelible ink, during Emergency Testing

MOT Inspection Check List				VOSA 		Vehicle & Operator Services Agency	
MOT Test Number		Registration Mark		Vehicle Identification Number		Date of First Use	
N/A		T729 JEP		XXFLDEE1769876543		1999	
Items to be tested			Pass	Fail	Defects/Comments		
<b>Interior checks</b>							
Seats and seat belts			✓				
Warning lamps			✓				
Switches (position lamp, headlamp, hazards)			✓				
View to front, wipers & washers			✓				
Brake controls, servo operation,			✓				
Steering wheel & column			✓				
Doors, mirrors, horn			✓				
Speedometer, drivers controls (Class 5 only)			N/A				
<b>Exterior checks</b>							
Registration plates			✓				
Lamps, registration plate lamps			✓				
Indicators, hazards			✓				
Headlamps & aim			✓				
Stop lamps, fog lamps, reflectors			✓				
Wheels, tyres			✓				
Shock absorbers			✓				
Mirrors, wiper blades, fuel tank cap			✓				
Glazing (Class 5 only)			N/A				
Doors, boot lid, loading doors, bonnet			✓				
Towbars			N/A				
General condition of body			✓				
<b>Under bonnet checks</b>							
Vehicle structure			✓				
Braking systems			✓				
Exhaust systems, fuel system			✓				
Speed limiter (if applicable)			N/A				
Steering & power steering components			✓				
Suspension components			✓				
<b>Under vehicle checks</b>							
Steering including power steering			✓				
Drive shafts (if applicable)			✓				
Suspension, shock absorbers			✓				
Wheel bearings				✓	OFFSIDE FRONT WHEEL BEARING WORN TO EXCESS ADVISE OFFSIDE FRONT TYRE WORN NEARSIDE FRONT TYRE WORN BELOW 1.6mm OFFSIDE FRONT BRAKE PADS WORN BELOW 1.5mm		
Wheels & tyres				✓			
Brake systems & mechanical components				✓			
Exhaust system			✓				
Fuel system & fuel tank			✓				
Structure, general vehicle condition			✓				
<b>Emissions</b>							
<b>Brake Test</b>	<b>Service</b>	<b>L</b>		<b>Park</b>	<b>L</b>		<b>Imbalance</b>
Axle 1 N/S			N/S			Axle 1 N/S	
Axle 1 O/S			O/S			Axle 1 O/S	
Axle 2 N/S			Total			Difference	
Axle 2 O/S							
<b>Total</b>			<b>Service</b>		<b>Park</b>		<b>Imbalance</b>


VT29/Handwritten/1.0



## Emergency Testing

### Example 8 – VT40 MOT Inspection Information (Class 3, 4, 5 and 7) - reused for a Partial Retest

This example has been hand written, using indelible ink, during Emergency Testing

MOT Inspection Information				VOSA 	
Vehicle & Operator Services Agency					
MOT Test Number	Make	Odometer Reading			
N/A	FORD	12345 Miles			
Vehicle Registration Mark	Model	Test Class			
T728JEP	FOCUS	4			
Cylinder Capacity	Colour	Approximate Date of First Use			
1800	BLUE	2000			
Seriously Damaged Marker	Vehicle Identification Number	Fuel Type			
N	XXFLDEE17G9876543	PETROL			
Previous Seat Belt Check Date	No. of Seat Belts	Seating Capacity			
N/A	N/A	N/A			

Note: The following vehicle specific information relates only to vehicles in a standard condition and may not apply if the vehicle has been modified.

Note: Vehicle weight should be entered here to show weight used for brake calculations i.e. 1500kg

PARTIAL RE-TEST - MINOR ITEMS                      MARCH 10th 16:25

Brake test Results	Service	L	Park	L	Imbalance
Axle 1 N/S	214	L	N/S	190	Axle 1 N/S 204
Axle 1 O/S	243	L	O/S	175	Axle 1 O/S 215
Axle 2 N/S	296	L	Total	365	Difference 11
Axle 2 O/S	344	L	Results		
Total	1097		Service	L	Park
				L	Imbalance 5.1%


Issuer's Name in CAPITALS	Date / Time	Test Station
A N TESTER	MARCH 10th 2012 10:45	1234AB
	ET Cert No.	Test Expiry Date
Fallback / ET use only	9A00011060	N/A

VT40/Handwritten/1.0

## Emergency Testing

### Example 9 – VT29 MOT Inspection Check List (Class 3, 4, 5 and 7) - reused for a Partial Retest

This example has been hand written, using indelible ink, during Emergency Testing.

MOT Inspection Check List				VOSA 		Vehicle & Operator Services Agency	
MOT Test Number		Registration Mark		Vehicle Identification Number		Date of First Use	
N/A		T729 JEP		XXFLDEE1769876543		1999	
Items to be tested	Pass	Fail	Defects/Comments				
<b>Interior checks</b>							
Seats and seat belts	✓						
Warning lamps	✓						
Switches (position lamp, headlamp, hazards)	✓						
View to front, wipers & washers	✓						
Brake controls, servo operation,	✓						
Steering wheel & column	✓						
Doors, mirrors, horn	✓						
Speedometer, drivers controls (Class 5 only)	N/A						
<b>Exterior checks</b>							
Registration plates	✓						
Lamps, registration plate lamps	✓						
Indicators, hazards	✓						
Headlamps & aim	✓						
Stop lamps, fog lamps, reflectors	✓						
Wheels, tyres	✓						
Shock absorbers	✓						
Mirrors, wiper blades, fuel tank cap	✓						
Glazing (Class 5 only)	N/A						
Doors, boot lid, loading doors, bonnet	✓						
Towbars	N/A						
General condition of body	✓						
<b>Under bonnet checks</b>							
Vehicle structure	✓						
Braking systems	✓						
Exhaust systems, fuel system	✓						
Speed limiter (if applicable)	N/A						
Steering & power steering components	✓						
Suspension components	✓						
<b>Under vehicle checks</b>							
Steering including power steering	✓						
Drive shafts (if applicable)	✓						
Suspension, shock absorbers	✓						
Wheel bearings	✓						
Wheels & tyres		✓	OFFSIDE FRONT WHEEL EXCESSIVELY DAMAGED				
Brake systems & mechanical components	✓		RE-TESTED				
Exhaust system	✓						
Fuel system & fuel tank	✓						
Structure, general vehicle condition	✓						
<b>Emissions</b>							
<b>Brake Test</b>	<b>Service</b>	<b>L</b>	<b>L</b>	<b>Park</b>	<b>L</b>	<b>Imbalance</b>	
Axle 1 N/S	214	L	N/S	190	L	Axle 1 N/S	204
Axle 1 O/S	243	L	O/S	175	L	Axle 1 O/S	215
Axle 2 N/S	296	L	Total	365		Difference	11
Axle 2 O/S	344	L	<b>Results</b>				
Total	1097		Service	L	Park	L	Imbalance
							5.1%

VT29Handwritten/1.0





## Emergency Testing

### Example 10 – ET Test Log

This example has been hand written, using indelible ink, during Emergency Testing.

EMERGENCY TEST LOG - TEST RESULTS					
VTS Number	4567AZ	Incident Code No	1234567	Sheet No	1 of 2
Part A One column in this Section to be completed for each test or certificate used					
Test No within Incident	1	2	3	4	5
Date of Test	31/07/2007	01/08/2007	01/08/2007	01/08/2007	01/08/2007
Time of Test	09:10	10:20	10:20	11:30	13:10
Reg Mark	T728JEP	X975CEB	X975CEP	W4276HM	T728JEP
VIN/Chassis (last 6 digits)	345678	A12345	A12345	123456	698765
Make	FORD	ROVER	ROVER	VAUXHALL	FORD
NT Name	A NONYMOUS	A NONYMOUS	A NONYMOUS	A NONYMOUS	A NONYMOUS
NT User ID	NONY0001	NONY0001	NONY0001	NONY0001	NONY0001
Test Result	FAIL	CANCELLED	PASS	PASS	PASS
Certificate No		9800011004	9800011015	9800011026	CANCELLED 9800011037
Part B This Section to be completed at the end of incident.					
MOT Comp Test No.	500097600120		66100454220	ET CERT 9800011048	ET CERT 9800011059
Last certificate number used for incident	9800011060		Number of ET Log sheets used for incident		
			2		
Part C Certification					
All details relating to actual tests on this sheet certified as being correctly recorded on MOT Computerisation following Catch Up		Site Managers User ID	MAN40006	Date	
		Signature	A MANAGER		
VT20 ET Test Log 3/05					

EMERGENCY TEST LOG - TEST RESULTS					
VTS Number	4567AZ	Incident Code No	1234567	Sheet No	2 of 2
Part A One column in this Section to be completed for each test or certificate used					
Test No within Incident	6	7	8	9	
Date of Test	01/08/2007	01/08/2007	01/08/2007	01/08/2007	
Time of Test	12:00	09:10	13:10	16:15	
Reg Mark	V630DCY	W4276HM	T3696YU	V630DCY	
VIN/Chassis (last 6 digits)	987654	123456	345678	987654	
Make	SAAB	VAUXHALL	FORD	SAAB	
NT Name	A NONYMOUS	A NONYMOUS	A NONYMOUS	A NONYMOUS	
NT User ID	NONY0001	NONY0001	NONY0001	NONY0001	
Test Result	FAIL	DUPLICATE	PASS/ REPLACEMENT	PASS	
Certificate No		9800011048	9800011059	9800011060	
Part B This Section to be completed at the end of incident.					
MOT Comp Test No.	670006322198	604004524212	721000456987	359233309002	
Last certificate number used for incident	9800011060		Number of ET Log sheets used for incident		
			2		
Part C Certification					
All details relating to actual tests on this sheet certified as being correctly recorded on MOT Computerisation following Catch Up		Site Managers User ID	MAN40006	Date	
		Signature	A MANAGER		
VT20 ET Test Log 3/05					

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## **Appendix 1 – MOT Managers Training** (from Section B2)

---

### **A. Who to Train**

1. If the application to become an AE is from an individual he must take on the AEDM role and attend or have attended the MOT Managers' Course or the previous Authorised Examiners' course.
2. If the application is from a partnership, the partner who will exercise the most direct control over all MOT testing operations must be the one to perform the AEDM role and attend or have attended the MOT Managers' Course or the previously named Authorised Examiners' training course.
3. If the application is from a company, the director, an officer of the company or senior manager having direct responsibility for all MOT testing operations at all sites, must be the one to perform the AEDM role. This person must attend or have attended this or the previous Authorised Examiners' course.
4. If the application is from a Designated Council, then a senior council officer having direct responsibility for all MOT testing operations must be the one to perform this role and attend or have attended this or the previous Authorised Examiners' course.

### **B. Timing of Training**

1. Normally, training must be completed before the authorisation can be granted. Ideally training should take place in the month before the authorisation is expected to be granted.
2. In cases where a new authorisation becomes necessary **only** because a business undergoes one of the changes indicated below, the authorisation can be granted before training has taken place, provided that a suitable person is trained within 35 working days of the change. Failure to complete the necessary training within the specified period will result in cessation. These changes are:
  - a. A sole trader takes on a partner or forms a company of which he is a director;
  - b. A partnership splits up but an untrained partner continues the business as a sole trader;
  - c. A partnership splits up but one untrained partner continues in a new partnership or as a director of a company; the same would apply if more than one of the untrained partners stayed with the new partnership or company;
  - d. A partnership that had originally applied for authorisation before 1 April 1995, and therefore did not need to have a trained person, is reconstituted by the addition or departure of one partner or more and therefore is now required to have a trained person in the partnership;
  - e. A receiver or manager 'of the body's undertaking' (see later) is appointed for a company;

## Appendix 1 – MOT Managers Training (from Section B2)

1

- f. If a company is wound-up or ceases to manage the VTS but the business continues
  - (i) Under another company with at least one director or officer of the former company;
  - (ii) As a partnership including at least one director or officer of the former company;
- or**
- (iii) With one of the directors or officers of the former company as a sole trader.

### C. Validity of Training

- 1. With two exceptions the training is valid indefinitely. The exceptions are:
  - a. When an AE has been subject to cessation for disciplinary reasons, the AEDM for that AE may be required to attend a further course before again being acceptable as a trained person. If the AEDM is judged to have been directly involved in the incident leading to cessation then retraining will be mandatory. In such cases retraining will normally be permitted only when the AE is eligible for re-authorisation.
  - b. When an AE is given a Formal Warning under VOSA's disciplinary procedures, the AEDM for that AE may be required to attend an MOT Managers' course within 35 working days of the date that the AE is notified of the disciplinary action.

**Note:** The roll of Trained Person (TP) will appear against anyone who has completed the MOT Managers' Course.

### D. Cost of Training

- 1. The training of one AEDM, or replacement AEDM, from each AE will be provided free of charge.
- 2. Any AE or Designated Council wishing to have additional people trained can arrange this however there is a charge for this additional service. For details of the charge contact VOSA Training Services - see Appendix 9.

## **Appendix 1 – MOT Managers Training** (from Section B2)

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### **E. Applications for Training**

1. Application procedures for AEDM training vary with the situation of the prospective candidate and status of the authorisation:
  - a. **All applications involved in new authorisations:**

A completed MOT Managers' Course Training Application form (VT79) should be forwarded to Training Services. See Appendix 9. Candidates who have never been issued with a Smart Card will be sent an application form for a card, this must then be completed and returned with a recent photograph to Atos. All candidates will subsequently be contacted by VOSA Training Services to arrange a course after the AE applicant has been approved.
  - b. **Applications from candidates being appointed to AEDM in a currently authorised limited company**

Changes of AEDM must be notified in writing to the local VOSA Office and where such a change does not involve a Director of the company the AEDM role will be updated. Candidates who have never had a Smart Card will be sent an application form for a card, this must then be completed and returned with a recent photograph to Atos. They will also be sent an MOT Managers' Course application form that should be completed and forwarded to VOSA Training Services. All candidates will subsequently be contacted by VOSA Training Services to arrange a course.
  - c. **All applications:**

VOSA Training Services will inform each applicant of the date and venue of the next available course. VOSA aims to offer a training place within 20 working days of the candidate being entitled to attend, and will try to achieve this using the applicant's preferred locations. Candidates may be able to obtain earlier course dates if they are willing to travel to locations that are more distant.

## Appendix 1 – MOT Managers Training (from Section B2)

**1**

### F. Departure of the trained AEDM from an AE

If a TP ceases to perform the AEDM role within an Authorisation in which such a person is required there are three possibilities:

1. If the AE concerned is a sole trader the authorisation automatically ceases when that individual is no longer in active control of the business. Testing must cease no later than the date on which the AEDM actually leaves, and may not restart until VOSA authorises a new AE.
2. In the case of a partnership, in which the AEDM **must** be a partner, the AEDM's departure means that the authorisation automatically ceases. Testing must cease no later than the date on which the AEDM actually leaves, and may not restart until VOSA authorises a new AE. Where none of the partners or sole proprietor of the new entity is a TP, authorisation may be granted prior to training taking place. A new AEDM must be notified to the local VOSA Office and training must be completed within 35 working days of the date of authorisation of the new entity. If by the end of that period the new entity does not have a TP, testing must cease and may not restart until the appropriate person has been trained. This requirement applies even if, for administrative convenience, the same AE number is retained.
3. If the AE is a company, the AEDM's departure must be reported immediately to VOSA. Testing may continue provided that a new AEDM is notified to the local VOSA Office and training is then completed within 35 working days of the previous AEDM's departure. If by the end of that period the company does not have a TP, testing must cease and may not restart until the appropriate person has been trained.

### G. Authorised Examiners in receivership etc.

Under the Regulations a company's authorisation ceases if "a receiver or manager of the body's undertaking is appointed" (for simplicity this person will be referred to hereafter as 'the receiver'). VOSA tries in such circumstances to authorise the receiver as quickly as possible to minimise the upset. Should the receiver not have attended an MOT Managers' Course, this will not delay their authorisation provided that the receiver (or in the case of large organisations, a senior member of the receiver's team) completes the MOT Managers' Course within 35 working days of the new authorisation being granted.

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## Appendix 2 Facilities and Security

### 1. General

The following information supplements the requirements set out in the appropriate Requirements for Authorisation.

### 2. Signs and Notices

The 'three triangles' MOT sign that is detailed in 'The Traffic Signs Regulations and General Directions 2002, Schedule 4, diagram 864' must be displayed in a prominent position outside the VTS. In addition a 'Diesels Tested' sign may be displayed if appropriate to the vehicles the site is authorised to test. Details of this sign are as shown below.



**Note:** Drawing not to scale, all dimensions in millimetres.

### 3. Notice Board

All AEs must also display the following notices on a notice board with a protective transparent covering inside the VTS in a location where they can be read by those presenting, or intending to present, vehicles for test.

- a. Poster VT26 displaying the name(s) and a photograph of each NT at the site. This poster will be supplied by Atos and updated each time a change is notified;
- b. The Certificate of Authorisation (VT9) issued by the local VOSA Office;
- c. The current Fees and Appeals poster (form VT9A) showing vehicle classes, test fees and appeals procedure with the local VOSA Office address clearly and legibly completed - this may be displayed adjacent to the 'official' notice board if it will not fit on the notice board proper. Additional copies of this poster can be obtained from the VOSA Customer Service Centre (see Appendix 9).



