



Vehicle & Operator Services Agency

**Annex A**  
**MOT Special Notice**  
**3-2004**



**Get I.T. Ready**

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### Foreword

The following paragraphs give guidance to VTS staff and highlights tasks that will require action in preparation for MOT Computerisation.

#### What AEs need to do

AEs need to decide, as soon as possible, where they want to locate their VTS Device (MOT Computerisation terminal) in each VTS. Section 3 of this Annex helps you decide this. All multi-site AEs will receive questionnaires from VOSA in the next couple of months whereas single-site AEs will receive their questionnaire approximately 10-12 weeks prior to the installation. Section 4 gives further information. All questionnaires and staff Smart Card application forms must be accurately completed and returned within the specified time scale. A letter, sent out one week prior to the questionnaire, will notify the AE if their VTS(s) are eligible to receive a dedicated telephone line, and/or an additional VTS Device which will be supplied by Siemens Business Services (SBS), (Section 8 gives information on the criteria for these). AEs may decline either or both of these offers. If you are not offered a dedicated phone line or additional VTS Device you may have this decision reviewed, a letter will tell you how to do this. If AEs that are eligible for additional VTS Devices want to accept them, they will need to provide an additional space and connection for each one. A Direct Debit Mandate, which can be completed if AEs wish to make regular payments into their MOT Account, will be sent out by SBS prior to installation. See Section 6 for details on accounts.

#### What NTs need to do

Approximately 7 weeks before the VTS Device is installed a Smart Card application form will be sent to your VTS. The form will be partially completed with the details that we already know about you but should be corrected by you if any of the details are incorrect. You will have to complete the form, supply a passport size colour photograph, and return it to SBS. The Smart Card will be sent to your home address for security reasons, this is why we ask for your name and address. The Smart Card is needed to allow you to continue testing using MOT Computerisation and you must have it with you when the VTS Device is installed at your VTS. NTs should familiarise themselves with the following Sections of this Annex; Section 1, Section 4 paragraph 11 and Section 7.

### **How other members of VTS staff are affected**

VOSA needs to be able to identify every user so that it can give them the appropriate level of access to the system. All VTS Device users require a Smart Card to access the system therefore, all VTS Staff who may be required to use the system must apply for a Smart Card. Approximately 7 weeks before the VTS Device is installed Smart Card application forms will be sent to your VTS. When they apply for a Smart Card they will need to complete a Smart Card application form and supply a passport size colour photograph. All of this information will be subject to the provisions of the Data Protection Act.

Because VTS staff will have different levels of access to the system, according to their job, a set of roles has been developed. See Section 7 of this Annex.

Note. SBS are working on behalf of VOSA to co-ordinate the Rollout. All documents sent by SBS have been approved by VOSA and as such are deemed to have originated from VOSA.

## 1. Introduction

- 1.1 Implementation of the new computer-based MOT system is due to start in 2004 and each testing station will receive advance notification of the proposed date of installation at their VTS. The installation of computers at all VTSs will be phased in over a six month period. During this time some VTSs will still be operating under the old system whilst others will be operating the new computerised system. Approximately two weeks prior to a VTS having the equipment installed they will receive a new MOT Testing Guide, which will be the 6th edition. The Guide will contain all the information that they require and as soon as they are operating under the new system, this Guide will apply. VTSs that have not had their equipment installed will continue to operate under the existing Guide.
- 1.1.1 To coincide with the introduction of MOT Computerisation the current test certificates will change. The new test certificates will be A4 in size and will no longer have serial numbers or in-built security features. This is because the primary proof of a MOT pass will be held on a secure database. As the new test certificates will be non-accountable documents, the method that a VTS pays VOSA for testing will also change. Instead of VTSs paying for pads of certificates, they will purchase test slots. After each MOT pass, the balance of the test slots held on the system for the VTS will reduce by one. The number of slots remaining is shown on screen each time a slot is used.
- 1.1.2 Everyone involved with MOT testing will be expected to co-operate fully with the implementation of the computerisation project and they should adapt easily to the new computer system. It is very important that everyone involved does so – otherwise the integrity of the scheme will be prejudiced. Installation of the computer terminal (VTS Device) and training will be a mandatory upgrade for the purposes of paragraph 2 of section B4 of the MOT Testing Guide 5th Edition.
- 1.1.3 Once the equipment has been installed and users present have been trained, the VTS must only operate the new system. Every person, using the system, will receive training on the day of installation. Those not present at the time of installation will be given instruction at a Siemens Training Centre. All test documents will be issued using the new system and the new forms. Any unused test certificates will be cancelled and removed and VTSs will be allocated an equivalent number of test slots on the system. Test slots replace the current process of paying for test certificates. The records of tests carried out over the last 18 months will be left at VTSs so that duplicate and replacement certificates can be issued if need be. Duplicates and replacements will then be issued via the VTS Device.

1.1.4 The system has been developed by SBS in consultation with VOSA and representatives of the MOT Trade.

Each VTS will receive (see Section 4 for timings):

- a. A VTS Device which consists of, a base unit, monitor, keyboard, mouse, printer, modem and Smart Card Reader (and if applicable a Smart Card Reader for each EGA)
- b. A VTS Device User Guide
- c. Computer-Based Training (on screen tutorials and exercises to help users learn how to use the VTS Device)
- d. A Welcome Pack
- e. Revised MOT Inspection Manuals (A5 size)
- f. MOT Testing Guide 6<sup>th</sup> Edition (A5 size)
- g. A complete set of revised test documentation
- h. Training on the system

Note. The VTS Device is built to use only the software provided by SBS and cannot be used for any other purpose.

## 1.2 **How the system works**

The system must be able to correctly identify every user so that it can allow them the appropriate level of access. Access to the system will be by a Smart Card and password. VOSA will require some personal details from users so it can regulate access to MOT Computerisation, issue Smart Cards and authenticate users who contact it by telephone. This information will be protected in accordance with the provisions of the Data Protection Act.

1.2.1 The way AEs and VTSs are organised differs. To allow for this, different activities (functions) have been identified. Each person who uses the MOT Computerised system will be given one or more roles depending on what they are allowed to do. The AE is responsible for the allocation of these roles. Section 7 of this document tells you more about these roles and how they can be allocated to these users.

1.2.2 A central database holds all the relevant information, which supports the testing and administration functions at a VTS. All contact with the central database is initiated by the VTS Device. The transfer of data, via a telephone connection, to and from the central database is relatively short, and once the transfer is completed the connection is terminated. This operation will take approximately 30 seconds.

