

Site Assessment Risk Scoring Guide



MOT

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Introduction

This Guide is a reference document designed to provide support regarding the completion of the VT56 Site Assessment Report (SAR). The SAR is a critical component of the overall VTS scoring process that the VE uses both as an aide memoire and to allocate risk scores against specific questions. This should be used in conjunction with the document *A Guide to MOT Risk Reduction* and provides additional guidance documents to assist the AE to implement systems that may reduce the VTS risk score.

How to use this document

The document structure complements the SAR in terms of section layout and question flow. All the risk-based questions and instructions are supported by the risk assessment criteria in this Guide; the VE will use this as a reference to ensure accurate and consistent scoring.

Note: Not all the questions require verbal confirmation. If the response would be self-evident from visual references the VE can opt to use this evidence to risk score the question.

The example below shows a question taken from section four of this document.

4.5 Customer Areas (CUS)

Are the customer areas clean, tidy and well maintained?

Look For: Cleanliness of the facilities (including the MOT customer waiting and viewing areas), ownership of maintenance clear evidence that this is effectively managed and ease of access.

RS	Evidence
1	<ul style="list-style-type: none"> Customer Areas are clean, tidy and well maintained; Access to customer areas are clear and well marked; Evidence of maintenance and repair of these facilities
2	↕
3	<ul style="list-style-type: none"> Customer Areas are dirty, untidy or poorly maintained; Access to areas are obstructed; A lack of documented evidence of maintenance and repair of these facilities
4	↕
5	<ul style="list-style-type: none"> Customer Areas are obstructed or unusable ☒; Access to areas are blocked/unusable ☒

Question Number Risk Scale Question Heading Section Question Look For Statements Evidence

Customer Areas is question five of that section. The VE uses the SAR, which lists specific questions in the order of the natural flow of an assessment around the VTS, as an aide memoire.

Moving through the example question, the key features that support the Customer Areas question are:

- ▶ 'Look for' Statement: the text identifies the specific aspects to which the assessor will allocate a risk response;
- ▶ 'Evidence': this is the heading for the scale of risk responses that are shown below;
- ▶ Risk Scale and supporting text: this shows the assessor an increasing scale of risk from low risk (risk score 1), to high risk (risk score 5). The text reminds the assessor of **key examples** of evidence that justify and validate the chosen risk rating.

Note: The evidence criteria shown in the tables which may also be an example of non-compliance with MOT scheme requirements are identified with a (☒) and the SAR risk box contains a grey shaded area.

The *Guide to MOT Risk Reduction* provides additional guidance and contains documents to assist the AE to implement systems that may reduce the VTS risk score. These documents will usually require tailoring to suit individual business needs and to include business contact details. They are not mandatory and may be used to supplement any existing systems that the AE may be operating.

Completing the Site Assessment Report

The Site Assessment Report (SAR) is used to prepare for the site visit and to record the answers given and evidence provided by staff during the site visit. A copy of this form should be left with the AE's representative at the end of the visit with the green copy retained on the VTS file at the local VOSA Area Office.

Note: Potential areas of non-compliance with MOT scheme requirements are identified by a grey shaded box on the form.

Pre-Visit Preparation

The Site Preparation Report together with other MOT reports, enquiry screens and information from both the VTS and NT files will enable the VE to gain an overview of the MOT operation at a VTS before conducting a site assessment. The VE should discuss identified anomalies with the site staff.

Look For: Anomalies between site or personal data and the national average, recent changes in quantities or volumes, differing statistics between testing staff.

Use the available space on the rear of the VTS File copy of the SAR to write a brief description of issues identified as an aide memoir. For example if the NT has an abnormally high fail rate compared to the national average or if Person Events show a significant variation on failure rates between NTs at the same VTS.

Advice or potential disciplinary action must be recorded using a VTS Advisory Form (VT59). A copy of this form should be left with the AE's representative at the end of the visit (if applicable).

