

## Frequently Asked Questions

- 1.) My risk score has changed since I had my letter – why?
  - The way in which we calculate the score has been refined based on the outcomes of visits carried out in the past year.
  - You may have had another Site Assessment.
  - It now takes into account disciplinary history at the VTS.
- 2.) My risk score has gone down, but my risk segment has gone up – why?
  - Previously, the minimum risk score was 170. Using the new calculation, the minimum score is 0. Segment thresholds have therefore reduced accordingly.
- 3.) I am a green VTS but have had a visit from VOSA – why?
  - Whilst normal procedure is to monitor a green VTS by phone, with a SA visit approximately every 3 years, we may visit for other reasons, e.g. MCS, phone monitor referral queries.
- 4.) How is my risk score calculated?
  - The responses from your most recent Site Assessment are analyzed by MOT Comp, and generate a score between 0 and 1250. Up to approx. 450 additional points can then be added depending upon your disciplinary history.
- 5.) Where can I see my risk score on the VTS device?
  - (SN 4 – 2009) From the Main Menu → Administration → VTS Administration Functions → Update VTS Operating Details. (Must have one of AEDM, AED, SM or VTS Admin roles)
- 6.) My risk score has increased, but I haven't had a visit – why?
  - It is likely that you have an outstanding FWL on your record.
- 7.) How is my disciplinary history added to my risk score?
  - The scoring mechanism is based upon the number of outstanding FWLs and whether they are for Admin or Testing Standards.
- 8.) What is my disciplinary history?
  - You need to request this information from your area office.
- 9.) What can I do to improve my risk score?
  - The VTS best practice guide sets out the standards to which each VTS should strive to be assessed as being at a low risk of non compliance within the MOT Scheme. You can review the way you operate your VTS in

conjunction with the VTS best practice guide to identify the areas you could improve.

- If you have had a Site Assessment, the Enforcement Officer should have left part B of the Site Assessment form, with a list of potential areas for improvement.

10.) My risk score has gone down to a lower segment but I'm still amber / red – why?

- The Risk Scoring calculation has changed.
- The Risk Segment Thresholds have moved.

11.) Why has the risk segment threshold changed?

- (SN 4 – 2009) VOSA sets the risk segment threshold scores so that it can direct its resources where they are needed most. VOSA may change the threshold values periodically to ensure the continuing effectiveness of the targeted risk based enforcement approach.

12.) I've just taken over a VTS, what is my risk score?

- If one or more of the authorised examiners from the old authorisation continue with the new authorisation, then the Risk Score and Segment will be transferred.
- If it is a completely new authorised examiner, the VTS will not initially have a risk score, and will be site assessed within 6 months of the authorisation date. A Risk Score will be calculated following the SA, and the VTS will then be assigned to an appropriate Risk Segment.

13.) Can I have another SA to move my score back down?

- No, our VEs have a structured schedule of visits to VTSSs, your VTS will be visited in due course.

14.) I've taken on new NTs / a new partner / other – will my risk score change?

- No, these factors do not currently affect the risk score. (Follow up – have you notified your area office of the change?)

15.) I can't see the risk score on my VTS device

- What role do you hold? – only AEDM, AED, SM and VTS Admin can view the risk score.
- Are you recently authorised? Have you had a Site Assessment? (Y/N = Area will conduct SA soon, Y/Y = Pass query to TMEPO with dates)

16.) I'm a new garage, what does all this mean?

- A VOSA Enforcement Officer usually visits a new VTS within 6 months of the formal authorisation date. The VTS Best Practice guide, which is issued to all new VTSSs in their VOSA starter pack, provides useful information about the attributes against which you will be assessed during the SA.

- Following your first SA, you will be assigned a Risk Score and Segment, which determines the type and number of visits you will receive from VOSA in future.

17.) Does VOSA publicise the risk score?

- No

18.) Can my customers find out my risk score?

- Only if you tell them.

19.) Can I tell my customers my risk score?

- If you like, but please be aware that your score may change without warning.

20.) When is my next SA due? / When will I be reassessed?

- Red or Amber Segment VTS – any time within the next 18 months
- Green VTS – any time within the next 3 years

21.) One of my formal warnings expires soon – will my risk score change?

- Not until your next Site Assessment, or if you get another FWL in the meantime.

22.) My risk score is the same but I have moved to a higher segment – why?

- We constantly monitor segment thresholds and they may change from time to time.

23.) Can I opt out of the risk scoring scheme?

- No.

24.) I'm interested in buying a garage, can I find out their risk score?

- Ask the current owners.
- If you are a completely new AE you will not inherit the score, and will get a SA within 6 months of your authorisation.

25.) Can I challenge my risk score?

- No, this is a VOSA internal measure for assessing risk and for making best use out of our own resources.