1.2.3 When a vehicle is ready for test, the tester will have to enter certain key details into the VTS Device. The VTS Device will then be connected via its modem to the central database where the details will be recorded. Normally this will match a vehicle on the DVLA database and retrieve vehicle specific information, which will be used to create a checklist for the vehicle. If the details of the vehicles do not match the DVLA database, the NT will enter the details of the vehicle that has been presented for test. The checklist will be printed before the test is started and the VTS Device will then be disconnected from the central database. Immediately after the test (and before that tester can start the next test) the test results will have to be entered onto the central database via the VTS Device and be agreed by the tester. More than one tester at a VTS can test using the system at any one time, though a tester can only register and complete one test at a time. A test certificate or refusal notice will then be printed on the printer attached to the VTS Device. The system will also support re-tests; issue of duplicate or replacement documentation and various administrative tasks currently carried out by other means e.g. letter or phone.

1.2.4 Administrative functions at a VTS, for example ordering test slots, are performed in a similar way. Work is carried out off line, a connection to the central database is automatically made, the data transferred and the connection is terminated.

1.2.5 The purpose of the VTS Device is to provide a dedicated and secure electronic link between approximately 19,000 testing stations in Great Britain and the central MOT database. It will not be available for use for any purpose other than to support MOT scheme compliance or delivery of approved services.

### 1.3 **Smart Cards**

To guard against unauthorised use, VTS Devices will only allow access to people known to the system. For identification, individual users will be issued with a Smart Card, which will display a colour photograph of the user. To gain access they must insert their own Smart Card into the VTS Device Smart Card Reader and enter their password.

**Do not allow anyone else to use your personalised Smart Card or reveal your Password to anyone else.**

### 1.4 **Spare Smart Card**

Each VTS will be supplied with one spare Smart Card, which can be temporarily assigned to a user when their Smart Card is unavailable. When assigned the spare Smart Card will allow the user access to all their usual functions, but their original Smart Card will be disabled by the system. At the end of each day a summary of transactions undertaken using the spare card is sent to the assigned user.

### 1.5 **Smart Card Issue and Security**

The Smart Card will be sent to the user's home address. Spare Smart Cards will be sent to the VTS. The security of the Smart Card is the responsibility of the holder. Once a VTS is rolled out the Smart Card should be kept in the holder's possession during the working day. Users must have their Smart Card on their person on the day of installation. If a Smart Card is lost prior to the installation date the Service Desk must be informed immediately.

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The SBS Service Desk telephone number is **0870 240 1973**.

## 2. AE Responsibilities

2.1 The introduction of MOT Computerisation is classed as a mandatory upgrade as covered in the MOT Testing Guide 5th Edition Section B4.

This means that under MOT Computerisation the AE is responsible for:

- a. Preparing the VTS to meet the requirements for the installation of the VTS Device as set out in Section 3 of this document.
- b. Certifying to VOSA, prior to installation, that the VTS meets the requirements for installation of the VTS Device.
- c. Accurately completing, and returning within the time specified, any forms issued for the purpose of capturing data necessary for the installation process or to produce personalised Smart Cards.
- d. Familiarising itself and all relevant staff with the arrangements for equipment installation and service commencement.
- e. Familiarising itself and all relevant staff with any documentation or other items provided as an early provision of training material.
- f. Informing SBS of any changes to information supplied on the AE/VTS Questionnaire, this includes the telephone number to which the VTS Device will be connected, as this is critical to the installation process.
- g. Ensuring that the AEDM or Site Manager (see below) is present on the day of installation and that the VT12 is fully up to date.

Note. For further information on the AEDM and Site Manager roles refer to Section 7.2.

2.2 The AE must provide SBS, or its contractors, access to the premises for the installation, maintenance and removal of the VTS Device(s) including associated equipment. Any visit by an SBS representative will usually be by prior arrangement. If VTS staff have any doubt as to the authenticity of the SBS representative they should ask for proof of identity. SBS identity cards will be headed with the 'SIEMENS' logo and will carry a colour photograph of the holder.

### 3. VTS Device and Associated Equipment

3.1 As part of the revised Requirements for Authorisation each VTS needs to have a telephone connection and a power supply for the VTS Device. In some cases, depending on the number of tests that the VTS carries out, they may be eligible to have a dedicated telephone line installed. Some VTSs may also be eligible to have an additional VTS Device(s). SBS will advise AEs if they are eligible. (See 3.8.1.1 for further details)

3.1.1 Each VTS will be offered one free installation/training visit. SBS will contact the VTS to offer and agree a date for installation. The appointment will be arranged by a telephone call, which will be followed by an installation appointment confirmation letter. On the VTS questionnaire the AE will be asked to certify that the VTS will meet the requirements for installation of the VTS Device. As a further check the VTS Site Contact will be asked to confirm that the VTS meets, or will meet, the installation requirement during the installation phone call. If on the day of installation the Installer/Trainer considers the facilities for the VTS Device do not meet the requirements, and this cannot be quickly rectified, a further appointment will have to be made. A charge, currently £142.86, will be made for any such second or subsequent visit. The same charge will be payable for visits cancelled without reasonable cause after the appointment has been confirmed. Where, without reasonable cause, SBS fails to keep the confirmed appointment they will pay £100 to the VTS and offer a further appointment free of charge.

#### 3.2 VTS Device Requirements

It is recommended that AEs position the VTS Device in an office type environment preferably close to the testing facilities. A location that meets the minimum specification for installation of the VTS Device should consist of:

- a. A flat horizontal surface 65cm deep by 85cm wide with a clear space extending to at least 60cms above, at a suitable working height, on which the VTS Device can be installed. The physical space allocated should be adequate for the equipment. The surface is appropriate for the VTS Device and will support the hardware. The environment surrounding the proposed location should be suitable and free from potential hazards (e.g. water, etc).
- b. A 13 Amp power socket within a 3.5 metre cable run of the VTS Device. This must not be damaged and must be fixed to the building fabric. The environment surrounding the power source must be free from potential hazards (e.g. water, etc). This socket should be on a circuit protected against power dips and surges if such a supply is available.
- c. An additional 13 Amp power socket within a 1.8 metre cable run of all approved exhaust gas analysers used as MOT test equipment. This is required to supply power to the Smart Card Reader. The use of a suitable double adapter would be acceptable.