## Appendix 2 - Facilities and Security

### 4. Equipment Calibration

#### Introduction

The MOT List of Acceptable Equipment lists the various makes and models of test equipment that have a measuring capability e.g. headlamp aim testers, brake testers etc. The suitability of other test equipment is individually assessed at each VTS.

#### 4.1. Equipment Maintenance, Calibration and Records

All testing equipment must be kept in good order, and measuring apparatus must be calibrated regularly in accordance with VOSA's requirements (see paragraph 4.4). In all cases calibration records must be kept for a minimum of two years.

A record of test equipment, which requires calibration, must be entered onto the VTS Device and updated if the equipment is replaced. The details of the equipment, type, make and model should be selected from the system held lists of acceptable equipment. The serial number of the equipment should also be entered. In the case where the serial number of the equipment cannot be found the VTS should make up a number, which identifies the equipment, and mark the equipment accordingly. Where a VTS uses an item of test equipment that is awaiting approval and the details of the equipment are not on the system, the AE should contact the VOSA Customer Service Centre for advice.

The AE is required to ensure that calibrations are carried out when required. The SM is required to accurately enter the calibration date and expiry date of the equipment via the VTS Device. When entering the calibration details on the VTS Device it is important that you record the correct date. These dates must be verifiable by a calibration certificate. The VTS Device will alert the SM when calibration is due. For Roller Brake Testers (RBT), Plate Brake Testers (PBT), ATL Weighing Facility, Motorcycle Weighing equipment (where applicable) and Headlamp Aim Testers the calibration expiry date will be taken as the month end date where certificates only show the month and year of expiry, see paragraph 4.4b.

RBT, PBT, Weighing equipment and Headlamp Aim Testers can be calibrated anytime during the six months following its last date of calibration. The equipment is then considered calibrated until the end of the 6th month. For computerisation purposes the date to be entered must be the date the calibration is next due, i.e. the day after calibration has expired, not the date of expiry as the system will prevent the use of that piece of equipment at the beginning of the entered date.

**Example:** If an RBT is calibrated on the 15 Jan 2006 – the calibration expiry is the 31 July 2006. In this case you must enter 1 August 2006 as the date next calibration is due. Therefore any calibration must be carried out before the 1 August 2006 and the system will not prevent you from testing with equipment still in calibration.

Failure to recalibrate by the due date will prevent testing of any vehicle that requires the use of that item of test equipment. In exceptional circumstances, beyond the AE's control, where the calibration cannot be carried out by the due date the SM should notify the local VOSA Office. The local VOSA Office may extend the calibration period in order to allow testing to continue.

Testing must also stop if any mandatory item malfunctions in a way that could prevent a test being properly conducted. (See Section B4). The AE must immediately notify the local VOSA Office of any such stoppage via the VTS Device or by telephone, but written confirmation may be requested. Testing must not be resumed until the equipment has been properly repaired and the AE has informed the local VOSA Office. If equipment fails during a test but before its use has been completed, the test must be Aborted and any fee paid returned.

**4.2. Maintenance Periods**

All equipment must be maintained in good working order at all times. In the case of ATL or OPTL, maintenance periods for steering and suspension play detectors, is a minimum of 6 months for pneumatic and 12 months for hydraulic equipment. Maintenance must be conducted by the manufacturer or manufacturer's agent and a maintenance report issued detailing any remedial work conducted. A signed and dated declaration that the equipment is in good working order must be issued after the maintenance has been completed. Equipment details and the next due maintenance date may also be entered on the VTS Device.

**4.3 Portable Appliance Testing**

Under Health and Safety legislation (including the Health and Safety at Work Act 1974, the Electricity at Work Regulations 1989 and the Provision and Use of Work Equipment Regulations 1998), employers are responsible for the inspecting and testing of all types of electrical equipment in all work situations. Among other things, the Provision and Use of Work Equipment Regulations require that equipment provided for use at work is safe, maintained in a safe condition and, in certain circumstances, inspected to ensure this remains the case. In particular, the Electricity at Work Regulations place a legal responsibility on employers and employees to comply with the provisions of the regulations and take reasonable steps to ensure that no danger results from the use of electrical equipment. It is therefore the responsibility of AEs to ensure that all electrical equipment used on their premises, including the VTS Device, has been tested to ensure that it poses no risk to health & safety. However Atos is required to fix or replace any equipment that is not PAT compliant.

**Note:** Further information on PAT, including leaflets, can be obtained from the Health & Safety Executive, [www.hse.gov.uk](http://www.hse.gov.uk).

## Appendix 2 - Facilities and Security

### 4.4 Frequency and Location of Calibration

#### a. Exhaust Gas Analysers

- (i) Daily (checks by the user)

Carry out a leak check on the hose and probe.

Most machines have an automatic facility for doing this. If not, a physical check of the hose and probe must be carried out to confirm that there are no leaks.

- (ii) Three, six or twelve monthly - depends on make/type. This must be carried out according to the approved procedure by a recognised calibration technician only.

An exhaust gas analyser must be calibrated with a certified calibration gas and when the ambient temperature is above 5 degrees C.

**Note:** Gas analysers cannot be properly calibrated if the mains AC voltage is less than 204V or more than 264V.

#### b. Roller and Plate Brake Testers, ATL and Motorcycle Weighing Facilities, and Headlamp Aim Testers

These can be calibrated anytime during the six months following its last date of calibration. The equipment is then considered calibrated until the end of the 6th month. (Where the calibration certificate only states the month and year of expiry, the last day of that month should be taken as the calibration expiry date).

**Note:** The requirement for motorcycle weighing equipment to be calibrated only applies to sites approved to the November 2009 Requirements for Authorisation.

#### c. Decelerometers and Salter brake testers

Must be calibrated at intervals not exceeding 2 years. Decelerometer may only be calibrated by;

- (i) the manufacturer or;  
(ii) a calibrator accredited by the United Kingdom Accreditation Service (UKAS).

Salter meters can be done by the manufacturer's local depot if available, a firm which has taken over responsibility for equipment support from the manufacturer, a calibration specialist or local trading standards office.

#### d. Tyre Tread Depth Gauges

A periodic accuracy check is required at least every six months. This can be done by placing the base foot onto a flat surface (e.g. window glass) and checking that the zero datums align. AEs are to keep a separate record showing the date of the accuracy check.

#### e. Diesel Smoke Meters

- (i) Weekly checks by the user;  
(ii) Annual calibration by a technician accredited by UKAS.

#### 4.5 Calibration Personnel

Equipment may be calibrated on site only by the following personnel:

**a. Exhaust Gas Analysers and Diesel Smoke Meters**

A technician accredited by UKAS. There are two exceptions

- (i) equipment (non-catalyst or catalyst) with an approved automatic monthly self-gassing facility requires a 12 monthly UKAS calibration with monthly calibrations which may be performed by VTS staff.
- (ii) non-catalyst OIML Class 1 equipment with an approved self-gassing facility requires a 6 monthly UKAS calibration with an intermediate calibration which may be performed by VTS staff.

**b. Roller and Plate Brake Testers, and Headlamp Aim Testers**

Either;

- (i) the original manufacturer;  
or
- (ii) firm that has taken over responsibility for equipment support from the manufacturer;  
or
- (iii) a calibration specialist;  
or
- (iv) an experienced person from the VTS. VOSA will witness a calibration prior to confirmation of this arrangement and may subsequently require periodic demonstration of continuing competence using the correct equipment.

**c. ATL and Motorcycle Weighing Facilities**

- (i) the original manufacturer;  
or
- (ii) a company which has taken over responsibility for equipment support from the manufacturer;  
or
- (iii) a calibration specialist.

**Note:** Calibration is only required for motorcycle weighing facilities for sites approved to the November 2009 Requirements for Authorisation.

## **Appendix 2 - Facilities and Security**

### **4.6 Documentation**

In cases where a VTS employs either the manufacturer or a calibration specialist, there must be a written contract and the Test Station must obtain a certificate for each calibration.

### **4.7 Calibration Certificates**

#### **a. General**

All certificates must contain

- (i) a certificate serial number
- (ii) the address of the VTS and its VTS number
- (iii) details of the equipment i.e. make, model and serial number
- (iv) title and address of calibration company or agency
- (v) signature of calibrator and date of calibration
- (vi) smoke meter and gas analyser calibration certificates shall meet the UKAS and VOSA standard agreed.

#### **b. Exhaust Gas Analysers**

Calibration certificates are normally valid for 3 (or 6 or 12) months from the date of issue. However, if the certificate is issued no more than 14 days before the expiry of an existing certificate, then the expiry date may be 3 (or 6 or 12) months from the date of expiry of the old certificate.

#### **c. Roller and Plate Brake Testers (RBT and PBT)**

Certificates must include a record of the test load, gauge readings and percentage error. The following limits apply in both forward and reverse operation as applicable.

## Appendix 2 - Facilities and Security

The minimum values for Roller Brake Testers are as follows:

Class 1 & 2					
Approved prior to 01 July 1996					
Tested at	30 kgf (66 lb)		100 kgf (220 lb)		200 kgf (440 lb)
01 July 1996 onwards					
Tested at	0	50 kgf (110 lb)	100 kgf (220 lb)	200 kgf (440 lb)	300 kgf (660 lb)

Class 3 & 4					
Approved prior to 01 July 1996					
Tested at	100 kgf (220 lb)	200 kgf (440 lb)	400 kgf (880 lb)	500 kgf (1100 lb)	
01 July 1996 onwards					
Tested at	0	100 kgf (220 lb)	200 kgf (440 lb)	400 kgf (880 lb)	600-800 kgf (1320-1760 lb)

Class 5 All Equipment					
Low Range					
Tested at	0	100 kgf (220 lb)	200 kgf (440 lb)	400 kgf (880 lb)	600-800 kgf (1320-1760 lb)
High Range					
Tested at	0	1200-1500 kgf (2640-3300 lb)	2000-2500 kgf (4400-5500 lb)	3500-4000 kgf (7700-8800 lb)	

Class 7 All Equipment					
Tested at	0	200 kgf (440 lb)	400 kgf (880 lb)	600-800 kgf (1320-1760 lb)	1200-1500 kgf (2640-3300 lb)

**Note:** Some older roller brake testers were approved to different calibration values to those listed above. To accept any different values, evidence must have been supplied in the manufacturer's original operating instructions.

## Appendix 2 - Facilities and Security

The minimum values for Plate Brake Testers are as follows:

Class 1 & 2 All Equipment					
Tested at	0	30 kgf (66 lb)	100 kgf (220 lb)	200 kgf (440 lb)	

Class 3 & 4 All Equipment					
Tested at	0	30 kgf (66 lb)	100 kgf (220 lb)	200 kgf (440 lb)	600 kgf (1320 lb)

Class 7 All Equipment					
Tested at	0	100 kgf (220 lb)	200 kgf (440 lb)	600 kgf (1320 lb)	1000 kgf (2200 lb)

Calibration certificates must include a record of the test load, gauge readings and percentage error. Calibration results may be recorded in kgf or the equivalent in imperial lbs.

### Accuracy

Brake force readings shall be accurate to within:

+/- 3 kgf (6.6 lb) of the true value from zero up to and including 100 kgf

+/- 3% of the true value for all readings above 100 kgf

Calibration certificates for brake testers are to contain the following (or similar) statement:

"This is to certify that the above brake test equipment has been calibrated and is within the limits specified by VOSA."

#### d. ATL Weighing Facility

Certificates must include a record of the test load, gauge readings and percentage error.

Accuracy to within +/- 3% between 200 kg and 3000 kg imposed weight traceable to an acceptable quality standard.

Calibration certificates for brake testers and ATL weighing facility are to contain the following (or similar) statement:

"This is to certify that the above brake test equipment has been calibrated and is within the limits specified by VOSA"

#### e. Headlamp Aim Testers

Calibration certificates for headlamp aim testers are to contain the following (or similar) statement:

"This is to certify that the above headlamp aim testing equipment has been checked and is in correct alignment with the vehicle standing area."

## Appendix 2 - Facilities and Security

### f. Diesel Smoke Meter

- (i) Smoke meters are to be calibrated every 12 months. Calibration certificates are normally valid for 12 months from the date of issue. However, if the certificate is issued no more than one month before the expiry of an existing certificate then the expiry date may be 12 months from the expiry of the old certificate.

- (ii) Initial Period of Calibration

A new diesel smoke meter should be supplied with an **Initial Calibration Certificate** in one of two forms:-

either

#### 1. a certificate of conformity

issued by a BSI/ISO registered company, the meter will have been calibrated as a part of the in-house quality control procedure. It will carry the BSI and/or ISO logos, and will be dated. Within **six** months of the **issue** of a Certificate of Conformity a new meter must be calibrated by a UKAS accredited engineer.

**Note:** You may find that some new smoke meters have very little time left to run with this type of certificate when delivered.

or

#### 2. a UKAS calibration certificate

Issued immediately prior to or following delivery by a UKAS Accredited Engineer.

Like all other UKAS issued calibration certificates on diesel smoke meters a new meter must be calibrated by a UKAS Accredited Engineer within **twelve** months of the issue of this certificate.

If you have any questions regarding the certification of a smoke meter, contact the manufacturer or his agent.

### g. Motorcycle Weighing Facility

Certificates must include a record of the test load, gauge readings and percentage error.

Accuracy to be within +/- 3%.

Calibration certificates for weighing facility are to contain the following (or similar) statement:

"This is to certify that the above weighing facility has been calibrated and is within the limits specified by VOSA".

### h. Calibration by Vehicle Test Stations

VTSS calibrating their own equipment must keep a register listing the types of equipment and the information stated in paragraph 4.7. a (ii) and (iii) above. Each calibration entry must contain the signature of the person who performed the calibration, the date, and for brake testers, the readings obtained (see paragraph 4.7.c above).



## Appendix 2 - Facilities and Security

### 4.8 VOSA Default Equipment

Where a new item of equipment has not yet been placed on the List of Acceptable Equipment the appropriate VOSA default equipment may be recorded on the VTS Device by the local VOSA Office. However this will not allow calibration dates to be recorded and AEs will have to manually track the calibration periods for this equipment.

AEs should also check the List of Acceptable Equipment regularly and replace any VOSA default equipment with the correct equipment when available. This will allow relevant calibration dates to be recorded and help in managing your equipment.

### 4.9 Other Items of Test Equipment

There is a facility for recording other items of test equipment i.e. vehicle lifts, and jacking beams which has been provided for future use.

### 4.10 Independent Calibrators

VTSS employing calibration specialists are advised to satisfy themselves of the technical competence and viability of the company concerned.

## 5. VTS Device and Associated Equipment

### 5.1 VTS Device

Atos will supply and install a VTS Device in each VTS at the time of authorisation. A VTS Device consists of, a base unit, monitor, keyboard, mouse, printer, modem and Smart Card Reader. The VTS Device remains the property of Atos and must be returned when a site ceases to operate, see Section B4, 19.

If a VTS wishes to replace any supplied MOT Computerisation equipment with their own they can do so provided this is limited to;

- The monitor
- The keyboard
- The mouse

If any of the above are replaced the following conditions apply;

- a. Atos will not be responsible for the repair or replacement of any VTS supplied equipment.
- b. In the case of a replacement monitor, the Atos supplied monitor must be stored in a safe place and be kept in good condition.
- c. The original monitor must be reinstalled prior to any engineer visit
- d. An engineer visit hindered or aborted because of incorrectly installed or faulty VTS supplied equipment will be charged to the VTS at the appropriate rate.
- e. Any VTS supplied and installed equipment must meet the relevant EU standards and be fit for purpose

Cables, modems, and smart card readers should not be replaced with any thing other than those supplied by Atos. Nor should any attempt be made by the VTS to repair the VTS device.

## Appendix 2 - Facilities and Security

### 5.2 Dedicated Telephone Line and Additional VTS Device

A VTS can qualify for a dedicated phone line or additional VTS Devices. Dedicated telephone line installation and rental are paid for by Atos. Eligibility to qualify for a dedicated line and or additional device is calculated on the average number of tests a site performs each day.

The calculation includes all valid MOT tests (i.e. excludes Aborted, Abandoned and Training Tests) conducted over a specified 12 month period. The number of tests is divided by the number of days the site has carried out tests. Saturdays are counted as full days regardless of how long a VTS is open on that day.

The report to establish eligibility is run twice a year (January and July) for the previous 12 months. Sites that become eligible are notified via a System Message which also details how to accept the offer via their VTS Device.

Atos will offer a dedicated telephone line or device where test volumes exceed;

- for a line, an average of 7 or more tests per day over the 12 month review period,
- for a device, an average of 15 or more tests per day over the 12 month review period. Further additional devices will be offered where multiples of 15 MOT tests per day are achieved.

Dedicated lines and additional devices will be installed for a minimum of 12 months unless the VTS relocates or cessation occurs (see Section B3).

A VTS may lose eligibility for a dedicated telephone line or additional VTS Device if test volumes reduce to;

- for a line, less than 5 tests per day over the 12 month review period,
- for a device less than 15 tests per day over the 12 month review period.

A VTS will be notified via a System Message that they have lost eligibility for either or both a dedicated telephone line and an additional device. The message will provide details of how the VTS can lodge an appeal against the decision.