1 VTS Details

Record the VTS and AE number together with the VTS trading name and visit date in the appropriate box.

2 Disciplinary Events History

Record when the two most recent AE Formal Warnings and Short Term Cessations were issued for this VTS as a result of incorrect test standards/procedures or administration shortcomings in the appropriate row.

Look for: Examine the Site Preparation Report and the VTS/NT files for unspent Formal Warning or Short Term Cessation letters issued to the AE (and/or previous AE with continuity for this VTS) and note what type and when they occurred.

Example: An AE formal warning for test standards that occurred 2 years 4 months ago would be marked in the less than 3 years box.

RS	Evidence
1	▶ Event occurred less than 5 years, but more than 4 years ago
2	↕
3	▶ Event occurred less than 3 years, but more than 2 years ago
4	↕
5	▶ Event occurred less than 1 year ago

Note: A disciplinary history assessment (including a nil assessment) must be carried out as part of the pre-visit preparation. If no history exists mark the N/A box.

3 Satisfactory Activity History

Record when the three most recent satisfactory enforcement events occurred at this site, starting with the most recent, one in each row of the form. A satisfactory activity outcome is an enforcement activity that does not result in either an 'Advisory Warning Letter' or a 'Disciplinary Action Required' outcome.

Look for: Examine the VTS file for satisfactory activities related to this VTS (whilst linked to the current AE and/or previous AE if continuity exists) resulting from any of the following activities at this site: Mystery Shopper; Mystery Shopper with Defects; Re-examination of a Recently Test Vehicle; Re-examination of a Recently Test Vehicle at a Randomly Selected VTS; Statutory Appeal Test, Inverted Appeal Test or Special Investigation.

Example: A site with the following events; Re-examination of a Recently Tested Vehicle 6 months ago, Mystery Shopper 14 months ago, Statutory Appeal Test 4 years and 1 month ago that were all satisfactory would score, Activity 1 year-box 1, Activity 2 year-box 2, Activity 3 year-box 5.

RS	Evidence
1	▶ Event occurred less than 1 year ago
2	↕
3	▶ Event occurred less than 3 years but more than 2 years ago
4	↕
5	▶ Event occurred less than 5 years but more than 4 years ago

Note: A satisfactory activities assessment (including a nil assessment) must be carried out as part of the pre-visit preparation. If no history exists mark the Nil box.

4 Risk Assessment Questions

4.1 Average Vehicle Age (MAN)

What is the average age of vehicle tested at this site?

Look For: Average vehicle age data recorded on the current Site Preparation Report.

RS	Evidence
1	▶ Average age less than 6 years
2	↕
3	▶ Average age greater than 8 but not more than 10 years
4	↕
5	▶ Average age greater than 12 years

Note: This question may be completed prior arrival on site.

4.2 Authorised Examiner (AE) Details (Compliance) (MAN)

Does the Certificate of Authorisation (VT9) display the correct details?

Look for: Compliant public display of a VT9 that correctly identifies the current authorised business entity.

RS	Evidence
1	▶ Yes
5	▶ No <input checked="" type="checkbox"/>

Note: This can only be scored either 1 or 5. A score of 5 will require further investigation.

4.3 Registered Test (Compliance) (MAN)

Is the vehicle that is registered for test on MOT Computerisation under examination?

Look for: Evidence that vehicles currently registered for test are either on site, undergoing or awaiting repairs under PRS or completing a decelerometer/road test.

RS	Evidence
1	▶ Yes, or no vehicle registered at the time of the visit
5	▶ No <input checked="" type="checkbox"/>

Note: This can only be scored either 1 or 5. A score of 5 will require further investigation.

4.4 Smart Card and VTSD Security (VTS)

Are the Smart Card(s), password(s) and VTS Device(s) secured?

