

MOT SPECIAL NOTICE



Vehicle & Operator Services Agency

Issue Number

3-2005

Issue Date

April 2004

All Authorised Examiners and Designated Councils in Classes :

All Classes

The last Special Notice issued was

2 - 2005 All Classes

CONTENTS OF SPECIAL NOTICE

Item	Page	Subject	Relevant to
1	1	Be Prepared For MOT Computerisation	AEs DCs & NTs All Classes
2	2	Preparation for Installation and Training	AEs DCs & NTs All Classes
3	2	Photographs & Security Questions	AEs DCs & NTs All Classes
4	3	Testing after Installation	AEs DCs & NTs All Classes
5	3	Using Vehicle Specific Information	AEs DCs & NTs All Classes
6	4	Ordering MOT Pads and goods from VOSA	AEs DCs & NTs All Classes
7	4	SBS and VOSA Telephone numbers	AEs DCs & NTs All Classes

Item 1 Be Prepared For MOT Computerisation

In order to ensure VTS are ready for the installation of MOT Computerisation and the subsequent training we have produced a template and reminder wall chart to help you to get ready.

Please use the template to make sure the area you are planning to use to site your VTS Device is large enough, and your phone and power sockets are within the 3.5 metres of cable run required.

Once you have done this you can use the wall chart (on the back of the template) to help ensure you are ready for installation and training. Please use the tick boxes and the name fields to confirm to yourself that you have everything ready. You can do this by:-

- Completing the 'Getting your station ready' section
- Completing the section allocating roles to all your staff who will use the system.
- Ensuring all staff with roles complete and return their Smart Card application forms
- Making sure you have ticks in all the boxes for installation day
- Making sure you have ticks in all the boxes for training day

Finally, don't forget that if installation has to be cancelled because Siemens can't install on the day because your site is not ready - you will be charged to rebook this appointment.

Steve Tonks

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.

Item 2 Preparation for Installation and Training

To ease the transition to MOT Computerisation this Special Notice is intended to assist you in your planning, and thus minimise problems during Installation and Training.

You are advised to keep a copy of the completed Questionnaire for their records. However do not under any circumstances keep photocopies of your Smart Card application form as this will undermine essential security requirements.

You **must** inform SBS of any changes that have taken place **after** any questionnaires have been returned.

You should note that the Installation and Training for MOT Computerisation, will now be carried out by **two separate visits**. Appointments to carry out staff training will be made in advance.

As the Training sessions will take up to **4 hours** to complete, you **must** take account of this when organising your work loads for the day. However a group of up to 4 persons can be trained simultaneously.

After installation has taken place, VTS staff should take time to access the Computer Based Tutorials (CBT) and the Computer Based Exercises (CBE) which are available on MOT Computerisation as this will greatly help them during their Training and Assessment session.

The AEDM or Site Manager must be present at the agreed time of Installation and other Smart Card holders must be present at the agreed time of Training and must have their personal Smart Cards with them.

Prior to the Installation date AEs and NTs are reminded to fully read **Annex A of SN 3/2004** and must bear in mind Installation will not be carried out if any of the points below are not in place. VTSs will be charged for any subsequent visits, the current charge being £142.86.

The VTS Device desk must:

- be a flat horizontal surface at least 65cm deep by 85cm wide.
- have a clear working height of at least 60cms above.
- be at a suitable working height on which the VTS Device can be installed.

You should note that these dimensions are the **minimum acceptable** for installation to take place.

If minor problems are discovered during the Installation, SBS staff will remain on site for up to twenty minutes to allow for rectification to take place. You should make contingency plans for staff to carry out any minor rectifications should the need arise.

You are reminded that the introduction of MOT Computerisation is a mandatory upgrade as defined in the **MOT Testing Guide 5th Edition, Section B4, paragraph 2**.

VTS staff need to be aware that serious threats, physical or verbal assault will not be tolerated towards anyone involved in the testing scheme, This includes SBS staff who are working in partnership with VOSA to implement MOT computerisation.

Item 3 Photographs & Security Questions

Smart Card application forms will be sent out with the Welcome Pack which are dispatched shortly after SBS receive the completed VTS Questionnaire. Information notes are provided on the form to assist applicants complete the form correctly. You should note that if the form is incorrectly completed, in any way it will be returned to them for correction.

In preparation for the arrival of the Smart Card Application Form, staff that will be using the system should obtain their photographs prior to the arrival of the form.

The photograph needs to be:

- Colour
- Clear and good quality and taken against a white background
- Full Face
- 44mm x 35mm (1.77 inches x 1.38 inches)
- Taken in the last 12 months

You must write you full name and date of birth on the back of the photograph.

This is information that will be found in Section 2 of the Smart Card Application Form. Section 4 must to be completed by the Sponsor.

