

City & Guilds Level 3 Award in MOT Test Centre Management (3428-03)

Version 8.0 (March 2023)

Qualification Handbook

Qualification at a glance

Subject area	Automotive
City & Guilds number	3428
Age group approved	18+
Entry requirements	None
Assessment types	Synoptic Assessment; Multiple Choice
Approvals	Approval application required
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds qualification number	Ofqual accreditation number
City & Guilds Level 3 Award in MOT Test Centre Management	16	24	3428-03	601/8982/4

Version and date	Change detail	Section
5.0 Feb 2017	Added additional points to the Assessment Strategy	Assessment
6.0 April 2018	Updated the range on all units to match the revised test specification	Units
7.0 March 2021	Centre requirements updated Trainer requirements updated Assessor requirements updated	2 Centre Requirements
8.0 March 2023	Resource requirements and Learner entry requirements updated to align with DVSA Assessment Strategy	2 Centre Requirements
	Updated unit titles to align with DVSA Assessment Strategy	5 Units
	Updated document formatting, head office address, contact details	Throughout

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1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	It is aimed at current MOT Test Centre Managers who wish to have their skills and experience recognised or for approved MOT Testers who wish to move into MOT Test Centre Management.
What does the qualification cover?	This Driver and Vehicle Standards Agency (DVSA) approved qualification covers managing legislative and compliance requirements of a vehicle test centre, managing the service offered to customers, developing staff and how to manage Driver and Vehicle Standards Agency (DVSA) test centre quality audits.
What opportunities for progression are there?	Qualified MOT Test Centre Managers can complete further management qualifications with City & Guilds or the Institute of Leadership and Management (ILM) to further develop their skills.
Who did we develop the qualification with?	This qualification was developed with the Driver and Vehicle Standards Agency (DVSA).
Is it part of an apprenticeship framework or initiative?	This qualification is not currently part of an apprenticeship framework.

City & Guilds Level 3 Award in MOT Test Centre Management

UAN	City & Guilds unit number	Unit title	Credit Value	GLH
M/508/5033	301	Understand how to manage the legislative and compliance requirements of a vehicle test centre	N/A	8
T/508/5034	302	Know how to deal with customer service problems within a test centre	N/A	1
A/508/5035	303	Understand how to develop and supervise staff within a test centre	N/A	1
F/508/5036	304	Understand test centre quality systems and quality audits	N/A	6
Mandatory				
N/A	398	Multiple-choice test covering the mandatory units	N/A	N/A

Total Qualification Time

Total Qualification Time (TQT) is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT is comprised of the following two elements:

- 1) The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- 2) an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but, unlike Guided Learning, not under the Immediate Guidance or Supervision of - a lecturer, supervisor, tutor or other, appropriate provider of education or training.

Title and level	GLH	TQT
City & Guilds Level 3 Award in MOT Test Centre Management	16	24

2 Centre requirements

Approval

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the Centre Manual - Supporting Customer Excellence for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Resource requirements

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

See also the qualification page of the City & Guilds website for the latest version of the assessment strategy on the requirements of trainers and assessors.

Centre staff may undertake more than one role, e.g. tutor and assessor or internal verifier, but cannot internally verify their own assessments.

Trainer requirements

City & Guilds will check that new Trainers and Assessors:

- have attended training recognised by City & Guilds and gained the qualification which they are assessing
- demonstrate knowledge and understanding of the competencies that the learner is required to demonstrate for the qualification that they are undertaking
- provide evidence of completing the required number of hours of MOT annual training each year.

All **new** MOT Tester trainers must complete and pass the current year's annual assessment and CPD/annual training prior to gaining approval from City & Guilds, which will be evidenced by City & Guilds confirming receipt of a recognised certificate. Failure to pass the annual assessment or provide evidence will result in the trainer not being approved.

New trainers will be observed by City & Guilds prior to being approved to deliver training.

New trainers and assessors need to provide a basic disclosure certificate (also known as a DBS check) to City & Guilds. The disclosure check must be dated within 3 months of the application to City & Guilds for approval to become a trainer or assessor.

