

Vehicle & Operator Services Agency Operations Manual

08.06.09 **Section 3 Vehicle Testing Scheme**

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6 Computer Records - Overview

This section attempts to concentrate on the procedures and policies involved in entering and maintaining data on MOT Computerisation and should be read in conjunction with the VOSA User Guide. It does not cover the policy and procedures regarding the suitability and acceptance of that data which is shown in other dedicated sections which will refer to the following specific sub sections where relevant.

6.1 Passwords

Passwords are used in conjunction with User IDs to gain access to MOT Computerisation.

After 30 days of use a password can be changed, however MOT Computerisation will prompt the user to change the password every 90 days.

If a user forgets their password or is locked out of MOT Computerisation they will have to contact Siemens Service Desk, who will reset the password for them.

6.2 Keying Conventions

Standard keying conventions must always be adhered to when entering data into MOT Computerisation, and care should be taken to ensure that all data entered is spelt correctly.

Always:

- Use CAPITAL LETTERS for inputting all details.
- Avoid the use of brackets wherever possible

Never:

- Abbreviate words unless the abbreviation is officially recognised as the name. The only abbreviations that are acceptable are LTD, PLC, CO.
- Use punctuation marks e.g. commas, full stops. A name should read ATS not A.T.S.
- Use the following keys when entering data:
 - Colon

- Semi-colon
- Forward Slash
- Back Slash
- Single Quotes / Apostrophes
- Double Quotes
- < > Chevrons

6.2.1 Personal Details

- Always enter first name, surname in full and select the correct gender.
- If known, enter title and middle name
- Always complete the date of birth field - format should be 20/05/1966.
- Always complete the Data Disclosure Indicator – the correct statement must be selected.

6.2.2 How a driving licence number is formed

Link to withheld information which is likely to prejudice the effective conduct of VOSA's regulatory function under the MOT Testing Scheme (this information has been requested under Freedom of Information and has previously been withheld under section 31(1g & 2d) of the act)

6.2.3 Addresses

- Post town - this must be a town, not a county.
- Do not enter a County name.
- Post code – enter the postcode with a space separating the two parts and **without** a leading zero where the first part of the post code contains only one number e.g. SA1 2DA.

Telephone numbers - enter with a space separating the national code from the telephone number e.g. 01525 854311.

6.3 Data Disclosure Indicator

Each person or AE that submits an application form to be able to operate within The MOT Scheme completes the Data Protection declaration.

For person records, confirmation of this declaration can be found on the VT01 form and/or all training course forms.

For AE records, confirmation can also be found on the VT01, at the end of the Statement of Responsibilities.

Each person or AE computer record has a Data Disclosure Indicator field and the correct statement must be selected. It is confirmation within MOT Computerisation that some of the data VOSA hold may, for commercial reasons, be released to organisations connected with the motor trade, who may wish to offer goods or services.

Each subject must give positive confirmation that such details may be released. Where no confirmation is given, or where the subject has declared that the information may not be released the Data Disclosure Indicator must be set to 'May Not Be Disclosed'.

Where the subject has declared that the information may be released the Data Disclosure Indicator must be set to 'May Be Disclosed'.

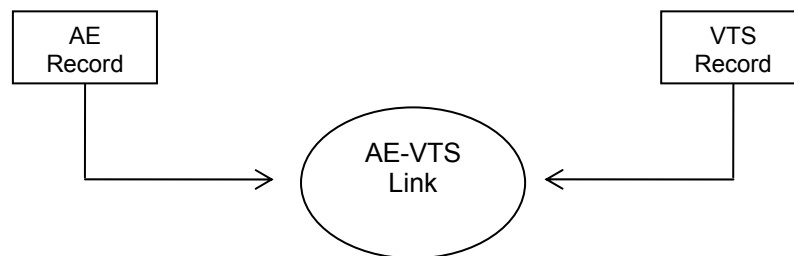
Area Office Administrators are reminded that on no account should details relating to people or organisations within the MOT Scheme be disclosed, unless the data is deemed to be in the public domain or a lawful written request is received which falls within the provisions of the DPA 1998 or FOI Act.

6.4 Status of Authorisation Records

An Authorisation consists of three MOT Computerisation records:

- AE
- VTS
- AE-VTS Link

In order for testing to take place the AE and VTS records must be associated. This association forms the AE-VTS Link record.



All three records can reflect a series of states and interim stages.