### 5.3 Dedicated Telephone Line and Additional VTS Device Appeal Process

Upon receipt of the System Message advising a VTS that they have lost eligibility for either or both a dedicated telephone line and an additional device, they will have a specified period in which to lodge a written appeal with the VOSA Service Delivery Manager against the removal.

Any appeal within the appeal period received by the VOSA Service Delivery Manager will be acknowledged via a System Message. The Service Delivery Manager will consider the relevant evidence provided in the appeal and respond in writing advising whether it has been upheld or declined.

### 5.4 VTS Device & Smart Card Replacement

Atos will offer free of charge replacement of any equipment due to fair wear and tear. An AE will be charged for any item of equipment requiring replacement due to theft or damage other than fair wear and tear. Charges will be at the prevailing catalogue cost.

**Note:** It is recommended that AEs include the cost of replacement for any loss or damaged to VTS Device equipment on their insurance.

## Appendix 2 - Facilities and Security

### 5.5 Spare Smart Card

Each VTS will be supplied with one spare Smart Card, free of charge, which can be temporarily assigned to a user when their Smart Card is unavailable. When assigned, the spare Smart Card will allow the user access to all their usual functions, but their original Smart Card will be disabled by the system.

### 5.6 Chargeable Damage to the VTS Device and Associated Equipment

Equipment will be checked by Atos at the VTS and an assessment will be made as to whether any damage or fault was caused by fair wear and tear. If Atos believe that the equipment is defective or damaged, other than because of fair wear and tear, a report will be completed, and their findings and the replacement costs involved will be explained to the AE or representative.

- a. Where the AEDM or SM agrees with the Atos assessment, they will be asked to sign the report, authorising the replacement of the equipment. The replacement equipment will be ordered and paid for before Atos leave the VTS.
- b. Where the AEDM or SM disagrees with the Atos assessment, they will be asked to sign the report confirming the damage/fault that was found, and that they are disputing that the damage was not due to fair wear and tear. A copy of the report will be given to the AEDM or SM, and a copy attached to the faulty equipment. The equipment will then be replaced.
- c. Where the AEDM or SM refuses to sign the report (see b above), Atos will endorse the report to that effect, and leave the faulty equipment in place. Atos will arrange a second site visit, where both Atos and a VOSA representative will be present. The local VOSA Office representative will be asked to countersign the report detailing the damage found, and the fact that the VTS disputes that the damage is not due to fair wear and tear.

### 5.7 Damaged Equipment Evaluation

The disputed equipment will be securely packaged, the box will be sealed with security seals and returned to Atos. On receipt, Atos will place the box in a 'tamper free' environment, to await a re-assessment. The re-assessment will be carried by Atos, VOSA and a representative from the VTS, if they wish to attend. If there is no agreement the equipment will be re-boxed and security sealed, and an independent third party will be brought in to assess the cause of the damage or defect.

- a. If the independent assessor decides the damage/defect was due to fair wear and tear, Atos will pay the cost of replacement and the case will be closed.
- b. If the independent assessor decides the damage/defect was not due to fair wear and tear, VOSA will be informed and charges made for both the replacement equipment and independent assessment will be made. The VTS will pay the costs for replacing the equipment and any other costs incurred, and the case will be closed.

## 6 Complaints about the MOT Computerisation Service

Complaints concerning the installation, additional telephone lines, additional VTS Devices or the service that Atos provide should be made in the first instance to Atos via the VOSA Service Desk. If the complaint is not resolved the AE should contact the VOSA Customer Service Centre.

**7. Security of VT20 ET Emergency Test Certificates - General Recommendations**

ET certificates do not require storage in a specified secure location. They should be stored in the same way as a reasonable quantity of cash. They should therefore be stored away from public areas, and never left unattended. VTSs must not hold more than one full pad and one part used pad of ET certificates at any time unless this is insufficient for five days testing.

**8. Taking delivery of ET Certificates**

There will be no special arrangements for delivery of VT20 ET certificates. However, the certificates will be delivered in sealed packaging and should not be opened until required for use in an ET situation. If the package containing VT20 ET certificates is delivered either damaged or opened, delivery must be refused and the VOSA Service Desk notified. New certificate pads should be checked by an authorised person as soon as they are opened for use. Upon inspection if you find that you have an incomplete pad you must note the discrepancy and notify the local VOSA Office as soon as practicable.

**9. Current Catalogue prices**

The current catalogue prices can be viewed via the VTS Device.

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## Appendix 3 – Grounds for Refusal to Carry Out a Test

(from Section B5)

1. The Motor Vehicles (Tests) Regulations 1981, as amended, list the reasons why a Nominated Tester can refuse to carry out a test. The reasons (amplified where appropriate) are given below:
  - a. The Registration Certificate (V5C) or other evidence of the date of first use is not produced if the information therein is necessary for the test to be properly carried out.
 

**Note:** Normally this document will be necessary only if the vehicle has a 'cherished' registration mark or if the registration mark's year letter does not make clear the standard that should be applied - for instance, regarding the seat-belt requirements for D-prefix vehicles. If evidence of the date of first use is produced and it shows that the vehicle was first used abroad, the presenter should be made aware that the vehicle may need a Single Vehicle Approval test (SVA), **not** an MOT test, before the vehicle can be registered for use in Great Britain and a VT32 Advisory Notice should issued.
  - b. The vehicle or any part or equipment on the vehicle is so dirty that examination is unreasonably difficult.
  - c. The vehicle is not fit to be driven when necessary to complete the test because of a lack of fuel, or oil, or for any other reason.
  - d. The NT considers that insecurity of a load or other items would prevent a proper test being carried out - unless the load is secured or removed.
  - e. The VTS asks for the test fee to be paid in advance and this is not done.
  - f. The vehicle emits substantial quantities of avoidable smoke.
  - g. A proper examination cannot be carried out because of the inability to open any device - e.g. door, tailgate, boot lid, engine cover or fuel cap - designed to be readily opened.
  - h. The vehicle's condition is such that, in the opinion of the NT, a proper examination would involve a risk of injury to any person or damage to the vehicle or other property. This would cover refusal to test a diesel where the engine's maintenance history or condition was suspect.
  - i. The vehicle has neither Vehicle Registration Mark nor VIN/Chassis Number/Frame Number by which it can be identified or, that all such identifications are illegible or use letters and numbers not normally used in the English language.
 

**Note:** If reason to refuse 'i' applies, issue a hand written VT30 containing as many of the vehicle details as possible. A copy of the VT30 should be retained.
2. In addition to the above, an NT must decline to test a vehicle if it is of such size, weight or configuration that it cannot be properly or safely tested on the approved facilities.
3. In the case of classes 1 or 2 a VTS must decline to test any motor bicycle the frame of which is stamped 'not for road use' or words to that effect.
4. When a vehicle presenter requests a 'refusal to test' decision in writing, the vehicle details should be registered onto the VTS Device, a VT30 printed detailing the reason for refusing to carry out the test, and the test Abandoned without a fee being charged.

**Note:** Where procedures to be used during Emergency Testing are different from those detailed at 3 and 4 above, they are detailed in Section N.

## Liability for Loss or Damage

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## Appendix **4**

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## Appendix 4 – Liability for Loss or Damage (from Section B4)

### Liability for Loss or Damage

1. The extent of an AE's liability for damage is set out in Regulation 14 (1) of the Motor Vehicles (Tests) Regulations 1981 (SI 1981 No 1694) as amended but is repeated here for information.

**14 (1)** *Where a motor vehicle has been submitted for an examination to be carried out by a person other than a section 66A examiner, the authorised examiner or designated council (as the case may be ) shall have the same responsibility for:-*

- (a) *loss of or damage to the vehicle or its equipment or accessories occurring in connection with the carrying out of the examination during any period while the vehicle is, in connection with the carrying out of the examination, in the custody of the authorised examiner or designated council (as the case may be), and*
- (b) *loss or damage to any other property or personal injury (whether fatal or not), being loss, damage or injury arising out of the use of the vehicle in connection with the carrying out of the examination,*

*as would rest on a person who, having the same facilities for carrying out the examination as are available to the person who is carrying out the examination, had undertaken for payment to accept the custody of the vehicle and to carry out the same examination under a contract making no express provision with respect to the incidence of liability as between the parties thereto for any such loss, damage or injury.*

2. The above Regulation is particularly difficult for a layman to follow. Its exact meaning can only be decided by the courts. The 'Department's' legal advisers have produced the following, which, whilst not a definitive interpretation of the legal position, is intended to make the meaning of Regulation 14(1) clearer. The term examiner in the explanation covers both AEs and Designated Council inspectors.

*An examiner will be liable for the following types of damage in certain circumstances. The types of damage are:*

- (a) *loss or damage to a vehicle that has been submitted for testing,*
- (b) *loss or damage to the equipment or accessories of a vehicle mentioned in (a),*
- (c) *loss or damage to any other property,*
- (d) *personal injury (whether fatal or not).*

*For an examiner to be liable for the types of damage listed in (a) and (b), the circumstances must be that the damage can be connected to an examination carried out by that examiner whilst the vehicle or accessory concerned was in his custody.*



## **Appendix 4 – Liability for Loss or Damage** (from Section B4)

**4**

*For an examiner to be liable for the types of damage listed in (c) and (d), the circumstances must be that the damage arose as a result of the use of the vehicle and can be connected to an examination carried out by an examiner.*

*Examples of the type of damage that (a) and (b) are intended to cover are where an examiner, whilst testing a vehicle smashes a brake light, causes the steering to become defective or inflicts other types of harm to the vehicle that did not exist at the time it was left in his possession for testing.*

*Examples of the types of damage that (c) and (d) are intended to cover are where an examiner gives a vehicle the all clear. Subsequently when it is used the brakes fail and an accident occurs, in which the driver or a passenger is injured or dies or property is damaged. If it can be shown that the examiner cleared the vehicle at a time when the brakes were defective he is liable.*

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## Appendix 5 – Nominated Tester Qualifications

(from Section E2)

The vocational educational qualifications acceptable to VOSA are listed below. Proof of qualifications will be required in the form of copies of the final certificate (or copies of duplicates issued by the examining authority) and VOSA Training Services may request to see the original certificate. 'Records of Achievement', unit credits towards the final certificate, or other similar documentation are not acceptable. Periodically, extra qualifications are added to this list. Additions can only be made by VOSA after consulting the awarding body and satisfying ourselves that the qualification represents an appropriate level of achievement. This verification process is not quick and can sometimes be impossible if the awarding body no longer exists. If you have qualifications not on the list but which you believe to be equivalent please send evidence of the qualification with your application to VOSA Training Services (see Appendix 9). Where qualifications are from an unfamiliar source we may require the applicant to provide further supporting information.

1. **National Craft Certificate**
  - a. In the specialism of Vehicle Maintenance and Electronic Systems.
2. **City and Guilds**
  - a. Repair and Servicing of Road Vehicles, 383 - full level 2 or 3;
  - b. Motor Vehicle Craft Studies, Modular - part 3 (requires 3 modules);
  - c. Motor Vehicle Craft Studies, 381 - full part 2 or 3;
  - d. Motor Vehicle Craft Studies (pre 381 syllabus) - full part 2;
  - e. Light Vehicle Mechanics Craft Studies - full part 2 or 3;
  - f. Heavy Vehicle Mechanics Craft Studies - full part 2 or 3;
  - g. Motor Vehicle Technician's Certificate - full Part 1;
  - h. Automotive Qualification NVQ Level 3.
3. **Business and Technician Educational Council**
  - a. Motor Vehicle Engineering Studies, National Certificate or ONC.
4. **Scottish Vocational Education Council**
  - a. National Certificate in Vehicle Mechanics and Systems, Part 3.
5. **National Vocational Qualifications or Scottish Vocational Qualifications**
  - a. Vehicle Mechanical and Electronic Systems - Maintenance and Repair (LV or HV) Level 3;
  - b. Vehicle Technician - Vehicle Maintenance and Repair (LV or HV) Level 3.
6. **The Institute of Motor Industry (IMI)**
  - a. IMI Level National Diploma in Vehicle Maintenance and Repair (LV or HV) VRQ (Level 3).
7. **Automotive Technician Accreditation**
  - a. ATA Light Vehicle, Diagnostic Technician

## Appendix 6 – Nominated Tester Training and

### Demonstration Tests (from Section E3)

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## Appendix 6 – Nominated Tester Training and Demonstration Tests

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### 1. Training General

In addition to meeting the criteria given in Section E2 prospective NTs must successfully complete a VOSA initial training course that explains the processes of MOT testing and reinforces the standards set out in the relevant Inspection Manual. They must also satisfactorily complete an observed demonstration test for an officer of VOSA.

NTs may be required to complete additional training and observed demonstration tests before being allowed to test vehicles in classes that they have not previously been testing.

The following table indicates the circumstances in which NTs and potential NTs are required to attend VOSA's training courses and to provide practical demonstrations of their testing competence to VOSA.

A refresher training course can be booked on-line and NTs are advised that a system warning message will be sent by MOT Comp both 6 months and 1 month before the date that refresher training must be completed. It is important that NTs check regularly for messages. For information regarding when NTs last attended an MOT refresher course NTs should refer to their User Personnel Information report (see VTS Device User Guide).

### 2. Test Groups

For the purpose of demonstration tests, vehicles are grouped as follows:

- Group A - for all vehicles in class 1 and 2;
- Group B – for all vehicles in classes 3, 4, 4A, 5, 5A and 7.

With group B classes a demonstration test may be required for each vehicle class within the test group. In some cases a demonstration test may be observed on one class and the NT questioned about class variation to assess their competency on the other vehicles in this test group.

## Appendix 6 – Nominated Tester Training and Demonstration Tests

### 3. Training Requirements Table (all classes)

Requirement	Training Type			
	Initial Training	Refresher Course	Directed Retraining	Demo Test
A. Before starting testing.	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
B. Before restarting testing vehicles following period of cessation for disciplinary reasons – regardless of whether the case(s) leading to disciplinary action involved such vehicles.	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
C. When required to do so by VOSA before restarting testing following the issue of a Formal Warning under the disciplinary system. (This is known as Directed Retraining, refer to the appropriate part of Section I).			<input checked="" type="checkbox"/>	
D. For NTs wishing to add a vehicle class within a group <b>not</b> currently approved.				<input checked="" type="checkbox"/>
E. Before restarting testing vehicles following a period of <b>six months</b> during which no tests were carried out.				<input checked="" type="checkbox"/>
F. Before restarting testing vehicles following a period of <b>two years</b> during which no tests were carried out.		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
G. Before restarting testing vehicles following a period of <b>five years</b> during which no tests were carried out.	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
H. Regular refresher training when notified by VOSA.		<input checked="" type="checkbox"/>		
I. When required to do so by VOSA to monitor test standards.				<input checked="" type="checkbox"/>
J. VOSA Recommended Retraining.			<input checked="" type="checkbox"/>	

## Appendix 6 – Nominated Tester Training and Demonstration Tests

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### 4. Required Training Classes 1 and 2

Two training courses are available for NTs testing vehicles in these classes;

- 1 Initial Training (NTTMC) is a two day training course which incorporates MOT Computerisation training and practical instruction on conducting a test. Delegates will need to demonstrate their understanding of the MOT Computerisation system by satisfactorily completing a multi choice assessment questionnaire. See Appendix 6 paragraph 6;
- 2 Refresher Training (NTTMCR) is a one day training course. Normally NTs will be notified, via MOT Computerisation, 4½ years after the date of the most recent qualifying course (either initial, refresher or directed retraining). If the NT has not successfully attended a refresher course by the 5<sup>th</sup> anniversary of that qualifying course, MOT Computerisation will not allow the continuation of testing until the NT has attended an appropriate course. An NT may be called up earlier if VOSA have concerns about his testing standards. An NT who has not attended a training course by the expiry date of his current training will be prevented from testing and may not resume testing until the refresher course has been completed.

In the case of NTs listed under two or more VTSSs, the VTS Device may be used at any of them. Should an AE or Site Manager not wish the NT to continue testing, the procedure in E1 paragraph 5 must be followed.

Required or recommended training is currently provided at no direct cost to the AE or NT. There is, however, a charge for voluntary attendance at any additional courses.

If you have any concerns about when you last attended an MOT refresher course or have not received a call up please refer to your User Personnel Information Report for details of your current training status, or alternatively contact VOSA Contact Centre (see Appendix 9).

## Appendix 6 – Nominated Tester Training and Demonstration Tests

### 5. Required Training Classes 3, 4, 5 and 7

Three training courses are available for NTs testing vehicles in these classes;

- 1 Initial Training (NTTLV) is a three day training course which incorporates MOT Computerisation training and practical instruction on conducting a test. Delegates will sit an end of course assessment and will also be required to demonstrate their understanding of the MOT Computerisation system by satisfactorily completing a multi choice assessment questionnaire;
- 2 Refresher Training (NTTLVR) is two day training course. Normally the NT will be notified, via MOT Computerisation, 4½ years after the date of the most recent qualifying course (initial, refresher or directed retraining). If the NT has not successfully attended a refresher course by the 5<sup>th</sup> anniversary of that qualifying course, MOT Computerisation will not allow the continuation of testing until the successful attendance on an appropriate course. An NT may, however, be called up earlier if VOSA have concerns about his testing standards – directed retraining see section E3.5.3 below. An NT who has not attended a training course by the expiry date of his current training will be prevented from testing and may not resume testing until the refresher course has been completed.

