

Vehicle & Operator Services Agency Operations Manual

08.06.09	Section 3 Vehicle Testing Scheme
-----------------	---

	Operating Instructions
--	-------------------------------

	35 – MOT Compliance Survey
--	-----------------------------------

[35](#) **MOT Compliance Survey (MOTMCS)**

[35.1](#) **Purpose**

[35.2](#) **Site Selection**

[35.2.1](#) Preparation

[35.3](#) **Required Kit**

[35.4](#) **Selecting a Target Vehicle**

[35.4.1](#) Timing the Arrival

[35.4.2](#) Arriving at the VTS

[35.4.3](#) Target vehicle cannot be checked

[35.4.3.1](#) Test in Progress

[35.5](#) **The Re-Inspection**

[35.5.1](#) Registration on VTS Device

[35.5.2](#) Re-inspection Procedures

[35.5.3](#) Result Entry on VTS Device

[35.5.4](#) Advice to the Customer

[35.5.5](#) Fallback & SAT

[35.6](#) **Photography**

[35.7](#) **Interviews**

[35.8](#) **Recording Outcome on MOT Computerisation**

[35.9](#) **Inspection Reports**

[35.9.1](#) MOTMCS Outcome Return

[35.9.2](#) MOTMCS Report

[35.9.2.1](#) Description of Disputed Defects

[35.10](#) **Activity Recording**

35.11 References

35 MOT Compliance Survey - MOTMCS

Random selection of a recently tested vehicle at a VTS and re-inspection using the MOT facilities to establish if the correct standards have been applied.

35.1 Purpose

The aim of the survey is to provide VOSA and others with data which can be used to evaluate the level of Compliance to MOT Scheme standards.

To provide a statically sound base for the survey and confidence in the final outcome report, sites to be visited will be randomly selected based on data from MOT Computerisation. This selection will take into account site location and number of tests conducted, it is therefore important the selection is adhered to maintain confidence in the final report.

The survey will also act as a random quality control measure to determine whether the tester has reached the correct pass and fail decisions as laid out in the MOT Inspection Manual.

35.2 Site Selection

To provide independence in the survey VOSA have worked with the ORU (Operational Research Unit) to produce a list of sites to be visited and also to compile the final outturn report.

The ORU will use data from MOT Computerisation to produce a random list of sites based on such things as location, throughput etc.

Following selection, PVSM will issue to each Area a list of the VTSs that will receive an MOTMCS Inspection before the start of each financial year.

The list will be broken down into months and will contain a selection of Primary and Secondary sites. Areas **must** make every effort to conduct an MOTMCS check at **all** the sites in the Primary list within the **month specified**.

Note 1: The monthly (Targeted) Activity Schedule must be compared with the MOTMCS schedule (Primary list). If a VTS scheduled for a targeted visit also appears on the MOTMCS Primary list for the relevant or following month, the MOTMCS activity takes precedence over the MOT55 and the VTS Plan should be updated to replace and if necessary reschedule the MOT55 (refer to section 37.3 – [Updating a VTS Plan](#)).

If, in **exceptional circumstances** the random re-inspection has to be aborted (e.g. the vehicle owner is on site and does not give permission or the vehicle has left just prior to the arrival of the VE), the VE **must use the Substitute site for that Primary site, for that month**. If no substitute site is listed then the Primary site must be revisited at a later time that month.

MOTMCS activities may be carried out at anytime during the specified month and can be combined with another activity.

Note 2: PG points for this activity are awarded after the correct return of the MCS Outcome Return (see [35.9.1](#)) and not from VE Journals. PG points will not be awarded for MCS checks carried out at sites that are not listed on the MCS Site Selection Data or for where the secondary site listed is checked in addition to the primary site.

35.2.1 Preparation

In order to make the chance of finding a recently tested vehicle more likely; VE's should check test patterns at the VTS in advance of the MOTMCS check. This is especially important for low volume sites where testing may be restricted to first thing in the morning for instance. The overview can be obtained by viewing MOT Test Details on MOT Computerisation or calling off a VTS Test Log report. It is suggested that a VTS Test Log report is called off to show a week of the VTS's testing activity.

MOTMCS activities must be conducted unannounced and therefore two VOSA employees will be required, avoiding the need to request assistance from staff at the VTS.

35.3 Required Kit

The VE will require the following:

- Customer Explanation Letter (Laptop - VOSA Documentation > Forms > VT51 or pre-prepared hard copies with AO address and VE names already completed)
- Record of Interview forms and/or their notebook.
- Means of issuing PG9 (Laptop or pad).
- The VEs smart card. (**Note!** The system will prevent the

VE from logging onto a VTS Device if the user has not correctly logged out of MOT Computerisation following corporate terminal access. Whenever a user is timed out on a corporate terminal session they should always go back into MOT Computerisation and log out correctly.)

- The VE will use the VTS's test documentation via the VTS Device.
 - A VT40 will be printed prior to the Inspection and must be retained for our records.
 - A VT32 must be issued for any failure defects or advisory comments, or where a partial examination is carried out in order to show the scope of the MOTMCS inspection as free text. Only where a VE has carried out a full inspection and fully agrees with a clear pass result of the NT will no VT32 be necessary.
- Hard copy outcome letters (via laptop on VOSA Documentation) where a laptop is not going to be used on site (the letters should have the grey fields deleted before printing off).