Different states apply to the different Authorisation records e.g. an AE record can be APPROVED while the AE-VTS Link will be set to ACTIVE for testing to commence.

Whilst the same states can exist for each type of record, the updating of them will normally be determined by receipt of

satisfactory application enclosures in addition to meeting all other relevant Requirements for Authorisation, and always agreed by the AM/SVE.

Refer to [Appendix 5.2](#) – AE/VTS States for an explanation of each state and interim stage.

6.5 Searching for Existing Records

In order to avoid duplicate records being created, it is essential that thorough searches are carried out before creating any new records.

If, after an initial search no matches for that record are found, it is essential that further searches are carried out using all combinations of available data. Refer to section 4.4 – [Check for Existing Records](#) for more details.

6.6 Authorised Examiner Records

MOT Computerisation holds records of the Authorised details of all AEs. These records are created during the Authorisation process and are given a unique AE number by MOT Computerisation to identify the record. These records must be maintained in order for the details to remain correct.

The AE is required to inform VOSA of any change in the Authorisation details. This may be done via the VTS Device, by telephone or in writing. The changes could be anything from changes in the trading name or individuals that make up the business entity to changes in testing classes.

6.6.1 Creating New AE Records

A new AE record will only ever be created on receipt of an appropriately completed VT01, and then only after extensive searches have been carried out to ensure that a record does not already exist.

Using the function '[Register New AE Request](#)'; enter the following details:

- Either the User ID (if the person is already known to MOT Computerisation) or the signatory/applicant's full name.
- The Document Storage Location (e.g. Sheffield, Leighton Buzzard). In the case of a multi-site AE this should be the Lead Area Office name.
- Complete the AO Handling Application field with the Area

number (e.g. 20, 18).

- Select the AE Type (e.g. partnership, sole trader).
- The AE name, the trading-as name (only if different from any associated VTS) and the registered office address.
- Telephone/fax number, email address.
- The company registration number (if applicable).
- Select the correct Data Disclosure Indicator statement.
- Enter the address details specified as the correspondence address.

When the entry of the details has been confirmed MOT Computerisation will generate an application number and new AE number.

Additional information will need to be added when you process and update the record during the Authorisation process, refer to Section 4.7.1 - [Process AE Registered Request](#) and Section 4.15 – [Approving and Updating AE and VTS Records](#) for details.

6.6.2 Updating AE Records

Because the AEDM can make minor changes to the record without formally notifying VOSA, it is important that the MOT Computerisation record is used as the primary source of reference, and the paper file as the secondary source.

6.6.2.1 Minor Changes

At any time, when minor changes occur which effect the details of an APPROVED AE record (e.g. contact name, telephone number), but not the details shown on the VT9, the AEDM/AED is able to update the MOT Computerisation record directly, using their VTS Device.

6.6.2.2 More Significant Changes

The AEDM/AED are not able to make significant changes (change of business entity, registered or correspondence address, partners etc) to their record that may require the VT9 Authorisation Certificate to be re-issued. A VT01 should be sent to the AE to complete to notify VOSA of any formal changes.

If the VT01 does not detail a change in the constitution of the Authorised business entity such that it requires a new AE number (refer to Appendix 5.5 - [Changes to an AE with Continuity](#)) use function [Register AE Change Request](#) (see VOSA User Guide L6). Where the change to the business entity results in a new AE

number a new application will need to be registered using [Register New AE Request](#) (see VOSA User Guide L1) or [Process Seamless Transfer Request](#) (see VOSA User Guide M6 and refer to section 4.22 - [Seamless Transfer](#)).

If the VT01 reveals a change in the AE's details that have not been received within 7 days of the change having taken place, then the file should be passed straight to the AM/SVE as disciplinary action may be necessary.

When the changes have been approved the Area Office will update MOT Computerisation and issue a new VT9 Authorisation Certificate.

6.6.2.3 Annual Confirmation

Every 12 months, either from the date the record was created or from the date of the most recent update to the details, an MOT Computerisation Alert Message is sent to the AEDM/AED notifying them of the requirement for the AE to confirm their Authorisation details. These details will include who the Trained Person (TP) is. The AEDM/AED has to tick a checkbox to the screen labelled "I confirm that these details are correct".

6.7 VTS Records

MOT Computerisation holds records of the Authorised details of all VTSs. These records are created during the Authorisation process and are given a unique VTS number by MOT Computerisation to identify the record. These records must be maintained in order for the details to remain correct.