Returning trainers (those who have not delivered a MOT training course for a period of 2 years) will be deemed to be 'new trainers'.

Existing MOT Tester trainers/assessors will be required to complete and pass the current year's annual assessment and every year thereafter. Failure to pass the annual assessment will result in the suspension of the trainer being able to deliver MOT Level 2 courses until the current year's annual assessment has been passed.

This ideally should be completed within 1 month of the new annual training year but must be completed within 3 months of the start of the training year. Trainers/assessors are required to provide evidence of completion of their annual assessment to City & Guilds. The trainers/assessors will have to submit their user ID and a screen shot of their annual assessment page on the MOT Testing Service, by the 1st of July.

All MOT trainers / assessors must create a personal account within the MOT testing service. It is the assessors' responsibility to ensure details have been recorded against their MTS account.

Centres approved for, and delivering City & Guilds MOT Qualifications 3428-02 (Testers) and 3428-03 (Managers) are required to complete the form located at: <https://www.cityandguilds.com/qualifications-and-apprenticeships/transport-maintenance/automotive/3428-mot-qualifications-and-cpd#tab=documents> and return to automotive@cityandguilds.com.

This form is required by City & Guilds to record all trainers' and assessors' DVSA user IDs.

Assessor requirements

Assessors will be responsible for, and accountable for; the validity, reliability and authenticity of evidence.

The primary responsibility of the assessor is to ensure that learners satisfy the requirements of the qualification. Assessors therefore need to have a thorough understanding of assessment and quality assurance processes, as well as having an in-depth technical competence relating to the qualifications for which they are assessing learners.

It will be the responsibility of the Approved Centre to select and appoint assessors.

It will be the responsibility of the Awarding Organisation to approve the selected assessors in line with their policies. It will be the responsibility of the Approved Centre to select and appoint assessors. Assessors must meet all the requirements that trainers must meet, as described in the *Trainer requirements* section.

Learner entry requirements

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

It will be the responsibility of the training provider to verify the identity of the individual, a driving licence or passport are acceptable forms of photographic identification.

A current full driving licence for a vehicle class within the test group they wish to test is a requirement for becoming a MOT tester. Photographic identification is required for those attending level 2 and 3 courses, driving licences are acceptable (if no photocard licence is available, photo ID will be required, such as a passport). The photographic identification and any certificates must be originals and not copies.

Electronic Certificates can be used. The name as appears on the certificate, authentication code or access code details are required to be retained for authentication. A screen shot and printout must be retained by the training provider. Testers must be in possession of the required qualification or accreditation prior to attending the level 2 training even if the eligibility certificate was gained from the same training provider that is delivering the MOT Level 2 qualification

Conviction status and employment records are required to be recorded on the DVSA Tester Eligibility form.

Reasonable checks must be made on the details recorded on the DVSA Tester Eligibility form by the training provider and signed accordingly.

DVSA has the right to refuse the progression of the learner if it is subsequently found that the individual does not comply with the above. City & Guilds may take regulatory action against the training provider.

All evidence must be kept in line with the City & Guilds' requirements.

MOT testers will need to provide a basic disclosure certificate (also known as a DBS check) before they can carry out a demonstration test.

This will apply to:

- newly qualified MOT testers
- suspended MOT testers (2 or 5 years) who want to return to testing
- MOT testers who have not carried out an MOT test in the last 5 years
- Existing testers who add an additional test group

The disclosure check must be dated within 3 months of the DVSA demonstration test. For example, a certificate dated 21 February 2023 would not be acceptable for a demonstration test booked for 30 May 2023.

Age restrictions

City & Guilds cannot accept any registrations for learners under 18 as these qualifications are not approved for learners under 18.

3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification[s], their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, Learning Assistant, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. Recording forms are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.

4 Assessment

Summary of assessment methods

Candidates must:

- successfully complete one multiple-choice test covering the mandatory units.

Available assessments/assignments

City & Guilds has written the following assessments to use with this qualification:

- evolve multiple-choice test delivered on-screen.

