



**Issue Number**

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**Issue Date**

**March 2015**

**All Authorised Examiners (AEs) and Designated Councils in Classes**

**All Classes**

**The last Special Notice issued was**

**07 - 2014 All Classes**

Is it mandatory to print this Special Notice?	<b>Printing of this Special Notice is Required</b>
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**PLEASE NOTE:** You will need to type the links which appear in this Special Notice - eg <http://bit.ly/mot-03-14> - into the internet (using a web browser) in order to visit the GOV.UK web pages they refer to.

### **Item 1: Mandatory upgrade reminder**

The switch over to the new MOT testing service will be a mandatory upgrade as defined in the **MOT Testing Guide 6th Edition, Section B4 Premises and Equipment, Section D1 Premises and Equipment of the Requirements for Authorisation.**

Any vehicle testing station (VTS) not ready to switchover to the new service will have their authority to test suspended until they're ready as previously outlined in **MOT Special Notice 03-14** - <http://bit.ly/mot-03-14>

#### **IT requirements**

Once you switch to the new service responsibility for IT equipment, internet connections and printers used for MOT testing will move from DVSA and Atos to AEs who'll be responsible for:

- providing the necessary IT equipment, internet connection and printer
- arranging for any required repairs and maintenance

For further information read **MOT Special Notice 6-2014** - <http://bit.ly/mot-06-14> - and our **MOT Modernisation: IT specification** - <http://bit.ly/mot-it-spec>

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## Item 2: Getting ready and switchover

### Communications

All information about the switchover process and new testing service will be published under the following communication channels during the switchover period:

- **MOT information on GOV.UK** - <http://bit.ly/mot-mod>
- **MOT special notices** - <http://bit.ly/mot-sn>

All of this information should be considered, and followed in the same way, as other MOT scheme rules.

All information published via these channels will be brought together as revisions to the MOT testing guide and inspection manuals once the switchover process is complete.

DVSA will also contact you with information about the switchover and new testing service through the following communications channels during the switchover period:

- emails from the MOT Modernisation mailbox ([mot.modernisation@vosa.gsi.gov.uk](mailto:mot.modernisation@vosa.gsi.gov.uk)) and 'Driver and Vehicle Standards Agency' email alerts system ([dvsa@public.govdelivery.com](mailto:dvsa@public.govdelivery.com))
- phonecalls and visits from DVSA staff
- messages via your VTS device

In order to receive emails about the switchover process and new testing service you'll need to:

- check and update your listed email address - read our **MOT Modernisation: update your VTS device details guidance** - <http://bit.ly/vts-details>
- sign up for email alerts from our **Matters of Testing blog** - read our **Get MOT Modernisation email alerts guidance** - <http://bit.ly/mot-alerts>

For further information about the switchover read our **MOT Modernisation: the switchover process guidance** - <http://bit.ly/mot-switch>

### Individual email addresses

All users need to check and update the individual email addresses they have listed within their VTS device.

This will make sure we can send all users information about the new service, the switchover process and security eg password resets.

For further information on why you should and how to update your email address read our **MOT Modernisation: update your VTS device details guidance** - <http://bit.ly/vts-details>

### Confirming you're ready to switch over

AEs must check and update their Authorised Entity (Business) 'Correspondence email address' in order to receive our online 'Readiness' survey to confirm their sites are ready to switch to the new service.

If you've not received or are having trouble completing the survey please email your VTS number, AE

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number and contact details to [mot.modernisation@vosa.gsi.gov.uk](mailto:mot.modernisation@vosa.gsi.gov.uk) and we'll be in touch in due course.

### **Switchover dates**

AEs will be notified of their switchover dates up to 4 weeks prior to being switched over to the new service.

Switchover dates and information and details about the new service will be sent to your Authorised Entity (Business) 'Correspondence email address' listed within your VTS device.

For further information about switchover dates read our **MOT Modernisation: the switchover process guidance** - <http://bit.ly/mot-switch>

### **If you're not ready**

If you've not completed an online 'Readiness' survey or confirmed you're ready to switch by 3 July 2015 you'll be given notice that you'll be suspended from MOT testing.

If you subsequently confirm you're ready to switch after 3 July 2015 then we'll make every effort to schedule your switchover to the new service. Please be aware that sites already confirmed and scheduled to switch will take priority. It can take up to 4 weeks to schedule a switchover.

If you've confirmed you're ready to switch and are then unable to do so by the final switchover date you'll be suspended from testing until you're deemed ready and rescheduled to switch again.

### **Claiming your new MOT testing service account**

Your MOT testing account contains all the information about you and your MOT tests and will - replacing your current MOT Computerisation account.

Once you have a switchover date, you must claim your new MOT testing service account by logging into the new service using a one-time password which will be sent via your VTS device. This must be done prior to using the new service.

You'll then be able to receive your 6-digit PIN for the new service and reset your password. Any of the following actions may result in disciplinary action being taken against you:

- disclosure of your password or PIN to anyone
- leaving your password or 6-digit PIN in an unsecured location

You should retain your MOT smart card until the end of September 2015 to make sure you can still access the current MOT Computerisation system.

For further information about switchover dates read our **MOT Modernisation: the switchover process guidance** - <http://bit.ly/mot-switch>

### **Slot payments**

Slot payments will be managed at AE level under the new service. Existing slot balances held at VTS level will be transferred to a new AE slot account for the new service.