In the case of NTs listed under two or more VTSSs, the VTS Device may be used at any of them. Should an AE or Site Manager not wish the NT to continue testing, the procedure in E1 paragraph 5 must be followed.

Required or recommended training is currently provided at no direct cost to the AE or NT. There is, however, a charge for voluntary attendance at any additional courses.

If you have any concerns about when you last attended an MOT refresher course or have not received a call up letter please refer to your User Personnel Information Report for details of your current training status, or alternatively contact VOSA Training Services(see Appendix 9).

- 3 Directed Retraining (NTTD) occurs as a result of formal disciplinary action or, following the recommendation of a VOSA Vehicle Examiner as an alternative to formal disciplinary action. Attendance on this two day course, following formal disciplinary action, is mandatory. The content of the course is flexible in order to address the specific needs of the attendees. Failure to attend this course before the due date will result in the NT being suspended.

### 6. MOT System Support Course

Delegates attending the initial training courses (NTTMC and NTTLV) that do not demonstrate the required understanding of the MOT Computerisation system indicated by the result of the multiple choice assessment questionnaire are required to attend a further System Support Course which will concentrate specifically on the practical use of the MOT Computerisation system.

This course will also be available to NTs returning to the scheme after a period of absence of up to five years and who have not been trained in MOT Computerisation. This training is in addition to the requirements set out in Appendix 6 paragraph 3. Again, delegates will need to demonstrate their understanding of the MOT Computerisation system by satisfactorily completing a multi choice assessment questionnaire. Delegates that do not hold a Smart Card will be notified of their training dates by letter.



## **Appendix 6 – Nominated Tester Training and Demonstration Tests**

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### **7. Recommended Training**

If the work of an NT reveals shortcomings in the required standards, VOSA may recommend that they attend an appropriate training course. This recommendation does not prevent the NT from continuing to test, but failure to act upon it could decrease the value of anything put to VOSA in mitigation should formal disciplinary action against the NT be considered by VOSA within the following five years.

### **8. Directed Re-training**

As a result of formal disciplinary action NTs may be directed to attend a mandatory training course which will have the flexibility to meet the requirements of individual NTs. Training must be taken within the cited time limit. This limit may be extended if a course cannot be provided by the due date at a reasonable venue. NTs who have not attended a course by the required date will not be allowed to continue testing until they have completed the course.

### **9. Training Arrangements**

NTs and AEDMs are responsible for ensuring that training is applied for in adequate time. They must remember that at certain times and locations courses may be booked up several months in advance and re-arrangement should not be left until the last minute. Further enquiries should be directed to VOSA Training Services (see Appendix 9).

### **10. Attending Your MOT Refresher Training Course**

NTs must ensure they bring their MOT Smart Card, safety footwear and overalls when NTs attending a Refresher Training Course. NTs may be turned away if they are not properly equipped or refuse to wear the protective head gear provided. For further advice contact VOSA Contact Centre (refer to Appendix 9).

## Appendix 6 – Nominated Tester Training and Demonstration Tests

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### 11. Demonstration Tests

At various times, NTs and prospective NTs will be required to carry out an observed demonstration test to show that they are capable of testing in the required manner and applying the required standards. If the demonstration test is not completed satisfactorily, counselling may be given or disciplinary action may be taken in accordance with the disciplinary procedures (see Section I). Where an NT tests vehicles in more than one of the group, a demonstration test will be required on a vehicle from each group.

Where demonstration tests are required following an initial training course, when a change of test class is wanted or when an NT restarts testing after an absence or period of inactivity the SM must arrange an appointment with the local VOSA Office for the demonstration test. Before arranging the demonstration test, the AE must be satisfied that the prospective NT can competently test appropriate vehicles, use the VTS Device to obtain information, record and confirm test results both directly and indirectly using Fallback. The SM must also ensure the NT has an activated Smart Card. Ideally, the demonstration test should be carried out within one month of the training course to which it is linked. At VTSs equipped with an ATL or OPTL the demonstration test must be conducted using an assistant with the equipment in the manual mode with additional questioning and/or demonstration to ensure the NT can test with and without an assistant as well as demonstrating competence in equipment operation.

Such demonstration tests will be scored using the points system set out in Appendix 8.2 and 8.3;

- a. if the candidate scores no more than 9 points, he will be allowed to start testing following counselling on any shortcomings noted;
- b. with a score of 10 to 19 points he may, at VOSA's discretion, be allowed a second attempt (once the AE has ensured that the candidate has had further practice to overcome previous shortcomings) or be required to re-attend the appropriate initial training course and successfully complete a further demonstration test;
- c. with a score of 20 or more points, the candidate will be required to re-attend the appropriate initial training course and successfully complete a further demonstration test. Before re-attending a training course the AE must ensure that the candidate has revised his knowledge of the Inspection Manual and has had further practical experience to overcome the weaknesses. To allow time for that improvement the candidate will not be accepted for a further course for at least 2 months from the date of the unsatisfactory demonstration test;
- d. if a candidate has still not satisfactorily demonstrated his competence after a second attendance at the appropriate initial training course, the candidate will not be allowed to attend a third course for at least 2 years from the date of their first course. Thereafter he will not be allowed to attend more than one course every two years.

## Appendix 6 – Nominated Tester Training and Demonstration Tests

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### 12. Use of the VTS Device

As part of or in addition to the demonstration test NTs and prospective NTs will be required to demonstrate satisfactorily that they can use the VTS Device. Assessment on the use of the VTS Device may be made using the training functions and consist of set exercises. The exercises will cover aspects of vehicle tests involving passing, failing and retesting a vehicle, each exercise will include the issue of the correctly completed test documentation. In order to become an NT or continue to test an NT will be assessed using the criteria in E3.3 of this section and on their ability to use the VTS Device. Where the satisfactory use of the VTS Device has not been demonstrated the following action may be taken;

- a. in the case of a prospective NT they will not be allowed to test until they have demonstrated satisfactory use of the VTS Device;
- b. in the case of an existing NT they will be advised of their shortcoming and recommended that they use the system tutorials in order to become proficient.

**Note:** NTs who have difficulty in using the VTS Device due to reading difficulties e.g. Dyslexia should contact the local VOSA Office.

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## Appendix 7 – Completion of Forms (from Section H4)

### 1 Fallback General

This appendix covers the completion of forms during Fallback. (See Section N for details on Emergency Test Certificates).

**Note:** Where a VTS Device printer becomes unserviceable and after the fault has been reported to the VOSA Service Desk, MOT Documentation must be hand-written carefully copying the details displayed on the screen. In order to obtain screen details of the VT40 and VT20/30, 'cancel print' must be clicked when it comes to printing the relevant document.

Should any other part of the computer system fail details must still be recorded on the system but this will be via a telephone call to the VOSA Service Desk. This process is called Fallback and in these cases, MOT documentation must be hand-written using the forms available from the VTS Device or on the internet with the exception of the VT20 at [www.vosa.gov.uk/MOT-test-forms](http://www.vosa.gov.uk/MOT-test-forms). All details must be verified via the VTS Device when full service is regained under a process known as Fallback Review (see following Section N).

- All issued documents must be completed in a ballpoint pen. There is no requirement to make a carbon copy.
- Entries on test certificates must be written clearly and firmly to ensure that any subsequent attempt to alter them will be obvious. **A test certificate showing alterations must not be issued.**

The following processes show the order of the test registration procedure:

### 2 Fallback Vehicle Registration Process

**a** Before requesting the registering of a test in Fallback the NT should collect all the following information using a VT40;

- VRM. The registration mark entered on the VT40 must be that actually carried by the vehicle at the time of test using only standard alpha numeric format. If both military and civilian marks are displayed the civilian mark is to be used. If the vehicle does not display a registration mark, 'NOT DISPLAYED' must be written in this section. If a non-UK registration mark is displayed, that should still be entered in this section. Those vehicles that require to be tested before being registered will have a replacement test certificate issued showing the new registration mark by DVLA.
- VIN, chassis number or frame number, where present.

Normally the last 6 characters are all that is required. If a DVLA match is obtained this is normally sufficient for registration, and the full VIN will be supplied from a DVLA match. If a VIN is not required due to the age of the vehicle, if one cannot be found, or is unreadable the box should be endorsed 'NOT FOUND'.

**Note:** If the VIN is less than the standard 17 characters it is not necessary to add or repeat digits in order to make the VIN/chassis entry 17 characters in length.

## Appendix 7 – Completion of Forms (from Section H4)

- Previous test number, for re-tests (record in the notes section)
  - Vehicle Make and Model (including Design Gross Weight where applicable, record in the notes section)
  - Approximate Date of First Use
  - Colour
  - Fuel Type
  - Test Class
  - Odometer Reading
  - Engine Code, where present (record in the notes section)
  - Engine number, where present (record in the notes section)
- b When all of the above vehicle information has been obtained, the NT must contact the VOSA Service Desk to register the vehicle for test. The Service Desk will authenticate the caller by asking for confirmation of personal details. The NT will be asked what type of test he wishes to carry out.
- c If accepted, the NT will be asked for the VRM and full VIN, and if applicable the previous test number. If no match is found on the database, the NT will be asked to confirm these details using the phonetic alphabet (e.g. Alpha, Bravo, Charlie) and/or recheck certain characters. If there is still no match, the NT will be asked to provide full vehicle details. At the completion of the registration process the VOSA Service Desk will provide the NT with the following data to record on the VT40:
- Test Number
  - Confirmed Date of First Use
  - Date of Previous Seat Belt Check (if applicable)
  - Last MOT Expiry Date or a warning that this test is 'too early' to preserve this
  - Number of Seat Belts Installed (if applicable)
  - Seriously Damaged Marker (DVLA) (if applicable)
  - Confirmed Fuel Type
  - Cylinder Capacity (if applicable)
  - Seating Capacity (if applicable)

## Appendix 7 – Completion of Forms (from Section H4)

- Vehicle Specific Information such as:
- Vehicle test parameters (e.g. emissions data)
- Vehicle specific special notices.

Relevant notes and details must be copied to the VT40 MOT Inspection Information form. (See Examples 7 & 9 in this Appendix). VSI is read out to the NT but should he decline to listen to this beyond the test standards, the test record is marked to indicate VSI was declined.

Once a vehicle has been registered, a test may commence and the VT40 along with a VT29 used in the normal way to record test result data which will then be phoned through to the VOSA Service Desk at the completion of the test. Brake test readings must be recorded on the VT40 for retention, and any failure or advisory items must be recorded on the VT29.

### 3 Completion of the Test in Fallback

At the completion of the test, the appropriate blank result documentation should be made ready and the VOSA Service Desk phoned again, quoting the test number. The NT will be asked for all of the test details including individual brake readings. If applicable the VOSA Service Desk will confirm the wording for the separate failure items to be entered on the VT30. The VOSA Service Desk will enter the details onto the system and confirm the overall test result.

**Note:** It is extremely important that details passed to the VOSA Service Desk and any information received back are clearly relayed and understood. When the details of the test are verified on the database (see Fallback Review – Section N) it may not be possible for the NT to correct errors and these will have to be referred to the local VOSA Office.

All of the above details on the VT40 will have to be verified against the database when performing Fallback Review.

**When testing in Fallback the VT40 must be retained along with copies of the emissions test printouts for 3 months. Where failure or advisory items are recorded the VT29 must also be retained.**

### 4 Hand-written completion of VT20 or VT20W test certificates

#### a MOT Test Number

This is the 12-digit number supplied by the VOSA Service Desk.

#### b Registration Mark

Copy from the vehicle.

#### c VIN or Chassis/Frame Number

Either the full VIN as quoted or NOT FOUND.

## Appendix 7 – Completion of Forms (from Section H4)

### d Odometer Reading

The current odometer reading along with the date must be entered. If no odometer reading is displayed, then 'NOT DISPLAYED' should be written in this section. Any previous odometer history will be supplied by the VOSA Service Desk and must be recorded below the current reading (see Example 1).

### e Method of Writing Dates and Times

The expiry month of a test certificate must always be put first followed by the day and year. No space must be left in which figures can be inserted. Two numbers must always be used in the day of the month (as in Appendix 7 Example 1). The last 2 figures of the year must also be entered in words to prevent alteration.

The date of issue should be recorded (as in the Examples) and the time shown using the 24 hour clock e.g. 2.40 p.m. should be shown as 14:40. The time will be when you notify the VOSA Service Desk of the test result and will be confirmed by them.

### f Expiry Date of Certificate

This **must** be the date on MOT Computerisation provided by the VOSA Service Desk.

### g Additional Information

This section should show any additional information provided by the VOSA Service Desk, if none is available, "N/A" should appear in the box. Also the following text should be added "To preserve the anniversary of the expiry date the earliest you can present your vehicle for test is dd/mm/yyyy" This date will be provided by the VOSA Service Desk.

### h Seat belt installation check data

When applicable one of the following statements as confirmed by the Service Desk, should be written in the Advisory Information section on the right hand side of the VT20 certificate;

- The installation of XX seat belts was checked during this test.
- The installation of XX seat belts was checked on DD/MM/YYYY.
- This vehicle has Type Approved seat belt installations.

(Where XX is the number of seat belts)

### i "Inspection Authority"

This is the name and address, including postcode, and telephone number of the issuing location. It can be written in by hand, embossed or rubber-stamped.

### j "Advisory Information"

Record any advisory defects numbered sequentially. If there is insufficient room then continue on a VT32. Each sheet should be numbered at the bottom of the page "Page x", the final page being annotated "Page x end of MOT documents" where x is the page number. Items deemed to be dangerous must be annotated by the addition of "Dangerous" after the defect.



## **Appendix 7 – Completion of Forms** (from Section H4)

### **5 Hand-Written Completion of VT30**

When operating in Fallback the information required to complete a hand-written VT30 will be available from the VOSA Service Desk.

#### **a Test Number and Vehicle details**

Enter the test number and vehicle details as described for the VT20 (see paragraph 4).

#### **b Failure Items**

Record all failure items, numbered sequentially. If there is insufficient room then continue on another VT30. Where more than one sheet is required then each should be numbered at the bottom of the page "Page", the final page being annotated "Page x end of MOT documents" (where x is the page number). Defects deemed to be dangerous must be annotated by the addition of "Dangerous" after the defect.

**Do not** record advisory items on the VT30 a separate VT32 must be completed and issued.

#### **c "Inspection Authority"**

This is the name and address, including postcode, and telephone number of the issuing location. It can be written in by hand, embossed or rubber-stamped.

### **6 Hand-Written Completion of VT32 or VT32W**

#### **a Test Number and Vehicle details**

Enter the test number and vehicle details as described for the VT20 (see paragraph 4).


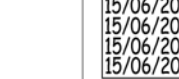
#### **b Advisory Items**

Record all failure items, numbered sequentially. If there is insufficient room then continue on another VT32. Where more than one sheet is required then each should be numbered at the bottom of the page "Page x", the final page being annotated "Page x end of MOT documents" (where x is the page number). Defects deemed to be dangerous must be annotated by the addition of "Dangerous" after the defect.

#### **c "Inspection Authority"**

This is the name and address, including postcode, and telephone number of the issuing location. It can be written in by hand, embossed or rubber-stamped.

### Example 1 - VT20 Test Certificate

MOT Test Certificate		 <small>Vehicle &amp; Operator Services Agency</small>		Advisory Information
MOT Test Number		Vehicle Registration Mark		1 Offside front tyre worn close to the limit [4.1.E.1] 2 Rear brake pipe slightly corroded [3.6.b.2c]
123456789012		AA00 ABC		
Make		Vehicle Identification Number		
FORD		XXAAB123456123456		
Model		Test Class		
FOCUS		4		
Colour		Odometer Reading and History		
BLUE		15/06/2012: 123456 15/06/2011: 113456 15/06/2010: 103456 15/06/2009: 93456		
Issuer's name		Issued		
A. N. TESTER		15/06/2012 13:15		
Signature of Issuer				
				
Expiry Date				
JUNE 14th 2013 (THIRTEEN)				
Additional Information To preserve the anniversary of the expiry date the earliest date you can present your vehicle is 15/05/2013				
Inspection Authority		Test Station		
ANY GARAGE HIGH TOWN ANYTOWN AA12 3AB		1234AB		
01234 123456				
An executive agency of the Department for <b>Transport</b>				

**About this document**

1 This document is a receipt style certificate telling you that an MOT Test pass result has been recorded on The Vehicle & Operator Services Agency's (VOSA's) database of MOT Test results; this may be verified at [www.direct.gov.uk/yourmotcheck](http://www.direct.gov.uk/yourmotcheck) You may arrange to exchange this hand written certificate for a free printed version at the MOT Test Station that issued this certificate.

2 A test certificate relates only to the condition of the components examined at the time of test. It does not confirm the vehicle will remain roadworthy for the validity of the certificate

3 Check carefully that the details are correct.

4 Whilst advisory items listed above do not constitute MOT failure items they are drawn to your attention for advice only.

5 For further information about this document please visit [www.direct.gov.uk/mot](http://www.direct.gov.uk/mot) or contact VOSA on 0300 123 9000\*.

