



Assessment Criteria Part B for IMI Level 3 Award in MOT Test Centre Management

I.D: 601/8929/0

Version 6: November 2018

*To be used in conjunction with Candidate
Assessment Summary*



INSTITUTE
of the MOTOR
INDUSTRY



CENTRE INFORMATION

Please be aware that any **legislation** referred to in this qualification may be subject to amendment/s during the life of this qualification. Therefore IMI Approved Centres must ensure they are aware of and comply with any amendments, e.g. to health and safety legislation and employment practices.

The current **MOT Testing Guide, Inspection Manuals and Special Notices** and associated documentation can be located on the <https://www.gov.uk/> website and are the central reference documents.

Please be aware that **vehicle technologies** referred to in this qualification reflect current practice, but may be subject to amendment/s, updates and replacements during the life of this qualification. Therefore IMI Approved Centres must ensure they are aware of the latest developments and emerging technologies to ensure the currency of this qualification.

Please note: the relevance of the information contained in the **unit content** will vary depending upon the vehicle types being worked upon. The unit content is for guidance only and is not meant to be prescriptive.

For Office Use Only		
Version and date	Change detail	Section/page
V1 01.06.2016	Original	
V5 12.11.2018	MOTM04 content updated	P17
V6 30.11.2018	MOTM04 content updated	P18
File route H:abdev/masterdocs		

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Requests should be made in writing and addressed to:
Institute of the Motor Industry (IMI)
Fanshaws, Brickendon, Hertford SG13 8PQ



The changes to the (draft) MOT inspection manual, being introduced from **20th May 2018**, are to bring MOT testing in the UK in line with European Directive 2014/45/EU.

The changes include:

- The adoption of European vehicle classifications, for example L2e L5e, M1, M2 to run alongside our class 3, 4, 5 and 7. The full classification details can be found in the introduction section of the latest draft version of the new MOT Manual, available on the right-hand side of this page
- New categories of: minor defect, major defect and dangerous defect, to replace the old advisory and fail system
- New manual layout. The three columns listing information, methods of inspection and reasons for rejection have been replaced with information and guidance followed by a table containing the defect and failure category
- Sections have been reorganised from 0 to 10 and new sections added. An example of this is Section 8 'nuisance', which covers noise, emissions and other environmental items. **It should be noted** that many testable items have moved to new sections. There have also been significant changes to the appendices
- New testable items have been added throughout the manual.

The latest Special notice providing additional guidance for Vehicle Test Stations can be accessed via the link on the right-hand side of this page.

Further information and regular updates are available on the Government website and are linked on the right-hand side of this page.

The IMI MOT qualification guidance and assessment documentation is in the process of being updated to reflect these changes. We will be advising when this new documentation is to be used to deliver training and advise all centres to begin familiarising themselves as soon as it is made available.

In addition, draft Heavy goods vehicle (HGV) and Public service vehicle (PSV) inspection manuals have been released and are available by clicking the links on the right-hand side of this page.



QUALIFICATION STRUCTURE

IMI LEVEL 3 AWARD IN MOT TEST CENTRE MANAGEMENT

Ofqual: 601/8929/0

The qualification consists of 4 Mandatory Units. All units are combined Knowledge and Skills Units.

Unit Ref.	Unit Title and Ofqual I.D Number	Mapping to NOS units
MOTM01	Know how to manage the Legislative and Compliance Requirements of a Vehicle Test Centre (A/508/5309)	IMICA01, IMICA02, IMISPRT1, IMISPRT3
MOTM02	Know how to deal with Customer Service Problems within a Vehicle Test Centre (M/508/5310)	IMICA08, IMIVF32, IMIARB37
MOTM03	Understand how to Develop and Supervise Staff within a Vehicle Test Centre (T/508/5311)	IMICA03, IMIARBG11, IMIARBG12, COSVR712
MOTM04	Understand Vehicle Test Centre Quality Systems and Quality Audits (A/508/5312)	SFJPF2.1, SFJPF1.1

Note: The NOS unit ESK11NT1, Using the Internet, is embedded throughout the qualification.



