

# SITE ASSESSMENT REPORT

## Part A. Site Assessment

Part A should be used for pre-visit preparation and to facilitate the Site Assessment visit. Part B (a separate form) should be used to record compliance shortcomings noted during the visit and feedback given about improving risk scores and must be signed by the Responsible Person before leaving site. A copy of Part B must always be left at the VTS. Both Part A and Part B of this report must be retained on the VTS file at the VOSA Office.

### SECTION A1. VTS, Staff and VE Details

1. VTS Number		2. VTS Trading Name	
3. AE Number		4. Date of Assessment	
5. Full Name of Responsible Person Interviewed			
6. Responsible Person's Position		7. RP User ID	
8. VE Name		9. VE User ID	

### SECTION A2. Pre-Visit Preparation – Reports

**Note:** Significant changes in VTS Key Metrics and abnormalities against the scheme average observed from the MOT Reports require discussion with the Responsible Person (RP). If serious anomalies are discovered then the VTS Test Log may also be required.

VTS Visit Preparation Report	Yes/No	Notes
1. Is there an anomaly in the key metrics or scheme averages for VTS average daily throughput? (Discuss at questions A9.1 - A9.3)		
2. Is there an anomaly in the key metrics or scheme averages for VTS initial test times (durations)? (Discuss at questions A7.12 and A9.11)		
3. Is there an anomaly in the key metrics or scheme averages for VTS initial test fail rate? (Discuss with RP at question A7.15)		
4. Are any VTS initial defect fail rates abnormal to the scheme average? (Discuss at questions A7.12 and A9.11)		
5. Is the number of replacement MOT certificates issued abnormal to the scheme average (NT/VTS)? (Discuss with RP at question A7.3)		
6. Is the average daily throughput of any NT abnormal to the scheme average? (Discuss at questions A9.1 - A9.3)		
7. Is the initial test time (duration) for any NT abnormal to the scheme average? (Discuss at questions A7.12 and A9.11)		
8. Is the initial test fail rate for any NT abnormal to the scheme average? (Discuss with RP at question A7.15)		
9. Is the initial defect fail rate for any NT abnormal to the scheme average? Discuss at questions A7.12 and A9.11)		
10. Are QC checks being conducted (as required)? (Discuss with RP at question A7.11)		
11. Equipment details – identify out of date equipment calibrations. (Discuss with RP at question A7.2)		
12. Are there any other anomalies that require discussion with the RP?		

### SECTION A3. Pre-Visit Preparation – Disciplinary Assessment

Circle the correct number in the column headed 'Number'. If the number exceeds 3, circle 3+. If an error is made put a line through the incorrect number and circle the correct number.

	Number			
	0	1	2	3+
1. What is the number of unspent AE Formal Warnings at this VTS issued as a result of incorrect test standards and/or shortcomings in test procedure?	0	1	2	3+
2. What is the number of unspent AE Formal Warnings at this VTS issued as a result of Scheme Administration shortcomings or other non test standard/procedural reasons?	0	1	2	3+

Sections A4-A10 contain risk based questions which must be scored between 1 and 5 (high risk equaling 5) under columns headed L - H. These sections also include compliance reminder questions under columns headed C. These are answered either Y (Yes) or N (No). If the answer is N then a corresponding shortcoming must be noted in Section B3 and / or B4.

**Please circle your answers in the specified columns.** If an error is made put a line through the incorrect score and circle the correct score. For more information regarding risk question specific criteria please refer to the Site Assessment Report – Risk Scoring document.

#### SECTION A4. Arrival – Initial VTS Appraisal

	L	1	2	3	4	5	H
<b>1. Forecourt Areas</b> – Are the forecourt and frontage areas of the VTS well maintained and an appropriate number of MOT Parking Bays marked and available? Ask, how do you ensure the forecourt areas are appropriately maintained?		1	2	3	4	5	

#### SECTION A5. Responsible Person - Introduction and the VTS Device

<b>1 Instruction:</b> Introduce yourself to the Responsible Person. Record the name and designation of the individual at section A1. Ask to be taken directly to the VTS Device and confirm;									
	<b>C</b>		<b>L 1 2 3 4 5 H</b>						
<b>a.</b> VTS device is installed in accordance with the MOT Testing Guide, in the specified position and in good working order.	Y	N							
<b>2.</b> If there is a test(s) registered on the VTS Device then:-									
<b>a.</b> Is that vehicle(s) undergoing a test?	Y	N							
<b>b.</b> Does the NT match the Smart Card that is in use?	Y	N							
<b>c.</b> If the spare smart card is in use then: - Is there an adequate explanation for why?	Y	N							
<b>3. Smart Cards</b> – How are the smart cards looked after?				1	2	3	4	5	
<b>a.</b> Are all the smart card requirements met?	Y	N							
<b>4. Fallback and Emergency Testing Procedures</b> - Describe the fallback and emergency testing procedures and show me any relevant documentation issued within the last eighteen months.				1	2	3	4	5	
<b>a.</b> Are all the hand written documents, issued during Fallback, retained as required?	Y	N							
<b>b.</b> Are all the VT20ETs and associated documents accounted for?	Y	N							