Assessment Types

Unit	Title	Assessment method	Where to obtain assessment materials
398	Multiple-choice test covering the mandatory units	Evolve online test	www.cityandguilds.com

Assessment strategy

Centres should ensure they have obtained the latest version of the Driver and Vehicle Standards Agency (DVSA) assessment strategy.

Test Specifications

The knowledge-based test is a multiple-choice test, sat under invigilated examination conditions. See JCQ requirements for details: <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>

The way the knowledge is covered by the multiple-choice test is laid out in the table below.

Learners are allowed access to the MOT Testing manual during the assessment.

Test: 398		Multiple-choice test covering the mandatory units	
Duration	75 minutes		
Total number of questions	35		
Unit	Outcome	%	
301: Understand how to manage the legislative and compliance requirements of a vehicle test centre	01 Understand their responsibilities for maintaining health and safety in vehicle test centres	8	
	02 Know the requirements for carrying out pre-checks in a vehicle test centre	8	
	03 Know how to comply with the legal requirements for carrying out vehicle tests	8	
	04 Know the information required for compliance as a vehicle test centre	8	
	05 Understand their responsibilities for maintaining compliance with the requirement for authorisation	8	
302: Know how to deal with customer service problems within a test centre	01 Understand how to deal with customer service problems within a vehicle test centre	5	
	02 Know how to prevent customer service problems from re-occurring within a vehicle test centre	3	
303: Understand how to develop and supervise staff within a test centre	01 Understand their own responsibility to others within a vehicle test centre	3	
	02 Know how to keep themselves and others up to date within a vehicle test centre	4	

Test: 398	Multiple-choice test covering the mandatory units	
	03 Understand the importance of monitoring performance within a vehicle test centre	4
304: Understand test centre quality systems and quality audits	01 Understand quality management systems and methods within a vehicle test centre	17
	02 Understand the requirements of a quality audit within a vehicle test centre	12
	03 Understand how to prepare your vehicle test centre for a quality audit	12
	Total	100

Resources allowed during the test

The following is a list of resources that learners are allowed to use during the assessment for the **City & Guilds Level 3 Award in MOT Test Centre Management**

- Documents available on the home page, when signed in to MTS – <https://www.gov.uk/mot-testing-service>:
 - Special Notices
 - Inspection Manuals for classes 1-2, & 3-4-5 (as appropriate)
 - MOT testing guide - <https://www.gov.uk/guidance/mot-testing-guide>
- Anything on the MOT pages of gov.uk – In particular, “Running an MOT test Station” <https://www.gov.uk/topic/mot/run-mot-test-station>

“Site assessment Risk scoring” guide available on

<https://www.gov.uk/government/publications/site-assessment-risk-scoring-guide>

Recognition of prior learning (RPL)

Recognition of prior learning means using a person’s previous experience, or qualifications which have already been achieved, to contribute to a new qualification.

For this qualification, RPL is not allowed.

5 Units

Structure of the units

These units each have the following:

- City & Guilds reference number
- Unit Accreditation Number (UAN)
- Title
- Level
- Guided learning hours (GLH)
- Learning outcomes, which are comprised of a number of assessment criteria

Centres must deliver the full breadth of the range. Specialist equipment or commodities may not be available to all centres, so centres should ensure that their delivery covers their use. This may be covered by a practical demonstration (e.g. video). For the practical assessments for this qualification, centres should ensure that there are sufficient resources to complete the task but are not required to use all the equipment or commodities in the range.

Unit 301

Understand how to manage the legislative and compliance requirements of a vehicle test centre

UAN:	M/508/5033
Level:	3
GLH:	8
Unit aim:	This unit provides learners with the knowledge required to manage the legislative and compliance requirements of a vehicle test centre. This will include the responsibilities relating to ensuring facilities, staff and record keeping requirements are maintained as per the by the Competent Authority/Supervising Body guidance.