UNIT REF: MOTM01	UNIT TITLE: KNOW HOW TO MANAGE THE LEGISLATIVE AND COMPLIANCE REQUIREMENTS OF A VEHICLE TEST CENTRE
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Level: 3	Route: MOT Test Centre Management
Guided Learning Hours: 8	
Rationale: This unit provides learners with the knowledge and understanding required to manage the legislative and compliance requirements of a vehicle test centre. This will include responsibilities relating to ensuring that facilities, staff, and record-keeping requirements are maintained, as per the Competent Authority/Supervising Body guidance.	

LEARNING OUTCOMES The Learner will:	ASSESSMENT CRITERIA The Learner can:
1. Understand their responsibilities for maintaining health and safety in vehicle test centres	1.1 Identify responsibilities for maintaining the presentation and safety of the vehicle test centre 1.2 Identify the organisation's responsibility for complying with all health and safety
2. Know the requirements for carrying out pre-checks in the vehicle test centre	2.1 Identify the conditions of facilities required prior to carrying out a statutory vehicle test 2.2 Identify the reasons why a vehicle may be refused a test
3. Know how to comply with the legal requirements for carrying out vehicle tests	3.1 Explain their responsibilities when carrying out vehicle tests on behalf of the Secretary of State for Transport 3.2 Identify the background to vehicle testing requirements set by legislation 3.3 Identify where and how to locate the latest information relating to vehicle testing 3.4 State the impact of non-compliance and disciplinary processes in relation to official published requirements 3.5 Identify the potential legal implications of non-compliance in relation to official published requirements 3.6 Identify own responsibilities for ensuring all staff remain up-to-date in relation to official published requirements 3.7 Explain what is meant by the "Legal Entity"



<p>4. Know the information required for compliance as a vehicle test centre</p>	<p>4.1 Identify the record-keeping requirements for the Competent Authority/Supervising Body to maintain compliance</p> <p>4.2 Describe how to resolve any issues raised by the Competent Authority/Supervising Body inspection or compliance assessments</p>
<p>5. Understand responsibilities for maintaining compliance with the requirement for authorisation</p>	<p>5.1 Explain the importance of maintaining the vehicle test centre to the requirements for authorisation at the time of approval</p> <p>5.2 Explain the actions required in the event of any changes to the authorisation of the vehicle test centre</p>

Unit Content	Learning Outcome
<p>Responsibilities for maintaining the presentation and safety of the vehicle test centre:</p> <ul style="list-style-type: none"> a. Authorised Examiner (AE) has overall responsibility b. Testing staff to observe Health and Safety legislation and company policy and procedures c. Overall clean and tidy presentation of premises promotes professional image of testing scheme. <p>The organisation's responsibility for complying with all health and safety legislation:</p> <ul style="list-style-type: none"> a. Provision and Use of Work Equipment Regulations (PUWER) 1992 b. Electricity at Work Regulations 1989 c. Noise at Work Regulations 1989 d. Manual Handling Operations Regulations 1992 e. Health and Safety (Display Screen Equipment) Regulations 1992 f. Safe Working Loads (SWL) g. Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 h. Working at Height Regulations 2005 i. Health and Safety at Work Act (HASAWA) 1974 j. Control of Substances Hazardous to Health (COSHH) k. Environmental Protection Agency (EPA) l. Personal Protective Equipment (PPE) Regulations 1992. <p>Hazards and risks:</p> <ul style="list-style-type: none"> a. The difference between a hazard and a risk b. Potential risks resulting from: <ul style="list-style-type: none"> i. the use and maintenance of machinery and equipment ii. the use of materials and substances iii. accidental breakages and spillages iv. unsafe behaviour v. working practices that do not conform to laid down policies vi. environmental factors vii. personal presentation viii. unauthorised personnel, customers, contractors etc. entering your work premises c. The employee's responsibilities in identifying and reporting risks within their 	<p>1</p>