#### SECTION A6. Responsible Person - Customer and Facilities Management

	C	L	1	2	3	4	5	H
<b>1. Notices</b> – Can the Responsible Person demonstrate that they conduct a regular review of VOSAs mandatory posters, notices and customer information leaflets?		1	2	3	4	5		
<b>a.</b> Does VT9 and VT26 reflect current AE ownership and NT employment and do these agree with report data?	Y N							
<b>b.</b> Are up to date company ownership, AE and NT details displayed on the VT9/9A, VT26 documents?	Y N							
<b>c.</b> Are the required public information leaflets available?	Y N							
<b>2. Booking In and Workload Management</b> – Show me your booking-in process, can you tell me how you manage your workshop loading to ensure that you achieve your customers' deadlines? Does this system cater for tests on demand (if applicable)?		1	2	3	4	5		
<b>3. Vehicle Handover</b> – Observe or request an explanation of the system for vehicle collection, delivery and handover. Is it professional and efficient?		1	2	3	4	5		
<b>4. Feedback Procedure</b> – How do you manage customer feedback and / or complaints? (If documented then show me). From where would you obtain a VT17 form?		1	2	3	4	5		
<b>5. Facilities</b> – Show me the facilities that you offer to your staff and customers. What do you do to keep them in good order? Do you have any plans for improvements?		1	2	3	4	5		
<b>a.</b> Are the premises unchanged since approval?	Y N							
<b>b.</b> Is the viewing area or access to it usable?	Y N							

**SECTION A7. Responsible Person – Business Management**

	<b>C</b>	<b>L 1 2 3 4 5 H</b>
<b>1. Instruction:</b> Review MOT Data;		
<b>a.</b> Are all the calibration certificates for the MOT test equipment available, acceptable and current?	Y N	
<b>b.</b> Do the calibration certificate details match those on the Garage File Information Report?	Y N	
<b>2. Garage Equipment Calibration</b> – Show me how you ensure that <b>all</b> garage equipment is routinely calibrated?		1 2 3 4 5
<b>3. Vehicle Documents</b> – Show me how you ensure that all the documents relating to a specific vehicle are kept together for returning to a customer or for filing? (Compare with NT Response at A9.7).		1 2 3 4 5
<b>4. Documents</b> – Describe how you would obtain the most up to date information about the MOT Scheme standards and procedures. (Compare with NT Response at A9.8).		1 2 3 4 5
<b>a.</b> Are the paper copies of The MOT Testing Guide and Inspection Manuals updated with the periodically issued permanent amendments?	Y N	
<b>5. Special Notices</b> – Describe any changes you have made in response to a recent Special Notice. (Compare with NT Response at A9.9).		1 2 3 4 5
<b>a.</b> Are all the required paper copies of SNs available, up to date and signed if required?	Y N	
<b>6. Access</b> – If not obviously a mess: What routines do you have to ensure that access around the garage remains safe and unobstructed? (Compare with NT Response at A9.3 and A9.4).		1 2 3 4 5
<b>7. Ownership</b> – How do you manage and support your staff to take care of and improve their own work areas and working practices? (Compare with NT Response at A9.4)		1 2 3 4 5
<b>8. Garage Equipment</b> – Show me how you ensure that you have all the equipment you require to carry out the services you offer and that your staff are able to operate that equipment correctly. (Compare with NT Response at A9.5).		1 2 3 4 5
<b>9. Garage Equipment Maintenance</b> – Describe your approach to the maintenance and repair (NOT calibration) of equipment (including workshop equipment)? (Compare with NT Response at A9.6).		1 2 3 4 5
<b>a.</b> Is the MOT test equipment in good order and available for use?	Y N	
<b>10. Building Maintenance</b> – What regular maintenance do you carry out on your buildings? Show me your records.		1 2 3 4 5
<b>11. Responsible Person Management of NT Performance and Integrity</b> – Do you measure the performance and integrity of NTs? If yes, ask for an explanation of the process. (Compare with A2.2).		1 2 3 4 5
<b>12. Incentives</b> – Does the VTS operate sales drives or bonus schemes? Explore abnormal statistics from the MOT Scheme Performance Report and VTS Test Log, if used (Compare with A2 and NT Response at A9.11).		1 2 3 4 5
<b>13. Staff Retention</b> – What is the VTS policy to attract and retain experienced NTs and VTS staff? (Compare with NT Response at A9.10).		1 2 3 4 5
<b>14. Pricing Structure</b> – What is your pricing policy for trade, private and repeat customers?		1 2 3 4 5
<b>15. Business Relationships</b> – To what extent are repairs carried out on site? Explore abnormal failure rates from the MOT Scheme Performance Report. Do you recommend any specific local repair agents? (Compare with A2.1).		1 2 3 4 5
<b>16. Customers</b> – Do you have any particular customers, trade for example, who represent a substantial proportion of your business?		1 2 3 4 5
<b>17. Combined Sales and Testing</b> – What percentage of your business consists of the sale of second hand vehicle?		1 2 3 4 5
<b>18. MOTs from Outside the Catchment Area</b> – Where are the majority of your customers drawn from?		1 2 3 4 5