Look For: Location of Smart Cards (including the spare) and passwords, an internal instruction on smart card and password security and evidence of a regular review process, compliance with scheme requirements.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Evidence of a good understanding and recognition of the importance of VOSA's policy ▶ Evidence of a robust approach to Smart Card/password security that includes regular reviews ▶ Evidence that all users comply with current policies ▶ No evidence of losses
2	↕
3	<ul style="list-style-type: none"> ▶ Evidence of some awareness of policy and its importance ▶ Evidence of Smart Card and password stored together in a secure location <input checked="" type="checkbox"/> ▶ Evidence of a casual approach to Smart Card security ▶ Loose description given of the scheme rules for use ▶ Smart Cards not held in accordance with the requirements in the MOT Testing Guide <input checked="" type="checkbox"/>
4	↕
5	<ul style="list-style-type: none"> ▶ Evidence of passwords disclosed or written down <input checked="" type="checkbox"/> ▶ No awareness of VOSA Smart Card policy ▶ Evidence of Smart Cards left in an unsecured location <input checked="" type="checkbox"/> ▶ Evidence of losses

4.5 Customer Areas (CUS)

Are the customer areas clean, tidy and well maintained?

Look For: Cleanliness of the facilities (including the customer waiting and viewing areas), ownership of maintenance, clear evidence that this is effectively managed and ease of access.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Customer Areas are clean, tidy and well maintained ▶ Access to customer areas are clear and well marked ▶ Evidence of maintenance and repair of these facilities
2	↕
3	<ul style="list-style-type: none"> ▶ Customer Areas are dirty, untidy or poorly maintained ▶ Access to areas are obstructed ▶ A lack of documented evidence of maintenance and repair of these facilities
4	↕
5	<ul style="list-style-type: none"> ▶ Customer Areas are obstructed or unusable ☒ ▶ Access to areas are blocked/unusable ☒

4.6 Test Fee Discount (MAN)

What is the percentage discount on the full and retest test fees?

Look For: Evidence of test and retest fees displayed and links to other offers such as free MOT with a service'.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Evidence that the test fee is discounted by less than 25%, and ▶ Retest fee charge is discounted by less than 40%;
2	↕
3	<ul style="list-style-type: none"> ▶ Evidence that the test fee is discounted by more than 25% but less than 50%, and ▶ Retest fee charge less than VOSA guidelines by more than 40% but less than 75%;
4	↕
5	<ul style="list-style-type: none"> ▶ Evidence that the test fee is discounted more than 50%, and ▶ Retest fee charge less than VOSA guidelines by more than 75%;

4.7 Notices and Public Information (CUS)

Are VOSA's mandatory posters, notices and signs together with other company information documents accurate, up-to-date and visible?

Look For: Up to date mandatory notices, customer information and signs readily available and is there evidence of a review process.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Evidence of a regular review of notice boards, mandatory posters and signs ▶ Content of notice boards is publicly visible, accurate and complies with the scheme requirements ▶ All information displayed complies with the Business Names Act (if applicable)
2	↕
3	<ul style="list-style-type: none"> ▶ Content of notice boards and posters is visible but contains minor inaccuracies or is incomplete; ▶ Customer signage illegible or damaged ▶ Some information displayed complies with the Business Names Act (if applicable)
4	↕
5	<ul style="list-style-type: none"> ▶ Content of notice boards is not publicly available and/or is inaccurate ☒ ▶ The 'three triangles' sign is not displayed in a prominent position ☒ ▶ Information displayed does not comply with the Business Names Act (if applicable) ☒

4.8 Workload Management (MAN)

Is there evidence that a workload management system is actively used?

Look For: Records of recent workshop activities are comparable with MOT Records, booking in systems account for staff levels and the nature of the work required, there is the ability to record details of vehicles presented without a current MOT certificate.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Clear evidence of workshop management system in use for all workshop activities ▶ Activity volume conducted matches bookings ▶ Records retained
2	↕
3	<ul style="list-style-type: none"> ▶ Some evidence of workshop management system in use or only covers some activities such as the MOT test ▶ Activity volume conducted is similar to bookings ▶ Some records retained
4	↕
5	<ul style="list-style-type: none"> ▶ No evidence of workshop management system in use ☒ ▶ Activity volume conducted does not match bookings ▶ No records retained

4.9 Vehicle Documents and Hand Over (CUS)

Is there evidence of a process to ensure that all the documents relating to a specific vehicle are kept together for returning to a customer or for filing?