<p>working environment:</p> <ul style="list-style-type: none">i. company policiesii. organisational workplace proceduresiii. potential causes of fireiv. explosionv. noisevi. harmful fumesvii. slipsviii. tripsix. falling objects.	
<p>The conditions of facilities required prior to carrying out a statutory vehicle test:</p> <ul style="list-style-type: none">a. Authorisation to testb. Testing personnel, facilities and resourcesc. Adherence to published information including Testing Guide, Testing Manuals and Special Noticesd. Use of assistants. <p>The reasons why a vehicle may be refused a test. Reasons for refusal to test include:</p> <ul style="list-style-type: none">a. Fee not paid in advanceb. Vehicle informationc. Vehicle conditiond. Vehicle test station suitabilitye. Testing personnel issuesf. Information for pre-test checks and grounds for a refusal to test:<ul style="list-style-type: none">i. Inspection Manuals (all classes)ii. Testing Guideg. Recording reasons for refusal.	2
<p>Responsibilities when carrying out vehicle tests for the Secretary of State for Transport:</p> <ul style="list-style-type: none">a. Acting on behalf of the Secretary of State for Transportb. The consequences of getting it wrongc. The ethics of testingd. Duty of care. <p>Background to vehicle testing:</p> <ul style="list-style-type: none">a. Sections 45 to 48 of the Road Traffic Act 1988b. European legislation (Directive 2014/45/EU)c. Exemptions from testing as set out in the Motor Vehicle Test Regulations 1981 Regulation 6 (as amended) and the Road Traffic Act 1988 Section 189. <p>Where and how to locate the latest information relating to vehicle testing:</p> <ul style="list-style-type: none">a. Special Noticesb. Slot countc. Notificationsd. Authorised Examiner/Vehicle Testing Station (VTS) detailse. Resources and feedbackf. Person profileg. Tester status. <p>The impact of non-compliance and disciplinary processes:</p> <ul style="list-style-type: none">a. Disciplinary procedures as relevant to the AE and VTSb. Disciplinary outcomes and sanction levels	3

<ul style="list-style-type: none"> c. Procedures of appeal and review d. How incorrect testing standards can affect the AE e. The allocation of credit points for the AE and the Tester f. Security issues around contingency certificates, passwords and security cards. <p>Own responsibilities for ensuring all staff remain up-to-date:</p> <ul style="list-style-type: none"> a. Annual training/assessment requirements b. Implications for the tester not complying with annual training c. Implications for test centre non-compliance with annual training d. Implications for the AE not complying with annual training e. Continuing Professional Development (CPD). <p>What is meant by the "Legal Entity":</p> <ul style="list-style-type: none"> a. Legal Entity definition as defined by the Competent Authority/Supervisory Body b. In the case of a company it is the company itself, signed by one duly authorised person c. In the case of a partnership it would be the partnership itself, signed by one duly authorised person d. In the case of a sole trader it is the person making and signing the application. 	
<p>The record-keeping requirements for the Competent Authority/Supervising Body to maintain compliance:</p> <ul style="list-style-type: none"> a. MOT Guide and Testing Manuals b. Special Notices, including the rules concerning retention and printing c. Posters d. Forms e. Contingency testing process f. Contingency certificates g. Slot count h. Notifications i. Authorised Examiner/Vehicle Testing Station details j. Resources and feedback k. Person profile l. Tester status m. Testing equipment calibration/certification records n. Site Details: <ul style="list-style-type: none"> i. Status ii. Risk scores iii. Opening times iv. Site roles v. Active MOT Testers o. AE Details: <ul style="list-style-type: none"> i. Status ii. AE roles iii. Purchase slots iv. Reports (test, slot usage, transactions). <p>How to resolve any issues raised by the Competent Authority/Supervising Body inspection or compliance assessments:</p> <ul style="list-style-type: none"> a. Additional Continuing Professional Development (CPD) and training where identified for staff b. Use of the MOT Testing Service desk 	<p>4</p>