The AEDM/SM are required to inform VOSA of any change in the Authorised details. They may do this via the VTS Device, by telephone or in writing. The changes could be anything from a contact telephone number through to changes that directly affect the Authorised details at the VTS.

6.7.1 Creating New VTS Records

A new VTS record will only ever be created on receipt of a VT01, and then only after extensive searches have been carried out to ensure that a record does not already exist.

Using the function '[Register New VTS Request](#)'; enter the following details:

- If it is a joint AE and VTS application, and both the AE and VTS fall within the same enforcement area, select the appropriate radio button and enter the application number raised while registering the AE. Where the AE and VTS do

not fall within the same enforcement area separate application numbers should be used.

- The Document Storage Location (e.g. Sheffield, Leighton Buzzard).
- Complete the AO Handling Application field with the Area number (e.g. 20, 18).
- Either the User ID (if the person is already known to MOT Computerisation) or the signatory/applicant's full name
- Select whether the VTS is new or a LAPSED site. If the latter, confirm the lapsed site number.
- The site type (VTS), name and address.
- Telephone/fax number.
- Enter the test classes applied for (if the applicant is applying to test Class 5 vehicles, Class 4A and 5A must automatically be given as well).
- Select the correct Zone name applicable to the VE whose parish the VTS is in (see [6.13](#) Zones (Parishes) and VOSA Location Details).
- Select the correct Bank Holidays and language that apply to the VTS.

When the entry of the details has been confirmed MOT Computerisation will generate an application number (if the application is not already associated with an AE application) and a new VTS number or re-use the number of the LAPSED site when specified.

Additional information will need to be added when you process and update the record during the Authorisation process, refer to Section 4.7.2 - [Process VTS Registered Request](#) and Section 4.15 – [Approving and Updating AE and VTS Records](#) for details.

6.7.2 Updating VTS Details

Because the SM/VTS Admin can make minor changes to the record without formally notifying VOSA, it is important that the MOT Computerisation record is used as the primary source of reference, and the paper file as the secondary source.

6.7.2.1 Changing the Specified Zone

At any time, when the AM requires an Area Office's Zones to be reallocated, the VTS record may be updated to be associated with a different Zone using function [Update VTS Details](#).

6.7.2.2 Minor Changes

At any time, when minor changes occur which effect the details of an APPROVED VTS record (e.g. opening hours), but not the details shown on the VT9, the SM is able to update the MOT Computerisation record directly, using their VTS Device.

6.7.2.3 More Significant Changes

The SM/VTS Admin are not able to make significant changes to their record that would require the VT9 Authorisation Certificate to be re-issued. A VT01 needs to be completed in order to notify VOSA of any formal changes which must be registered on MOT Computerisation using the function [Register VTS Change Request](#) Refer to section 4.21.3 – [Changes to Authorisations – VTS Details](#) for administration procedures.

6.7.2.4 Annual Confirmation

Every 12 months, either from the date the record was created or from the date of the most recent update to the details, an MOT Computerisation Alert Message is sent to SMs notifying them of the requirement to confirm the Approved VTS details.

6.8 AE-VTS Link Details

MOT Computerisation records the association between an AE and a VTS within the AE-VTS Link Record. These records are created during the Authorisation process. They would normally be created at the same time a new joint application for Authorisation is registered, but may be created separately when processing individual applications or automatically during a Seamless Transfer.

Additionally the AE-VTS Link Record is accessed to view the details of all the AE/VTS users and their roles.

6.8.1 Creating New AE-VTS Link Records

Using the function '[Register AE to VTS Link Change Request](#);' enter the following details:

- Application number
- The Document Storage Location (e.g. Sheffield, Leighton Buzzard).
- Complete the AO Handling Application field with the Area number (e.g. 20, 18).
- Either the User ID (if the person is already known to MOT

Computerisation) or the signatory/applicant's full name.

- Enter the AE number, the site number and VTS Trading As name.
- Enter the test classes that the VTS has applied to test (if the applicant is applying to test Class 5 vehicles, Class 4A and 5A must automatically be given as well).

Additional information will need to be added when you process and update the record during the Authorisation process, refer to Section 4.7.3 - [Process AE-VTS Link registered Request](#) , Section 4.15 – [Approving and Updating AE and VTS Records](#) and Section 4.19 - [Confirming Authorisation](#) for details.

6.9 People Records

MOT Computerisation holds personal records of all MOT Computerisation users who may or may not have roles (see [6.12](#)). These records hold brief personal details and any roles and role associations of the person.

