

# MOT SPECIAL NOTICE



Vehicle & Operator Services Agency

**Issue Number**

**2-2005**

**Issue Date**

**February 2004**

**All Authorised Examiners and Designated Councils in Classes :**

**All Classes**

**The last Special Notice issued was**

**1 - 2005 All Classes**

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### Item 1 MOT Computerisation Trials and Rollout. – Update

Following the analysis of feedback received from testing stations who took part in trials of MOT Computerisation, there are some important changes to information provided in the 'Get I.T. Ready' Annexe to [SN3/2004](#) and the training video which you will have received with the October edition of "Matters of Testing". We have also taken this opportunity to remind you of the new reordering process for Pads and other catalogue items.

Section 3 details the new and revised courses offered by VOSA related to MOT Computerisation

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Head of MOT Compliance and Computerisation

**All Nominated Testers should sign below to confirm that they have read and understood the contents of this Special Notice relevant to NTs for the classes they test. AEs must keep a copy of the signed SN on their records.**


**The table below shows the timetable of events that your VTS will need to follow before they go live on the MOT Computerisation system**

<b>When</b>	<b>What</b>
13 weeks prior to Training Date	Dedicated Line notification letter Additional VTS Device notification letter
12 weeks Prior to Training Date	Phone call to arrange installation date of dedicated phone line (if appropriate).
10 weeks prior to Training date	VTS Questionnaires sent out Countdown leaflet Roles & Functions Document Direct Debit Mandate sent out
8 weeks prior to Training Date	Installation and training date phone call.
7 weeks prior to Training Date	MOT Welcome Pack arrives <ul style="list-style-type: none"> <li>• Covering Letter</li> <li>• Installation &amp; training confirmation date letter</li> <li>• Pre-printed Smart Card Application Form(s)</li> <li>• Blank Smart Card Application Form</li> <li>• Training Video</li> <li>• Roles &amp; Functions Document</li> </ul>
6-4 weeks prior to Training Date	VTS Device cabling and phone line installed if required
2 weeks prior to Training Date	MOT Computerisation Document Pack <ul style="list-style-type: none"> <li>• MOT Computerisation Documentation Covering letter</li> <li>• 200 MOT Receipt Style Certificates</li> <li>• 100 MOT Failure Notices</li> <li>• 32 Advisory Notices</li> <li>• 300 Check Lists</li> <li>• Emergency Test Pack</li> <li>• Pre Training Handout</li> <li>• VTS Spare Smart Card (sent out under separate cover)</li> <li>• A5 Inspection Manuals and Guides</li> <li>• VTS Device User Guide</li> <li>• 200 Motorists Information Leaflets</li> <li>• Quick Start Guide</li> </ul>
2 weeks prior to Training Date	Personal Smart Card sent to each user's home address
Installation Date	Phone call from Siemens installer to arrange 3 hour window for installation
1 week prior to Training Date	Installation
Training Date	Training of VTS From Service Commencement only. Destruction of old style certificates Go live VTS will now issue new receipt style MOT Certificates

## **Trials and Rollout Timetable**

Feedback from the latest trials, has been very positive and we are now entering the third stage of Trialling as planned before we rollout to all MOT Testing Stations. Therefore the dates are as below.

Trial Stage 3(TS3) started on Monday 7 February and will run for 10 weeks. All sites trained up until 19<sup>th</sup> March will be taking part in Trial Stage 3. Sites trained from 21<sup>st</sup> March until 15<sup>th</sup> April will be Pre-Rollout sites and have the opportunity to familiarise themselves on MOT Computerisation prior to Service Commencement Date,

On successful completion of TS3, Service Commencement and rollout will then start on 18 April 2005. From this date sites will issue the new receipt style MOT Certificate. All testing stations will be live on the system by October 2005.

## **Installation & Training**

As part of our review of trials, a new approach to installation and training has been agreed. Siemens will now carry out a visit to the VTS to install the computer hardware ("The VTS Device"), and then a few days later they will carry out a second visit to the testing stations to conduct on site training for the VTS staff. This is a change to SN3/2004 section 4. Approximately 8 weeks before a VTS is to be connected to the system, Siemens will telephone the VTS to pre-book both the installation and training appointments. The VTS will be given a time and date for the training appointment, but at the time of the booking call only the day of installation will be agreed with the VTS. On the actual day of installation the Siemens installer will call the VTS to agree a 3 hour window for installation later that day.

The separation of the installation and training:

- Provides each VTS the opportunity to start learning how to use the VTS Device in advance of the training visit. Instructions are provided in the MOT Documentation Pack on how to get started and use the relevant training materials
- Will allow Siemens to spend more time during the training visit to make sure that the relevant VTS staff understand how to use the VTS Device and are competent to use it.