Look For: A system for retaining, retrieving and issuing vehicle related documentation including the V5C, emissions printouts and all test documentation, staff compliant with process.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Evidence of a specific documented system in use ▶ Evidence that Exhaust Gas Analyser and/or Diesel Smoke Meter printouts cross match with retained documents ▶ Evidence of a comprehensive vehicle handover process ▶ All documentation retained in a single readily retrievable location, including garage copies
2	↕
3	<ul style="list-style-type: none"> ▶ Some evidence that Exhaust Gas Analyser and/or Diesel Smoke Meter printouts generally match MOT documentation ▶ Ineffective vehicle handover process ▶ Some documentation retained in a readily retrievable location
4	↕
5	<ul style="list-style-type: none"> ▶ No system for retaining Exhaust Gas Analyser or Diesel Smoke Meter printouts ☒ ▶ No evidence of a process or system to ensure documents are kept together ▶ Documents are not retain in a readily retrievable system ▶ No vehicle handover process

4.10 Scheme Changes (MAN)

What recent MOT Scheme changes have affected your VTS? Show me how you would obtain the most up-to-date information about the MOT Scheme standards and procedures.

Look For: Whether the VTS Device is being used as a reference source and is easily accessible. If paper copies are used, are the *MOT Testing Guide (6th Edition)*, relevant Inspection Manuals and Emissions book available and up to date.

Note: Amendments made to the electronic copy may be printed off

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Clear demonstrable understanding of recent scheme changes and the impact on the VTS ▶ VTS device observed in use as a source of information ▶ VTS Device is readily accessible from the MOT test bay ▶ User confidently refers to the VTS device as a source of information <p>AND (if hard copies used)</p> <ul style="list-style-type: none"> ▶ Evidence of a robust system for making temporary and permanent updates to paper copies ▶ Evidence that paper copies are orderly, up-to-date with the electronic copy, clearly used
2	↕
3	<ul style="list-style-type: none"> ▶ Vague understanding of recent scheme changes and the impact on the VTS ▶ VTS Device access from the MOT test bay(s) is not readily accessible ▶ Reference to the VTS Device made after prompting <p>AND (if hard copies used)</p> <ul style="list-style-type: none"> ▶ Evidence of an informal system for making temporary and permanent updates to paper copies, not robust ▶ Evidence that the paper copies are in poor condition, amendments to keep in line with electronic copy made inconsistently ☒
4	↕
5	<ul style="list-style-type: none"> ▶ No recollection of recent scheme changes or the potential impact on the VTS ▶ User lacks confidence in the use of the VTS device as a source of information ▶ Evidence that access to the VTS device from the MOT test bay is obstructed or difficult ▶ Reference to the VTS Device resisted after prompting <p>AND (if hard copies used)</p> <ul style="list-style-type: none"> ▶ No evidence of a system for making temporary and permanent amendments to paper copies ▶ Evidence that paper copies are difficult to locate or not available ☒ ▶ Evidence that paper copies are incomplete, temporary amendments not made, clearly not used ☒

4.11 Fallback and ET (MAN)

Is there evidence of a clear understanding of the Fallback and Emergency Testing procedures?

Look For: Evidence of correctly completed documentation, clear verbal description of process with easy reference to appropriate documentation (if required), Preparation Report accords with ET log.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Appropriate documentation is easily located ▶ A clear understanding of both processes ▶ ET Log reconciles with the Preparation Report ▶ All completed documentation complies with published requirements (if applicable)
2	↕
3	<ul style="list-style-type: none"> ▶ Some documentation is easily located ▶ Limited understanding of either or both processes ▶ Some completed documentation complies with published requirements (if applicable)
4	↕
5	<ul style="list-style-type: none"> ▶ Documentation cannot be easily located ▶ No understanding of either process ▶ ET Log does not reconcile with the Preparation Report ☒ ▶ Evidence that ET and FB requirements have not been fully complied with (including returns) ☒ ▶ Completed documentation is not retained (if applicable) ☒

4.12 Staff Retention (EMP)

What is the policy to attract and retain experienced NTs and VTS staff?