6.9.1 New Trade Users

New users are entered onto MOT Computerisation via number of ways dependent upon their proposed role:

- Proposed NTs are made users by VOSA TS via the NTTLV or NTTMC application process (refer to section 16.2 - [NT Approval Process](#))
- Proposed AEDMs are made users by VOSA via the Add New User function (refer to section 3.2 - [AEDMs](#)). This function triggers the production of a Personalised Smart Card application form (refer to section 21.1 - [Smart Cards](#))
- AEPs are made users by VOSA via the Add New User function (refer to section 4.6.1 – [AE Principals](#))

New Trade user records for AEPs, TPs and AEDMs must only be created following extensive searches within the MOT Computerisation, which confirm that a record does not already exist. If an error is made and a duplicate record is created; see [6.10.1](#).

- Enter the name, gender, date of birth and home address of the new user, and select the correct statement against the Data Disclosure Indicator.
- If supplied, also enter the user's title, middle name, the name they prefer to be known by, driving licence number and telephone number.
- Leave the office address fields blank, they are only relevant to a VOSA user.

New Trade users not requiring the above roles should obtain

Smart Cards using hard copy application forms (refer to section 21.1 - [Smart Cards](#)). When such a user has received their Smart Card, the appropriate manager Trade role can then appoint them to the role (refer to Appendix 12.2 – [Role Definition Table](#)).

6.9.2 New VOSA Users

If the AM requires a permanent member of staff, who has never had access to MOT Computerisation before, to become a User, a VT89 - [VOSA New User Application Form](#) must be completed and submitted to PVSM Contracts at Bristol.

PVSM Contracts will create the new Person record from the information given on the form, and appoint the specified roles. Any subsequent changes or additions to the roles specified on the form can then be carried out by an Area Office User with appropriate system access.

PVSM Contracts will send an email to inform the person their MOT Computerisation record has been set up successfully and to give them their User ID.

As soon as the User ID is received new Users must send a [SBS34P4 Service Desk Authentication Form](#) to the Siemens Service Desk.

Complete the information box at Section 1, the User's line manager must sign the Authorised for VOSA signature line, and the User must complete and sign Section 2. Send the form to the address specified on the front of the form.

If the appointed roles also require a Smart Card for the User to use all their functions, a Personalised Smart Card Application Form will automatically be sent to the User for completion.

Contract Staff

Contract staff are not recorded on the HR system and therefore these users will have to be registered by using ADD NEW USER. When a member of VOSA is appointed to a Role that requires a Smart Card, a Personalised Application form is sent to their office address as recorded on MOT Computerisation.

MOT Computerisation Assessment

It is a requirement that every registered VOSA User must pass the MOT Computerisation Assessment.

Approximately 2 months after becoming a registered User of MOT Computerisation, to allow the person time to practice and become familiar with the system and The MOT Scheme, arrangements **must** be made for them to attend the System Support Course. The person's line manager

must email 'Internal Training Applications' to request a booking be made on the next available System Support Course for VOSA User's.

6.9.3 Viewing AE/VTS Users Associated to a Particular Record

- To view VTS users and their roles associated to a particular site access the VTS record. **Tip:** In order to view user details the Organisation/Location Link Details needs to be selected and from this screen individual 'Site Personnel Details' can be selected.
- To view AE users and their associated roles access the AE record.

6.9.4 Update Person/User Details

To assist in the maintenance of the records, users of MOT Computerisation may make certain changes to their own base data.

Trade users are able to change the following details only for themselves using Update User Details:

- Their title (Mr, Mrs) and their known as name (Dave, Mike)
- Home address, email address and phone numbers
- Password and data disclosure marker
- Record of Convictions including driving disqualification (enter only – not amend). For guidance on assessing convictions see [Appendix 10](#) - Rehabilitation of Offenders Act 1974.

The above details may also be changed by another AE/VTS user holding an appropriate role. Other details can only be updated for them by a VOSA user holding the appropriate role. A request for a change of driving licence number must be supported by copies of the licence and, where possible, other DVLA confirmation.

For other changes which would require a new Smart Card, AE/VTS staff must submit their request for amendment to other personal details, in writing to the Area Office (refer to section 21.6 – [Changes to Personal Details](#)).

Additionally, the request could be to update a person's status to reinstate their role following implementation of disqualification/inactivity.

