

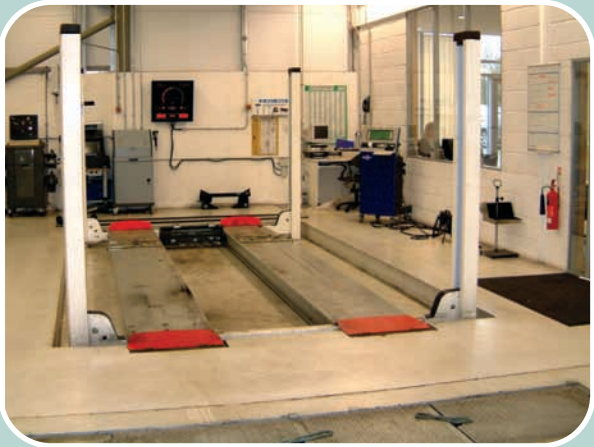
VTS Best Practice



This guide sets out the standards which each VTS should strive towards to be assessed as being at low risk of non-compliance within the MOT Scheme.

It outlines the best practices that VOSA will be looking for when carrying out VTS risk assessments.

Visual Workplace



The workplace within the VTS provides a safe and effective environment for the testing, repair and manoeuvring of vehicles. There are well established procedures to ensure that problems are easily identified and managed.

We will be looking for evidence of:

- The layout and storage of equipment and tools supporting work to be carried out safely, efficiently and without disruption.
- Staff being managed so that they work in a safe and effective way
- All tools and equipment being stored in the correct locations
- Safety and information signage and tool / equipment labels being clear and easily visible

Infrastructure and Facilities



The setup and facilities of the VTS enable staff to be fully effective.

We will be looking for evidence of:

- A well established maintenance programme which focuses on reliability of the infrastructure and facilities
- Customer areas that are clean and comfortable, clearly signed and easily accessible to all, including disabled customers
- Regular investment in the infrastructure and facilities that ensure a clean and well maintained site
- A responsible approach to infrastructure and facilities management

Equipment Maintenance



The VTS maintains and calibrates all equipment so that it is always available and fit for purpose.

We will be looking for evidence of:

- An effective equipment maintenance programme with a focus on reliability
- A professional and structured training programme on the use of all tools and equipment with documentary evidence of the training undertaken
- A suitable approach to equipment maintenance and calibration

Customer Management



Recognised procedures are in place for the efficient and effective management of customers with all services performed in a courteous and professional manner.

We will be looking for evidence of:

- A customer booking system which ensures demand can be met and any customer inconvenience is kept to a minimum
- A professional and structured process for the receipt, care and return of vehicles
- An effective complaints procedure
- Robust VTS security systems that are regularly reviewed and tested

Commercial Factors



MOT testing is not influenced by commercial factors.

We are looking for evidence of:

- A pricing structure that does not discriminate between different customer groups
- Staff who are recruited and retained with pay schemes that reward quality of work
- Audits that demonstrate no bias in test results including results for vehicles that are sold on site

Customer Base



The VTS has a customer base that is not biased towards any particular customer type or group.

We are looking for evidence of:

- The VTS having a balanced customer base and taking measures to ensure there is no bias towards a particular customer group. Any issues are identified and actively managed
- The majority of vehicles being tested come from within the local catchment area of the VTS

AE Competence and Integrity



The Authorised Examiner (AE) or the Designated Manager (DM) is able to apply his knowledge, skills and experience to effectively support, manage and develop MOT testing at the site.

We will be looking for evidence of:

- Thorough knowledge of the MOT scheme requirements
- Staff and resource management skills which can be demonstrated through the performance of the VTS
- How the AE / AEDM's knowledge and experience improves the operation of the VTS
- High level of awareness and understanding of the practical implications of changes to the MOT Scheme
- Formal management training

NT Competence and Integrity

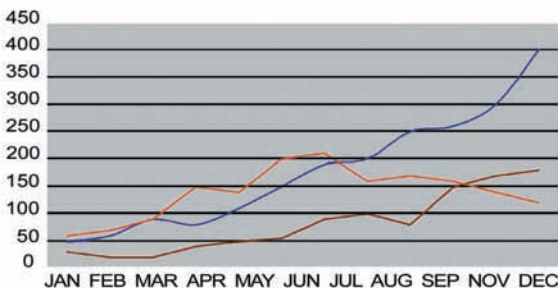


The Nominated Tester is able to apply his knowledge, skills and experience in the application of MOT test criteria

We will be looking for evidence of:

- Outstanding technical and professional knowledge with ongoing training and development
- No recent disciplinary action
- High level of awareness of current issues affecting the MOT Scheme
- Improvements as a result of regular random formal quality checks
- Regular input into the operation of the site

Performance Data



Targets set for achievement of high standards are regularly exceeded and demonstrate that the VTS is complying with the MOT Scheme standards.

We will be looking for evidence of:

- MOT Scheme reports (such as the Scheme Performance Report and the Garage Information Report) being regularly reviewed, understood and appropriate action taken where required
- Additional internal / external monitoring systems are in place

Document Management



The VTS effectively manages the creation, filing and retrieval of documentation which includes MOT documentation.

We are looking for evidence of:

- The VTS having a nationally recognised quality accreditation
- MOT notice boards displaying all required and up to date information
- Customer leaflets being conveniently displayed and managed
- Robust smart card security management in accordance with the MOT Scheme requirements.

How to contact us

Contact Centre

For technical queries concerning MOT testing

enquiries@vosa.gov.uk
0300 123 9000 *

VOSA Service Desk

For enquiries regarding MOT
Computerisation and related equipment

0845 071 1973 *

* Calls provided by BT are charged at a low rate. Charges from other providers may vary. Your call may be monitored or recorded for lawful purposes.

VOSA Training Services

For enquiries regarding MOT training

mot.coursebooking@vosa.gov.uk
0117 954 3434

Further information may be obtained from:
www.businesslink.gov.uk/transport