Look For: Evidence that the site is fully staffed, the ability for the site to recruit and retain staff, information from the AE-VTS link – Site Role Details screen.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Limited staff turnover; NT work force stable for more than two years ▶ No difficulties in retaining or recruiting staff
2	↕
3	<ul style="list-style-type: none"> ▶ Regular staff turnover; NTs stay for less than two years but more than several months ▶ Using temporary staff to fill full time vacancies
4	↕
5	<ul style="list-style-type: none"> ▶ Regular and frequent staff turnover; NTs only stay for a few months ▶ Reliance on temporary staff as the norm – staff shortages apparent

4.13 Incentives (EMP)

Does the VTS operate sales drives or bonus schemes?

Look For: Explore significant changes in the VTS key metrics and statistics abnormal to the scheme average from the MOT reports and VTS Test Log, if used. Whether NT(s) or other key staff are on contracts with bonus or incentive arrangements that could negatively affect behaviours in respect of the MOT scheme.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ NT or key staff basic pay is unaffected by MOT scheme or related work ▶ Statistics within VTS key metrics baseline and/or MOT scheme norms
2	↕
3	<ul style="list-style-type: none"> ▶ NT or key staff pay is supplemented by payment for MOT scheme or related work ▶ Evidence of sales drives related to MOT test item spares ▶ Statistics outside VTS key metrics baseline and/or MOT scheme norms, plausible explanation provided
4	↕
5	<ul style="list-style-type: none"> ▶ NT or key staff pay is based on MOT test throughput or related work such as rate per test completed ▶ Statistics outside VTS key metrics baseline and/or MOT scheme norms, explanation suspect

4.14 QC Systems (EMP)

Is there evidence of a pro-active quality control system in place at this VTS?

Look For: Evidence that work is routinely checked for quality and accuracy, together with records of proactive training and corrective action. QC activities above the required minimum, such as evidence of training (e.g. presentations, meetings and/or publications).

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Minimum QC system exceeded ▶ Fully documented process that hinges on improving the test error rate and the customer experience ▶ QC system reflects the volume and all types of work undertaken ▶ Evidence of proactive training and active corrective management ▶ Evidence of feedback acknowledged by the recipient
2	↕
3	<ul style="list-style-type: none"> ▶ Minimum QC system adopted ▶ Evidence of a documented process ▶ System limited to MOT scheme activities ▶ Evidence of ad-hoc training and corrective management
4	↕
5	<ul style="list-style-type: none"> ▶ QC system does not meet the minimum requirements, e.g. evidence of QCs missed ☒ ▶ No evidence of proactive training or corrective management

4.15 Staff Training (EMP)

Is there evidence of a regular staff training/improvement programme?

Look For: Records of regular, staff training covering new/replacement equipment, changes in scheme requirements, new/revised working practices and competency assessments.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Fully documented continuous training/improvement system covering all staff ▶ Evidence of routine continued use ▶ All technical staff are ATA accredited (or equivalent)
2	↕
3	<ul style="list-style-type: none"> ▶ Some documented evidence of a training/improvement system or the system does not cover all staff ▶ Evidence of ad hoc use ▶ All MOT staff ATA accredited (or equivalent)
4	↕
5	<ul style="list-style-type: none"> ▶ No documentary evidence ▶ No staff ATA accredited (or equivalent)

4.16 Workplace Throughput (VTS)

Is the workplace layout consistent with the level of throughput recorded on the MOT Scheme Performance Report?