35.4 Selecting a Target Vehicle

[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)

35.4.1 Timing the Arrival

[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)

35.4.2 Arriving at the VTS

On arrival try to identify any tested vehicles with those parked on the premises and then introduce yourself to the AEDM or SM and tell them the purpose of your visit. If, exceptionally, it has not been possible to check MOT Computerisation prior to the visit, ask to see any VT40 reports of tests that may have been retained and find out if there are any recently tested vehicles still on the premises. DO NOT CHECK RECORDS IN DETAIL at this stage.

35.4.3 Target vehicle cannot be checked

In such cases, further checks should be made on MOT Computerisation using View MOT Test Results to see whether any previously tested vehicles are still on the premises. In premises with large vehicle parking areas it may be more efficient to ask.

If more than one recently tested vehicle is available, the 'sample' vehicle should be selected randomly.

35.4.3.1 Test in Progress

By using MOT Computerisation, a VE's arrival will not precede the entry of a test result however in exceptional circumstances, checks via MOT Computerisation may not have been possible and a test may still be underway. If a test is in progress, monitor the procedures that are carried out. DO NOT INTERRUPT the tester.

35.5 The Re-Inspection

Where the customer is on site or is due back shortly, make out a Customer Letter to advise them of the re-examination (VOSA Documentation > MOT Scheme Documentation > Forms > VT51: MOT Compliance Survey Form & Customer Letter).

If the circumstances allow, ask for the vehicle to be put onto the inspection facilities and then examine it in accordance with the Inspection Manual and Special Notices. If the test facilities are unavailable the 'secondary means', if the VTS has this, can be used to conduct the re-inspection to the maximum extent practicable. **Note:** The AE cannot charge VOSA a fee for use of his premises however the VE should attempt to minimise any disruption where an MOTMCS Inspection may be clashing with a booked test.

35.5.1 Registration on VTS Device

The VE should ask to see copies of test documentation related to the vehicle. Using the VT40 he should verify that the details recorded agree with the vehicle.

In normal circumstances (however see [35.5.5](#) - Fallback & SAT) all inspections must be recorded using the function "Register Vehicle by VE" on the VTS Device even if the examination does not take place in the test bay. Where an MOT test is in progress the VTS Device can still be used so long as the NT is not be distracted or disturbed. VT55R must be selected for the 'Inspection Type'.

Refer to the VOSA User Guide section CX2 – [Inspection Tests](#) for

details of this procedure.

35.5.2 Re-inspection Procedures

Where possible, the re-inspection should be conducted in a 'like for like' fashion e.g. if the original MOT test was carried using OPTL facilities, ideally the re-inspection will be carried out using OPTL facilities.

If, during the inspection defects are found, the VE should record these in detail on the VT40 inspection report. It is important when dealing with corrosion that had not been found during the MOT test that no attempt is made to further assess the defect without the AEDM/SM and NT being present. Additionally, photographs need to be taken before and after any witnessed assessment procedure.

The result of the inspection by the VE should be compared with the test outcome recorded on the previously issued document.

Note: The recording of advisory defects is not a compulsory requirement and neither is the use of the VT32. VEs need to ensure that they see any hand written advisory documentation at the outset of the re-examination.

If formal disciplinary action is likely, an interview must be carried out to ascertain the reasons for the discrepancies. The appropriate disciplinary points for discrepancies must follow the guidance given in the MOT Testing Guide.

The VE should remind the AEDM/SM that he is responsible for the actions of the NT and that he should be satisfied that the NT meets the required standards for testing.

35.5.3 Result Entry on VTS Device

The VE **must** record or confirm the MOTMCS Inspection result using "Enter Test Results by NT.

In section CX2 - [Inspection Tests](#) it is important to note the sub section instructions relating to Inspection Witness Details. Here the VE should record the assisting VE's name, if applicable, and record the scope of the inspection; Full or Partial.

Note 1: A partial inspection can only be recorded where an RfR has been recorded. Where no defects were found the RfR is 'items not tested', either as a specific part of the test i.e. 'emissions' or as 'other items not tested' after which the free text facility must cover the scope of this omission.

An assisting VE can enter test item results for the inspecting VE using the function Enter Test Results by Administration (refer to

the VTS Device User Guide 10.F15 - [Enter Test Results by Administration](#)).

Note 2: It is not possible to obtain duplicate VT32s of MOT55 inspections therefore VEs must use the 'Reprint' facility after issuing the first VT32 in order to obtain an office copy.

35.5.4 Advice to the Customer

It should be noted that the original result cannot be altered on the database. Legislation requires that any VT20 must still be issued, however, it is VOSA's responsibility to ensure that the presenter or owner is made aware of the MOTMCS Inspection result. In all cases a letter must be produced to accompany the VT32 to explain to the owner the relationship of the MOTMCS outcome to the MOT Test VT20 or VT30.