\*Your call may be monitored or recorded for lawful purposes.

**Appendix 7 – Completion of Forms** (from Section H4)**Example 2 – VT30 Refusal of an MOT Certificate**

This example has been hand written, using indelible ink, during Fallback.

Refusal of an MOT Test Certificate		VOSA 
		Vehicle & Operator Services Agency
MOT Test Number	Make	Odometer Reading
123456789012	FORD	12345 Miles
Vehicle Registration Mark	Model	Test Class
A123 ABC	ESCORT	4
Vehicle Identification Number	Colour	Approximate Date of First Use
XXAA123456123456	BLUE	12/06/2000

I certify that for the reason(s) shown below the vehicle was not shown to comply with the statutory requirements.

1 NEARSIDE FRONT TYRE BELOW REQUIREMENT OF 1.6mm

2 OFFSIDE REAR WHEELBEARING HAS EXCESSIVE PLAY

3 OFFSIDE FRONT INDICATOR INOPERATIVE

Signature of Issuer	Issuer's Name in CAPITALS
AN TESTER	A. N. TESTER
<b>About this document</b> 1 This document tells you that your vehicle has not been shown to meet the minimum legal requirements for the reason(s) detailed. If you intend to use your vehicle on the road you should have it repaired without delay and have it retested before the existing test validity expires. In a few cases, this document may be issued because the test could not be satisfactorily completed. 2 Please keep this failure notice and produce it at the Testing Station in the event of a re-examination. 3 Further information on retest fees or if you disagree with the test result can be found on the Fees and Appeals poster displayed in every vehicle testing station, by visiting <a href="http://www.direct.gov.uk/mot">www.direct.gov.uk/mot</a> or contacting VOSA on 0300 123 9000*. *Your call may be monitored or recorded for lawful purposes.	Issue Date / Time 16/03/2012 10:45 Test Station 1234 AX Inspection Authority A. GARAGE HIGH STREET ANY TOWN AA12 1AV 01234 123456 Advisory Notice Issued Y

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## Appendix 7 – Completion of Forms (from Section H4)

## Example 3 – VT30 Refusal of an MOT Test Certificate (an abandoned test)

This example has been hand written, using indelible ink, during Fallback.

Refusal of an MOT Test Certificate		VOSA 
		Vehicle & Operator Services Agency
MOT Test Number	Make	Odometer Reading
123456789012	FORD	12345 Miles
Vehicle Registration Mark	Model	Test Class
A123 ABC	ESCORT	4
Vehicle Identification Number	Colour	Approximate Date of First Use
XXAA123456123456	BLUE	12/06/2000
I certify that for the reason(s) shown below the vehicle was not shown to comply with the statutory requirements.		
1 NEARSIDE REAR REFLECTOR(S) MISSING (1.4.1) 2 (FUEL PUMP) FUEL SYSTEM COMPONENT LEAKING TEST ABANDONED DUE TO FUEL LEAK		
Signature of Issuer		Issuer's Name in CAPITALS
AN TESTER		A. N. TESTER
Issue Date / Time		16/03/2012 10:45
Test Station		Advisory Notice Issued
1234 AX		Y
Inspection Authority		
A. GARAGE HIGH STREET ANY TOWN AA12 1AV 01234 123456		
<b>About this document</b> 1 This document tells you that your vehicle has not been shown to meet the minimum legal requirements for the reason(s) detailed. If you intend to use your vehicle on the road you should have it repaired without delay and have it retested before the existing test validity expires. In a few cases, this document may be issued because the test could not be satisfactorily completed. 2 Please keep this failure notice and produce it at the Testing Station in the event of a re-examination. 3 Further information on retest fees or if you disagree with the test result can be found on the Fees and Appeals poster displayed in every vehicle testing station, by visiting <a href="http://www.direct.gov.uk/mot">www.direct.gov.uk/mot</a> or contacting VOSA on 0300 123 9000*. *Your call may be monitored or recorded for lawful purposes.		An executive agency of the Department for <b>Transport</b>
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**Appendix 7 – Completion of Forms** (from Section H4)**Example 4 – VT30 Refusal of an MOT Certificate (an aborted test)**

This example has been hand written, using indelible ink, during Fallback.

Refusal of an MOT Test Certificate		VOSA 
		Vehicle & Operator Services Agency
MOT Test Number	Make	Odometer Reading
123456789012	FORD	12345 Miles
Vehicle Registration Mark	Model	Test Class
A123 ABC	ESCORT	4
Vehicle Identification Number	Colour	Approximate Date of First Use
XXAA123456123456	BLUE	12/06/2000

I certify that for the reason(s) shown below the vehicle was not shown to comply with the statutory requirements.

1 NEARSIDE REAR REFLECTOR MISSING (1.4.1)  
 2 TEST ABORTED (VEHICLE HOIST FAILURE)

Signature of Issuer	Issuer's Name in CAPITALS
AN TESTER	A. N. TESTER
Issue Date / Time	16/03/2012 10:45
Test Station	Advisory Notice Issued
1234 AX	N
Inspection Authority	
A. GARAGE HIGH STREET ANY TOWN AA12 1AV      01234 123456	

**About this document**

1 This document tells you that your vehicle has not been shown to meet the minimum legal requirements for the reason(s) detailed. If you intend to use your vehicle on the road you should have it repaired without delay and have it retested before the existing test validity expires. In a few cases, this document may be issued because the test could not be satisfactorily completed.

2 Please keep this failure notice and produce it at the Testing Station in the event of a re-examination.

3 Further information on retest fees or if you disagree with the test result can be found on the Fees and Appeals poster displayed in every vehicle testing station, by visiting [www.direct.gov.uk/mot](http://www.direct.gov.uk/mot) or contacting VOSA on 0300 123 9000\*.

\*Your call may be monitored or recorded for lawful purposes.

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## Appendix 7 – Completion of Forms (from Section H4)


**Example 5 – VT30 Refusal of an MOT Certificate (refusal to test)**

This example has been hand written, using indelible ink, in Fallback. In the case shown the vehicle cannot be registered on the VTS Device as there are no VIN or VRM to identify the vehicle therefore the Refusal will have to be hand written.

Refusal of an MOT Test Certificate		VOSA 
		Vehicle & Operator Services Agency
MOT Test Number	Make	Odometer Reading
N/A	FORD	12345 Miles
Vehicle Registration Mark	Model	Test Class
N/A	FOCUS	4
Vehicle Identification Number	Colour	Approximate Date of First Use
N/A	BLUE	12/06/2000
I certify that for the reason(s) shown below the vehicle was not shown to comply with the statutory requirements.		
<div>UNABLE TO OPEN DRIVER'S DOOR</div>		
Signature of Issuer	Issuer's Name in CAPITALS	
<i>A N Tester</i>	A. N. TESTER	
Issue Date / Time		
MARCH 16TH 2012 10:45		
Test Station	Advisory Notice Issued	
1234AB	N	
Inspection Authority		
A GARAGE HIGH STREET ANYTOWN AA12 3AB		
		01234 123456
<p><b>About this document</b></p> <p>1 This document tells you that your vehicle has not been shown to meet the minimum legal requirements for the reason(s) detailed. If you intend to use your vehicle on the road you should have it repaired without delay and have it retested before the existing test validity expires. In a few cases, this document may be issued because the test could not be satisfactorily completed.</p> <p>2 Please keep this failure notice and produce it at the Testing Station in the event of a re-examination.</p> <p>3 Further information on retest fees or if you disagree with the test result can be found on the Fees and Appeals poster displayed in every vehicle testing station, by visiting <a href="http://www.direct.gov.uk/mot">www.direct.gov.uk/mot</a> or contacting VOSA on 0300 123 9000*.</p> <p>*Your call may be monitored or recorded for lawful purposes.</p>		
<p>An executive agency of the Department for <b>Transport</b></p>		
<p>VT30P/Handwritten/1.0</p> <p>PAGE 1 END OF MOT DOCUMENTS</p>		

**Appendix 7 – Completion of Forms** (from Section H4)**Example 6 – VT32 Advisory Notice**


This example has been hand written, using indelible ink, during Fallback.

<b>Advisory Notice</b>		 <small>Vehicle &amp; Operator Services Agency</small>
MOT Test Number <div style="border: 1px solid black; padding: 2px;">123456789012</div>	Make <div style="border: 1px solid black; padding: 2px;">FORD</div>	Odometer Reading <div style="border: 1px solid black; padding: 2px;">12345 Miles</div>
Vehicle Registration Mark <div style="border: 1px solid black; padding: 2px;">A123 ABC</div>	Vehicle Identification Number <div style="border: 1px solid black; padding: 2px;">XXAA123456123456</div>	
<div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p>1 OFFSIDE REAR TYRE WORN CLOSE TO LEGAL LIMIT (4.1.D.1)</p> </div>		
Signature of Issuer <div style="border: 1px solid black; padding: 2px;"><i>A N Tester</i></div>	Issuer's Name in CAPITALS <div style="border: 1px solid black; padding: 2px;">A. N. TESTER</div>	
Issue Date / Time <div style="border: 1px solid black; padding: 2px;">16/03/2012 10:45</div>	Test Station Number <div style="border: 1px solid black; padding: 2px;">1234 AX</div>	
<p><b>About this document</b></p> <p>1 Whilst advisory items listed above do not constitute MOT failure items they are drawn to your attention for advice only.</p> <p>2 For further information about this document or if you have any doubts about its validity please visit <a href="http://www.direct.gov.uk/mot">www.direct.gov.uk/mot</a> or contact VOSA on 0300 123 9000*.</p> <p>*Your call may be monitored or recorded for lawful purposes.</p>	<div style="border: 1px solid black; padding: 10px;"> <p>Inspection Authority</p> <p><b>A. GARAGE</b>  <b>HIGH STREET</b>  <b>ANY TOWN</b>  <b>AA12 1AV</b>      <b>01234 123456</b></p> </div>	
		<small>An executive agency of the Department for</small> <b>Transport</b>
<small>VT32/Handwritten/1.0</small> <b>PAGE 2 END OF MOT DOCUMENTS</b>		

## Appendix 7 – Completion of Forms (from Section H4)

### Example 7 – VT40 MOT Inspection Information (Class 3, 4, 5 & 7)

This example has been hand written, using indelible ink, during Fallback.

MOT Inspection Information				VOSA 	
Vehicle & Operator Services Agency					
MOT Test Number	123456789012	Make	GRENVILLE	Odometer Reading	12345 MILES
Vehicle Registration Mark	A256 REU	Model	2000	Test Class	4
Cylinder Capacity	2000	Colour	YELLOW	Approximate Date of First Use	JUNE 01st 1996
Seriously Damaged Marker	N	Vehicle Identification Number	PAC9762382142232X	Fuel Type	PETROL
Previous Seat Belt Check Date	N/A	No. of Seat Belts	N/A	Seating Capacity	4

Note: The following vehicle specific information relates only to vehicles in a standard condition and may not apply if the vehicle has been modified.

**Test method**

- 1 Brake test weight 1200kg
- 2 ABS warning lamp sequence:- Teves System 201E. Switch ignition on, lamp illuminates & then goes out after approximately 3 seconds.

**Test Standard**

- 1 Vehicle fitted with wear pads to the chassis, replacing the need for lockstops, IM 2.2

**Safety Related Items**

- 1 If fitted, the automatic suspension leveling system must be disabled prior to jacking up the vehicle, this can be done by:
  - a Switch off engine.
  - b Turning on the hazard warning lights.
  - c Opening the tail gate, these conditions must be continued throughout the jacking procedure.

**Note:**  
The Service Desk will supply VSI over the telephone during Fallback. NTs should record sufficient information, to enable them to carry out the test in a satisfactory manor.

Brake test Results	Service	L		Park	L		Imbalance
Axle 1 N/S	250	L	N/S	150	L	Axle 1 N/S	230
Axle 1 O/S	230	L	O/S	150	L	Axle 1 O/S	210
Axle 2 N/S	150		Total	300		Difference	20
Axle 2 O/S	100		Results				
Total	730		Service	60%	Park	25%	Imbalance 8%

Issuer's Name in CAPITALS	Date / Time	Test Station
A. N. TESTER	AUGUST 04th 2007 09:10	4567 AZ
	ET Cert No.	Test Expiry Date
Fallback / ET use only		AUGUST 10th 2008


VT40/Handwritten/1.0



## Appendix 7 – Completion of Forms (from Section H4)

### Example 8 – VT29 MOT Inspection Check List (Class 3, 4, 5 & 7)

This example has been hand written, using indelible ink, during Fallback. Used by the NT as an aide memoire and to hand write any defects that they find during the inspection of the vehicle. If the test was carried out during Fallback and defects are found the form must be retained for 3 months.


MOT Inspection Check List				VOSA 		Vehicle & Operator Services Agency			
MOT Test Number 123456789012		Registration Mark A256 REU		Vehicle Identification Number PAC9762382142232X		Odometer Reading 12345 miles		Date of First Use 01/06/1996	
Items to be tested			Pass	Fail	Defects/Comments				
<b>Interior checks</b>									
Seats and seat belts			/						
Warning lamps			/						
Switches (position lamp, headlamp, hazards)			/						
View to front, wipers & washers			/						
Brake controls, servo operation,			/						
Steering wheel & column			/						
Doors, mirrors, horn			/						
Speedometer, drivers controls (Class 5 only)			N/A						
<b>Exterior checks</b>									
Registration plates			/						
Lamps, registration plate lamps			/						
Indicators, hazards			/						
Headlamps & aim			/						
Stop lamps, fog lamps, reflectors				X	NEAR SIDE REAR REFLECTOR MISSING (1.4.1)				
Wheels, tyres			/						
Shock absorbers			/						
Mirrors, wiper blades, fuel tank cap			/						
Glazing (Class 5 only)			N/A						
Doors, boot lid, loading doors, bonnet			/						
Towbars			/						
General condition of body			/						
<b>Under bonnet checks</b>									
Vehicle structure			/						
Braking systems			/						
Exhaust systems, fuel system			/						
Speed limiter (if applicable)			N/A						
Steering & power steering components			/						
Suspension components			/						
<b>Under vehicle checks</b>									
Steering including power steering			/						
Drive shafts (if applicable)			/						
Suspension, shock absorbers			/						
Wheel bearings				X	O/S/F/WHEEL BEARING WORN TO EXCES (2.5.A2)				
Wheels & tyres			/						
Brake systems & mechanical components				X	ADVISE O/S/F TYRE WORN OFFSIDE FRONT BRAKE LINING LESS THAN 1.5mm THICK (3.5.1F)				
Exhaust system			/						
Fuel system & fuel tank			/						
Structure, general vehicle condition			/						
<b>Emissions</b>			/						
<b>Brake Test</b>		Service	L		Park	L		Imbalance	
Axle 1 N/S				N/S				Axle 1 N/S	
Axle 1 O/S				O/S				Axle 1 O/S	
Axle 2 N/S				Total				Difference	
Axle 2 O/S									
Total									
Results									
Total				Service		Park		Imbalance	

VT29/Handwritten/1.0

## Appendix 7 – Completion of Forms (from Section H4)

### Example 9 – VT40M MOT Inspection Information (Class 1 & 2)

Used by the NT as an aide memoire and to hand write any defects that they find during the inspection of the machine. If the test was carried out during Fallback the form must be retained for 3 months.

Motorcycle MOT Inspection Information		VOSA  Vehicle & Operator Services Agency	
MOT Test Number	123456789012	Make	EVOLINE
Vehicle Registration Mark	D712 ZBR	Model	SPORT
Cylinder Capacity	1000	Colour	PURPLE
Seriously Damaged Marker	N	Vehicle Identification Number	HA2AZ002121
Odometer Reading	4567 miles	Test Class	2
Approximate Date of First Use	JUNE 01st 2007		

Note: The following vehicle specific information relates only to vehicles in a standard condition and may not apply if the vehicle has been modified.

A REAR WHEEL SPINDLE LOCKING DEVICE IS NOT FITTED.  
THE INNER & OUTER NUTS LOCK THE WHEEL TO THE SPINDLE.

**NOTE:** The Service Desk will supply VSI over the telephone during Fallback. NTs should record sufficient information, which will enable them to carry out the test in a satisfactory manor.

		Brake Test	Control 1	L	Control 2	L	Efficiency
Weight on front wheel	150	Front	180	L		Control 1	42%
Weight on rear wheel	169	Rear			170	Control 2	40%
Weight on sidecar wheel	N/A	Sidecar	N/A		N/A		
Weight of rider	100	Total					


Issuer's Name in CAPITALS	Date / Time	Test Station
A. N. TESTER	AUGUST 02nd 2007 09:10	4567 AZ
Fallback / ET use only	ET Cert No.	Test Expiry Date
		AUGUST 09th 2008

VT40M/Handwritten/1.0

## Appendix 7 – Completion of Forms (from Section H4)

### EXAMPLE 10 – VT29M MOT Inspection Check List (Class 1 & 2)

This example has been hand written, using indelible ink, during Fallback. Used by the NT as an aide memoire and to hand write any defects that they find during the inspection of the machine. If the test was carried out during Fallback and defects are found the form must be retained for 3 months.