<ul style="list-style-type: none">c. Communication via the Driver and Vehicle Standards Agency (DVSA) hubd. Testing scheme points system.	
<p>The importance of maintaining the vehicle test centre to the requirements for authorisation at the time of approval:</p> <ul style="list-style-type: none">a. Vehicle Test Station class authorisation including European type approval classificationsb. Vehicle Test Station conditionc. Approved equipment including calibrationd. Roles of the Authorised Examiner and Authorised Examiner Designated Managere. Testersf. Risk Assessments:<ul style="list-style-type: none">i. Publications available on the gov.uk websiteii. The availability of the online self-assessment tool. <p>The actions required in the event of any changes to the authorisation of the vehicle test centre:</p> <ul style="list-style-type: none">a. Changes to the Legal Entity such as partnerships, sole traders, company reconstitutionb. Voluntary cessationc. Automatic cessationd. Changes to company directors or company secretariese. Where applicable, the person required to attend the MOT Manager course.	<p>5</p>



UNIT REF: MOTM02	UNIT TITLE: KNOW HOW TO DEAL WITH CUSTOMER SERVICE PROBLEMS WITHIN A VEHICLE TEST CENTRE
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Level: 3	Route: MOT Test Centre Management
Guided Learning Hours: 1	
Rationale: This unit provides learners with the knowledge and understanding required to deal with customers within a vehicle testing environment. This includes providing reliable customer service and dealing effectively with issues as they arise. Learners will also be able to demonstrate skills in dealing with customer service issues and handling complaints in a professional manner.	

LEARNING OUTCOMES The Learner will:	ASSESSMENT CRITERIA The Learner can:
1. Understand how to deal with customer service problems within a vehicle test centre	1.1 Explain the process when dealing with a customer complaint within your vehicle test centre 1.2 Explain how to communicate with vehicle presenters when it becomes necessary to refuse to test a vehicle, or abandoning or aborting a test 1.3 Describe the complaints and appeals process available to vehicle presenters as described in the official published requirements 1.4 Identify the sources of information you could use to help prevent customer service problems
2. Know how to prevent customer service problems from reoccurring within a vehicle test centre	2.1 Explain how resolving customer service problems contributes to the success of your business and customer loyalty 2.2 Explain how to prevent customer service problems from reoccurring

Unit Content	Learning Outcome
<p>The process when dealing with a customer complaint:</p> <ul style="list-style-type: none"> a. Communicate in a clear, polite, confident way and know why this is important: <ul style="list-style-type: none"> i. professionalism ii. adherence at all times b. Negotiate with and reassure customers whilst their problems are being solved: <ul style="list-style-type: none"> i. empathy ii. customers are kept informed iii. professionalism c. Organisational and Competent Authority/Supervisory Body procedures and systems for dealing with customer service problems: <ul style="list-style-type: none"> i. specific company complaints procedure ii. Competent Authority/Supervisory Body complaints and appeals procedure. <p>How to communicate with vehicle presenters when it becomes necessary to refuse to test a vehicle, or abandoning or aborting a test:</p> <ul style="list-style-type: none"> a. First impressions b. Listening skills – 80:20 ratio c. Eye contact and smiling d. Showing interest and concern e. Questioning techniques f. Giving clear non-technical explanations g. Confirming understanding (statement/questioning technique, reflective summary) h. Written communication – purpose, content, presentation and style i. Providing a high quality service – fulfilling (ideally exceeding) customer expectations within agreed time frames j. Obtaining customer feedback and corrective actions when dissatisfaction is expressed k. Dealing with complaints. <p>The complaints and appeals process available to vehicle presenters:</p> <ul style="list-style-type: none"> a. Competent Authority/Supervisory Body complaints and appeals procedure b. Appeals process if a vehicle fails when it should not have failed c. Complaints process when a vehicle should have failed d. Timescales for appeals e. Forms for completion f. Role of Trading Standards, personal legal proceedings, and reporting to the Police. <p>The sources of information you could use to help prevent customer service problems:</p> <ul style="list-style-type: none"> a. Competent Authority/Supervisory Body – Guidance, Testing Manuals, Special Notices b. Legal and regulatory requirements that affect the way products and services can be delivered to customers, including: <ul style="list-style-type: none"> i. health and safety ii. data protection iii. equal opportunities iv. disability discrimination c. Industry, organisational and professional codes of practice and ethical standards that affect the way the products or services can be delivered to customers 	<p>1</p>



