

Vehicle & Operator Services Agency Operations Manual

15/07/08	<p>Section 3 Vehicle Testing Scheme</p> <p>Operating Instructions</p> <p>38 – Quality Assurance Checks</p>
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Recommendations for Management Checks of MOT Scheme activities

Tier 1 checks tend to be based on the tier 2 checks, however they should be more detailed and involve risk management and be more closely focused on Personal Development of staff.

Recommendations for Tier 1 (SVE) quality assurance checks for VEs are shown in Table 1

Recommendations for Tier 2 (QAO) quality assurance checks for VEs are shown in Table 2

The recommendations do not cover what normal day to day management checks should be carried out. Although not specified, it is also important to consider Vehicle Examiner Administration support staff and the quality assurance of this work.

Table 1 - Tier 1 recommendations.

(The checks below apply to established VEs. New entrants will need more support than this.)

Checks to be carried out	How Often	est Hours, per check
<p>MOTVT6 equivalent: demonstration test of Class IV or VII vehicle</p> <p>Note: a VE refresher training course should be attended every 3 years and a follow up practical demonstration test should be arranged after this.</p>	One per year/VE	1.5
<p>MOTVT6 equivalent: examination of Class V Vehicle Examination for Vehicle Examiners who are involved in this work.</p>	Max 3 years	2.0
<p>MOTVT6 equivalent: demonstration test of Class I or II motorcycles.</p>	Max 3 years/VE	1.5

	conducting Motorcycle examinations	
MOTSA/DSV on site visit	Max 3 years/VE	1.75
MOTEDA/MOTSA/DSV customer survey Checking: establish VE has followed the established procedures, and record of visit as well as customer focus including advice. May lead to further checks.	1 per year/VE	1.0
VT7 cradle to grave check on process and site visit after authorisation.	2 per Area/year	4.0
Special Investigations: In depth check on process and procedures. Administration check.	At least 2 per year/Area	2.0
Management and audit checks Cradle to Grave checks (1 typical weeks work from Journal) Audit checks on: Journal T & S and Overtime Notebook System checks Files, documents issued and reports Note: Customer survey (above) could be done during this weeks audit.	1 per VE/ year	7.0
Please note that all checks should not be based on planned timescales. Targeted checks are required over and above the checks detailed above.		

Table 2 - Tier 2 recommendations.

(The checks below apply to established VEs. New entrants will need more support than this.)

Checks to be carried out	How Often	est Hours, per check
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<p>MOTVT6 equivalent: demonstration test of Class IV or VII vehicle</p> <p>This should be carried out by viewing a MOT55 or MOT19i</p>	Every VE/Max 3 years	1.5
<p>MOTVT6 equivalent: examination of Class V Vehicle Examination for Vehicle Examiners who are involved in this work.</p>	Max 3 years	2.0
<p>MOTVT6 equivalent: demonstration test of Class I or II motorcycles.</p>	Max 3 years/VE conducting Motorcycle examinations	1.5
<p>MOT55: Check on the selection process for MOT55s to ensure random nature and double manning. Plus one MOTMCS check with each VE involved in this work.(MOTVT6 on VE)</p>	1 check per year on every VE conducting MOTMCSs in Area	2.5
<p>MOTSA/DSV on site visit and system checks. (including justification of DSV)</p>	Every trained VE/3 years	2.0
<p>VT7 cradle to grave check on process and site visit after authorisation.</p>	1 per Area/year	4.0
<p>Special Investigations In depth check on process and procedures. Administration check.</p>	At least 1 per year/Area	2.0
<p>MOT19/MOT19I paper and system check</p>	3 per Area/year	0.75
<p>General</p> <p>The Quality Assurance Officer should check that Tier 1 checks are being carried out as per the Vehicle and Operator Services Agency policy. Are tier 1 checks being used to feed into Personal Development Plans, and are the results of tier 2 checks being used to improve the Quality of the area work?</p>	1 per VE/year	7.0