Security Questions

If you experience any difficulties using any of the MOT Computerisation IT equipment, you will need to contact the SBS Service Desk. When you do so, the Service Desk will ask security questions to confirm your identity before your query can be answered - the answers to which you will have provided on your Smart Card application form. It is therefore vital that you remember the answers that you provided on your Smart Card application form. The questions will revolve around your mother's maiden name, the town in which you were born, the town in which your father was born, the name of the last school you attended and a significant date. An example question could be;

What is the 4th letter of the town in which you were born?

Information regarding passwords should not be revealed to any third party. If you fail to provide the correct answers, you will not only be unable to obtain any help with your query, you will be required to submit a new application form and you will not be able to test until a new Smart Card has been issued.

Item 4 Testing after Installation

After MOT Computerisation has been installed you need to be aware that in some circumstances the system will prevent testing at a VTS if certain key requirements are not complied with.

Calibration and equipment details will be entered onto the system by SBS from the details supplied on the VTS Questionnaire, if the calibrations become overdue after installation, then the VTS will be prevented from testing. You should check all due calibration dates against the certificates, and are reminded to enter all updated calibration dates onto the system immediately after the calibration has taken place.. See the VTS Device User Guide for further information.

Where an NT remains untrained or is not considered competent in using MOT Computerisation, they will be able to continue to test for a temporary period using the Fallback procedures. However you must be aware that the system will prevent further testing if the results have not been confirmed by a substitute NT carrying out Fallback Review within seven days of the tests being carried out. The substitute NT must be authorised by the VOSA Area Office over the phone before he is able to perform this function.

NTs that are overdue for a five year refresher course need to be aware that they will be suspended from testing by the system until they have attended the course. Therefore anyone that is overdue or due for a refresher shortly after Installation should ensure that they make every effort to attend the course date shown on the reminder or seek an alternative date as soon as possible.

From time to time the VTS Device will need to be updated with information. This update can take some time and will not allow the VTS device to be used for testing or any other function during this update process. To avoid such disruption a message will be sent in advance advising you to leave the VTS Device on overnight so the update can be completed without affecting your testing.

Item 5 Using Vehicle Specific Information (VSI)

VSI is available for most class 3 and 4 vehicles up to 10 years old and gives vehicle information including;

- vehicle test weight, used to calculate the brake efficiency.
- emissions requirement when a vehicle match is obtained
- any special requirement associated with the vehicle i.e. safety information or issues involved with test method.

It is therefore important that users identify the vehicle as accurately as possible. When the vehicle is tested again the system will display the VSI selected on the previous test. The NT may re-select if the VSI displayed is incorrect

Tips on reducing the number of vehicles for selection on VSI search.

There are no hard and fast rules concerning the quickest way to select the correct vehicle. The quickest for one manufacture may not be as quick for another. However the following is meant as

general guidance;

- Selecting the fuel type, if not transferred from DVLA data.
- Consider unusual model characteristics i.e. a Ford Escort automatic. Select transmission type.

If there are a large number selecting the model year narrows the search.

NTs searching for a vehicle match within VSI can reduce the number of model variants displayed, by entering as many of the vehicle characteristics as possible within the available search fields.

Item 6 Ordering MOT Pads and goods from VOSA

VOSA have now transferred to Siemens Business Services (SBS) the processing of incoming orders and payments from VTSs for MOT-related goods and services, such as pads of certificates and checklists. It has become necessary to issue an updated VT10 **which must be used from now on to order all MOT related goods.**

Please note that it is now **essential** that you complete the AE Number box on this form prior to posting to the address below.

The address for ordering VT20/VT20Ws and other stationery is:

VOSA

PO Box 415

DURHAM

DH99 1YZ

Tel: 0845 071 1973

Fax: 0191 375 6517

Please also note Welcombe House can no longer accept payment for MOT related stationery/publications over the counter. The receipt of fees for these documents is now dealt with by Siemens. It is therefore not possible to purchase MOT related stationery/publications directly from Welcombe House.

VT10s

Please find enclosed four new style VT10s (printed on green paper) which must be used from now on, and until you have been rolled out with MOT Computerisation. Please destroy any stock you may have of old style VT10s. If you wish to obtain further copies these can be obtained by telephoning Siemens Service Desk on 0845 071 1973.

The new green VT10 should be used in exactly the same way as the old style VT10. However, it is essential that you complete the AE Number Box. Your AE Number is on the Certificate of Authorisation (VT9) (letter of designation for designated councils) which you display on your MOT notice board. If you do not complete the AE Number Box, there may be significant delays in processing your order.

There are no address labels on the back of the new style form. This is because MOT Computerisation will print the new address labels using the VTS address recorded.

You will continue to receive old style VT10s inside the packaging of your MOT Pads. Please do not use these - applications received on the old-style VT10s will be subject to delay.

Item 7 Reminder of SBS and VOSA Telephone numbers

The SBS Service Desk telephone number is: **0845 071 1973**

The VOSA Enquiry Unit telephone number is: **0845 600 5977**

Please note the VOSA MOT Computerisation Helpdesk telephone number has changed and it is now: **01454 453360.**