<p>d. Customers' rights and how these rights affect customer service when the customer has a problem or returns parts for credit:</p> <ul style="list-style-type: none">i. contract lawii. product liabilityiii. Consumer Rights Act 2015iv. Trade Description Act 1968v. satisfactory qualityvi. fitness for purpose.	
<p>How resolving customer service problems contributes to the success of your business and customer loyalty:</p> <ul style="list-style-type: none">a. Improves profitabilityb. Promotes a positive reputationc. Increases customer confidence in the companyd. Reduces the chance of obtaining penalty points. <p>How to prevent customer service problems from reoccurring:</p> <ul style="list-style-type: none">a. Adhere to the organisation's and Competent Authority/Supervisory Body terms and conditions applicable to the acceptance of customer vehiclesb. Review complaints and revise procedures to prevent reoccurrencec. Detail what, if any, limits there are to the authority for accepting vehiclesd. Detail why it is important to keep customers advised of progress and how this is achieved within the organisatione. Procedures for the completion and processing of documentation and records, including payment methods and obtaining customer signatures as applicablef. Identify and implement staff training needs.	<p style="text-align: center;">2</p>



UNIT REF: MOTM03	UNIT TITLE: UNDERSTAND HOW TO DEVELOP AND SUPERVISE STAFF WITHIN A VEHICLE TEST CENTRE
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Level: 3	Route: MOT Test Centre Management
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Guided Learning Hours: 1

Rationale:

This unit provides learners with the knowledge and understanding required to monitor the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met. This includes identifying problems with performance and helping to develop staff members with the use of plans and a review process.

Learners will also be able to demonstrate effective use of communication during the development and management of staff, identifying their own training needs and producing a suitable development plan.

LEARNING OUTCOMES The Learner will:	ASSESSMENT CRITERIA The Learner can:
1. Understand their own responsibility to others within a vehicle test centre	1.1 Outline the roles required in different types of vehicle testing facilities 1.2 Explain the responsibilities of all roles 1.3 Explain the MOT Manager's role with regards to the disciplinary and appeals processes specified by the Competent Authority/Supervising Body 1.4 Explain the importance of communicating clearly and accurately with colleagues 1.5 Explain the importance of developing positive working relationships with colleagues
2. Know how to keep themselves and others up-to-date within a vehicle test centre	2.1 Outline the Competent Authority/Supervising Body requirements for initial qualification and ongoing CPD for MOT Managers and Testers 2.2 Explain the implications of non-compliance with CPD requirements for Testers 2.3 Explain how to monitor and record training needs for themselves and others 2.4 Identify ways in which they and others can stay up-to-date



<p>3. Understand the importance of monitoring performance within a vehicle test centre</p>	<p>3.1 Explain the reasons for monitoring staff performance</p> <p>3.2 Identify the measures you could use to monitor staff performance</p> <p>3.3 Explain the importance of keeping records when performance issues are identified</p> <p>3.4 Identify the actions that may arise if the Competent Authority/Supervising Body undertakes formal disciplinary procedures as a result of a staff performance issue</p>
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Unit Content	Learning Outcome
<p>The roles required in different types of vehicle testing facilities:</p> <ul style="list-style-type: none"> a. Authorised Examiner (AE) (the Legal Entity) b. Authorised Examiner Principle (AEP) c. Authorised Examiner Designated Manager (AEDM) d. Site Manager (SM) e. Testers. <p>The responsibilities of all roles:</p> <ul style="list-style-type: none"> a. Authorised Examiner (AE): <ul style="list-style-type: none"> i. Has overall responsibility for controlling the quality of testing including the implementation of quality control systems b. Authorised Examiner Principle (AEP): <ul style="list-style-type: none"> i. Has the legal responsibility for the "entity" or AE. Usually a director, company secretary, partner, or sole proprietor c. Authorised Examiner Designated Manager (AEDM): <ul style="list-style-type: none"> i. Usually holds the approved MOT Manager qualification ii. Testing responsibilities, administrative arrangements, disciplinary and appeal processes d. Site Manager (SM): <ul style="list-style-type: none"> i. The SM can carry out VTS management, and non-testing functions e.g. assign users within a VTS e. Testers: <ul style="list-style-type: none"> i. Carry out testing and recording of test outcomes to the MOT Testing Service system. <p>The MOT Manager's role with regards to the disciplinary and appeals processes:</p> <ul style="list-style-type: none"> a. Voluntary cessation b. Automatic cessation c. Reasons for cessation for disciplinary reasons d. Penalty points system e. Customer appeals and complaints. 	<p style="text-align: center;">1</p>