- d. An analogue BT type line terminating unit with a 3.5 metre cable run to the VTS Device. The socket needs to be capable of accepting a BT431 connection (the standard type of connection found on BT phones) for use through an analogue phone line via a NTE5 linebox terminal which is the standard white wall socket, as found in most UK homes. The phone line must be able to accept an analogue PSTN connection from a modem (i.e. not a digital telephone connection from a digital exchange or ISDN point). See paragraph 3.3.1 for information regarding digital telephone lines

### 3.3 Telephone line requirements

If you are eligible for a dedicated line (see appendix A), you will have been told before you receive the questionnaire 10 weeks prior to installation. Dedicated lines for eligible VTSs will be installed by SBS free of charge. If you do not qualify for a dedicated line a covering letter with the questionnaire will confirm this. AEs who are not eligible for a dedicated line must arrange to provide a telephone connection in accordance with sub paragraph 3.2d above, and clarifications below. As AEs will have to bear the cost of the telephone line they should not proceed until they have been advised by SBS that they do not qualify for a dedicated telephone line.

- 3.3.1 AEs may use an existing telephone line. However if this is a digital line an extra cost will be incurred for this facility and this must be borne by the AE concerned. Further information on the cost involved will be released when available.
- 3.3.2 The phone line needs to support CLI (Caller Line Identification) functionality. As an example this is a standard facility provided on BT type phone lines and is likely to be available unless it has been specifically turned off or calls are made via an internal telephone exchange that does not support CLI. To check CLI functions try ringing a mobile phone. If the phone number appears on the mobile's display screen, CLI is active. Please note support for CLI does not require the premium service "Call Display". The phone line must not have Call Waiting or Call Answer 1571 (or equivalent services) activated.
- 3.3.3 Where alarm products such as BT Redcare are utilised on your phone line you will need to fit a device to the socket that will allow the modem to function. Contact your telephone or alarm system provider for more information.
- 3.3.4 The telecommunications socket must not be damaged, must have the correct connector presentation, and must be fixed to the building fabric in close vicinity to the proposed location of the VTS Device. The environment surrounding the telecommunications source must be free from potential hazards (water, etc).
- 3.3.5 If you are unsure about any of the above, contact your telephone service provider to determine if your phone line complies with VTS Device requirements.

### 3.4 VTS Device Location

When selecting a location for the VTS Device AEs should consider the following:

- a. The VTS Device should be sited, as far as is reasonably practicable, so that it is protected from exposure to, direct sunlight, dampness, contamination by dust and dirt and extremes of temperature.
- b. The routing of all cables should be suitable so as not to form a hazard to people and the VTS Device.
- c. The VTS Device should be positioned so that it is not in danger from moving vehicles or equipment. It should also be protected from direct exposure to water. Lighting conditions must enable the monitor screen to be easily read, and the printer easily viewed. The VTS Device is classed as a fixed item of equipment and as such must not encroach into the minimum test bay dimensions unless previously agreed with the VOSA local office.

### 3.5 Smart Card Readers Attached to 1996 Specification Exhaust Gas Analysers (EGAs)

All EGAs should have been certified by the Manufacturers, or their Agents, as conforming to the 1996 Specification. The EGA Certificate of Conformity must be available at the VTS on the day of installation. The Installer will attach a Smart Card Reader to the EGA to enable emissions data to be entered on the NT's Smart Card and transferred to the VTS Device (see note). If the EGA cannot accept the Device, for whatever reason, the installation will proceed. However entry of emissions readings will have to be completed manually and the installer will inform the VOSA local office.

Note: The VTS Device and the EGA are not physically linked and so need not be sited together.

### 3.6 Equipment Care

Guidance on looking after the VTS Device and associated equipment will be found in the MOT Testing Guide 6<sup>th</sup> Edition.

Note: It is recommended that AEs include the cost of replacement for any loss or damage, not due to fair wear and tear, to the VTS Device and associated equipment of approximately £800, in their insurance policy.

### 3.7 Additional Devices

An AE may wish to install a VTS Device(s) within their VTS in addition to the one(s) provided. In this case AEs may obtain an additional VTS Device(s) from SBS. There is a cost (approximately £800) for the use of these VTS Device(s), which remain the property of SBS and will be liable to the same conditions as a Device installed in a VTS by SBS. Contact the SBS Service Desk for further information.

## 4. Installation procedures

4.1 This section includes all the information that the AE requires during the installation procedures.

4.2 The table below shows the timetable of events

	When	What
1.	Shortly after the issue of this Special Notice.	AE Questionnaire sent to multi-site AEs only.
2.	11 weeks prior to Installation Date.	Dedicated Line notification letter Additional VTS Device notification letter.
3	10 weeks prior to Installation Date.	VTS Questionnaires sent out Countdown leaflet Direct Debit Mandate sent out.
4	8 weeks prior to Installation Date.	Installation date phone call to relevant sites.
5	7 weeks prior to Installation Date.	MOT Welcome Pack arrives <ul style="list-style-type: none"> <li>• Covering Letter</li> <li>• Installation confirmation date letter.</li> <li>• Pre-Printed Smart Card Application Form(s).</li> <li>• Blank Smart Card Application Form</li> <li>• Training Video</li> </ul>
6	6-4 weeks Prior to Installation Date.	VTS Device cabling and phone line installed if required.
7	2 weeks Prior to Installation Date.	MOT Computerisation Documentation 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>• VTS Spare Smart Card</li> <li>• A5 Inspection Manuals and Guide</li> <li>• VTS Device User Guide.</li> <li>• Quick Start Guide</li> </ul>
8	2 weeks Prior to Installation Date.	Personal Smart Card sent to each user's home address.
9.	Installation Date.	Installation of VTS Device, training and VTS go live.

Note. Once the Installation Date has been confirmed AEs can use this table to monitor progress.

### 4.3 Types of Questionnaire

There are two types of Questionnaire and depending on the type of organisation the AE will be asked to complete one of the following;

- 4.3.1 AE Questionnaire. This is issued to all multi-site AEs and its completion is the responsibility of the AE. This collects information about the AE and its associated sites.
- 4.3.2 VTS Questionnaire. This is issued to each VTS and its completion is the responsibility of the local management at the VTS site or the AE for a single site AE. It collects information about the VTS site and the AE in the case of single site AEs.

### 4.4 AE/VTS Questionnaire

The installation process starts with an AE/VTS Questionnaire sent to the AE in order to capture information that is not held electronically by VOSA. This includes:

- a. MOT test equipment and calibration dates.

All MOT test equipment details must be registered on the VTS Device together with their calibration dates. This enables reminders to be sent when calibrations are due and prevents testing with un-calibrated equipment. The MOT test equipment will be pre-registered on the VTS Device from the information supplied on the VTS Questionnaire.