VOSA users are able to update all details within their record using Update Person Details, but no amendment of personal details recorded in the MOT Computerisation person record should be carried out without first notifying HR.

Notification of a change to personal details should be made directly to HR by the person themselves, either in writing or via email.

Once HR have updated their records, confirmation of the change(s) will be sent, either via email or in writing, direct to the person.

Upon receipt of this confirmation VOSA User's should update their MOT Computerisation person record to reflect the amendments as notified to HR.

Other changes (e.g. change of zone for a VE) do not need to be notified to HR.

6.9.5 Receive Conviction Alert Message

Where a user enters details of new convictions to their record, an Alert Message is generated to the Area Office as notification. The Area Office must enquire on the user's record and review the convictions in light of the Rehabilitation of Offenders Act 1974.

The conviction details are recorded as an Event against the person record.

Where a conviction is recorded against an existing user, which would normally make that person unsuitable to appoint as a new user within the MOT Scheme, the matter must be referred to the AM/SVE.

Once the AM/SVE reaches a decision that the notified conviction does not impact on the person's Authority or Approval within the MOT Scheme it must be deleted from MOT Computerisation. A brief file note should be placed on the appropriate file to record that VOSA were notified of a conviction, which was found to have no impact on the MOT Scheme.

6.10 Duplicate or Incorrect Records

Once an AE, VTS or Person record has been created within MOT Computerisation it cannot be deleted, therefore it may be necessary to mark a record as VOID if a duplicate record has been inadvertently set up.

Care must be taken to ensure all records are voided correctly, and any entries made against the record (e.g. events etc) are transferred to the correct record.

When making a record VOID – do not use any variation on the word VOID i.e. VOID RECORD, (V), V O I D in the mandatory

fields.

6.10.1 Voiding a Record

Prior to marking any record as VOID carry out the following:

- Identify the incorrect record which needs to be made VOID.
- Identify the correct record to which any transfer of data entries need to be made.
- View the incorrect record from the Events menu option.
- Establish if Events exist against the incorrect record which must be re-entered against the correct record.
- Cease any current people roles and associations held against the incorrect record and ensure that appropriate ones are entered against the correct record.
- Refer to the sections below to continue the procedure against the specific types of record.

6.10.1.1 AE Record

AE records should only be made VOID when a duplicate record has been set up or an error that cannot be amended has been made when creating the record.

A status of REJECTED or RETRACTED is not a reason for an AE record to be made VOID.

Any required adjustments to an AE Account and/or the number of test slots purchased, must be requested in writing to Siemens Service Desk, giving full details of each AE record before the record is made VOID.

If an ACTIVE AE-VTS Link exists this must be set to SURRENDERED and any AE-VTS Links which are required against the correct record must be set up. Then:

- Update the 1st line of the registered office address to 'VOID RECORD – DUPLICATE – SEE AE NUMBER *****'.
- Retain the postcode details which must remain the same.
- Amend the registered office and correspondence address fields within the record to 'VOID'.
- Details held in other fields must be deleted, and where appropriate, replicated on the correct record.
- Cease the AE record by updating the status to SURRENDERED.

6.10.1.2 VTS Record

VTS records should only be made VOID when a duplicate record has been set up or an error that cannot be amended has been made in creating the record.

A status of LAPSED is not a reason for a VTS record to be made VOID.

Any required adjustments to an AE Account and/or the number of test slots purchased, must be requested in writing to Siemens Service Desk, giving full details of each VTS record before the record is made VOID.

Remove all site test classes from the incorrect record and ensure that all appropriate classes are entered against the correct record.

If an ACTIVE AE-VTS Link exists this must be set to SURRENDERED and any AE-VTS Links which are required against the correct record must be set up. Then:

- Change the details in all the mandatory fields within the record to the word 'VOID'.
- Update the 1st line of the VTS address to 'VOID RECORD – DUPLICATE – SEE VTS NUMBER *****'.
- Retain the postcode details which must remain the same.
- Amend the address fields within the record to 'VOID'.
- Details held in other fields must be deleted, and where appropriate, replicated on the correct record.
- Cease the VTS record by updating the status to EXTINCT.

6.10.1.3 People Records

Note: People records should only be made VOID after a duplicate record has been set up.

- Using the function Withdraw Smart Card; set the status of a Smart Card issued against the incorrect record to WITHDRAWN.
- Using the function Update Person Details; enter the persons surname into the Driving Licence Field.

