

## Vehicle & Operator Services Agency Operations Manual

30.11.09

### Section 3 Vehicle Testing Scheme

#### Operating Instructions

#### 9 – Desk Based Assessment Overview

## 9 Desk Based Assessment – Overview

### 9.1 DBA Outcomes

## 9 Desk Based Assessment – Overview

VTSSs with a green status will have a MOTSA every three years. In between they will receive an annual DBA carried out by trained and validated assessors at the Contact Centre, Swansea.

A Desk Based Assessment comprises two parts:-

An analysis of data from the MOT Scheme Performance report including:

- Actual throughput (by comparison to the maximum throughput recorded at the last MOTSA);
- Initial test times;
- Failure rates;
- Replacement rates;
- Any noticeable differences between the performance of NTs at the VTS,
- QC Index – a check that one is present on the report;

A telephone interview, normally with the Site Manager but if he is not available the person responsible for MOT testing at the VTS at the time of the call (Responsible Person (RP)) to include:

- Exploration of reasons for any anomalies revealed by the analysis of the Scheme Performance Report;

- Scripted questions designed to check that the RP has a suitable knowledge of MOT Testing;
- The opportunity for the RP to ask any question of the assessor;

The assessor will record the details from the DBA directly onto MOT Computerisation.

The following abbreviations will be used:

<b>ABBREVIATION – Group A</b>	<b>FAILURE ITEM</b>
B/S	Body & Structure
Bks	Brakes
D/C	Driving Controls
DRS	Drive System
F/E	Fuel & Exhaust
L/S	Lighting & Signalling
RP/V	Reg Plates & VIN
S/C	Sidecar
Str/Susp	Steering & Suspension
T/W	Tyres and Wheels

<b>ABBREVIATION – Group B</b>	<b>FAILURE ITEM</b>
B/S	Body & Structure
Bks	Brakes
D/C	Driving Controls
D/V	Drivers view of the road
F/E	Fuel & Exhaust
HFR	High Failure Rate
L/S	Lighting & Signalling
LFR	Low Failure Rate
MT/Quad	Motor Tricycles & Quadricycles
R/W	Road Wheels
RP/V	Reg Plates & VIN
S/B	Seat Belts
Str	Steering
Susp	Suspension
Tys	Tyres
X/S	Excessive

Multi Test group NTs will be differentiated as either C1/2 or C4, C7

## 9.1 DBA Outcomes

There are two possible outcomes to a DBA:

### **Satisfactory**

There are no issues arising from any aspect of the Desk Based

Assessment and the VTS plan will remain unchanged. The VTS [Key Metrics](#) baseline will be automatically updated and remote monitoring of the VTS Key Metrics will continue.

### **Unsatisfactory**

A DBA will be regarded as unsatisfactory if:-

- The assessor is unable, following three attempts, to carry out the DBA;
- The assessor concludes from the telephone interview that there are unaccounted unsatisfactory aspects in the VTS's operation.

When the outcome of a DBA is recorded as unsatisfactory, MOT Computerisation automatically adds a VTS Review (DBA Outcome) activity to the VTS Plan for the next month. The activity will then be listed as pending on the next updated Activity Schedule.

The AM/SVE must conduct a VTS Review to decide on any next course of action (refer to section 36.2 – [Unsatisfactory Desk Based Assessment](#) for details).