Note. Where test equipment does not have the original serial number visible, refer to the current calibration certificate. If this does not contain a serial number, then the equipment should be marked with a unique number in order to identify it. The format of the number is not mandatory but it is suggested that it should contain the VTS Number i.e. 12345/1

- b. Site contact.

Site contacts may be identified from information previously supplied to VOSA and should ideally be the trained person. See MOT Test Guide 5<sup>th</sup> edition for details. The site contact will be the person, identified on the AE questionnaire, who SBS will contact with reference to the installation.

- c. MOT Account details.

MOT Computerisation Accounts are used to facilitate the ordering process. See Section 6 for further details of accounts and ordering process.

- d. Training needs analysis.

This is used to establish the level of knowledge of VTS Device users in preparation for the training that will be delivered during the installation visit.

- e. Telephone connection details

This is required so that the central database can authenticate the VTS Device using Caller Line Identification (CLI)

#### 4.5 **Installation Phone Call to the Relevant Sites**

SBS will call the VTS site contact on receipt of the correctly completed questionnaire to arrange a mutually agreeable installation time and date, generally from a choice of two. This call will be made approximately 8 weeks prior to installation. During this call SBS will arrange an appointment for the installation of a dedicated phone line, where applicable.

#### 4.6 **MOT Welcome Pack**

The Welcome Pack will be issued approximately 7 weeks prior to the installation date.

The Welcome Pack will include:

- a. A covering letter.
- b. Confirmation of the installation date. If this date is no longer acceptable, for some exceptional reason, the procedure for changing the date is contained in Section 8.
- c. Pre-printed Smart Card application forms. These forms will be completed from data already held by VOSA. The details need to be verified by the relevant user, signed and returned together with a passport size colour photograph.
- d. Blank Smart Card application forms. A number of these forms will be included for proposed new users who are not previously known to VOSA (e.g. for people who will have the role of (SM) Site Manager) or for NTs who have recently moved to a VTS.
- e. MOT Computerisation Training Video produced by SBS. This is a short video that all users must watch prior to the day of installation.

- 4.6.1 Accompanying the Welcome Pack will be a covering letter, which will inform the AE if they are not eligible to receive a dedicated telephone line and/or an additional VTS Device(s). If the VTS does not qualify to have a dedicated line or an additional VTS Device they may seek a review of this decision. The eligibility criteria are explained in Section 8. The process of how to seek a review will be detailed in the covering letter.

#### 4.7 **MOT Computerisation Documentation Pack**

The documentation pack will be sent out approximately 2 weeks before the confirmed installation date. The documentation pack will contain all the necessary documentation to process MOT tests using MOT Computerisation including new style stationery, MOT Testing Guide 6<sup>th</sup> Edition and the relevant MOT Inspection Manual(s) for the class(es) of vehicles a VTS is authorised to test.

## 4.8 Procedure on the day of installation

### a. Installation of the VTS Device

At the confirmed installation appointment, SBS will check that the VTS site meets the minimum installation requirements. Where minimum requirements are met, SBS will proceed with the installation of the VTS Device.

Where SBS believes that the VTS does not meet the minimum installation requirements, they will immediately raise their concerns with the AE, or representative. Where corrective action by the AE can remedy the fault(s) within 20 minutes, SBS will remain on site and proceed with the installation of the VTS Device.

Where installation cannot take place during the planned free installation visit, SBS will provide a report detailing their findings, and the corrective action required to allow installation to proceed. The AE will be asked to countersign this report, and be given a copy. The AE will be informed that they will be charged for subsequent installation visits, with the amount being entered onto the report. Where installation cannot take place because the Installer/Trainer considers that the site does not meet the minimum requirements and the AE disagrees, the AE may seek a review against the non-installation. See Section 8.6.

### b. Training

Once the VTS Device has been installed the Installer/Trainer will train all users present in the use of the Device. Training will be given to a maximum of 4 users at a time. Where more than 4 users require training at a VTS more than one session will be carried out by the Installer/Trainer. Where staffing levels and facilities allow, vehicle testing may continue during the installation and training period. The training provided on the day of installation will include the use of the Smart Card, Smart Card Reader, and relevant functions of MOT Computerisation.

In addition, users will also be shown how to access and use the Computer-based Training tutorials and exercises available on the VTS Device.

NTs who are not present during the installation visit will be trained at a Siemens Training Centre. These users will be permitted to continue testing, using Fallback, (see note below), for a period of up to 3 weeks (starting from the day of installation). Users must book and attend training at the earliest available opportunity following their return to the workplace.

Information on how to contact Siemens to book training will be provided to the Site Manager during the installation visit.

Other users such as VTS Administrator(s) (VTS Admin) not present on the day of installation may be trained by the AE or Site Manager, using the Computer Based Training available on the VTS Device. The AE or Site Manager must be satisfied that these users are competent before they allow them to access and use the system.

#### 4.8.1 At the end of the training, each user will complete a user assessment (a multiple choice test) to determine whether they are competent to use the VTS Device .If a

NT obtains a result that indicates they are competent, the Installer/Trainer will register their competency on the system and their Smart Card will be activated.

- 4.8.2 If the assessment result indicates that the NT is not competent, the NT will not be registered on the system. If this is the case the NT can use MOT Computerisation in Fallback mode for a period of up to 3 weeks, (starting from the day of installation). The NT will be referred to a Siemens Training Centre to attend repeat training and re-sit the user assessment. NTs must book this training at the earliest available opportunity following the installation visit.

**Note:** Fallback is the process by which testing may continue when the computerised system is not available at a VTS, for example, following the breakdown of the VTS Device. In the instances described above the NTs will telephone the SBS Service Desk to register a vehicle for test and to enter the results into MOT Computerisation.

#### 4.9 **Installation Acceptance**

At the end of training, there is an evaluation session to assess the readiness of the VTS as a whole to start using the new system for MOT testing. If both the AE or Site Manager and the Installer/Trainer are in agreement regarding the success of the installation, the unused old style certificates will be cancelled and exchanged for test slots on MOT Computerisation. See paragraph 4.10 below.

If a user requires repeat training, information on how to contact Siemens to book training will be provided to the Site Manager during the installation visit.

- 4.9.1 If there is a dispute as to whether any VTS Device user is adequately trained to receive all relevant services, covered during onsite training the AE or Site Manager should contact the SBS Service Desk. Where appropriate, either party may request that the VTS Device user is subject to an independent assessment of competence. Where both parties agree to this, the finding of such independent assessment shall be binding.