Look For: Clearly defined work areas with a lack of overlap and conflict, that the premises can actually support the average number of tests reported. Factors include site layout and access, number, type and class of test bays, test outcomes, location of the VTS Device(s) and other equipment.

Note: This is an assessment of the VTS facility and should not be influenced by the current staffing levels.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Layout consistent with MOT test throughput, areas clearly marked up, management prevents conflict ▶ Layout enables other services; shown and explained ▶ Tools, equipment and consumables complete; layout well organised
2	↕
3	<ul style="list-style-type: none"> ▶ Layout raises some doubts about VTS capability matching actual throughput ▶ Some interference/conflict between ongoing garage activities and MOT test duties ☒ ▶ Tools or equipment generally complete, but not laid out to support activities
4	↕
5	<ul style="list-style-type: none"> ▶ Clear mismatch between actual MOT test volume and realistic VTS capability ▶ Conflict between MOT test and other services; interfering activities or noise, trailing leads or airlines ☒ ▶ Chaotic queuing or waiting observed ▶ Sense of workplace stress

4.17 Workshop Appearance (VTS)

Are the workshop areas kept free from hazards and in a clean and tidy manner?

Look For: A high standard of general housekeeping, the condition of storage facilities for workshop waste, recyclables, spares and consumables. The workshop equipment is free from a build up of dirt and the general prevalence of safe working practices.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Evidence of a cleaning schedule with ownership; high standards self evident ▶ Evidence of a waste and recycling approach; effectiveness self evident ▶ Evidence that consumables or spares storage is maintained to a high standard ▶ All bays operational
2	↕
3	<ul style="list-style-type: none"> ▶ Ad-hoc approach to cleaning or area ownership; variable tidiness or order evident ▶ Ad-hoc approach to waste and recycling; variable tidiness or order evident ▶ Ad-hoc approach to consumables or spares storage; items misplaced or untidy evident ▶ Some bays or facilities obstructed e.g. with parts or materials
4	↕
5	<ul style="list-style-type: none"> ▶ Evidence that waste or waste containers are untidy or hazardous ▶ Evidence that consumables or spares are untidy or hazardous ▶ MOT test bay obstructed and/or unusable ☒

4.18 Workshop Equipment Maintenance and Calibration (VTS)

Is there evidence of a systematic approach to the maintenance, repair and calibration of all workshop equipment?

Look For: Evidence of defined roles and responsibilities for competent persons to regularly check, maintain and calibrate all workshop equipment.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ Evidence of regular equipment maintenance checks ▶ All equipment operating instructions retained in a readily retrievable manner ▶ Routine equipment defect reporting or rectification; auditable trail for repairs available ▶ Calibration records available for all equipment and applicable records match MOT records ▶ No unnecessary VOSA equipment listed as active
2	↕
3	<ul style="list-style-type: none"> ▶ Ad-hoc checking procedures; procedures not documented, but some observed ▶ Staff appear competent with equipment; no documented evidence ▶ Equipment service reliant on third party involvement ▶ Active VOSA equipment duplicated with VTS equipment
4	↕
5	<ul style="list-style-type: none"> ▶ Concerns relating to staff competence and focus on maintenance ▶ Equipment in generally poor state or inoperative ☒ ▶ MOT Equipment Calibration Certificates missing and/or do not match MOT records ☒ ▶ Active VOSA equipment listed (where suitable alternatives exist)

4.19 Garage Hand Tool Management (VTS)

Are the garage hand tools and workshop equipment stored in a systematic fashion?

Look For: Evidence that equipment and tools stored tidily and in a readily accessible manner when not in use in appropriate storage facilities e.g. toolboxes, racking and/or shadow boards used, tool retention is monitored.