Motorcycle MOT Inspection Check List		VOSA 		Vehicle & Operator Services Agency			
MOT Test Number 123456789012	Registration Mark EVOLINE	Vehicle Identification Number HA2AZ002121	Odometer Reading 4567 miles	Date of First Use 10/08/2007			
Items to be tested	Pass	Fail	Defects/Comments				
<b>Sitting on machine</b>							
Handlebars, brake controls, switches	/						
Throttle, clutch lever	/						
Headbearings, horn	/						
Front suspension (bump test)	/						
Rear suspension (bump test)	/						
Steering	/						
<b>Front of machine</b>							
Front position lamps, headlamps, indicators	/						
Front suspension, steering damper (if fitted)	/						
Brake master cylinder (if fitted)	/						
Front mudguard	/						
<b>Front wheel raised</b>							
Steering, headbearings, front suspension assembly	/						
Wheels and bearings	/						
Tyre, front brake	/		ADVISE FRONT TYRE PRESSURE LOW				
<b>Offside of machine</b>							
Frame, seat, foot rests	/						
Rear suspension, final drive	/						
Exhaust, fuel system, tyre, brake	/						
<b>Rear of machine</b>							
Rear position lamp	/						
Stop lamp, indicator	/						
Reflector, registration plate	/						
<b>Nearside of machine</b>							
Frame, seat, foot rests	/						
Rear suspension, final drive	/						
Exhaust, fuel system, tyre, brake	/						
<b>Rear wheel raised</b>							
Rear wheel and bearings	/						
Rear suspension	/						
Tyre, rear brake	/						
<b>Wheel alignment</b>							
Alignment	/						
<b>Brake test</b>							
Efficiency	/						
Bind, grab or judder	/						
<b>Headlamp aim</b>							
Headlamp aim (rider on machine)	/						
<b>Sidecar</b>							
Tyre, wheel and bearings	N/A						
Brake (if fitted), suspension	N/A						
Attachment of structure	N/A						
Swivel joints on leanable sidecar	N/A						
Wheel alignment	N/A						
Weight on front wheel	150	Brake Test	Control 1	L	Control 2	L	Efficiency
Weight on rear wheel	169	Front	180	L			Control 1 42%
Weight on sidecar wheel	N/A	Rear			170		Control 2 40%
Weight of rider	100	Sidecar	N/A		N/A		
Total weight	419	Total					

VT29M/Handwritten/1.0

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Flow Chart	1
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**8.1****Appendix 8.1 – Cessation Without Previous Warning  
(Single Offence Cessation)****A. Authorised Examiners**

Normally an AE's Authorisation will be subject to cessation for disciplinary reasons following a single instance of the types mentioned in 1, 2 and 3 below, whether committed by the AE or his employee or agent. Authorisation may also be subject to cessation following a single instance of the types mentioned in 4 below, again whether committed by the AE or his employee or agent. Such cases are generally considered to be so serious that no credit points will be granted.

**1. Fraud, Dishonesty or Gross Negligence**

Improper recording on the VTS Device or issue of a VT20 or a VT30 involving some act of fraud, including misuse of the MOT Computerised System, dishonesty or gross negligence - for instance; **500 points**

- An NT issues a VT20 or VT30 without personally taking any active part in the examination of the vehicle.
- A replacement or duplicate VT20 is issued unjustifiably.
- A bribe is accepted for the issue of a VT20.
- The issue of a VT20 or VT30 to vehicles 'which have attended the VTS and entered and left the test bay' for a time that would not allow a full examination to be carried out.

**2. Conviction**

Conviction of the AE, a partner in the AE or a director of the AE - whether or not the conviction arises from his/her action in connection with MOT testing - for any criminal offence in circumstances that, in VOSA's opinion, may have damaged the reputation of the VTS or the integrity of the MOT scheme, particularly where the offence is connected with the scheme or the motor trade. **500 points** (see note)

**Note:** In less serious cases, particularly where the conviction is not connected with the MOT scheme or the motor trade, a 50 point penalty may be applied, and credit points taken into consideration. Some offences may not rate any penalty - e.g. a single instance of obstructing the footpath with an advertising sign where there is no damage to reputation.

## Appendix 8.1 – Cessation Without Previous Warning (Single Offence Cessation)

**8.1**

### 3. Other Very Serious Offences

- a. A test is carried out by a person who is not properly authorised (see note) to carry out tests at the VTS **500 points**  
(see note)

**Note:** A person is "properly authorised" to test at a particular VTS if they are acceptable as set out in Section E

- b. Testing is carried out on a vehicle that the VTS is not authorised to test. (e.g. wrong class or inappropriate emissions test group). **500 points**  
(see note)

**Note:** The normal penalty will be reduced to 50 points if the vehicle is not obviously of a type that the VTS is not authorised to test provided that the documentation has not been incorrectly completed in a way that tends to disguise the vehicle's correct classification.

- c. Backdating of a test certificate where the issue date on the test certificate precedes the date of inspection and/or completion of the test certificate. **500 points**

- d. The improper issue of a VT20 to a vehicle operated by, or on behalf of, the AE or which the AE has an interest in selling or seeking to sell. **500 points**

- e. Assault (either physical or verbal) on or serious threats against; **500 points**
- Vehicle presenters
  - VOSA staff or contractors

- f. Other serious cases of loss of good repute. This provision will be used only in serious cases where urgent action is essential to preserve the integrity of the MOT scheme; **500 points**
- Evidence that the AE or the AE's agent has been involved in criminal activity.

Or

- A reputable source of intelligence brings into question the good repute of the AE or operation of the VTS.

**8.1****Appendix 8.1 – Cessation Without Previous Warning  
(Single Offence Cessation)****4. Other Serious Offences**

The following single acts may also result in cessation of authorisation. If the circumstances are not considered sufficiently serious to justify single-case cessation then the penalty will be **100** points.

- |    |   |                          |
|----|---|--------------------------|
| a. | Conviction of an NT for an offence connected with the MOT scheme and associated with the particular VTS.  | <b>500 or 100 points</b> |
| b. | Failure to notify VOSA of any criminal conviction of the AE, partners, or directors. See Section B4.  | <b>500 or 100 points</b> |
| c. | Failure to notify VOSA of an NT's conviction under a. above.  | <b>500 or 100 points</b> |
| d. | Serious negligence by an AE, employee or agent, resulting in the loss of test certificate(s).   | <b>500 or 100 points</b> |
| e. | Breaches of security of Smart Card and Password leading to improper issue of a test certificate or access to the system.  | <b>500 or 100 points</b> |
| f. | False statement made on an application for authorisation, including any application for a Smart Card. Confirming details when required to do so, that are known to be false.  | <b>500 or 100 points</b> |
| g. | Failure to notify VOSA of a change in the constitution or operation of a business, a change to, or of an approved site, or the failure to cease testing after such a change pending VOSA's written confirmation that testing may resume. See Section B3 & B4.                           | <b>500 or 100 points</b> |
| h. | The AE is no longer in control of the VTS or an AE ceased for disciplinary reasons is involved in the management of a VTS.  | <b>500 or 100 points</b> |
| i. | A test is registered on the VTS Device without the NT, and/or the vehicle being present.  | <b>500 or 100 points</b> |
| j. | Abuse or misuse of the MOT Computerisation messaging system and or free text option(s) which could cause loss of good repute to the MOT Testing Scheme. This provision will be used only in serious cases where urgent action is essential to preserve the integrity of the MOT Scheme. | <b>500 or 100 points</b> |

## Appendix 8.1 – Cessation Without Previous Warning (Single Offence Cessation)

# 8.1

### B. Nominated Testers

Normally an NT will be subject to cessation if they are personally involved in any act that could lead to single offence cessation of the authorisation of an AE. The points penalties for such acts are listed above for AEs. Also an NT will usually be subject to cessation for acts of the type covered in 1 and 2 below.

It is normal practice too for an NT to be subject to cessation where there are significant procedural omissions (e.g. no assistant where required or non-use of designated equipment), and cessation may be applied for a single major incident of substandard testing that could have significant road safety implications. Penalty points will be calculated from Appendices 8.1 to 8.4 and the action level determined in accordance with Appendix 8.6.

#### Additional Very Serious Offences for Nominated Testers

##### 1. Fraud, Dishonesty or Gross Negligence

The improper issue of a VT20 to a vehicle operated by, or on behalf of, the NT or which the NT has an interest in selling or seeking to sell.

**500 points**

##### 2. Conviction

Conviction for any offence connected with the MOT scheme.

**500 points**

Conviction for any offence involving violence or intimidation which VOSA considers could put customers or VOSA staff at risk.

**500 points**



**Appendix 8.2 – Incorrect Test Standards****a. General**

When investigating possible incorrect test standards VOSA will judge what the condition of the particular item would have been **at the time of test**. Points will be awarded on the basis of what that condition was judged to be.

A single defect will not be double-counted. For example, only one score is merited by a single area of corrosion covering adjacent body panels or components within 30cm of two critical components, but two **separate** areas of corrosion in a similar position draw a double score.

**b. Penalty Points**

Penalty points will be awarded as follows for each defect when VOSA judges that the defect was in the condition described below at the time of test.

- |    |  |                  |
|----|--|------------------|
| 1. | Any defect missed on a testable item that would, in the opinion of VOSA, involve a risk of injury to any person if driven further. | <b>40 points</b> |
| 2. | Other excessive corrosion, wear or damage on a testable item missed.   | <b>30 points</b> |
| 3. | Other failable defect missed on a testable item.   | <b>20 points</b> |
| 4. | Item failed is not testable.   | <b>20 points</b> |
| 5. | Item failed has no defect, (i.e. not a case involving an error of judgement).  | <b>20 points</b> |
| 6. | Error of judgement (e.g. failure item 'advised', or 'advisory' item failed)  |                  |
|    | a - Judgement <b>obviously significantly</b> wrong   | <b>10 points</b> |
|    | b - Judgement <b>obviously</b> wrong   | <b>5 points</b>  |
|    | c - Judgement overruled but only <b>marginally</b> wrong   | <b>0 points</b>  |

## Appendix 8.3 – Incorrect Test Methods

### General

1. Penalty points for shortcomings of method in an observed test will be scored according to the tables in this Appendix. Where no testable item within a section or sub-section is assessed the section or sub-section scores will be applied.
2. Items that the presenter may have difficulty observing during a mystery shopper check are shaded grey. VOSA will take this into account if disciplinary action is to be considered.
3. The term assistant for a VTS authorised to use an ATL or OPTL means the appropriate equipment used to replace the assistant.

### Retests

4. The extent of test required is set out in Section B5. For such retests, penalty points will only be awarded for shortcomings in those parts of the test that you were required to do (excluding non testable advisories).
5. In all other circumstances, regardless of whether a fee is actually charged, a full retest must be carried out. The penalty for incorrect test methods will be limited to **30 points** if;
  - a. the vehicle was failed by the same NT at the same VTS within the preceding ten working days;
  - b. all items that had failed the previous test have been re-examined using normal test procedures and equipment; and
  - c. all items that could reasonably be expected to have been affected by the repairs following the previous test have been re-examined using normal test procedures and equipment.

Penalty points will **not** be limited in this way if a full retest is required and any of the three conditions above is not met.

### Split Testing

6. 'Split testing' is when an NT who signs a VT20 or VT30 personally assessed some, but not all the testable items and has relied on another person's assessment of the remaining items. Those items so assessed will be regarded as not having been examined but the maximum penalty for those items will be limited to;
  - a. **30 points** if the other person was also a qualified NT at that VTS or;
  - b. **50 points** if the other person was not a qualified NT at that VTS.

7. The NT signing the VT20 or VT30 will be liable also for any penalty because of incorrect test methods, for items that were not examined at all and for any inappropriate standards applied (whether carried out by him or the other person). Thus the total points score awarded to the NT who signed the document will be;
  - a. **all points** for incorrect test methods **plus**;
  - b. **all points** for incorrect test standards **plus the lesser of**;
  - c. **the points due** had the parts of the test carried out by the other person not been done;
  - or**
  - d. **30 or 50 points** depending on the status of the other person, as defined in paragraph 6 above.
8. An NT who carries out some assessments in a test but permits another NT to complete the test and sign the VT20 or VT30 will receive penalty points for any deficiencies in that part of the test that he carried out. He will be penalised also for having failed to carry out that part of the test done by the other tester subject to a maximum of 30 points. Hence, the total for the NT not signing the VT20 or VT30 will be;
  - a. **All points** for incorrect test methods for those parts of the test that he carried out **plus**;
  - b. **All points** for incorrect test standards for those parts of the test that he carried out **plus the lesser of**;
  - c. **the points due** if the aspects of the test carried out by the other person had not been done;
  - or**
  - d. **30 points.**
9. Only the score counted against the NT who signed the test document will be considered against the AE concerned.
10. The above does not exclude an NT from seeking advice and guidance from another NT in marginal decisions or where the second tester is more familiar with the particular vehicle type. However, the NT actually carrying out the test must make the decision whether to pass or fail a particular item.
11. Cases where the NT who signed the VT20 or VT30 had not personally made any of the pass/fail assessments are dealt with under Appendix 8.1, A.1 and B.1.

**Appendix 8.3 – Incorrect Test Methods****Table – Classes 1 and 2**

A.	Failure to use the designated MOT inspection area for the mechanical inspection	20	
B.	Failure to use an assistant when necessary so that an effective inspection was not carried out.  Note; with motor bicycles, testers can check some items satisfactorily without the use of an assistant. A score will be allocated if the non use of an assistant meant that the item was not checked properly.  In cases like this, score it as if the check had not been carried out.		
C.	Sit on Machine	no testable item personally assessed by tester	30
	The Tester did not personally:		
	assess the operation of a switch / control		3/switch
	assess the security of a control		3/control
	assess the condition of a control		3/control
	assess the handlebars for security or weakness		3
	assess the handlebars for fouling fixed parts		3/side
	assess whether control cables/hydraulic hoses were pulled taught on full lock		3/lock
	assess the security of any steering damper that was fitted		3
	assess the security and adjustment of the steering lock stops		3
	assess the steering from lock to lock		3
	assess the effectiveness of the front suspension damping		3
	assess the condition and security of the foot brake and handlebar brake lever and mountings		3/control
	assess the brake pedal and lever for wear on pivots/ reserve travel / damage/ smoothness of operation		3/control
	assess, in the case of hydraulic systems, a control for creep under load or for sponginess of operation		3/control
	assess the effectiveness of the rear suspension damping		3/control

**8.3****Appendix 8.3 – Incorrect Test Methods**

D	Checks made at the front of the machine no testable item personally assessed by tester	50
	Failure to raise front of machine from floor	20
	The tester did not:	
	personally assess the condition of the head bearing	3
	personally assess the security of the front wheel	3
	personally assess the front wheel for buckling and eccentricity	3
	personally assess the condition of the front wheel/spokes	3
	personally assess the condition of the front wheel bearings	3
	personally assess the condition of the front tyre throughout its full circumference	3
	personally assess the front tyre for fouling and fitment	3
	personally assess the front brake disc for condition/run out	3
	personally assess the steering from lock to lock	3
	personally assess the security of the front mudguard	3
	personally assess the mechanical brake components	3/item
	personally assess the hydraulic brake components	3/item
	personally assess the hydraulic brake components while held under pressure	3
	personally assess the operation of lights	3/system
	personally assess the security of lights	3/system
	use the approved headlamp aim tester to check headlamp aim	15
	have an assistant seated on the machine during the headlamp aim	3
	use the approved headlamp standing area	8
	align the headlamp aim tester to the headlamp being tested	3
	personally assess the condition of the front fork assembly	3

**Appendix 8.3 – Incorrect Test Methods**

E	Sides of machine	no testable item personally assessed by tester	40
	The tester did not personally:		
	←	assess the exhaust system for suitability/ effectiveness/ security	3
	←	run the engine	3
	←	assess the structure for cracks/damage/ distortion/ corrosion	3
	←	assess the machine for defects likely to impede the rotation of the rear wheel	3
	←	assess the security of the seats	3
	←	assess the security of the footrests	3
	←	assess the condition and security of the foot brake lever and mountings	3
	←	assess the brake pedal and lever for wear on pivots/ reserve travel / damage/ smoothness of operation	3
	←	assess the mechanical brake components	3
	←	assess the hydraulic brake components	3
	←	assess the hydraulic brake components while held under pressure for leaks and hose bulging, creep/ sponginess	3
	←	assess the wheel alignment	20
F	Checks made at the rear of the machine	no testable item personally assessed by tester	40
	←	failure to raise the rear of the machine from the floor	20
	The tester did not personally:		
	←	assess the machines registration plate	3
	←	assess for play in the rear suspension	3
	←	assess the rear wheel for security	3
	←	assess the rear wheel bearings for tightness/ play /roughness	3
	←	assess the condition of the rear wheel /spokes	3
	←	assess the rear wheel for buckling/eccentricity	3
	←	assess the condition of the rear tyre throughout its full circumference	3
	←	assess the rear tyre for fouling	3
	←	assess the rear tyre for suitability	3
	←	assess the operation of the rear lights	3/system
	←	assess the security of lights	3/unit