Change the details in all the mandatory fields to 'VOID', except for the Date of Birth details which must remain the same. With the exception of the Driving Licence field and Postcode, details held in other optional fields must be deleted, and where appropriate, replicated on the correct record.

6.11 Deceased People Records

When written notification is received that an AE or VTS person holding an MOT Computerisation role has died, certain amendments to the record **must** be made to ensure that no correspondence is mistakenly sent to the bereaved family of the person.

Updating the Record

Follow the steps below, **in the order as listed**.

1. Using Update Roles remove all allocated role associations and set any test class states to 'off'.
2. Using Update Person Details; enter or over-key any entry in the 'Known as' field with the word DECEASED, in capital letters, followed by the date the written notification was received in the Area Office.
3. Ensure the following details remain the same:
 - First Name
 - Middle Name
 - Last Name
 - Date of Birth
 - Postcode
4. Enter '**DECEASED**' in all other mandatory fields.
5. **Delete** data from all other optional fields.
6. Using the function [Withdraw Smart Card](#) (see VOSA User Guide O4), update the status of their Smart Card (if one is held) is to WITHDRAWN.
7. File the written notification on the appropriate file.

Where the person held an AEP role within an Authorisation the Authorised entity may be required to cease testing. Refer to Section 4.21.1 - [Changes to Current Authorisations – AE Details](#).

Where the AEP was a sole proprietor the authorisation is automatically terminated and the status of the AE should be classified as SURRENDERED. Refer to section 5 [Cessation of Authorisation](#) for further details.

Refer to Section 14 – [MOT Files](#), for guidance on the retention and destruction of paper records held within an NT File.

6.12 MOT Computerisation Roles

In order to associate users with MOT Computerisation functionality roles have been defined. Roles give access to MOT Computerisation functions and implement system security. [Appendix 12.2](#) lists the Area office and AE/VTS roles with brief

explanations.

The following summarises the principles of users and roles:

- A role provides a set of functions that can be carried out by any user holding that role. A user may have no roles or may hold more than one role. [Appendix 12.3](#) – Roles to Function Table is a table briefly defining the functions applicable to each Area Office role.
- Certain VOSA and Trade roles can appoint existing users to additional roles. [Appendix 12.1](#) lists the MOT Computerisation roles that are able to appoint roles to other users, and details which roles they are able to appoint.
- As soon as a role is assigned to a user it has ACTIVE status. However, if the role requires mandatory associations (e.g. NT at a VTS) the full range of functions will not be available until the association has been specified.
- Some roles must be associated with a location, while other roles do not e.g. a VTS Admin role has to be linked to a VTS; a VE has to be linked to an Area Office.
- VOSA users, whose role allows the issue of test documentation are issued with Smart Cards.
- With the exception of a person holding only the role of AEP or TP, which have no functions, all Trade users are issued with Smart Cards.
- Trade user roles can only fully function at specific locations; VOSA RTE users have unrestricted access.
- Only NTs have a functioning role that is subject to formal disciplinary action (FDA). Although disciplinary points are not monitored by MOT Computerisation, Final Warnings are logged and any Cessation of an NT's Approval or AEs Authorisation is manually implemented via MOT Computerisation.
- The non-functioning role of AEP is subject to FDA through its association to the AE entity. The role of AEDM is not subject to FDA. It should be noted that the required management responsibility of a person to be appointed to such an AEDM role would not allow an AEP of an AE who has ceased to be Authorised from being appointed as AEDM at the same VTS under B3.8 of The MOT Testing Guide.

6.12.1 **Appoint/Update Roles**

This section only relates to appointing or removing roles from existing MOT Computerisation users. Where a person is not already a user (i.e. does not have an ID) see [6.9](#).

All MOT Computerisation users must be appointed a role or roles in order to gain access; additionally VEs, AOs and AE/VTS users require a Smart Card to gain access via a VTS Device.

Where necessary, users of MOT Computerisation may be appointed to more than one role in order to carry out administration of the MOT Scheme effectively.

MOT Computerisation will not allow a role appointment to take place unless it is carried out by a user holding an appropriate role themselves.