RS	Evidence
1	<ul style="list-style-type: none"> ▶ All tools available; demonstrates approach to ensure availability ▶ All tools stored appropriately; system is owned and maintained ▶ Tools clearly used for intended purpose, cleaned and stored when not in use
2	↕
3	<ul style="list-style-type: none"> ▶ Some MOT tools not readily available, not able to show approach to ensure availability ☒ ▶ Some tools stored appropriately. No ownership, tools scattered ▶ Tools missing, not used for intended purpose or not cleaned and stored after use
4	↕
5	<ul style="list-style-type: none"> ▶ Missing or defective MOT tools; no confidence that the test is carried out using correct tools and/or equipment ☒ ▶ No structured approach to tool care or storage; tools scattered or in poor condition ▶ Serious concerns about how or if tasks are carried out i.e. without tools

5 AE Representative Questions

Ask the AE Representative five pre-defined questions from the VT57 (NT and AE pre-defined questions). Record the question identification number in the reference number column and risk score the number of correct answers. The questions probe the knowledge of the staff and their proactive and unprompted use of reference material (if required).

Look For: Number of correct answers.

RS	Evidence
1	▶ 5 correct answers
2	↕
3	▶ 3 correct answers
4	↕
5	▶ 1 or less correct answers

Note: If the person requests the use of reference material then the VE should note whether relevant and up-to-date material is quickly located and correctly used.

6 Nominated Tester (QC) Questions

Ask the Nominated Tester (NT) ten pre-defined questions (no more than two from each section) from the NT and AE Pre-Defined Questions (VT57).

Record the question identification number in the reference number column and risk score the number of correct answers. The questions probe the knowledge of the Nominated Tester and their proactive and unprompted use of reference material (if required).

Look For: Number of correct answers.

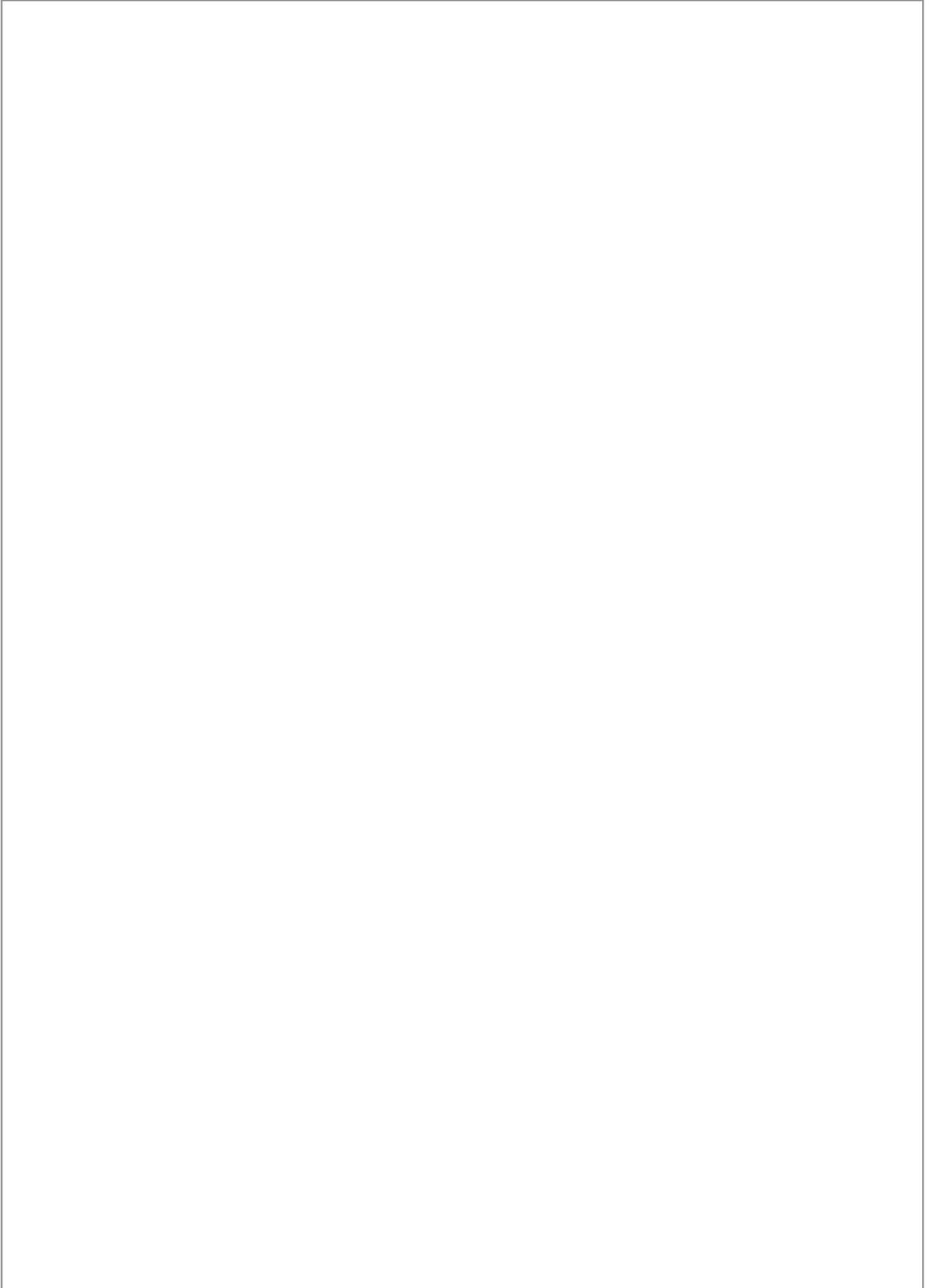
RS	Evidence
1	▶ 9 or more correct answers
2	↕
3	▶ 5 or 6 correct answers
4	↕
5	▶ 2 or less correct answers