#### 4.10 **Converting Test Certificates to Test Slots**

On satisfactory completion of installation and training any unused test certificates will be converted to test slots. The Installer/Trainer will cancel unused old style certificates.

All unused old style certificates at the VTS are to be rendered unusable by the trainer, in the presence of the Site Manager using an appropriate method agreed by VOSA.

The cancelled certificates will be retained by the Installer/Trainer, who has been authorised by VOSA for this purpose.

Where the number of certificates surrendered is less than expected (from detail of old style certificates held in MOT Computerisation) the Installer/Trainer will notify the VOSA local office who will investigate and, where appropriate, consider disciplinary action in the normal manner as per the MOT Testing Guide 5<sup>th</sup> Edition.

#### 4.11 **NT(s) that move to another VTS during Rollout**

NT(s) that move to another VTS during the Rollout process will be treated as follows:

- a. NT(s) who have received their training at their previous VTS will have a Smart Card in their possession. During the Rollout process at their new VTS, they will be assigned to that VTS as a NT by their Site Manager.
- b. NT(s) who have moved from a Computerised VTS to a non-Rolled out VTS will revert to pre-Computerisation testing but will retain their Smart Card.
- c. NT(s) who move from a non-MOT Computerised VTS to a Rolled out VTS will need a Smart Card and undergo training at a Training Support Centre.

AEs will have to:

- Ensure that the NT submits a Smart Card application form, if they have not already done so.
- Arrange a training course by contacting the SBS Service Desk.

Once the Smart Card application has been processed and arrangements made for training, a NT may test using Fallback before attending their training course for a period of up to 3 weeks. A member of the VTS staff, who has already successfully completed their training on MOT Computerisation, should train the NT(s) on Fallback procedures.

- d. New NT(s) will receive their training in the normal way at a VOSA training centre, which will include training on MOT Computerisation.

## 5. Contingency and Dealing with Rollout Problems

### 5.1 Contingency Plans

The installation programme entails installing a VTS Device and training the staff in 19,000 VTSs and it requires a tightly controlled plan to avoid any problems during this period. In order that co-operative and efficient AEs are not disadvantaged by a possible minority of inefficient AEs, VOSA will use the following contingencies and provisions.

### 5.2 Voluntary Withdrawal

If AEs do not wish to continue to test under MOT Computerisation they will be treated as having voluntarily withdrawn from the scheme. They should notify their VOSA local office of their intentions on receipt of the AE/VTS questionnaire. They will be required to cease testing and arrange the return of test documentation no later than 17 weeks from the date of the questionnaire.

Note. The return of testing documentation is covered in the MOT Testing Guide 5th Edition, Section B4.

- 5.2.1 Since this is a voluntary withdrawal of testing, an AE who has notified VOSA that they wish to cease testing in this way may re-apply at any time if they change their minds about using the computerised system. However, out of fairness to other applicants, any such re-application will be treated as a lower priority than those from other applicants - this may lead to a gap when they cannot test. AEs re-applying in these circumstances should also be aware that it is probable that they will have to send all their staff that need training in the use of MOT Computerisation, to a Siemens Training Centre, or a VOSA Training venue as applicable, rather than receiving the training at their own VTS.

### 5.3 Change of VTS Ownership

Where a change of VTS ownership takes place after the installation date has been agreed the AE should contact the VOSA local office urgently for advice. Although the installation should go ahead on the agreed date, the installation of a VTS Device does not automatically mean the new owner(s) will be authorised. If the VTS authorisation changes prior to the agreement of the installation date then the normal installation process will be followed.

### 5.4 Non Co-operation with Rollout Process - Withdrawal

MOT Computerisation is classed as a mandatory upgrade as outlined in the MOT Testing Guide 5<sup>th</sup> Edition, Section B4.2b. In order to ensure that every one is treated fairly, the authorisations of AEs that, despite the opportunities set out, fail to co-operate with the Rollout programme will be withdrawn.

### 5.5 Events that could Trigger Withdrawal Action

If the AE does not ensure the return of the required forms or questionnaires, correctly completed, by the end of the time limit, SBS will contact them by telephone. If there is no response by telephone SBS will write to the AE. If the AE still fails to return the completed documents, SBS will contact VOSA who will then issue a Notice of Withdrawal.

## 5.6 **Withdrawal Procedure**

SBS are acting on behalf of VOSA and communication with the AE or site contact, described above, is regarded as the equivalent to Contemplated Warning/Withdrawal stage described in section I paragraph 20 of the MOT Testing Guide, 5<sup>th</sup> Edition.

If the problems identified in that process cannot be resolved, VOSA will then issue a Notice of Withdrawal coming into effect 35 working days (7 weeks) from date of issue (MOT Testing Guide 5<sup>th</sup> Edition section I paragraph 29). The appeal process set out in section I paragraph 36 to 38 of the Guide may be followed.

## 5.7 **Re-Application Following Withdrawal**

Provided that testing has stopped in accordance with the Notice of Withdrawal mentioned above, an AE who wishes to re-apply for authorisation at a site withdrawn as described above may do so at any time. Any such re-application will be considered on the same basis as a new application including the usual checks on the AE and the facilities and cannot be granted until the VTS Device has been successfully installed and commissioned. However, to be fair to other applicants, consideration of 'normal' applications for authorisation will be treated as a higher priority than such re-applications where VOSA resources are limited.

AEs should also be aware that, on-site training in the new system may not be available for staff of such applicants and they may have to send their staff to a Siemens Training Centre, or a VOSA Training venue as applicable.

## 6. Accounts

### 6.1 Introduction

The current processes that are used to order goods and services from VOSA are to change under MOT Computerisation. Prior to Rollout, accounts will be set up for each authorisation, and are described within this section. Ordering via the VTS Device will be available to VTSs once they have been Rolled out.

### 6.2 MOT Accounts

MOT Computerisation will hold an account for each authorisation. Payments and orders from, and any credits due to a VTS, will be processed through an account:

- a. **VTS Accounts** puts each VTS within an Authorisation under a separate account. This means that a person can only order for the one VTS. However the AE may give the same person the ordering role for more than one VTS if they so wish. Monies will have to be paid into each of the accounts for the VTS within the organisation separately. There can only be one VTS Account for each VTS.
- b. **AE Accounts.** (Only applicable to multi-site AEs) This links all the VTSs within an Authorisation under a single account. Anyone who the AE allows to order goods and services on the account can do so for any VTS in the organisation. An AE may choose to give the role to one, or more persons for the whole of the Authorisation or appoint someone at each VTS within the Authorisation. Money paid into the account may be used by anyone with an account management role to order goods and services for any VTS in the authorisation.