Record VTS Number Here \_\_\_\_\_

### SECTION A8. Responsible Person Questions

Select five pre-defined questions from the VT57, record question ID in the Number column and risk score the response in column headed L – H.

	Number	L 1 2 3 4 5 H			Number	L 1 2 3 4 5 H
Question 1		1 2 3 4 5		Question 4		1 2 3 4 5
Question 2		1 2 3 4 5		Question 5		1 2 3 4 5
Question 3		1 2 3 4 5				

### SECTION A9. Nominated Tester (Quality Controller), Workshop and MOT Activities

1. <b>Instruction:</b> Estimate the maximum MOT throughput per day at this VTS for <b>Group A</b> vehicles (class I and II);	
2. <b>Instruction:</b> Estimate the maximum MOT throughput per day at this VTS for <b>Group B</b> vehicles (all other classes):	
	L 1 2 3 4 5 H
3. <b>Work Planning or Throughput</b> – Is the workplace layout consistent with the level of throughput recorded on MOT Scheme Performance Report? (Compare with A2.5 and Responsible Person response at A6.2)	1 2 3 4 5
4. <b>Workshop Appearance</b> – How do you ensure that the workshop areas are kept free from hazards and in a clean and tidy manner? (Compare with Responsible Person response at A6.5, A7.6 A7.7 and A7.10).	1 2 3 4 5
5. <b>Tool Management</b> – Observe how garage hand tools are used and stored. Is this in a systematic fashion? (Compare with Responsible Person response at A7.7 and A7.8).	1 2 3 4 5
6. <b>Garage Equipment Maintenance</b> – Describe your approach to the maintenance and repair (NOT calibration) of equipment (including workshop equipment)? (Compare with Responsible Person response at A7.9).	1 2 3 4 5
7. <b>Vehicle Documents</b> – Show me how you ensure that all the documents relating to a specific vehicle are kept together for returning to a customer or for filing. (Compare with Responsible Person response A7.3).	1 2 3 4 5
8. <b>Documents</b> – Describe how you would obtain the most up-to-date information about the MOT Scheme standards and procedures. (Compare with Responsible Person response at A7.4).	1 2 3 4 5
9. <b>Special Notices</b> – Describe any changes you have made in response to a recent Special Notice. (Compare with Responsible Person response at A7.5).	1 2 3 4 5
10. <b>Staff Retention</b> – How well does the VTS attract and retain experienced NTs and VTS staff? (Compare with Responsible Person response at A7.13).	1 2 3 4 5
11. <b>Incentives</b> – Does the VTS operate sales drives or bonus schemes? Explore abnormal statistics from the MOT Scheme Performance Report and VTS Test Log, if used (Compare with A2 and the Responsible Person response at A7.12).	1 2 3 4 5

### SECTION A10. and A11 Nominated Tester (Quality Controller) Questions

Select five pre-defined questions from the VT57 that are applicable to the vehicle group(s) tested by the NT. Record the question ID in the Number column and risk score the response in column headed L – H.

10. NT (1) User Id No.

11. NT (2) User Id No.

	L 1 2 3 4 5 H	Number
Question 1	1 2 3 4 5	
Question 2	1 2 3 4 5	
Question 3	1 2 3 4 5	
Question 4	1 2 3 4 5	
Question 5	1 2 3 4 5	

	L 1 2 3 4 5 H	Number
Question 1	1 2 3 4 5	
Question 2	1 2 3 4 5	
Question 3	1 2 3 4 5	
Question 4	1 2 3 4 5	
Question 5	1 2 3 4 5	