Learning outcome

The learner will:

- 1 Understand their responsibilities for maintaining health and safety in vehicle test centres

Assessment criteria

The learner can:

- 1.1 identify responsibilities for maintaining the presentation and safety of the vehicle test centre
- 1.2 Identify the organisations responsibility for complying with all health and safety requirements

Range

(AC1.2) **Responsibilities relating to health and safety:**

- Legislative requirements relevant to responsibilities relating to health and safety
 - Provision and Use of Work Equipment Regulations
 - Electricity at Work Regulations
 - Noise at Work Regulations
 - Manual Handling Operations Regulations
 - Health and Safety (Display Screen Equipment) Regulations
 - Safe Working Loads
 - Working at Height Regulations

- Legislative relevant to Health and Safety
 - Health and Safety at Work act
 - Control of Substances Hazardous to Health
 - Environmental Protection Agency
 - Manual Handling Operations Regulations
 - Personal Protective Equipment Regulations
 - Conditions of VTS facilities
 - Signs and notices
 - Notice boards and contents
 - Building and positioning of equipment
 - Equipment and calibration
 - Security
 - Phones and internet
 - Risk assessments
 - risk assessment (the processes involved)
 - the scoring methods
-

Learning outcome

The learner will:

- 2 Know the requirements for carrying out pre-checks in vehicle test centre

Assessment criteria

The learner can:

- 2.1 identify the conditions of facilities required prior to carrying out statutory vehicle tests
 - 2.2 identify the reasons why a vehicle may be refused a test
-

Learning outcome

The learner will:

- 3 Know how to comply with the legal requirements for carrying out vehicle tests

Assessment criteria

The learner can:

- 3.1 explain their responsibilities when carrying out vehicle tests on behalf of the Secretary of State for Transport
 - 3.2 identify background to vehicle testing requirements set by legislation
 - 3.3 identify where and how to locate the latest information relating to vehicle testing
 - 3.4 state the impact of non-compliance and disciplinary processes in relation to official published requirements
 - 3.5 identify the potential legal implications of non-compliance in relation to official published requirements
-

- 3.6 identify own responsibilities for ensuring all staff remain up to date in relation to official published requirements
- 3.7 explain what is meant by the 'legal entity'
-

Range

(AC3.1) **Carrying out vehicle tests:**

- background to testing
 - sections 45 to 48 of the Road Traffic Act
 - European legislation (Directive 2014/45/EU)
 - exemptions from testing as set out in the motor vehicle test regulations 1981 Regulation 6 (as amended) and Road Traffic Act 1988 Section 189
 - history of vehicle testing
- requirements for carrying out vehicle tests
 - authorisation to test
 - testing personnel, facilities and resources
 - adherence to published information including testing guide, testing manual and special notices
 - recording defects, Dangerous, Major and Minor
 - advisory notices
 - dangerous defects and their responsibility
 - use of assistants

(AC3.3) **Locate the latest information:**

- risk assessments
- the publications available on the gov.uk website
- the availability of the online self assessment tool

(AC3.7) **'Legal entity':**

- in the case of a company it is the company itself, signed by one duly authorised person
 - in the case of a partnership it is the partnership itself, signed by one duly authorised person
 - in the case of a sole trader it is the person making and signing the application
-

Learning outcome

The learner will:

- 4 Know the information required for compliance as a vehicle test centre

Assessment criteria

The learner can:

- 4.1 identify the record keeping requirements for the DVSA to maintain compliance
- 4.2 describe how to resolve any issues raised by DVSA inspection or compliance assessments
-

Range

(AC4.1) **Record keeping requirements:**

- information required for compliance at test centres
 - MOT Guide and Testing manuals
 - special notices, including the rules concerning retention and printing of special notices
 - posters
 - forms
 - contingency testing process
 - contingency certificates
- sources of information available on the MOT Testing Service (MTS)
 - special notices
 - slot count
 - notifications
 - authorised examiner/vehicle testing station details
 - resources and feedback
 - person profile
 - tester status
- site details
 - status
 - risk scores
 - opening times
 - site roles
 - active MOT testers
- AE details
 - status
 - AE roles
 - purchase slots
 - reports (test, slot, usage, transactions)

Learning outcome

The learner will:

- 5 Understand their responsibilities for maintaining compliance with the requirement for authorisation

Assessment criteria

The learner can:

- 5.1 explain the importance of maintaining the vehicle test centre to the requirements for authorisation at the time of approval
- 5.2 explain the actions required in the event of any changes to the authorisation of the vehicle test centre

