

Watling Tyres MOT Policy

Test Security

Passwords should be remembered and not written down anywhere, security pin cards should be kept on your person and not left unattended at any time. This is Highly important and the DVSA will discipline anyone found not to be complying.

Contingency Testing

‘Contingency testing’ is the new term used to cover the existing emergency testing, fall-back and stand-alone testing procedures. These will no longer be used in the new MOT testing service.

All contingency tests must be conducted and recorded within authorized vehicle testing stations (VTs) by Nominated Testers (NTs) approved to test the class of vehicle by the Driver and Vehicle Standards Agency (DVSA).

When not to use contingency testing

Under existing MOT scheme rules, if you have any initial problems (e.g. software, broadband or IT equipment failure) when using the new service :

- we have up to 1 hour after a vehicle’s examination to enter the test results
- we must enter these results before the vehicle leaves our vehicle testing site

This means, if these kinds of temporary problems can be quickly fixed, you don’t always have to use [contingency testing](#) to carry on testing.

When you can use contingency testing

You will need a Contingency Testing Incident Code,

You’ll only be given one during an ‘authorized outage’ caused by:

- the new service being unavailable because of DVSA technical problems.
- a widespread broadband communication outage.
- not being able to buy MOT test slots because of DVSA technical problems.

Problems with your own IT or services

We have a back-up 4G dongle on separate connection to the daily internet connection with another supplier to make sure that if there are any technical problems or an outage with one company, we can use the back-up dongle to continue testing.

Print contingency testing documents

We have printed and safely stored the following blank certificates for use during contingency testing

- MOT pass certificate (CT20)
- MOT failure certificate (CT30)
- MOT advisory certificate (CT32)

They'll be automatically filled in with your vehicle testing station's name, number and address.

Keep contingency testing documents

We keep a copy of each contingency testing certificate which is issued it is kept at our vehicle testing station (VTS) for 3 months

Emissions are kept with these also for 3 months

All these documents are available to DVSA staff for audit purposes.

During an authorized outage

During contingency each tester knows to try to log on or off every time they are contingency testing to check the system has not become live again.

After contingency testing

When a contingency testing incident has ended, NTs will register all tests carried out under contingency testing by clicking record contingency testing on their MOT testing service homepage. They have all had training regarding contingency testing.

Notices

The notice board is in the customer waiting area within the reception, the notice board is checked on a quarterly basis by the AEDM during depot audits and

should not be altered in any way without notification to the AEDM or site manager

The notice board shows

1. VT9 (authorisation of examiner)
2. VT9A (Fees and Appeals)
3. Complaints procedure
4. Diesel Emission Poster

Booking management & workload

At present a dedicated diary is held at each depot for the purpose of MOT bookings, we are currently working towards an online booking system where customers can book MOT's directly from our website.

Information collected for every Appointment:

1. Owner Name
2. Contact details
3. VRM
4. Time of appointment
5. Make & model of vehicle

We also test on demand; this is worked on a first come first served basis.

Complaints

We have a complaints procedure in place to make it as easy as possible for our customers to resolve any issues that may arise, the details of this can be found on the MOT notice board in each reception.

If this is unsuccessful or the complaint is of a more serious nature then a complain about an MOT form (VT17) is to be issued which can be downloaded here

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/780586/complain-about-an-mot.pdf

which should then be issued to the customer.

Facilities

We have clean toilets for Customer use that are checked and monitored on a regular basis.

We have a hot drinks machine available all day for customers use which is free.

We have clearly marked viewing areas or viewing screens whichever is more appropriate.

We have a warm waiting area at each depot.

We now offer FREE WIFI for customer use upon request.

We have free informative advice for every customer from fully trained team members.

We will shortly be offering a reminder service for MOT's for which information is being collected and held securely on our servers at head office with the customers consent.

Garage equipment calibration

1. All equipment is well maintained and looked after, each piece of equipment is cleaned and checked for faults on a weekly basis and recorded on the "weekly Maintenance" form.
2. Calibration is carried out as per the MOT guide.
3. Current "live" Calibration certificates for each depot are kept in a folder which is readily available upon request.

4. Certificates are checked on a monthly basis for expiry, and maintenance and calibration contracts are in place to make sure everything is kept up to date. (I will shortly be making a spread sheet of calibrations and serial numbers of all MOT equipment throughout the company).
5. Tyre depth gauges are calibrated every 6 months by a specialist calibration company.

Special notices

Special notices are read and acknowledged on the MOT Computer as per requirements by all smart card holders, a hard copy is printed off and filed as back up and reference

Vehicle documents

VT40's and emission print outs are kept for a minimum of 3 months as per requirements.

Health & Safety

Health and safety are constantly monitored and assessed by Watling Tyres Dedicated Health and Safety officer Les New ensuring that PPE, staff and customer safety is paramount.

Staff Training

We take the training of our staff very seriously and offer the chance of improvement wherever possible, we also have a support network in place so that each member of staff is aware of who to contact for advise and support in any given situation.

Quality Control

Quality control checks are carried out on a monthly basis and recorded on a spread sheet available for viewing at all depots, I shall now also be leaving a paper copy on site at the respective depot on completion of the check.

For any other information or advise please contact Terry Sansom at terry@watlingtyres.co.uk or on 07890 570430

Regards

Terry Sansom AEDM