**8.3****Appendix 8.3 – Incorrect Test Methods**

→	G	Brake test	tester did not carry out the brake performance test using the appropriate, approved brake test equipment	60
			The tester did not personally	
←			carry out a brake test on the primary system	30
←			carry out a brake test on the secondary system	30
←			ascertain the weight of the machine	3
←			calculate the brake efficiency	3
←			correctly use the brake testing equipment	3
←			hold the front brake steady at about half the maximum reading and check for fluctuation (RBT)	3
←			hold the rear brake steady at about half the maximum reading and check for fluctuation (RBT)	3
←			check the sidecar brake if applicable	30
→	H	Sidecar when fitted	no testable item personally assessed by tester	30
			The tester did not personally	
←			check the sidecar for security and presence of fixing devices	6
←			check the suspension for freedom of movement, condition and security	3
←			assess the condition of the wheel bearings with the sidecar wheel raised	3
←			check the sidecar wheel/ tyre condition	3
←			check alignment of sidecar relative to motorcycle	20

## Appendix 8.3 – Incorrect Test Methods

**Table - Classes 3, 4, 5 and 7**

→ 1	Interior	no testable item personally assessed by tester	30
	The tester		
←	did not personally assess the operation of a switch/control		3/switch or control
←	did not personally assess the security of a control		3/control
←	did not personally assess the condition of a control		3/control
←	did not personally assess the steering control for excessive free play		3
←	did not personally assess the steering lock operation		3
←	did not personally assess the service brake control for creep or sponginess		3
←	did not personally assess the service brake control for servo operation		3
←	did not personally assess a warning lamp for correct operation		3
←	did not personally assess for fitment and condition of speedometer		3
←	did not personally assess for fitment and condition of airbags		3
←	did not personally assess the driver's seat for fore and aft adjustment		3
←	did not personally assess a seat belt for condition and operation		3/belt
←	did not personally assess the driver's or front passenger's seat for security		3/seat
←	did not personally assess a seat back for security in the upright position		3/seat
←	did not personally assess an obligatory interior mirror or indirect vision device for presence, security and condition		3
←	did not personally assess the driver's and front passenger's door for opening from inside and secure latching in the closed position		3/door
←	did not personally assess passenger entrance/exit doors and emergency exits (class 5)		3/door
←	did not personally assess the vehicle bodywork within a prescribed area		3/area
←	used the corrosion assessment tool incorrectly		3
←	used an unauthorised tool to assess corrosion		3
→ 2	Front of the vehicle	no testable item personally assessed by tester	30
	The tester		
←	did not personally assess the operation of the lights		3/system
←	did not personally assess the security of the lights		3/cluster
←	did not personally assess the condition and security of the front registration plate		3
←	did not personally use the approved headlamp aim tester to check headlamp aim		15
←	did not correctly align the headlamp aim tester to the headlamp being tested		3/lamp
←	did not personally assess the headlamp aim on the correct beam		3/lamp
←	did not have the engine running (hydropneumatic suspension)		3
←	did not personally assess HID & LED headlamps for mandatory levelling and cleaning devices		3
←	did not personally assess the vehicle bodywork within a prescribed area		3/area
←	used the corrosion assessment tool incorrectly		3
←	used an unauthorised tool to assess corrosion		3



**8.3****Appendix 8.3 – Incorrect Test Methods**

3	Sides of the vehicle – exterior, ground level no testable item personally assessed by tester	20/side
	The tester:	
←	did not personally assess shock absorbers for damping effect	3/shock absorber
←	did not personally assess the operation/security of the direction indicator side repeater	3/side
←	did not personally assess the wiper blade for condition and security	3/blade
←	did not personally assess the security of a road wheel	3/wheel
←	did not personally assess condition of tyre	3/tyre
←	did not personally assess obligatory exterior mirror(s) for presence, security and condition	3/mirror
←	did not personally assess the front and rear doors for opening from outside	3/door
←	did not personally assess the front and rear doors for secure latching in the closed position	3/door
←	did not personally assess passenger entrance and exits steps for operation and security (class 5)	3/door
←	did not personally assess the fuel filler cap condition and seal	3
←	did not personally assess body for security	3
←	did not personally assess body for sharp projections	3
←	did not personally assess externally fitted spare wheel and its carrier for security	3
←	did not personally assess the bodywork within a prescribed area	3/area
←	used the corrosion assessment tool incorrectly	3
←	used an unauthorised tool to assess corrosion	3
4	Rear of the vehicle no testable item personally assessed by tester	20
	The tester:	
←	did not personally assess the operation of the lights	3/system
←	did not personally assess the security of the lights	3/cluster
←	did not personally assess that lights were not affected by other lights	3
←	did not personally assess the condition and security of the rear registration plate	3
←	did not personally assess the vehicle bodywork within a prescribed area	3/area
←	used the corrosion assessment tool incorrectly	3
←	used an unauthorised tool to assess corrosion	3
←	did not personally assess the towbar or its mountings	3
←	did not personally assess the towbar socket for security, condition and operation	3
←	did not personally assess any electrical wiring for security and condition	3

**Appendix 8.3 – Incorrect Test Methods**

5	Luggage/load compartment	no testable item personally assessed by tester (when testable items could not be assessed without inspecting inside the compartment)	10
	The tester		
	did not personally assess the luggage/load compartment access for security in the closed position		3
	In the case of testable items which could not be inspected other than from within the luggage compartment the tester:		
	did not personally assess condition/security of any seat belt within the luggage compartment		3/belt
	did not personally assess all visible fuel hoses, pipes and system components for leaks, security and condition		3
	did not personally assess the electrical wiring for security and condition		3
	did not personally assess the bodywork within a prescribed area		3/area
	used the corrosion assessment tool incorrectly		3
	used an unauthorised tool to assess corrosion		3
6	Under vehicle bonnet	no testable item personally assessed by tester	30
	no assistant was used to operate the controls		15
	The tester:		
	did not personally assess steering components for condition and security while the assistant 'rocked' the steering wheel firmly against the resistance of the road wheels		6 (3/side)
	did not personally assess the braking system for leaks from components with the system pressurised		3
	did not personally assess the condition and operation of the vacuum servo with the engine running		3
	did not personally assess the operation/condition of the power steering while the engine was running		3
	did not personally assess the braking system for mechanical wear whilst being operated		3
	did not personally assess the exhaust system components for leaks with the engine running		3
	did not personally assess the fuel system for leaks with the engine running		3
	did not personally assess the fuel system for leaks with the engine not running		3
	did not personally assess the battery for condition and security		3
	did not personally assess the electrical wiring for condition and security		3
	did not personally assess the engine mounts for presence, condition and security		3
	did not personally assess the bodywork within a prescribed area		3/area
	used the corrosion assessment tool incorrectly		3
	used an unauthorised tool to assess corrosion		3

**8.3****Appendix 8.3 – Incorrect Test Methods**

7	Under vehicle	no testable item personally assessed by tester	100
	the approved lift or pit was not used		30
	an assistant was not used		30
	The tester		
	did not personally assess steering components for condition and security whilst an assistant 'rocked' the steering wheel firmly against resistance of the road wheels		6 (3/side)
	did not personally assess the operation/condition of the power steering system components, which could only be inspected from the under the vehicle, while the engine was running		3
	did not personally assess steering and suspension components for fouling and condition with the suspension in the normal running position and the front wheels turned from lock to lock on unlocked swivel plates if appropriate for suspension type		6 (3/side)
	did not personally assess steering and suspension components for condition whilst the front wheels were rocked at the 3 o'clock and 9 o'clock position with the front wheels resting on the unlocked swivel plates if appropriate for suspension type		6 (3/side)
	did not personally assess brake hoses and pipe work with the braking system pressurised and the engine running in the case of servo assisted brakes		3/hose + 3/ fixed pipe system
	Did not personally assess the handbrake components		3
	did not personally assess the exhaust system for leaks and effectiveness with the engine running		3
	Did not personally assess the electrical wiring for condition and security		3
	personally assessed no testable item with the front of the vehicle jacked up		30
	did not personally assess suspension components etc. with the front end of the vehicle jacked in the manner appropriate to the suspension type		6 (3/side)
	did not personally assess suspension components using a suitable bar under the wheel		3/side
	did not personally assess the condition of the tyres		3/tyre
	did not personally assess the condition/security of the front wheel drive shaft and couplings		3/side
	did not personally assess condition of the front wheel bearings and suspension components by rocking the wheel		3/side
	did not personally assess the condition of the front wheel bearings by spinning the wheel		3/side
	did not personally assess the condition of the CV gaiters		3/side
	did not personally assess suspension components with the rear end of the vehicle jacked		10
	did not personally assess the condition of the tyres		3/tyre
	did not personally assess the condition of the rear wheel bearings by spinning the wheel		3/side
	did not personally assess the condition of the rear wheel bearings by rocking		3/side
	did not personally assess the vehicle bodywork within a prescribed area		3/area
	used the corrosion assessment tool incorrectly		3
	used an unauthorised tool to assess corrosion		3

**Appendix 8.3 – Incorrect Test Methods**

8	Brake test	tester did not carry out the brake performance test using the appropriate, approved, brake test equipment	60
	The tester did not personally:		
	carry out a brake test on the service brake		45
	carry out a brake test on the front service brakes		25
	check maximum effort on each wheel in turn (both wheels run together on ATL)		3/wheel
	check unapplied effort with both wheels rotating		3/wheel
	run the front wheels together and gradually increase and release brake effort and assess grab or judder; uneven application; uneven release; imbalance		3/check
	carry out a brake test on the rear service brakes		20
	check maximum effort on each wheel in turn (both wheels run together on ATL)		3/wheel
	check unapplied effort with both wheels rotating		3/wheel
	run the rear wheels together and gradually increase and release brake effort and assess grab or judder; uneven application; uneven release		3
	record the maximum reading for each wheel and carry out the service brake efficiency calculation when appropriate		3
	carry out the brake performance test on a vehicle with servo assisted or power brakes, with the engine idling		3
	carry out a brake test on the parking brake		15
	record the maximum reading for each wheel		3/wheel
	carry out the parking brake efficiency calculation when appropriate		3
9	Emissions test	tester did not carry out the emissions test using the appropriate, approved, equipment	30
	The tester:		
	carried out an inappropriate emissions test – e.g. catalyst test instead of non catalyst test		15
	selected incorrect limits		10
	The tester did not personally:		
	ensure that the vehicle had clearly reached normal operating temperature before carrying out an exhaust emissions check		3
	carry out a stage (including elements of pre-checks on Diesels) in the emissions test appropriate to the vehicle		3/stage

## Appendix 8.4 – Incorrect Operation of Testing Scheme **8.4**

### A. Breaches of security - Test Certificates and Password

Penalties for such breaches are as follows:

- |    |   |                  |
|----|---|------------------|
| 1. | Breaches of security of Password(s) e.g. a password is written down where it could be readily obtained by another person. See also Appendix 8.1 | <b>70 points</b> |
| 2. | Failure to notify VOSA of the loss of Emergency Test Certificates   | <b>30 points</b> |

### B. Equipment calibration and maintenance

- |    |   |   |
|----|---|---|
| 1. | Some test equipment requires periodic calibration checks. See Appendix 2 paragraph 4. Penalty points against the AE for failing to comply are as follows: |   |
| a. | One or more items of equipment on which calibration is overdue by up to half the prescribed calibration period  | <b>20 points</b><br>(see note 1)          |
| b. | One or more items of equipment on which calibration is overdue by more than half the prescribed calibration period  | <b>40 points</b>                          |
| c. | Details of an item of test equipment, that requires calibration, not entered or incorrectly entered onto the VTS Device                                   | <b>20 Points</b>                          |
| d. | Any test carried out after a calibration date has been entered on the VTS Device that cannot be validated with a calibration certificate                  | <b>50 points per test</b><br>(see note 2) |
| e. | An incorrect equipment calibration date has been recorded on the VTS Device   | <b>20 points</b><br>(see note 3)          |

It is the AE's responsibility to provide valid calibration records to VOSA staff. Failure to produce these records may result in the penalties described above being applied.

**Note 1** This score will apply only if no item justifies a 40-point penalty but will be increased to 30 points if advice has been given or action taken for overdue calibration in previous five years.

**Note 2** This penalty will apply to the AE who entered the unjustified calibration date into the VTS Device. Where the calibration is overdue and there is no evidence that the equipment is inaccurate, VOSA may permit already-booked vehicles to be tested without penalty for a limited period set by VOSA. The AE should contact their local VOSA Office.

**Note 3** The penalty defined at (e) above, will only be applied where previous advice or formal warning has been given for the same item within the last five years. The stated penalty will be applied in addition to that applied for the actual calibration status of the equipment, as defined in a, b & c above.

## 8.4 Appendix 8.4 – Incorrect Operation of Testing Scheme

2. Unless VOSA has been notified that testing has been suspended, test equipment which is clearly malfunctioning, inoperative or missing a mandatory upgrade, regardless of its calibration status, will also attract points as follows;
  - a. Major items of equipment clearly unable to fulfil their prescribed testing functions. **50 points per item**
  - b. Minor items of equipment clearly unable to fulfil their prescribed testing functions or major item of equipment with minor faults which will reduce the effectiveness or accuracy with which it carries out required testing functions. **20 points per item**
3. The VTS Device must be used strictly in accordance with the User Guide. Only equipment supplied and/or approved by VOSA can be used. Failure to comply will attract points as follows;
  - a. Unauthorised equipment linked/attached to the VTS Device(s). **30 points**  
(See note 4)
  - b. Abuse or misuse of MOT Computerisation messaging system e.g. offensive message(s). **30 points**

**Note 4** With the exception of a monitor, mouse and keyboard, see Appendix 2.

### C. Failure to offer appointments, failure to register a vehicle test, unjustified refusal to test and failure to allow the test to be watched

1. Failure to offer an appointment for a test within a reasonable period of a request, bearing in mind existing test bookings and the availability of the vehicle concerned. **50 points**
2. Unjustified refusal to test a vehicle presented or to honour, within a reasonable time, an appointment previously made. **50 points**
3. Refusal to allow a test to be watched by the vehicle's presenter. **50 points**
4. Failure to register a vehicle at the commencement of the test and/or failure to record the results within one hour of completion of the examination and before the vehicle leaves the premises. This applies whether using the VTS Device or the VOSA Service Desk during Fallback. **15 points per test (45 points maximum per case)**

## Appendix 8.4 – Incorrect Operation of Testing Scheme **8.4**

### D Other items

Points will be awarded for other items, **if previous advice, including advice received via the VTS Device, or formal warning has been given for the same item in the past 5 years**, as in column 2 of the following table. If more than one occurrence of the shortcoming is noted during a visit or investigation, the maximum points counted for that item will be limited to the value given in column 3. All items will normally be considered against the AE, starred items (\*) will also normally be considered against the NT concerned.

Description of item	Points		Maximum per visit for item
* The VRM and or VIN recorded on the VTS Device do not match the presented vehicle. (Where this is not covered in Appendix 8.1)	10	per test	20
* Incorrect vehicle make and model selected from VSI	10	per test	20
* Inappropriate Reason for Rejection recorded	3	per RfR	30
* Incorrect location of defect recorded	3	per RfR	30
* Incorrect manual entry of measured test values onto the VTS Device. (Where overall test result remains unchanged)	3	per test	30
* Incorrect manual entry of measured test values onto the VTS Device. (Where overall test result is changed)	20	per test	40
* VT30 Notice not issued	1	per test	30
* VT30 Notice showing failures issued for non-testable items	3	per test	60
* VT20 Emergency Test Certificates, cancelled certificates not correctly retained	1	per certificate	30
* VT30 issued for vehicles that have not been registered via the VTS Device when there was no ET incident	3	per test	30
Adequate appointment recording system not available	5		
Required paper copies of MOT SNs not readily available or unreadable	3	per SN	30
List of Nominated Testers (VT26) not displayed, inaccurate or illegible	10		
Other notices, mandatory leaflets, posters and signs required by MOT Guide not displayed in required manner or illegible	3	per item	
Emissions print out not retained.	1	per test	30
Inadequate off road parking	10		

Cont. on next page

## **8.4** Appendix 8.4 – Incorrect Operation of Testing Scheme

Description of item	Points		Maximum per visit for item
Viewing area or access to it unusable or viewing facility provides a restricted view of all the testing area	10	per bay	30
Displaying or asking customers to sign a loss or damage disclaimer	10		
Emergency Test Log returned late after the closure of the incident (see Section N)	10	per ET period	
* Breaches of Smart Card Security (including spare)	30	per card	



## Appendix 8.5 – Credits

The following specific credits, described more fully hereafter, will be applicable.

<b><i>Credit for</i></b>	<b><i>Points for NT</i></b>	<b><i>Points for AE</i></b>
Training	15 maximum	15 maximum
Proven satisfactory testing	15 per event	15 per event
Satisfactory operation of test station	Not applicable	10 points per year

### **A. Credits for training**

1. Training credits serve to recognise training given (or planned to be given) to NTs that goes beyond the minimum standards required by VOSA. To qualify for credit, the training must:
  - a. be away from the normal workplace (this term includes a separate training facility within the same premises) or at the normal workplace when it is closed for normal business;
  - b. involve at least six hours of training time excluding breaks;
  - c. be given by a 'training provider' established for at least one year;
  - d. be aimed at reinforcing correct test standards, which must be confirmed in the training provider's syllabus for the course(s) concerned; and
  - e. not be initial, refresher or directed training required by VOSA for NTs.
2. For **NTs**, the training credit will count if the event leading to disciplinary action occurred between the dates of booking and attending a qualifying course, provided the interval was not more than 9 weeks. If more than one event is being considered, the credit will be given so long as at least one of the events qualifies for it.
3. For **AEs**, the training credit will count if the event leading to disciplinary action occurred at a time when the NT would qualify for the credit. The credit will count also if the initiating event took place during the two years after the NT concerned had completed the training course. If more than one event is being considered, the credit will be given so long as at least one of the events qualifies for it.