Range

(AC5.1) **Maintaining the vehicle test centre to the requirements for authorisation:**

- understand responsibilities for maintaining compliance
 - vehicle test station class authorisation
 - vehicle test station condition
 - approved equipment including calibration
 - roles (authorised examiner, authorised examiner designated manager, authorised manager delegate, site manager and tester)
- legal implications of testing
 - discipline procedures as relevant to AE and VTS
 - how discipline may arise and the possible outcomes and sanction levels
 - procedures of appeal and review
 - how incorrect testing standards can affect the AE
 - the allocation of credit points for the AE and the tester
 - security issues around contingency certificates, passwords and Security cards when used

Unit 302

Know how to deal with customer service problems within a test centre

UAN:	T/508/5034
Level:	3
GLH:	1
Unit aim:	This unit provides the learner with the knowledge required when dealing with customers within a vehicle testing environment. This will include providing reliable customer service and dealing effectively with issues as they arise. The learner will also be able to demonstrate skills in dealing with customer service issues and handling complaints in professional manner.

Learning outcome

The learner will:

- 1 Understand how to deal with customer service problems within a vehicle test centre

Assessment criteria

The learner can:

- 1.1 explain the process when dealing with a customer complaint within your vehicle test centre
- 1.2 explain how to communicate with vehicle presenters when it becomes necessary to refuse to test a vehicle, or abandoning or aborting a test
- 1.3 describe the complaints and appeals process available to vehicle presenters as described in the official published requirements
- 1.4 identify the sources of information you could use to help prevent customer service problems

Range

(AC1.1) **How to solve customer service problems:**

- communicate in a clear, polite, confident way and know why this is important
 - professionalism
 - adherence at all times
- negotiate with and reassure customers whilst their problems are being solved
 - empathy

- customers are kept informed
- professionalism
- organisational and DVSA procedures and systems for dealing with customer service problems
 - specific company complaints procedure
 - DVSA appeal and complaint procedure

(AC1.2) **Principles of customer communication and care:**

- first impressions
- listening skills – 80:20 ratio
- eye contact and smiling
- showing interest and concern
- questioning techniques and customer qualification
- giving clear non-technical explanations
- confirming understanding (statement/question technique, reflective summary)
- written communication – purpose, content, presentation and style
- providing a high-quality service – fulfilling (ideally exceeding) customer expectations within agreed time frames
- obtaining customer feedback and corrective actions when dissatisfaction expressed
- dealing with complaints

(AC1.3) **Complaints and appeals process:**

- DVSA appeal and complaint procedure
- appeal process if a vehicle fails and shouldn't have
- complaint process when vehicle should have failed
- timescales for appeals
- forms for completion
- role of trading standards, personal legal proceedings, and reporting to police

(AC1.4) **Sources of information:**

- DVSA testing manuals, special notices
- legal and regulatory requirements that affect the way products and services can be delivered to customers, including:
 - health and safety
 - data protection
 - equal opportunities
 - disability discrimination
- industry, organisational and professional codes of practice and ethical standards that affect the way the products or services can be delivered to customers
- customers' rights and how these rights affect customer service when the customer has a problem or returned parts for credit:
 - contract law
 - product liability
 - consumer rights act
 - the trade description act
 - satisfactory quality
 - fitness for purpose

Learning outcome

The learner will:

- 2 Know how to prevent customer service problems from re-occurring within a vehicle test centre

Assessment criteria

The learner can:

- 2.1 explain how resolving customer service problems contributes to the success of your business and customer loyalty
- 2.2 explain how to prevent customer service problems from re-occurring

Range

(AC2.2) **Prevent customer service problems:**

- adhere to the organisation's and the DVSA terms and conditions applicable to the acceptance of customer vehicles
- review complaints and revise procedures to prevent re-occurrence
- detail what, if any, limits there are to the authority for accepting vehicles
- detail why it is important to keep customers advised of progress and how this is achieved within the organisation
- procedures for the completion and processing of documentation and records, including payment methods and obtaining customer signatures as applicable

Unit 303

Understand how to develop and supervise staff within a test centre

UAN:	A/508/5035
Level:	3
GLH:	1
Unit aim:	This unit provides the learner with the knowledge required to monitor the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met. This also includes identifying problems with performance and helping to develop staff members with the use of plans and a review process. The learner will be able to demonstrate using effective communication during the development and management of staff. The learner will also identify their own training needs and produce a suitable development plan.