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Any financial balances will be converted and rounded-up to the nearest slot, and added to the new AE slot account. The cost of slots will remain the same.

For further information about switchover dates read our **MOT Modernisation: slot payments guidance** - <http://bit.ly/mot-slots>

### **Training on the new MOT testing service**

The new service is designed to be intuitive and easy-to-use with early trials showing most users find it easier to use than the current MOT Computerisation system.

However, the new service will include on-screen hints and tips, help sections and links to online videos to guide you through its various sections and functions.

For further information read our **MOT testing service: training and support guidance** - <http://bit.ly/mot-support>

## **Item 3: Using the new MOT testing service**

### **New MOT testing service rules**

As now, all MOT tests and retests must be conducted within authorised VTs by Nominated Testers (NTs) approved to test the class of vehicle by the DVSA.

We expect the Authorised Examiner Designated Manager (AEDM), Authorised Examiner Delegate (AED) and Site Manager (SM) roles to fully monitor the testing activities conducted within their business.

AEs are responsible for making sure statutory MOT testing is carried out to the required standard and in the manner set out by DVSA at their VTs.

We'll be monitoring the data and characteristics collected from the new service to make sure all MOT tests are conducted from authorised VTs.

Where we find MOT scheme rules are not being followed this may result in the authority to MOT test vehicles being removed from the AEs and NTs.

All management and administrative functions, which do not include the MOT testing or retesting of a vehicle, may be conducted at any location under the new service.

### **New MOT testing service roles**

MOT roles will be simplified under the new service with the Account Management (ACM), Personnel Manager (PM), Quality Control (QC) and Trained Person (TP) roles removed.

The ACM role will not be migrated over to the new service. If an AEDM requires a person to purchase MOT test slots on behalf of the business entity then the role of AED should be allocated to that person either before or after your switchover.

With the removal of the TP role, for new AEs it will be mandatory for the named AEDM of a proposed AE to give evidence of attending the MOT manager course before final approval is given.

For further information read our **MOT testing service: training and support guidance** - <http://bit.ly/mot-support>

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[support](#)

## **MOT documentation (VT20)**

The format of the VT20 MOT test certificate, which is currently in landscape, will be changed to portrait in the new service. All MOT documentation will be printed in a dual language format for VTSs in Wales.

## **Information to help manage test quality**

AEs are responsible for VTS test quality. In order to manage this you need to review the information made available to you so you can identify where attention is needed.

The following are key features of the new service and should form part of the routine information you check:

- **test log** - only tests carried out under your authority appear on it
- **slot usage** - monitors the amount of MOT test slots used within your authorisation
- **transaction history** - monitors the amount of money you've spent on MOT test slots

MOT information in the new service has been and will continue to be designed to better reflect AE requirements. For example, AEs can immediately view statement type information from any location allowing for flexible management.

## **Brake test weights and Vehicle Specific Information (VSI)**

The new system will have brake weights available for the majority of vehicles. When a vehicle weight is not made available NTs will need to be able to refer to manufacturer or other reliable data - eg brake test weight charts, technical manuals etc.

Other VSI will not be presented within the new service so if information is required on anti-lock braking systems, electronic parking brake systems etc then NTs will need to be able to refer to manufacturer or other reliable data.

For further information read our **MOT testing service: training and support guidance** - <http://bit.ly/mot-support>

## **Item 4: Changes to the MOT testing guide**

### **Quality Management and Control**

VTSs now use many different approaches to managing quality at their sites - for example, some AEs are now using third parties and systems to help advise them about and support quality systems.

There are existing requirements for quality control (QC) checks but these are not always appropriate for many smaller sites.

The move to the new service is being used as an opportunity to change how we record evidence of quality control and management.

There will be no requirement within the system to record QCs but there will be requirements that all AEs provide evidence of how quality is being managed. In future, this will form part of site assessments.

Additional guidance will be published over time on how best to manage quality with trade associations

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expected to provide helpful advice.

Quality systems should be tailored to meet the particular circumstances of VTSs - volumes of tests, numbers of testers, experience of staff etc.

There is no absolute requirement for how quality should be managed but, as now, systems have to be sufficient to enable AEs to discharge their responsibility to adequately manage quality.

In all cases, AEs need to retain documentation of what system is, including evidence of items identified by their procedures and the remedial action required.

### **Displaying the list of Nominated Testers (VT26)**

From April 2015 VTSs will no longer be required to display their list of NTs on their public notice board.

### **Recording retests**

The new service will simplify the way in which retests are recorded and will not define types of retest (eg free, chargeable etc).

During a retest the original failure items will be listed but NTs will remove these if repaired. If additional items have been identified during the retest they can be selected.

### **Contingency Testing (CT)**

CT will be made available to VTSs who're unable to access the new service for the following reasons:

- the new service is unavailable due to DVSA technical problems
- broadband communication outages
- users cannot buy MOT test slots due to DVSA's payments provider

Under the new service, VTSs will be responsible for getting IT equipment fixed if it stops working. This includes any problems related to any IT equipment, services and printers which you use to access and run the new service.

The existing Emergency Testing (ET), Fallback and Stand Alone Testing (SAT) procedures will no longer be used in the new service.

For further information read the CT section in our **MOT Modernisation: changes to the MOT testing guide** - <http://bit.ly/mot-changes>



Ian Bartlett

MOT Scheme Manager

**All Nominated Testers must acknowledge via the VTS Device that they have read and understood the contents of this Special Notice.**

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