### **B. Credits for proven satisfactory testing**

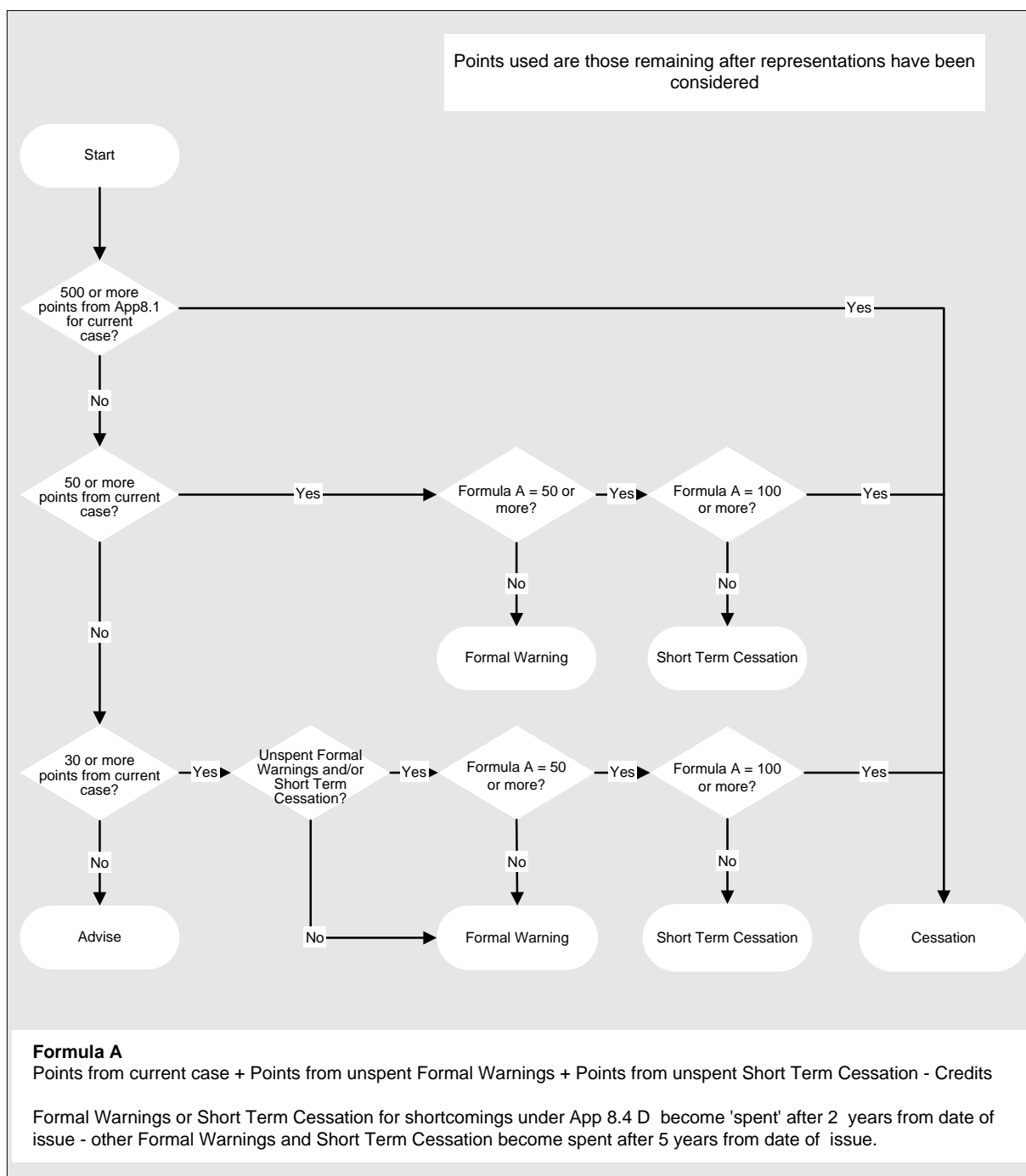
1. A satisfactory testing credit will be awarded for each occurrence of the following in the five years before the most recent case being considered:
  - a. A Mystery Shopper check that scored no more than 10 points for unsatisfactory elements.
  - b. A re-examination of a recently tested vehicle that scored no more than 10 points for unsatisfactory elements. Re-examinations as a result of appeals and complaints will not be considered for credits.
2. An **NT** will be awarded these credits as above for tests conducted at any VTS at which he/she was nominated.

3. An **AE** will be awarded these credits as above for all such tests at the VTS concerned by any NT nominated there.

**C. Credits for satisfactory operation of test station**

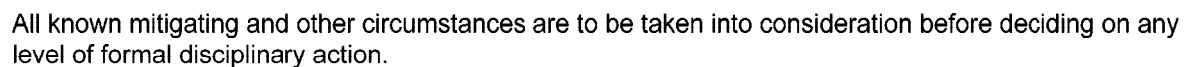
1. Such credits will be awarded to an **AE** for each complete year of operation of the VTS between the current disciplinary case and any previous Formal Warning or Short Term Cessation up to a maximum of 5 years.

## Appendix 8.6 – Normal sanction level - Nominated Tester **8.6**



All known mitigating and other circumstances are to be taken into consideration before deciding on any level of formal disciplinary action.

## 8.7



## Appendix 8.8 – Informal Hearings

### Notes for Guidance and Code of Practice for Informal Hearings

#### Foreword

1. These notes explain the procedures for informal hearings which may be held as part of the process of determining appeals from;
  - Authorised Examiners (AE), Designated Councils (DC), Nominated Testers (NT) and Designated Council Inspectors (DCI) who have been served with a statutory Notice of Cessation of their authorisation, designation or approval to test.
  - applicants who have been served with a Notice of Intent to Refuse their application for authorisation, designation or approval to test.

These notes should be read in conjunction with Requirements for Authorisation Application Pack, Sections E and I of the MOT Testing Guide.

2. The Statutory requirements in relation to appeals are contained in the Motor Vehicles (Tests) Regulations 1981 as amended. The Regulations provide that where those who have been served with a statutory notice wish to make representations to the effect that;
  - their authorisation, designation or approval should not cease or should be restored,
  - or that;
  - their application for authorisation, designation or approval to test should be approved;

they should make such representations in writing within 14 working days from the date of the notice (Regulations 10 (1) (c) and 8 (9) respectively). All written representations or statements should fully set out your case and all the evidence you wish to rely upon.

The availability of informal hearings does not affect the terms of the Regulations. Informal Hearings provide an additional process whereby cases may be put personally to officials in VOSA's Appeals Section.

#### Requests for a Hearing

3. Requests will normally be granted. If you wish your case to be heard at a hearing it is in your interests to submit your request to the local VOSA Office as soon as possible after you have received the Notice of Cessation or Intent to Refuse to Authorise, Approve or Designate. This can be made by letter or fax. A date for the hearing will be offered by the Appeals Section. You will be permitted to refuse the first date offered.

#### Who May Attend the Hearing

4. You may attend and/or be represented by your trade association, consultant or legal representative. The Appeals Section may arrange for VOSA personnel involved in the disciplinary or intended refusal action to attend the hearing where their evidence is at issue.

**Prior to the Hearing**

5. An important element of this procedure is that the Appeals Officer must be fully aware of the relevant issues and arguments so that he can properly lead the discussion. Your written representations or statement should contain full particulars of the case you wish to make at the hearing including a list of any documents to which you wish to refer.
6. The provision of your written representations or statement within 14 days of the issue of the 'Notice of Cessation or Intent to Refuse' is a necessary procedure. If you are appealing against a Notice of Cessation you may however, within the 14 day period, state in writing that you wish to rely, at hearing, on the written representations made earlier to the local Area Manager.
7. To assist you the grounds of appeal have been categorised. The following list is not exhaustive and it is recognised that there are some overlapping grounds.
  - a. The disciplinary procedures have not been followed by VOSA at each and every stage.
  - b. The technical evidence is disputed.
  - c. Other evidence is disputed.
  - d. The wrong interpretation has been placed upon the facts.
  - e. The sanction imposed and/or the number of disciplinary points allotted is not in accordance with The MOT Testing Guide (6<sup>th</sup> Edition).
  - f. The penalty is not proportionate to the offence.
  - g. Cited formal warnings and/or previous short term cessation letters are disputed.
  - h. There are mitigating circumstances.
  - i. The intent to refuse is unreasonable.
  - j. The conditions imposed are unreasonable.

**The Venue**

8. The venues for English and Welsh cases will normally be VOSA's Offices in Bristol, Manchester and Leeds. Scottish cases will normally be heard in Edinburgh. The arrangements for (and the conduct of) the hearing will aim to create an appropriate atmosphere for discussion. For this reason, the parties will usually sit around a table.

**Conduct of the Hearing.**

9. The hearing will be held by a senior officer of the Appeals Section who will have a thorough knowledge of the MOT Testing Scheme and the relevant procedures. The procedures will be fully explained to you at the start of, and throughout, the hearing.
10. The Appeals Officer will first set out the case as it appears from his reading of the papers, outlining what he considers are the main issues. In some cases this might take the form of an agenda. He will also indicate those matters on which further information is needed. This will not preclude you from referring to other aspects you consider to be relevant.

## Appendix 8.8 – Informal Hearings

11. All evidence will have been disclosed beforehand so that you will have had time to understand it and it will not normally be necessary to read this out at the hearing. If further documents are made available at the hearing the Appeals Officer may ask or allow questions on any points which emerge which may need further information or clarification.
12. The hearing will take the form of a discussion which you or your representative will be invited to start. You may, if you wish, decline to do so. The parties will be encouraged to ask questions informally throughout the proceedings, subject only to the discussion being conducted in an orderly manner.
13. Cross-examination will not be permitted unless the Appeals Officer considers that cross-examination is required to ensure a thorough examination of the main issues. You will be given the opportunity to make any final comments before the hearing is closed.
14. If a hearing needs to be adjourned this will be at the discretion of the officer holding the hearing. If a date for the resumption of the hearing cannot be set at the time of the adjournment, the date will be notified to the appellant within 5 working days.
15. The Appeals Officer may close the proceedings if, at any time during the hearing, matters are in his judgement not progressing satisfactorily. The appeal will then be determined on the basis of any written representations submitted. Full reasons for the closure of the hearing will be given in the appeal decision letter.
16. A recording will be made of the hearing (audio only). A copy of the recording and a transcript will be available as evidence in the event of subsequent court proceedings.

### The Decision

17. Decisions will not be made at the hearing as they are made by VOSA's Chief Executive on behalf of the Secretary of State. The administrative target for determining appeals after hearings will be the same as that for appeals determined by written representations, i.e. 95% of appeals to be determined within 5 weeks. In the case of written representations the target date is calculated from the date the written representations are received. The target date following a hearing will be calculated from the date of the hearing. The decision letter will be issued by the Appeals Section on the date the appeal is determined.

### **Notice of Cessation - Effective Date of Cessation**

18. If you wish your case to be heard at a hearing you should bear in mind that it is unlikely that your appeal can be determined prior to the Notice of Cessation becoming effective. The date the Notice comes into effect cannot be deferred pending the outcome of the appeal. Whilst the Appeals Section will try to determine your appeal as quickly as possible, there may be a period during which you/your testing station must cease testing pending the determination of the appeal.

## Appendix 9 – Contact Points

### 1. VOSA

#### a. VOSA National Headquarters

Address Vehicle & Operator Services Agency  
Berkeley House,  
Croydon Street,  
**BRISTOL, BS5 0DA**

Telephone 0300 123 9000\*

Email [enquiries@vosa.gov.uk](mailto:enquiries@vosa.gov.uk)

#### b. VOSA Customer Service Centre

0300 123 9000\*

(Opening hours 07:30 – 18:00 Monday to Friday)

#### c. Web Address

<http://www.vosa.gov.uk>

#### d. VOSA Area Offices

For a list of our offices visit [www.vosa.gov.uk/vosalocationsandoffices](http://www.vosa.gov.uk/vosalocationsandoffices).

#### e. VOSA TRAINING SERVICES

This is the contact point for all training matters, in particular, application for and booking of training courses. Training Services also check whether the qualifications of potential NTs are acceptable to the Agency and can also provide a range of voluntary training courses and training videos on a commercial basis.

Address Vehicle & Operator Services Agency  
Training Services  
Berkeley House,  
Croydon Street,  
**BRISTOL, BS5 0DA**

Telephone 0300 123 9000\*

Fax 0117 954 3217

Email [mot.coursebooking@vosa.gov.uk](mailto:mot.coursebooking@vosa.gov.uk)

#### f. MOT History Check

A vehicle's available MOT history including mileage at the time of the test and defects found (if applicable) can be viewed on-line using the MOT History check service. The registration mark of the vehicle and either the test number from the MOT Test Certificate or the document reference number from the V5C Registration Certificate will be required. This is to confirm that you have a legitimate interest in the vehicle.

Visit our website at [www.direct.gov.uk/checkyourmot](http://www.direct.gov.uk/checkyourmot)

#### g. MOT Status Check Service

The validity of a vehicle's MOT certificate may be checked on-line using the MOT Status check service. The registration mark of the vehicle and either the test number from the MOT Test Certificate or the document reference number from the V5C Registration Certificate will be required. This is to confirm that you have a legitimate interest in the vehicle.

Visit our website at [www.direct.gov.uk/checkyourmot](http://www.direct.gov.uk/checkyourmot)



**h. VOSA Intelligence Unit**

Authorised Examiners and Nominated Testers should be aware that VOSA has a dedicated Intelligence Unit (IU) which is intended to help improve effectiveness and maintain the standards and reputation of the MOT Testing Scheme. The IU provides national coverage via regional coordinators and can be contacted via the VOSA Safety Line (details below).

In particular, the IU is keen to receive any information which may lead to the successful targeting of Authorised Examiners or Nominated Testers who are undermining road safety and/or the reputation of the MOT Testing Scheme. For example, where MOT testing is not carried out to the correct standards or procedures; staff have convictions which have not been reported to VOSA; or serious administrative malpractice. We all have a part to play in maintaining the reputation of the MOT Testing Scheme, as well as a responsibility for its impact on road safety and environmental protection. Any information provided will be treated in the strictest of confidence.

Telephone            0300 123 9000\*

(Opening hours 07:30 – 18:00 Monday to Friday)

VOSA Safety Email:    intelligenceunit@vosa.gov.uk

**i. Applications for Authorisation**

For information on the Requirements for Authorisation please refer to either [www.businesslink.gov.uk/gettingstartedmottesting](http://www.businesslink.gov.uk/gettingstartedmottesting) or the VOSA Customer Service Centre.

**2. Atos**

Some of the following functions are carried out by Atos;

- Distribution of Special Notices;
- Supply of ET MOT Certificates;
- MOT Accounts;
- Supply of additional Smart Card application forms.

**a. MOT Computerisation – Escalation Procedures**

If VTs are experiencing problems with the computerisation service, need to report faulty equipment or obtain a progress report on an existing fault they must contact the VOSA Service Desk on **0845 071 1973\***. In the event that the response provided by the VOSA Service Desk is unsatisfactory VTs should contact VOSA Customer Service Centre. The VOSA Service Desk provides valuable telephone support to MOT Computerisation users who encounter problems with the system. However VOSA considers that the use of abusive and offensive language during telephone calls to the VOSA Service Desk cannot be tolerated. The VOSA Service Desk provided by Atos operates within a policy that allows them to withdraw cover immediately from users who use this type of language. VOSA will investigate all reports of Service withdrawal. Normal service will be reinstated following written assurances from the VT that they will modify their behaviour.

## Appendix 9 – Contact Points

**Note:** When contacting the VOSA Service Desk, for example to log a fault with the VTS Device or the MOT Computerisation Service, callers will be issued with an incident number. This incident number is the number allocated by the VOSA Service Desk to the fault and exists solely to enable the fault to be tracked by Atos through their fault logging system. You should **only** use this incident number if you need to contact the VOSA Service Desk at a later stage to enquire how the fault resolution is progressing. The incident number must not be used for any aspect of MOT Testing.

### b. MOT Stationery and Accounts

Orders for goods and services can be obtained, by VTS staff, directly from Atos using the on-line catalogue facility on the VTS Device. Orders may also be placed via one of the payment methods listed on the Requisition from Catalogue form (VT10), available via the VTS Device and sent to the address below. If you have a VOSA pre-funded account or wish to pay by debit/credit card you can fax through your request.

Address	VOSA PO Box 415 DURHAM DH99 1YZ
Telephone	0845 071 1973*# (Opening hours 06:00 am – 22:00 pm 7 days a week)
Fax	0191 375 6517

If you need to place an order urgently and are unable to get through on the telephone please send your payment and order by first class post to the address above and it will be dealt with on receipt.

**# Note:** Your call may be monitored or recorded for lawful purposes.

**\* Note:** Calls are charged at the local rate.

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