AEs may choose to run their account with a nil balance, paying for goods and services when they order them.

Multi-site AEs must choose to operate either an AE account or separate VTS accounts for each VTS but cannot run both types of account.

- 6.2.1 An AE may fund the account which would allow goods and services to be ordered without accompanying payment, providing the account has sufficient funds to cover the order. The AE may check their account balance whenever they place an order or by contacting the SBS Service Desk. AEs should be aware that payments that are refused by their banks or building societies will have their order (including tests slots) suspended until payment has been cleared and there is sufficient credit in the account to pay for the goods or services ordered.
- 6.2.2 A multi-site AE has to decide when completing the AE questionnaire which account meets their operational needs. The type of account can be changed by the AE at a later date.
- 6.2.3 Both types of account will be administered by SBS on behalf of VOSA. Payments for goods and services supplied by or on behalf of VOSA or SBS under MOT Computerisation will be processed through these accounts. Ordering may be placed via the VTS Device after Rollout.

### 6.3 **Methods of Funding an MOT Account**

An AE may fund their account by:

Debit Card, Direct Debit, Postal Order, Credit Card, or Cheque.

Payments **cannot** be paid into an MOT Account at a Goods Vehicle Test Station (GVTS).

- 6.3.1 Payment can be made by Direct Debit in equal monthly amounts to an account. AEs that choose the Direct Debit method to maintain their account should be aware that any unforeseen expenditure might leave insufficient funds to pay for ordered test slots. If this is the case then AEs should top up their account by other means to cover any shortfalls, as Direct Debit Mandates cannot be altered quickly. Whichever method they use, AEs should monitor their account balance regularly. They can do this either by using the VTS Device or by contacting the SBS Service desk.

### 6.4 **Existing Pre-funded Customer Accounts**

The MOT Accounts will operate completely separately from VOSA's existing pre-funded customer accounts, used by some AEs. Holders of these accounts will be contacted separately about how this will affect them.

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## 7. Roles and Functions

### 7.1 Introduction

To guard against unauthorised use, the MOT Computerisation VTS Device will only work for people known to the system. To identify themselves, the user must insert their Smart Card into the VTS Device Smart Card Reader and enter their password. Each user must only use their own personal Smart Card and password. Each user will have a set of tasks (or functions) that they are allowed to perform. For convenience, these tasks are grouped together into 'roles' (e.g. NT, VTS Administrator). A person may have more than one role depending on how the AE wishes to set up his business within normal VOSA rules. When a Smart Card is inserted and a valid password entered the system checks which roles the user holds and gives them access to the appropriate functions.

- 7.1.1 The roles of AEDM (Authorised Examiner Designated Manager) and NT will be assigned by VOSA from the information gathered on the questionnaire and from information already held. The AEDM will be responsible for assigning other roles within their organisation on the day of installation and ensure the nominated Site Manager for each VTS completes a Smart Card Application Form in time for their installation. An AEDM may appoint a SM (Site Manager) and a PM (Personnel Manager) who can then assign roles themselves. The role of NT, can only be rescinded by VOSA, once it has been assigned. The process of employing a NT, or removing a NT from the list of Testers at a VTS changes the link between a VTS and a NT. A NT can also be assigned additional roles. The introduction of MOT Computerisation does not change who is subject to disciplinary procedures.

Note. Designated Councils and their Inspectors are treated as if they were AEs or NTs in relation to the roles described in this section.

### 7.2 Roles and Responsibilities

The following describes the roles within an Authorisation. Each role will have a specified set of functions it is allowed to perform, these are listed in the Roles and Function table in paragraph 7.3.

#### 7.2.1 Mandatory Roles

Some of the roles are mandatory so that the VTS can operate. The minimum requirement is that a VTS must have a person assigned to the roles of AEDM, SM and NT, these roles may be assigned to one person as in the case of a sole trader who is the AEDM as well as the NT.

a. Authorised Examiner Designated Manager (AEDM)

Only one AEDM is allowed per Authorisation. The person who will exercise the most direct control over the MOT testing must hold this role. This must be the sole trader, a partner, or in the case of a company a director, senior manager or officer of the company. The AEDM must have direct responsibility for MOT testing at all VTS sites within an Authorisation. Authorisations granted after 31 March 1995 must normally have an AEDM who has attended a MOT Management course or the previously titled, Authorised Examiner's course.

**Note:** This role does not devolve the ultimate responsibility held by the AE.

b. Site Manager (SM)

Only one SM is allowed per VTS. However a SM may carry out the role at several VTSs. This is the role responsible for the day to day running of one or more VTSs. The SM can carry out VTS management, and non-testing functions e.g. assign users within a VTS, update equipment details. Many smaller single site AEs may well choose to assign the SM role to the AEDM. Larger single site businesses may allocate it to another manager or supervisor, the decision is left to the AEDM based on how the business is run.

c. Personnel Management (PM)

This role is responsible for assigning and removing people to and from roles within the Authorisation e.g. NTs, SM and VTS Site Admin.

d. Nominated Tester (NT)

A person nominated by an AE to carry out tests, who is also approved by VOSA.

e. Quality Control (QC)

This role becomes mandatory at a VTS where there is more than one NT able to test a particular class of vehicle. A QC must be a NT for the appropriate class. More than one QC must be appointed if any one QC is not authorised for all classes of vehicles tested at a VTS.

### 7.2.2 Non-mandatory Roles

These are roles that the AEDM may assign to a member of their staff in order to assist them in the day to day running of their organisation.

a. Account Management (ACM)

This role is given the responsibility of managing a MOT Account and ordering goods and services where the AEDM wants to delegate these tasks.

b. AE Delegate (AED)

This role may be used by AEDMs to allow another person to carry out most administrative tasks on their behalf. The role is intended to be used:

- i. to provide cover for holidays and other times when the AEDM does not have ready access to a VTS Device; and
- ii. in large Authorisations to ease the administrative work of the sole AEDM. If due to unplanned events an AEDM is not available and has not appointed an AED, the VOSA local office may assign the AED role when appropriate.

**NB:** this role does not devolve the ultimate responsibility held by the AE.

c. VTS Site Admin (SA)

This role can carry out VTS administrative functions including the recording of some test data and the production of some documentation.

### 7.3 Roles and Functions table

This table illustrates the relationship between roles and functions i.e. what role can carry out what function.