In accordance with SN3/2004 you will still need to ensure that the Site Manager is available on the installation day. On the second visit, you will need to ensure that the Site Manager is present with all of the other staff at the VTS who have applied for a Smart Card and will use the VTS Device. This is for the training and assessment to be conducted.

Therefore as a result of Trials feedback and the changes detailed above, the MOT Computerisation training programme for each VTS is confirmed as follows.

### **Part One**

- 1) **Siemens VTS Training Video** - delivered in the Welcome Pack. All VTS staff who plan to use VTS Device need to watch this video in advance of the Siemens training visit. The assessment conducted during the training visit includes questions on the content of the video.
- 2) **Optional self directed learning between the Siemens installation and training visits** - the Pre-Training Visit Handout delivered in the MOT Documentation Pack is provided to help the VTS access training materials needed to familiarise with the VTS Device in advance of the training visit.

### **Part Two**

- 1) **Onsite training and assessment delivered by Siemens** – this is for all VTS staff who have applied for a Smart Card and plan to use the VTS Device. It covers key testing and administration topics and checks whether the people who have been trained are ready to start using the VTS Device

2) **Offsite training and assessment delivered by Siemens** – this is for VTS staff with an NT role who were either:

- absent from work during the training visit and have not received Siemens onsite training; or
- present during the training visit but marked as **Not Yet Competent** at the end of their assessment as they are not ready to use the VTS Device.

### **Part Three**

1) **Actions and self directed learning following the Siemens training visit** – each VTS user needs to complete a number of actions and some additional training to get started and ensure a smooth transition to MOT Computerisation for the VTS. These are explained at the Siemens onsite training and handouts provided to each VTS as a post training guide.

All other information relating to the installation and training requirements detailed in the SN3/2004 remains unchanged.

### **Service Desk Telephone Number**

The Service Desk number that you will call to order test certificates and catalogue items, report a fault or to conduct testing under fallback has changed to a new local rate number 0845 071 1973. Dial up calls to enable the VTS Device to transfer and receive data from the main computer database are still free.

### **EGA and Smartcard usage for service commencement**

There has also been an important change to the way MOT Computerisation will work once it is launched.

Results from the Exhaust Gas Analyser will not be captured on Smart Cards as had been expected during Trial Stage 3 and when the system goes live in April. This will mean that the tester will now manually enter whether the vehicle has passed or failed the emissions test into the VTS Device.

During trials there were a significant number of instances where results from the EGA did not transfer to the Smart Card reader connected to the EGA and as a result Smart Card readers will not be connected to the EGA until this issue has been resolved. VOSA and Siemens are talking with the garage equipment manufacturers to enable the issue to be resolved as quickly as possible.

Although not required for service commencement, testing stations will still need a Certificate of Conformity to 98 spec. and a power supply within 1.8m of cable run as stated in section 3.2 c of Special Notice 3-2004.

### **Telephone Requirements**

Extensive testing of telephone equipment in earlier trials has led to a change in requirements these are detailed below and supersede information given in section 3.3 of the Get I.T. Ready Annex

AEs may use an existing a telephone line. If this is a digital line then a new PSTN analogue line will need to be provided at the AEs own expense. We have found during trials that 'digital converts' were not a viable option.

ISDN and Home and Highway are both digital services, the analogue line offered with these services is not sufficient for connection to MOT Computerisation.

Where alarm products such as BT Redcare are utilised on a VTS's phone line, trials have also proved that converts are not a viable option so AEs will need to ensure they have a separate analogue line available for connection to the VTS Device. This will need to be provided at the AE's own expense

The PSTN line that will be used for connection to the VTS Device must also be free of any manual switching such as that used in the "key and lamp" arrangement where a switch is used to make a line available. This must also be a direct connection from the analogue line to the VTS Device.

## Item 2 Reminder of New Ordering Process VT20/VT20Ws

This new process was first communicated in SN 1-2005. Please refer to SN 1-2005 for a full explanation

A new process has been set to deal with orders and payments from VTSs for MOT-related goods and services, such as pads of certificates and checklists. From 7 February all orders will need to be placed via one of the payment methods listed on the new style VT10 and sent to the new address which is located on the new style VT10 to order pads. However, if an order is misdirected we do have procedures in place to forward the order onto Siemens, but **please be aware that this may cause significant delays.**

Please use the new contact details below for ordering VT20/VT20Ws and other stationery.