Learning outcome

The learner will:

- 1 Understand their own responsibility to others within a vehicle test centre

Assessment criteria

The learner can:

- 1.1 outline the roles required in different types of vehicle testing facility
- 1.2 explain the responsibilities of all roles
- 1.3 explain the MOT Managers role with regards to the disciplinary and appeals process specified by the DVSA
- 1.4 explain the importance of communicating clearly and accurately with colleagues
- 1.5 explain the importance of developing positive working relationships with colleagues

Range

(AC1.2) **Responsibilities relating to Authorised Examiner (AE)**

- premises and equipment
- access by DVSA staff and contractors
- security
- testing responsibilities
- cessation for disciplinary reasons

- changes to business
- recruitment of appropriate personnel for MOT testing activities

(AC1.2) **Mandatory roles and responsibilities of:**

- Authorised Examiner Delegate (AED)
- Authorised Examiner Designated Manager (AEDM)
- Testers (T)
- Site Manager (SM)

(AC1.3) **Disciplinary and appeals process:**

- voluntary cessation
- automatic cessation
- reasons for cessation for disciplinary reasons
- customer appeals and complaints

(AC1.4) **Methods of communication:**

- verbal
- signs and notices
- memos
- telephone
- electronic mail
- vehicle job card
- notice boards
- SMS text messaging
- letters

(AC1.4) **Organisational and customer requirements:**

- importance of time scales to customer and organisation
- relationship between time and costs
- meaning of profit

(AC1.4) **Choice of communication:**

- distance
- location
- job responsibility

(AC1.5) **Importance of maintaining positive working relationships:**

- morale
- productivity
- company image
- customer relationships
- colleagues

Learning outcome

The learner will:

2 Know how to keep themselves and others up to date within a vehicle test centre

Assessment criteria

The learner can:

- 2.1 outline the competent authority/supervising body requirements for initial qualification and ongoing CPD for MOT Managers and Testers
 - 2.2 explain the implications of non-compliance with CPD requirements for testers
 - 2.3 explain how to monitor and record training needs for themselves and others
 - 2.4 identify ways in which they and others can stay up to date
-

Range

(AC2.1) **Requirements on who to train:**

- Authorised Examiner Designated Manager (AEDM)
- Testers (T)

(AC2.1) **Becoming an MOT tester and Manager**

- eligibility checks
- initial MOT Tester/Manager qualification
- final observation
- Certificate of Competence

(AC2.1) **Maintaining MOT tester status**

- minimum hours required for annual training and 5 year requirements
 - competent authority/supervisory body published syllabus, special notices
 - methods of undertaking training
 - reauthorisation test
-

Learning outcome

The learner will:

- 3 Understand the importance of monitoring performance within a vehicle test centre

Assessment criteria

The learner can:

- 3.1 explain the reasons for monitoring staff performance
 - 3.2 identify the measures you could use to monitor staff performance
 - 3.3 explain the importance of keeping records when performance issues are identified
 - 3.4 identify the actions that may arise if the DVSA undertakes formal disciplinary procedures as a result of a staff performance issue
-

Range

(AC3.2) **Monitor staff performance:**

- monitoring tools – training log and records
 - quality management systems
 - staff development plans
 - company policies relating to performance
 - measuring the effect of training on performance
-

Unit 304

Understand test centre quality systems and quality audits

UAN:	F/508/5036
Level:	3
GLH:	6
Unit aim:	This unit provides learners with the knowledge required for when they have specific responsibility for managing quality systems relating to vehicle test centres. This unit also includes preparing for, and participating in, quality audits of your area of responsibility to ensure compliance with the MOT scheme. Learners will be able to demonstrate their skills in planning for a quality audit and make effective decisions when evaluating and preparing their vehicle test centre(s).