	AEDM *	AE D	Accounts Manager	Personnel Manager	Site Manager *	QC *	NT *	Site Admin
Messaging	X	X	X	X	X		X	X
View Information	X	X	X	X	X	X	X	X
Request Reports	X	X	X	X	X	X	X	X
Amend personal details	X	X	X	X	X		X	X
Report Damaged or Lost Spare Smart Card	X	X	X	X	X		X	X
Use Tutorials for VTS functions	X	X	X	X	X	X	X	X
Test Log	X	X			X	X	X	X
Personnel Information report	X	X		X	X		X	X
Accounts	X	X	X					
Fallback Review					X	X	X	
Appoint user to Role	X			X	X			
Assign spare Smart Card	X	X		X	X			
Order replacement Smart Card	X	X	X					
Activate Smart Card	X			X	X			
Manage Test Equipment					X			X
Test Vehicle						X	X	
Test Administration					X	X	X	X
Quality Control						X		
Ordering stock/request refund	X	X	X					
Manage Site Location/AE data	X	X						
Manage Site Location					X			X

\* These are mandatory roles. The QC role is mandatory at VTSs with more than one NT per test group.

## 7.4 Description of Functions.

An AE is required to set up their VTS(s) so that all mandatory roles for the operation of the VTS(s) are assigned. Other roles may also be assigned if the AE wishes. A user may have more than one role depending on how the AE wishes to manage their VTS(s), e.g. a SM who is responsible for managing the accounts of the VTS will have the role of both SM and Accounts Management.

All users will have access to the following functions;

- a. Messaging  
A VTS user may receive messages from and send messages to VOSA and SBS mailboxes. See VTS Device User Guide for more information.
- b. View Information  
A VTS user may access current information at any time. The information is selected via an index list of documents, e.g. VOSA documents and the VTS Device User Guide held on the system. A particular page can be printed via the VTS Device.
- c. Request Reports  
All users can request reports via the VTS Device. See VTS Device User Guide for more information.
- d. Amend personal details  
All users must keep their personal details up to date and, if changed or incorrect, alter their record via the VTS Device, where allowed to do so. This could include the notification of any convictions. Some major changes (e.g. change of name) cannot be entered directly, you must notify the VOSA local office about these. This can be achieved by sending a message via the VTS Device.
- e. Report Damage to or loss of Smart Card  
All users must report a lost or damaged Smart Card via the VTS Device or the SBS Service Desk. (Damaged Smart Cards should be returned to SBS).
- f. Use system tutorials  
All users may practice using the system by activating the Computer-Based Training (CBT) tutorials.

The following functions are available to users depending on their role.

- g. Request Test Log  
This lists all the tests undertaken by each NT at a VTS within a specified period. This will replace the current VT12 system.
- h. Request Personnel Information report  
An appropriate user can request a report detailing certain personnel information held on the system. This includes name, address, training history, active test classes and QC records where appropriate.
- i. Accounts

The system holds AE accounts. These accounts may be used to order catalogue items or book training courses. An appropriate user can also receive a Statement of Account report at any pre-determined interval.

- j. Fallback Review  
A NT is required to confirm the results of all tests that they conducted during Fallback. In the absence of the NT the AE is responsible for ensuring the VOSA local office is contacted.
- k. Appoint User to Role  
Allows the appointment of people with Smart Cards to fill roles, subject to them meeting any qualification or training requirements.
- l. Assign Spare Smart Card  
Allows temporary assignment of the VTSs spare Smart Card.
- m. Order replacement Smart Card  
Allows the ordering of a replacement Smart Card.
- n. Activate Smart Card  
This allows Smart Cards to be activated before they can be used. In many instances this will be carried out by a local 'sponsor' e.g. a SM, AEDM or VOSA/SBS Trainer who can verify that the card has been received by the intended recipient. In some instances the SBS Service Desk may activate the Smart Cards
- o. Manage Test Equipment  
This records the status and history of all MOT test equipment, which requires calibration. The appropriate user must record any changes, calibration details and breakdowns etc of the test equipment. Reports can be requested showing current information on all test equipment.
- p. Test Vehicle  
This allows a NT to test a vehicle and to issue the relevant test documents.
- q. Test Administration  
This allows the input of test results on behalf of a NT, which must be verified by the NT. It also allows the issue of duplicate test documents.
- r. Quality Control  
This allows the Quality Controller to enter QC checks and any comments via the VTS Device. The NT must acknowledge the QC check.
- s. Ordering stock/request refund  
This allows users to order catalogue items and allows a refund request from their account in the form of a cheque.
- t. Manage Site Location/AE data  
This allows minor changes in VTS and AE details to be entered directly onto the VTS Device. If the VTS Device is unable to accept the change(s) they must be notified directly to the VOSA local office.
- u. Enquiry on NT performance  
This allows the performance of a NT to be monitored.

## 7.5 How to Organise Roles within an Authorisation.

The management structure of the Authorisation will dictate who fills a particular role. The following examples are suggestions only and can be varied to suit the particular Authorisation:

### a. Sole Trader or Partnership with one VTS.

In these types of Authorisations the sole trader or one of the partners must have the role of AEDM assigned to them by VOSA. The minimum roles that are required for the operation of a VTS are; AEDM, SM and NT, one person may hold all of these roles. Other roles such as AED, Accounts Management, Personnel Management, Site Manager, and Site Admin, which perform a specific function, can be assigned to other persons. In the case of a VTS with more than one NT, a QC role must also be assigned.

### b. Sole Trader or Partnership with more than one VTS.

These Authorisations will be set up in the same manner as 'a' above. However for each VTS there must be a Site Manager though a person can be a Site Manager of more than one VTS. It would be up to the Sole Trader or Partners to decide the distribution of this or other roles within their organisation. They may want to keep Accounts and Personnel Management roles at one VTS or assign these roles to each VTS. Alternatively they may want to make all of their other VTSs independent and be responsible for ordering their own test certificates and assigning new NTs.

### c. Companies

In these types of organisations, the AE is the Company itself and there must be an AEDM role assigned, usually to a Director, Officer or Senior Manager of the Company having direct responsibility for all MOT testing operations. It would be up to the Company to decide the distribution of the other roles within their organisation. They may want to keep Accounts and Personnel Management roles at a location that has access to a VTS Device. Alternatively they may want to make all of their VTSs independent and responsible for ordering their own test certificates and assigning new NTs. They could also group VTSs together in Regions with a Site Manager covering one or all of the VTSs in a Region.

### d. Designated Councils

These will be treated in the same way as Companies. The position of AEDM should be assigned to someone who is able to speak on behalf of Council and have direct responsibility for all MOT testing.

Note. Additional information on Accounts Management (ACM) Role.