VOSA  
PO Box 415  
DURHAM  
DH99 1YZ

Tel: 0845 071 1973  
Fax: 0191 375 6517

**Any post that is incorrectly sent to Swansea will result in a significant delay with your order.**

If you need to place an order urgently and are unable to get through on the telephone please send your payment and order by first class post to the address above and it will be dealt with on receipt. Alternatively if you have a pre-funded account or wish to pay by debit/credit card you can fax through your request, including payment details to 0191 375 6517

You will continue to receive old style VT10's with your MOT pads. Please **do not use** these forms as they show the old address. You **should use** the new style VT10 attached to this special notice.

### Pre-funded Accounts

If you previously had a pre-funded account with Swansea you **will not** be able to use any balance within this account to pay for future MOT related goods, unless you previously sent in a payment to pre-fund your Siemens account back in October 2004.

If you send in an order to the above address and there are no funds in your Siemens account, your order cannot be processed until you have funds available. You should therefore ensure you credit your Siemens account by sending a cheque to the above address, or paying by Credit or Debit card to minimise the delay in processing your order. If you wish to close your pre-funded VOSA account, then you must inform us in writing and request a refund of the balance. If you have already done this then we will still have your request on file and will action this accordingly. We are unable to automatically refund account holders and must receive a written request before we can do this.

## Item 3 Introduction of New & Revised NTT Courses

Please note that a new NTT suite of courses will be introduced from 14 March 2005. The courses have been developed in co-operation with the trade and will include, as well as the application of MOT Computerisation, more practical instruction and an interactive approach to training. To cater for the additional training, we have increased the number of training venues. These have been strategically placed around the country to help reduce travelling distances.

### MOT Managers Course (Formerly Authorised Examiner Course)

A new two day MOT Managers course replaces the current one day course. The additional day covers, primarily, computerisation and the opportunity to carry out computer based exercises.

## Nominated Testers

### Classes I and II

**NTTMC** Course NTTMC will become a two day training course and will be available for those testing vehicles of these classes. This course is aimed at those starting testing, those re-starting testing after a period of inactivity and those who are recommended to do so by VOSA. The course incorporates MOT Computerisation and practical instruction. Delegates will need to demonstrate their understanding of the MOT Computerisation system by satisfactorily completing a multi choice assessment questionnaire.

**NTTMCR (Motorcycle Refresher)** Course NTTMCR is a brand new one day course. Every motorcycle tester will need to attend the refresher course every five years in exactly the same way as class III,IV,V & VII testers. There is a pool of about 4,000 motorcycle testers who will be required to attend a course sometime during the next 4½ to 5 years. Our intention is to call up around 800 delegates a year with those who have been testing the longest being called up first. There will be no MOT Computerisation assessment questionnaire.

**NB. This course will not be starting until later in the year. Implementation date and call up processes will be advised in due course.**

### Classes III, IV, V and VII

**NTTLV** Course NTTLV is an initial training course which replaces the current NTT2 course. This new three day course contains hands on guidance in the use of the computerisation system and allows for more practical instruction on conducting a test. This course is aimed at those starting testing, those re-starting testing after a period of inactivity and those who are recommended to do so by VOSA. Delegates will continue to sit the end of course assessment as they do currently but will also be required to demonstrate their understanding of the MOT Computerisation system by satisfactorily completing a multi choice assessment questionnaire.

**NTTLVR** Course NTTLVR will become a two day refresher course replacing the one day NTTR. It contains the essential elements of MOT Computerisation with the addition of practical training. The call up arrangements will continue to be arranged by VOSA Training Services until the end of roll out when delegates will have the facility, on receipt of an electronic communication through the MOT Computerisation VTS device, to book themselves on a course at a time and location to suit them. This, however, must be completed before the NT reaches the 5 year expiry date of his current training as the system will prevent him from testing after this time (if he has not done the required training). There will be no MOT Computerisation assessment questionnaire.

**NTTD** The directed retraining course, which may need to be attended as a result of formal disciplinary action or on the recommendation of a Vehicle Examiner, will continue to be delivered over two days. It has been modified to take into account MOT Computerisation but, as before, the course is flexible in order to address the specific needs of the delegates.

**MOT System Support Course** Delegates attending the initial training courses (NTTLV & NTTMC) may occasionally not achieve the required understanding of the MOT Computerisation system. This is indicated by the result of the multi choice assessment questionnaire. In these circumstances, it will be necessary for delegates to attend a further course which will concentrate specifically on the practical use of the MOT Computerisation system.

This course will also be available to NTs returning to the scheme after a period of absence of up to 5 years and who have not been trained in MOT Computerisation by either Siemens or VOSA. This training is in addition to the requirements set out in the tables in Appendix 6 of The MOT Testing Guide. Again, delegates will need to demonstrate their understanding of the MOT Computerisation system by satisfactorily completing a multi choice assessment questionnaire.