<p>The importance of communicating clearly and accurately with colleagues:</p> <ul style="list-style-type: none">a. To ensure colleagues understand what is required and that they work safelyb. To make sure instructions are understood when using assistants for testingc. Communication may include:<ul style="list-style-type: none">i. verbalii. signs and noticesiii. memosiv. telephonev. electronic mailvi. vehicle job cardvii. noticeboardsviii. messagingix. letters. <p>The importance of developing positive working relationships with colleagues:</p> <ul style="list-style-type: none">a. Moraleb. Productivityc. Company imaged. Customer relationships.	
<p>The Competent Authority/Supervising Body requirements for initial qualification and ongoing Continuing Professional Development (CPD) for MOT Managers and Testers:</p> <ul style="list-style-type: none">a. Authorised Examiner Designated Manager (AEDM) must have attended and achieved a DVSA approved MOT Managers qualificationb. Testers must have achieved a Level 2 Award in MOT Testing or previous equivalent DVSA MOT Testers coursec. Eligibility checksd. Final observatione. Certificate of competencef. Testers must adhere to the annual training, assessment and CPD requirementsg. Minimum hours required for annual training and 5-year requirementsh. Competent Authority/Supervisory Body published syllabus, Special Notices. <p>The implications of non-compliance with CPD requirements for Testers:</p> <ul style="list-style-type: none">a. Suspension from testingb. Penalty pointsc. Requirement to perform demonstration testd. Additional training. <p>How to monitor and record training needs for themselves and others:</p> <ul style="list-style-type: none">a. Monitoring tools – training log and recordsb. Quality Management Systemsc. Staff development plansd. Company policies relating to performancee. Measuring the effect of training on performance. <p>Ways in which they and others can stay up-to-date:</p> <ul style="list-style-type: none">a. Supervising Body annual publication of CPD requirementsb. Supervising Body reports and noticesc. Matters of testing blogd. E-shots	<p>2</p>



<ul style="list-style-type: none">e. Newslettersf. Seminarsg. Networking eventsh. Technical trainingi. Mentoring.	
<p>The reasons for monitoring staff performance:</p> <ul style="list-style-type: none">a. Performance against national statisticsb. Staff development. <p>The measures you could use to monitor staff performance:</p> <ul style="list-style-type: none">a. Training log and recordsb. Quality Management Systemsc. Staff development plansd. Company policies relating to performancee. Measuring the effect of training on performance. <p>The importance of keeping records when performance issues are identified:</p> <ul style="list-style-type: none">a. Training needs of staffb. Quality controlc. Noting reasons for differences against national statistics. <p>The actions that may arise if the Competent Authority/Supervising Body undertakes formal disciplinary procedures as a result of a staff performance issue:</p> <ul style="list-style-type: none">a. Preparation and implementation of action planb. Penalty pointsc. Cessation of testingd. Removal of authorisation.	3



UNIT REF: MOTM04	UNIT TITLE: UNDERSTAND VEHICLE TEST CENTRE QUALITY SYSTEMS AND QUALITY AUDITS
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Level: 3	Route: MOT Test Centre Management
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Guided Learning Hours: 6

Rationale:

This unit provides learners with the knowledge and understanding required to manage quality systems relating to vehicle test centres. This unit also includes preparing for, and participating in, quality audits within your area of responsibility to ensure compliance with the MOT scheme.

Learners will be able to demonstrate their skills in planning for a quality audit and making effective decisions when evaluating and preparing their vehicle test centre(s).