If the Authorisation has a single VTS then the type of account is restricted to a VTS Account. The AE may assign the role of ACM to one or more people who will be able to manage that VTS account. Multi-site Authorisations may choose a single MOT Account for each VTS within

the Authorisation in which case each VTS will require an ACM. Multi-site Authorisations may choose an AE Account then everyone assigned the ACM role will be able to manage the account and order for all VTSs within the Authorisation. The ACM role may be carried out at any VTS within an Authorisation.

## 8. Additional Information

### 8.1 Introduction

This section contains the following information:

- 8.2 Cancellation of Installation Appointments
- 8.3 Dedicated telephone lines
- 8.4 Additional VTS Device
- 8.5 Review Process
- 8.6 Non Installation of the VTS Device on the confirmed installation day.

### 8.2 Cancellation of Installation Appointments

If the AE, or the site contact, wishes to cancel the confirmed installation date they should notify the SBS Service Desk, with a requested replacement installation date. Installation on the replacement date will be free of charge when the date is:

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- a. Either two weeks or more before the confirmed installation date, or
- b. Two weeks or less before the confirmed installation date and the reason for cancellation is an event outside the reasonable control of the AE or AE Nominee.

8.2.1 Where an AE or AE Nominee cancels an installation less than two weeks before the confirmed installation date, If the reason for cancellation is not an event outside the reasonable control of the AE or AE Nominee, any replacement installation date will have to be paid for. The current charge being £142.86. The same charge will also be made if:

- a. On the day of the installation the AEDM or Site Manager fails to attend the VTS or wishes to cancel the installation, or
- b. On the day of installation the site is considered by the Installer/Trainer to be unsatisfactory.

### 8.3 Dedicated telephone lines

An AE can request a review of the decision that they are ineligible for the installation of a dedicated telephone line. The criteria for being eligible for a dedicated telephone line is set out below.

8.3.1 SBS may provide a dedicated telephone line to any VTS where line usage by the VTS Device is above a predetermined threshold (see below). Relevant data will be used to predict if a VTS is eligible to receive a dedicated telephone line prior to installation. VTSs that are eligible to receive a dedicated telephone line will be notified by letter 11 weeks prior to installation. All other sites will be advised that they are not eligible in a covering letter sent out with the Questionnaire. This

letter will also provide details of how to appeal against this decision not to install a dedicated line. SBS or their agents will co-ordinate with the VTS the installation of the line so that it occurs prior to installation of the VTS Device. VOSA/SBS will implement processes to predict whether a VTS will require additional devices.

8.3.1.1 The criteria for a dedicated telephone line is based upon the line usage by the VTS Device for test purposes, that is registering a test and entering the result. The criteria are:

- a. An average of 5 minutes per VTS Working Day over a 12 month period  
or
- b. An average of 7 minutes per VTS Working Day over a 3 month period

This currently equates to approximately 5 and 7 tests respectively.

8.3.1.2 Where a VTS does not receive a dedicated line prior to installation of the VTS Device, the usage of the telephone line for registering and entering test results will be monitored. If the use of the telephone line is above a pre-determined level the VTS will be offered a dedicated line.

Further details regarding installation of dedicated telephone lines will be found in the MOT Testing Guide 6th Edition Section D A2, which the VTS will receive 2 weeks prior to installation.

## 8.4 **Additional VTS Devices**

Eligibility to Receive Additional Devices

8.4.1 Under the MOT Computerisation agreement, VTSs will receive additional VTS Devices where the number of MOT Tests exceeds agreed limits as set out below:

- a. 1 VTS Device per an average of 15 MOT Tests per VTS Working Day over a 12 month period;
- b. 1 VTS Device per an average of 20 MOT Tests per VTS Working Day over a 3 month period;
- c. 1 VTS Device per an average of 40 MOT Tests per VTS Working Day over a 1 month period.

In order to ensure that VTSs, who are eligible to receive additional VTS Devices, receive them before installation, VOSA/SBS will implement processes to predict whether a VTS will require additional devices.

8.4.2 An AE may request a review of the decision that they are ineligible for the installation of additional VTS Devices.

Prior to installation VOSA will estimate the average number of MOT tests per VTS working day carried out by each VTS. Where the estimated usage is greater than

20 MOT tests per VTS working day, a VTS Device will be installed for each additional 20 MOT Tests per working day.

Following installation usage will be monitored and where a VTS is eligible to receive additional VTS Devices, above those installed during rollout, they will be offered an additional VTS Device.

Further details regarding installation of VTS Devices will be found in the MOT Testing Guide 6th Edition section D A2.

## 8.5 Review Process

Where an AE wishes to request a review of the decision not to supply a dedicated telephone line and/or additional VTS Devices, it may do so by writing to VOSA. They should provide the relevant evidence to back up their claim. VOSA will consider the appeal, in-conjunction with SBS and either:

- a. Accept the appeal, notifying the VTS that it will receive a dedicated telephone line and/or additional VTS Devices at installation.
- b. Reject the appeal, notifying the VTS that it will not receive a dedicated telephone line and/or additional VTS Devices.

## 8.6 Non-Installation of the VTS Device on the day of installation

A VTS must meet the installation requirements before the VTS Device is installed. If it does not the installation may be refused:

- a. Where a VTS does not agree with the decision by SBS, SBS will ask VOSA to discuss the problem with the site contact. If after that discussion the problem can be rectified within 30 minutes of the original arrival of the installer, the installation will proceed.
- b. Where a VTS continues to dispute the decision by SBS after discussion with VOSA, then SBS will provide a report, clearly showing that the dispute remains. The AE will be informed that a second visit will be arranged with a representative from VOSA in attendance to review the site with SBS. The outcome of this second visit will decide whether a charge will be made.
- c. Where a VTS continues to dispute the decision by SBS the report, described above, will be updated accordingly and countersigned by all parties. SBS will arrange for an independent assessor to visit the VTS.
- d. Where the independent assessor believes the minimum installation requirements are met, installation will be carried out without further charge.
- e. Where the independent assessor believes that the minimum installation requirements are not met, the AE will be presented with the findings, and asked to countersign the report. A copy of the assessor's report will be left with the VTS. Any subsequent charges are as follows:
  - i. If the original decision by SBS was supported by VOSA then the AE will be informed that a charge will be made for all visits, excluding the initial free visit, and the cost of the independent assessment.

- ii. Where the original decision by SBS was not supported by VOSA there will be no charges made to the VTS.

In any of the instances listed above SBS will arrange the necessary visit to carry out VTS Device installation.