6.12.1.1 Trade Roles

- The role of AEP, AEDM and TP can only be appointed by the Area Office, normally during the approval process. Refer to section 3.2 – [AEDMs](#) and section 4.6.1 – [Authorisation Process](#) for AEPs and section 3.3.3 – [AEDMs](#) for more details.
- Remaining AE and VTS based roles are allocated by the AE. With the exception of the NT role, the AEDM can appoint and remove any AE role for a user, and the SM can appoint or remove VTS roles. The Personnel Manager can appoint both the SM role and other VTS roles. Refer to [Appendix 12.1](#) - Role Appointment Table for full details of the role appointment hierarchy.
- Once appointed, VTS and AE users will retain these roles on MOT Computerisation even where the role has been removed by their manager at an AEsip or VTS. Removal of a role only changes the status from ACTIVE to INACTIVE. The only exception is the role of NT which will always remain as ACTIVE unless the role holder ceases to be approved when the status changes to DISQUALIFIED (refer to section 16.11 - [Nominated Testers](#)).
- A change to the record of NTs at a VTS automatically triggers the production of a revised VT26, which is sent to the VTS by Siemens.
- Where an existing user who does not have a Smart Card is allocated a role which requires one, for example an AEP is given an AED role, MOT Computerisation will automatically generate a request for an application form. The form will be sent by Siemens to the user's personal address shown on MOT Computerisation.
- **Exceptionally** the Area Office may appoint and remove AE and VTS roles on behalf of the AE, where the AEDM, PM or SM is absent however **written authorisation must be**

received from the AEP **confirming all appropriate details**, before this can be done.

When the VTS is unable to access MOT Computerisation because of an ET incident and they need to associate a known user to their site they must notify VOSA, in writing as above. The change should be made as soon as possible dependent upon the AOs own access to MOT Computerisation.

6.12.1.2 VOSA Roles

A need may arise to add or remove roles to/from existing users because of a change in staff, or to cover periods of absence. This must not be done without the agreement of the AM.

Adding or removing roles to/from a registered user can be carried out using an Area Office CT or laptop.

If a role has been allocated to cover a temporary period (e.g. holiday cover) the role must be removed at the end of the required period.

Where an existing user who does not have a Smart Card is allocated a role which requires one, MOT Computerisation will automatically generate a request for an application form. The form will be sent by Siemens to the user's home address for completion.

6.13 Zones (Parishes), MEPs and VOSA Location Details

All VOSA locations where a VTS Device is installed have an MOT Computerisation location record. The records hold brief details of the address and other relevant information (e.g. location type – AO, GVTS, etc). The details of a VOSA location, including Zones can be amended using the function [Update VOSA Location Details](#) (see VOSA User Guide M5). MEP details must be updated using the function [Create or Update MOT Enforcement Patches](#).

6.13.1 Zones

Zones are used within MOT Computerisation when producing reports for planning and statistics, in order to assist with targeting activities.

Every VTS is allocated to a Zone and each Zone is allocated to a VE or VEs.

The allocation of Zones to a VE is very flexible. AMs may decide to set up their Area's Zones to cover geographical areas or to allocate particular VTSs to a particular VE, or a mixture of the

two.

If there is a reorganisation of Zones within the Area, then MOT Computerisation must be updated accordingly (see [6.7.2.1](#) for information on updating the Zone details against a VTS record). When a new VTS MOT Computerisation record is created the correct Zone must be selected.

Creating and Amending Zones

The decision to amend or create Zones must be made by the AM/SVE.

Updating the Person's Zone

For a Zone to interact correctly with a VE record; the association must be specified against the person record using [Update Person's Zone](#) (see VOSA User Guide S2).

Zone Names

Each Zone is given a reference number, which becomes the zone name.

For the Lead Area Office the name begins with the Area number followed by three digits that will run sequentially from 001.

For example: the third Zone listed for Area 20 would be 20003. For a sub-Area office the name begins with the Area number followed by the sub location number (e.g. SL1), followed by three digits that will run sequentially from 001.

For example: the second Zone listed for sub-Area office 1 in Area 20 would become 20SL1002.

Note: This naming convention **must** always be adhered to in order for MOT Computerisation to recognise the appropriate records when producing the reports and statistics.

Zone Description

Complete the Zone description field by keying-in the VE's name, in full. No other descriptive text should be used.

[6.13.2](#)

MEPs

An MOT Enforcement Patch (MEP) is a group of VTSs with the following characteristics:

- A MEP belongs to one Area
- A VTS belongs to one MEP. This may be a MEP that belongs to another Area to facilitate the efficient use of resources.

VEs are not associated to MEPs on MOT Computerisation but can be associated by Area policy. Ideally the associated VE

resource should be sufficient in number and skills to carry out the targeted MOT enforcement activities for the VTSs within the MEP.