LEARNING OUTCOMES The Learner will:	ASSESSMENT CRITERIA The Learner can:
1. Understand quality management systems and methods within a vehicle test centre	1.1 Describe what is meant by a quality management system 1.2 Outline the quality management requirements in relation to official published requirements 1.3 Explain the importance of putting systems and plans in place to ensure quality standards are met and maintained 1.4 Identify the minimum quality control checks in relation to official published requirements 1.5 Describe the sources of information that enable you to evaluate accurately whether quality is being maintained at required standards 1.6 Explain the factors that determine the level of risk relating to Supervising Body/Competent Authority audits and the implications of becoming a high risk centre(s)
2. Understand the requirements of a quality audit within a vehicle test centre	2.1 Identify the main areas that will be checked during a quality audit 2.2 Describe the importance of ensuring that records and documentation are complete and up-to-date and how to make these readily accessible to auditors
3. Understand how to prepare your vehicle test centre for a quality audit	3.1 Locate the resources required to prepare your vehicle test centre(s) for a quality audit 3.2 Review a quality audit report to make recommendations regarding quality improvement



Unit Content	Learning Outcome
<p>What is meant by a quality management system:</p> <ul style="list-style-type: none">a. Definition of quality management as stated in the MOT Testing Guide. <p>Quality management requirements:</p> <ul style="list-style-type: none">a. the importance of monitoring the quality and performance of workb. the role and responsibility of the manager in ensuring high quality and performance of workc. conducting a quality auditd. identifying ways in which poor quality and performance of work can be resolved. <p>The importance of putting systems and plans in place:</p> <ul style="list-style-type: none">a. identifying issues that affect quality of work and performanceb. methods of measuring and controlling quality of workc. outcomes of poor work quality and performanced. effects of not rectifying poor standards of work immediatelye. methods and procedures for measuring and identifying poor quality and performance <p>The minimum quality control checks:</p> <ul style="list-style-type: none">a. tester quality controlb. security card and MOT Testing Service securityc. workshop equipment and calibrationd. Continuing Professional Development (CPD) and annual assessmente. notices and public information. <p>VTS risk rating is calculated from the testers who are testing at the VTS and any previous site review and disciplinary cases for that site. A tester's rating is calculated by analysing MOT data held within the MOT testing service computer system.</p> <p>The sources of information that enable you to evaluate accurately whether quality is being maintained. Guidance as published in the:</p> <ul style="list-style-type: none">a. Standards for MOT Vehicle Testing Stations (VTS): https://www.gov.uk/guidance/standards-for-mot-vehicle-testing-stations-vtsb. Guide to MOT Risk Reduction: https://www.gov.uk/government/publications/guide-to-mot-risk-reduction/your-guide-to-mot-risk-reduction <p>Factors that determine the level of risk relating to audits and the implications of becoming a high risk centre(s):</p> <ul style="list-style-type: none">a. poor quality managementb. anomalies between site or personal data and the national averagec. recent changes in quantities or volumesd. differing statistics between testing staffe. average vehicle age data available from test logs within the MOT testing servicef. test fee discountsg. staff retentionh. MOT tester risk rating	1

<p>The main areas that will be checked during a quality audit:</p> <ul style="list-style-type: none"> a. Authorised Examiner (AE) details b. management c. workload management d. workplace throughput e. Codes of Practice f. workshop appearance g. quality management systems h. customer areas i. incentives j. staff training k. vehicle documents and handover l. MOT tester risk rating <p>The importance of ensuring that records and documentation are complete and up-to-date:</p> <ul style="list-style-type: none"> a. For audit purposes b. Self-assessment records c. Credit awarded for training or satisfactory operation of test station d. Avoidance of later claims. 	<p>2</p>
<p>The resources required to prepare for a quality audit:</p> <ul style="list-style-type: none"> a. Standards for MOT Vehicle Testing Stations b. Guide to MOT Risk Reduction c. MOT Site Review Risk Scoring Guide d. MOT Testing Guide. <p>Quality audit reports and recommendations regarding quality improvement:</p> <ul style="list-style-type: none"> a. Underlying principles for Testers and Authorised Examiners b. Points system c. Sanction levels d. Timescales for rectification of non-compliance e. Periods on cessation f. Appeals procedures g. Prevention of reoccurrence 	<p>3</p>