10 letters are available on the VE's laptop under 'VOSA Documentation > MOT Scheme > Standard Letters > VT55 Customer Outcome Letters'. The version to be used depends upon the level of the re- inspection, the MOT result and the MOTMCS result. These three parameters are shown in the title of each letter shown on the drop down menu. Ideally the situation should additionally be explained to the customer however where this is not possible the SM or NT must be asked to give the VT32 and letter to the customer along with the VT20 or VT30. VEs who do not wish to print letters on site from their laptops must keep all versions of this letter in hard copy form in order to issue one manually. If this option is chosen the relevant input fields in the letters must be deleted to allow for hand written entries on the hard copy.

Where a full examination has revealed an invalid defect or defects such that a test certificate should have been issued, at present a VT20 cannot be issued from the MOTMCS process. Where the NT has accepted his error(s), he can be advised to carry out a (partial) retest to achieve the correct result. Where the NT does not wish to do this the only option would be for the VE to re-examine the vehicle again, possibly on another day after a 'complaint' number has been generated, as an MOT19 (without any fee). Where the customer is not present the MOT19 option should be explained to the customer by telephone and is not covered in the letter.

35.5.5 Fallback & SAT

If the VTS is operating in Fallback or SAT the MOTMCS examination must be carried out using manual recordings as the Siemens Service Desk and SAT do not support VOSA inspections. The VE must use the VT40s from the original test to

obtain the VSI. Any defects and advisory comments should be recorded onto a VT32, a copy to be left for the vehicle presenter.

35.6 Photography

If the examination outcome is likely to result in formal disciplinary action, photographs should be taken of all components that are the subject of differing test standards. Refer to section 41 – [Evidential Photographs](#) for more details.

35.7 Interviews

Where formal disciplinary action is considered, an interview must be carried out. Refer to section 40 – [Interview Procedures](#) for details.

35.8 Recording Outcome on MOT Computerisation

Other than the VTS Device re-inspection record, the activity is not recorded on MOT Computerisation as an event unless it results in the issue of a Formal Warning Letter.

35.9 Inspection Report

This report (VT51) is divided into three parts:

- Part A – MCS Outcome Return
- Part B – Vehicle Examiner's Report
- Part C – Customer Information Letter

Currently this form must be accessed via [TI 081](#).

35.9.1 MOTMCS Outcome – Part A

This **must** be completed in all cases and an electronic copy sent to the 'MOT Compliance' mailbox within 10 working days of the re-examination.

Section A4 – 'Defects Missed and Incorrect Decisions' must be completed if appropriate. The VE must consider that if the vehicle was seen at the roadside, would the defect(s) recorded have attracted a prohibition using the Categorisation of Defects. If it does, record it on the form as either Immediate or Delayed. There is no need to issue the prohibition.

Note: Please ensure that the 'Suggested Outcome' section (A5) is completed in all cases.

Details which arise from other discussions are not to be entered

onto the form but noted in the VE's pocket book.

35.9.2 Vehicle Examiner's Report – Part B

This should be completed when the re-examination outcome suggests that further disciplinary action may be required. The following should be attached to this report and placed on file and/or referred to the AM or SVE as appropriate:

- A screen print of the test(s) details
- The VT40 completed at the MOTMCS Inspection.
- Copy of the MOTMCS VT32.
- Copy of the MOTMCS Customer Outcome letter.
- Any Record of Interview and Photographs
- MOT Computerisation printouts showing data cited in the report.

The MOTMCS Report should be factual, concise and must not include any subjective or flippant comments.

Everything in connection with the case must be included in the report, this includes details of previous test data if this is relevant.

No reference should be made to the possible outcome of the case, this would pre-judge any representations made by or on behalf of the interested parties. Any indication of the outcome would prevent a different line of action being taken, based on any other information that might be available when the case is finally considered for possible disciplinary action.

35.9.2.1 Description of Disputed Defects

In cases of over zealous failures it is important that the condition of the subject components is fully described in order that a third party can independently assess the condition for themselves, especially where the component condition cannot be photographed.

It is important that each defect is numbered and the same numbering reference is replicated on any letters and photographs. It is suggested that defects are cut and pasted from the MOTMCS inspection and MOT test details on MOT Computerisation.

Amplification should accurately describe the extent and severity of the defect. In the case of corrosion the total area affected by corrosion will be described, the dimensions provided will include not just the area holed but also that which yielded to pressure. The proximity of corrosion to the relevant component mounting will also be recorded. These measurements assume even

greater importance in the absence of any photographs. It is important to record how the corrosion was detected and why the VE considered no abnormal force had been used in cases of pre-existing holes e.g. the area surrounding the hole was not flared in or out, the hole was made larger by finger or thumb pressure only, etc.

35.10 Activity Recording

MOTMCS 1 - Random selection of a recently tested vehicle at a VTS and re inspection using the MOT facilities to establish if the correct standards have been applied.

MOTMCS 2 - Code to be used by Assisting Examiner.

MOTMCSA - To be used when the MOTMCS activity has to be aborted.

35.11 References

MOT Testing Guide

Section I – Discipline

Appendix 8.2 - Incorrect Test Standards