Note 1: It should be noted that if VEs share a MEP it will most probably be necessary to assign each VE to individual planned activities in order for them to manage their workloads (refer to section 37.8.2 – [Viewing a VE's workload](#)).

VTSs are assigned to a MEP on MOT Computerisation using the [Create or Update MOT Enforcement Patches](#) function:

- A new VTS must be assigned to a MEP during the Authorisation Process. Refer to Section 4.15.6 – [Assigning VTS to MOT Enforcement Patch \(MEP\)](#)
- MEPs may be re-organised within an Area:
- New MEPs may be created
- MEPs may be renamed (but the system will reject any which are the same nationally)
- VTSs may be moved from one MEP to another (use 'Add VTS to MEP')

Note 2: A VTS remains assigned to its MEP irrespective of the VTS status. A VTS can only be removed from a MEP by assigning it to another MEP.

6.13.3 Updating VOSA Location Details

All Area Office's can update certain details held within MOT Computerisation against their location's MOT Computerisation record.

Other details such as the cost centre code and Area number are maintained centrally, and cannot be amended locally.

6.14 GVTS Details

A virtual Area Office, Area 24, has been established to manage all GVTS data. Area Office 24 is based at Welcombe House, Swansea.

If a Station Manager requests a local Area Office to amend data held against the GVTS MOT Computerisation record they must be advised to contact Area Office 24 in Swansea.

Note: With the exception of the VE updating a tester's record following a VT8 only, Area staff **must not** create or amend any GVTS data.

6.15 Access to MOT Records

MOT data must not be released outside of VOSA through ad-hoc practices. Members of the public and certain enforcement agencies have controlled access through existing facilities and procedures and these must not be by-passed. This sub-section provides advice on these facilities and procedures.

6.15.1 Request from the Public

Where a request is received from a **member of the public**, the Area Office **must not** supply the information. The enquirer must be directed to the automated telephone service on 0300 123 9000 where calls are charged at national rate or to the website www.motinfo.gov.uk. These services will provide a Test History or Status check of a vehicle's MOT record where the enquirer knows the Test No or V5C No.

6.15.2 Request from Other Enforcement Agencies

All requests for information from other government enforcement agencies **must** be submitted in written format (letter, fax or email), and quote the legislation under which the request is being made i.e. Data Protection Act. Any request must also state the authorising powers held by the Enforcement Agency to take action in respect of the request i.e. Trade Descriptions Act or other consumer protection legislation.

The response to the request **must** be in writing and be made within the appropriate time allowance. All requests and responses **must** be logged. Refer to [Information Access And Data Handling Policy on VOSAnet](#).

To supply this or other information under circumstances different from those above may result in the user contravening the DPA, FOIA or the Computer Misuse Act.

6.15.3 Request from VOSA staff

Where a request is received from a member of VOSA staff, who can demonstrate they have a legitimate business need for the information, the Area Office may access and release this information i.e. Auditor or an ongoing investigation by member of enforcement staff.

To supply this or other information under circumstances different from those above may result in the user contravening the DPA, FOIA or the Computer Misuse Act.

6.15.4 Obtaining Certified Statements for Enforcement Purposes

The Police may require certified statements regarding specific data held within MOT Computerisation for enforcement purposes.

They must submit a written request to Siemens, detailing the specific information and any relevant dates using their form VT35P Request for Information for Enforcement Purposes.

6.15.5 Requests from AEs for NT Disciplinary History

AEs may request AOs to advise them of any Formal Warnings that a prospective NT may have. Their attention should be drawn to [Section E1.4 of the MOT Testing Guide](#) whereby an NT can order his own overnight Personnel Information report. If this procedure is not suitable and they wish VOSA to supply the relevant information, the AE must get the prospective NT to make a written request himself which must state precisely what information the NT wishes to be sent to what individual at what address.

The request and the copied information must be placed on the NT's file. It should be noted that where a relevant FW letter is copied, any reference by name, number or address to the associated AE or VTS must be deleted or blacked out.

6.16 Reporting Breaches of Security

Irrespective of whether VOSA has evidence to take action or not, or whether an AO takes any action, all incidents involving a breach of data security for whatever reason (e.g 'hacking'), either claimed or detected, must be reported to inform@vosa.gov.uk. The email should contain a brief outline of the 'breach of security' and contact details if further information is required.

- The e-mail heading, should contain within it's title the word **'Incident'**