Note: If the Nominated Tester requests the use of reference material then the VE should note whether relevant and up to date material is quickly located and correctly used.

7 AE Representative and VE Signatures

At the end of the visit the site staff should ask the AE Representative to sign this document and the VE must leave a copy at the site together with an Advisory Form (if applicable).

Your Notes

A large, empty rectangular box with a thin black border, intended for the user to write their notes. It occupies the majority of the page's vertical space.

On-site assessment questions aide memoire

Number	Question
4.1	What is the average age of vehicle tested at this site?
4.2	Does the Certificate of Authorisation (VT9) display the correct details? <input checked="" type="checkbox"/>
4.3	Is the vehicle that is registered for test on MOT Computerisation still on site? <input checked="" type="checkbox"/>
4.4	Are the Smart Card, password and VTS Device secured?
4.5	Are the customer areas clean, tidy and well maintained?
4.6	What is the percentage discount on the full and retest test fees?
4.7	Can the site staff demonstrate that they conduct a regular review of VOSA's mandatory posters, notices and customer information leaflets together with other company documents?
4.8	Is there evidence that a workload management system is actively used?
4.9	Is there evidence of a process to ensure that all the documents relating to a specific vehicle are kept together for returning to a customer or for filing?
4.10	What recent MOT Scheme changes have affected your VTS?
4.11	Is there evidence of a clear understanding of the Fallback and Emergency Testing procedures?
4.12	What is the policy to attract and retain experienced NTs and VTS staff?
4.13	Does the VTS operate sales drives or bonus schemes?
4.14	Is there documented evidence of a proactive quality control system in place at this VTS?
4.15	Is there evidence of a regular staff training/improvement program?
4.16	Is the workplace layout consistent with the level of throughput recorded on the MOT Scheme Performance Report?
4.17	Are the workshop areas kept free from hazards and in a clean and tidy manner?
4.18	Is there evidence of a systematic approach to the maintenance, repair and calibration of all workshop equipment?
4.19	Are the garage hand tools and workshop equipment stored in a systematic fashion?
5	Ask the AE Representative five pre-defined questions from the VT57 (NT and AE pre-defined questions)
6	Ask the Nominated Tester (NT) ten pre-defined questions (no more than two from each section) from the NT and AE Pre-Defined Questions (VT57)

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