

# **Level 3 Award in MOT Test Centre Management (3428-03)**

**Version 6.0 (April 2018)**

**Qualification Handbook**

## Qualification at a glance

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

Title and level	GLH	TQT	City & Guilds qualification number	Ofqual accreditation number
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

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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.

## Level 3 Award for MOT Vehicle Test Centre Managers

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 vehicle test centre	N/A	1
A/508/5035	303	Understand how to develop and supervise staff within a vehicle test centre	N/A	1
F/508/5036	304	Understand vehicle 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
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### 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
Level 3 Award for MOT Vehicle Test Centre Managers	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.

Centres who are approved for both the Level 2 Award in MOT Testing (3428-02) and the Level 3 Award in MOT Test Centre Management (3428-03) will be given **automatic approval** for the Private Passenger and Light Commercial Vehicles (Classes 3, 4, 5 and 7) - MOT Annual Assessment (3428-04).

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, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

#### *Trainer requirements*

Training Providers must have trainers with sufficient knowledge and skills in the subject matter being delivered.

They must have completed MOT relevant training recognised by the Approved Awarding Organisation (this includes DVSA delivered training provided for Training Centres) or gained the qualification which they are delivering.

All MOT Trainers must complete MOT annual training as required by the Supervisory Body/Competent Authority (DVSA) but are not required to take the MOT annual assessment.

#### *Assessor requirements*

There are no specific requirements for assessors of the Level 3 Award in MOT Test Centre Management as the only form of assessment is an externally set and externally marked examination delivered on-screen.

## **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.

## **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](http://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

<b>Duration</b>	75 minutes	
<b>Total number of questions</b>	35	
<b>Unit</b>	<b>Outcome</b>	<b>%</b>
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 vehicle 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 vehicle 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
	03 Understand the importance of monitoring performance within a vehicle test centre	4
304: Understand vehicle 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

## Resources allowed during the test

The following is a list of resources that learners are allowed to use during the assessment for the **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
- 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
<b>Unit aim:</b>	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.

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### 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

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### 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
-

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## 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)

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## 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



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**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 manger 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 vehicle test centre

UAN:	T/508/5034
Level:	3
GLH:	1
<b>Unit aim:</b>	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.

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### 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

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### 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

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### **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

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### **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 vehicle test centre

UAN:	A/508/5035
Level:	3
GLH:	1
<b>Unit aim:</b>	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.

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### 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

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### Range

#### Responsibilities relating to Authorised Examiner (AE)

- (AC1.2)
- 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

**Mandatory roles and responsibilities of:**

- (AC1.2)
- Authorised Examiner Delegate (AED)
  - Authorised Examiner Designated Manager (AEDM)
  - Testers (T)
  - Site Manager (SM)

**Disciplinary and appeals process:**

- (AC1.3)
- 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

**Organisational and customer requirements:**

- (AC1.4)
- importance of time scales to customer and organisation
  - relationship between time and costs
  - meaning of profit

**Choice of communication:**

- (AC1.4)
- distance
  - location
  - job responsibility

**Importance of maintaining positive working relationships:**

- (AC1.5)
- 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

#### Requirements on who to train:

- (AC2.1) • 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

#### Maintaining MOT tester status

- (AC2.1) • 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

#### Monitor staff performance:

- (AC3.2) • 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 vehicle test centre quality systems and quality audits

UAN:	F/508/5036
Level:	3
GLH:	6
<b>Unit aim:</b>	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

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### **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 Centres and Training Providers homepage on [www.cityandguilds.com](http://www.cityandguilds.com).

*Centre Manual - Supporting Customer Excellence* contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues.

Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

*Our Quality Assurance Requirements* encompasses all of the relevant requirements of key regulatory documents such as:

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

*Access to Assessment & Qualifications* 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 homepage** section of the City & Guilds website also contains useful information on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

*Centre Guide – Delivering International Qualifications* contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification.

Specifically, the document includes sections on:

- The centre and qualification approval process and forms

- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

## Appendix 2 Useful contacts

### UK learners

General qualification information

**E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)**

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### International learners

General qualification information

F: +44 (0)20 7294 2413

**E: [intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)**

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### Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

F: +44 (0)20 7294 2413

**E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)**

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### Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

**E: [singlesubjects@cityandguilds.com](mailto:singlesubjects@cityandguilds.com)**

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### International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

F: +44 (0)20 7294 2413

**E: [intops@cityandguilds.com](mailto:intops@cityandguilds.com)**

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### Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

F: +44 (0)20 7294 2413

**E: [walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)**

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### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

**E: [business@cityandguilds.com](mailto:business@cityandguilds.com)**

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### Publications

Logbooks, Centre documents, Forms, Free literature

F: +44 (0)20 7294 2413

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If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)

## About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

## City & Guilds Group

The City & Guilds Group is a leader in global skills development. Our purpose is to help people and organisations to develop their skills for personal and economic growth. Made up of City & Guilds, City & Guilds Kineo, The Oxford Group and ILM, we work with education providers, businesses and governments in over 100 countries.

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