Learning outcome

The learner will:

- 1 Understand quality management systems and methods within a vehicle test centre

Assessment criteria

The learner can:

- 1.1 describe what is meant by a quality management system
- 1.2 outline the quality management requirements in relation to official published requirements
- 1.3 explain the importance of putting systems and plans in place to ensure quality standards are met and maintained
- 1.4 identify the minimum quality control checks in relation to official published requirements
- 1.5 describe the sources of information that enable you to evaluate accurately whether quality is being maintained at required standards
- 1.6 explain the factors that determine the level of risk relating to DVSA audits and the implications of becoming a high risk centre(s)

Range

- (AC1.1) **Quality Management Systems:** definition of risk management (ISO9001)
- quality and performance of work including:

- the importance of monitoring the quality and performance of work
- the role and responsibility of the manager in ensuring high quality and performance of work
- identify issues that affect quality of work and performance
- methods of measuring and controlling quality of work
- apply methods to monitor and check the quality and performance of work within the manager's area of responsibility
- identifying and rectifying poor performance and quality including:
 - outcomes of poor work quality and performance
 - conducting a quality audit
 - effects of not rectifying poor standards of work immediately
 - methods and procedures for measuring and identifying poor quality and performance
 - identify ways in which poor quality and performance of work can be resolved.
 - benefits of high quality and good performance of work

(AC1.2) **Sources of information relating to quality:** Guidance as published in

- standards for MOT Vehicle Testing Stations (VTS)
- guide to MOT Risk Reduction
- Vehicle Testing Stations (VTS): MOT site assessment risk scoring guide
- Site Assessment Calculator

Learning outcome

The learner will:

- 2 Understand the requirements of a quality audit within a vehicle test centre

Assessment criteria

The learner can:

- 2.1 identify the main areas that will be checked during a quality audit
- 2.2 describe the importance of ensuring that records and documentation are complete and up to date and how to make these readily accessible to auditors

Range

(AC2.1) **The main Competent Authority/Supervisory Body areas for monitoring risk:**

- management
- vehicle testing station
- employees
- customers

(AC2.1) **The management part of the assessment includes:**

- vehicle age
- AE details
- test fee discounts
- workload management
- scheme changes

- codes of practice
 - (AC2.1) **The Vehicle Testing Station (VTS) part of the assessment includes:**
 - security card
 - workplace throughput
 - workshop appearance
 - workshop equipment and calibration
 - garage hand tools
 - (AC2.1) **The employees' part of the assessment includes:**
 - staff retention
 - incentives
 - quality management systems
 - staff training
 - (AC2.1) **The customers part of the assessment includes:**
 - customer areas
 - notices and public information
 - vehicle documents and hand over
 - (AC2.1) **Disciplinary actions:**
 - underlying principles for Tester and AE
 - points system
 - sanction levels
 - timescales for rectification of non-compliance
 - periods on cessation
 - appeals procedures
 - prevention of re-occurrence
 - (AC2.2) **Importance of record keeping:**
 - for audit purpose
 - self assessment records
 - credit awarded for training or satisfactory operation of test station
 - avoidance of later claims
-

Learning outcome

The learner will:

- 3 Understand how to prepare your vehicle test centre for a quality audit

Assessment criteria

The learner can:

- 3.1 locate the resources required to prepare your vehicle test centre(s) for a quality audit
- 3.2 review a quality audit report to make recommendations regarding quality improvement

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centre document library** on **www.cityandguilds.com** or click on the links below:

Centre Handbook: Quality Assurance Standards

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on:

- centre quality assurance criteria and monitoring activities
- administration and assessment systems
- centre-facing support teams at City & Guilds/ILM
- centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the centre contract.

Centre Handbook: Quality Assurance Standards

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre-assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre assessments.

Access arrangements: When and how applications need to be made to City & Guilds

provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **Centre document library** also contains useful information on such things as:

- conducting examinations
- registering learners
- appeals and malpractice.

Useful contacts

Please visit the Contact us section of the City & Guilds website, **Contact us**

City & Guilds

For over 140 years, we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life-changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group.

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