

SEG Awards Level 3 Award in MOT Test Centre Management

Qualification Guidance

Level 3 Award – 601/8934/4



About Us

At Skills and Education Group Awards we continually invest in high quality qualifications, assessments and services for our chosen sectors. As a UK leading sector specialist, we continue to support employers and skills providers to enable individuals to achieve the skills and knowledge needed to raise professional standards across our sectors.

Skills and Education Group Awards has an on-line registration system to help customers register learners on its qualifications, units and exams. In addition, it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

The system is accessed via a web browser by connecting to our secure website using a username and password: [Skills and Education Group Awards Secure Login](#)

Sources of Additional Information

Skills and Education Group Awards website www.skillsandeducationgroupawards.co.uk provides access to a wide variety of information.

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| 2.1 | 03/03/2022 | Original Document | N/A |
| 2.2 | 05/07/2022 | Addition of OTL requirement | 10 |
| 3.0 | 22/03/2023 | Updates due to amendments to MOT Testing Guide | 10 |
| | | | |

This guide should be read in conjunction with the Indicative Content document **version 1.0** which is available on our secure website using the link above.

This qualification guide must be read in conjunction with the latest MOT Assessment Strategy which can be found in the 'Related downloads' section on the qualification webpage.

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This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Guide is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

Introduction

The Skills and Education Group Awards Level 3 Award in MOT Test Centre Management has been developed in collaboration with the Driver and Vehicle Standards Agency (DVSA) to give learners the knowledge and skills required to manage MOT Vehicle Test Centres.

The Skills and Education Group Awards Level 3 Award in MOT Test Centre Management qualification is a lifetime qualification, which means that it will not expire, and holders will be considered professionally competent for the rest of their lives.

The Skills and Education Group Awards Level 3 Award in MOT Test Centre Management is a regulated qualification.

Pre-requisites

This qualification is designed for those learners who want to manage MOT Test Centres.

There are no eligibility requirements for those who wish to undertake the Level 3 Award in MOT Test Centre Management. Prior learning from previous training must not be assumed, and therefore all learning outcomes, assessment criteria and the entire content must be covered within the delivery of the training for this qualification.

Skills and Education Group Awards expects approved centres to recruit with integrity on the basis of a trainee's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

Qualification Structure and Rules of Combination

| Component Title | Component Number | Level | GL |
|---|------------------|-------|----|
| Know how to manage the legislative and compliance requirements of a vehicle test centre | J/508/5328 | 3 | 8 |
| Know how to deal with customer service problems within a vehicle test centre | F/508/5330 | 3 | 1 |
| Understand how to develop and supervise staff within a vehicle test centre | L/508/5329 | 3 | 1 |
| Understand vehicle test centre quality systems and quality audits | J/508/5331 | 3 | 6 |

Aims

The Skills and Education Group Awards Level 3 Award in MOT Test Centre Management aims to:

- Develop the legislative and compliance knowledge required to manage an MOT Test Centre
- Encourage improvements in customer service
- Aid developing and supervising staff
- Develop understanding of the centre quality systems and audits.

Content Overview

The emphasis of this qualification is on the acquisition of the knowledge required to manage an MOT Test Centre. The Award in MOT Test Centre Management qualification contains mandatory components only which will be taken by all kinds of manager.

Components within the qualification cover:

- Understanding how to manage the legislative and compliance requirements of a Vehicle Test Centre
- Know how to deal with customer service problems within a Test Centre
- Understanding how to develop and supervise staff within a Test Centre
- Understanding Test Centre quality systems and quality audits.

Learning will be no less than 16 hours.

Assessment will be through:

- A Skills and Education Group Awards set online, multiple choice exam with a pass mark of 80%. As Test Centre managers need to access DVSA material during their normal testing activities, scribes or readers will not be allowed during the online assessment.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of all individuals. The aims and aspirations of all the learners, including those with identified special needs or learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Progression Opportunities

These qualifications are a requirement for learners who wish to become MOT Test Centre Managers.

A qualified MOT Manager is eligible to become an Authorised Examiner (AE)/Authorised Examiner Designated Manager (AEDM) without any further competence assessment by DVSA as long as they meet all other requirements.

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.

Resource Requirements

The assessment requires the learner to complete an online test. To provide the assessment, trainers and learners will need to be able to access the following

- Access to IT equipment
- Test environment that meets the requirements
- Invigilators.

Tutors and learners will need to be able to access relevant information which may include:

- DVSA Special Notices
- MOT Testing Guide for Test Stations

- Additional DVSA supporting information relating to running an MOT test station, site reviews and risk rating.

Tutor/Assessor Requirements

Trainer Requirements

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

They must have completed MOT relevant training and gained the qualification which they are delivering.

All MOT Trainers who deliver MOT Manager Training must hold the Level 3 qualification (this should be completed by October 2021).

All MOT Trainers (for both MOT Testing and MOT Manager Training) must complete MOT annual training as required by the Supervisory Body/Competent Authority (DVSA).

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

Existing MOT 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 and 3 courses until the current year's annual assessment has been passed. This ideally should be completed within 3 months of the new annual training year

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

All MOT trainers and assessors will be subject to an observation of teaching and learning carried out by the Awarding Organisation before they can be approved to deliver training.

All MOT trainers and assessors, MOT testing service user id's to be retained by Awarding Organisation's and forwarded to DVSA MOT@dvsa.gov.uk using the proforma in Annex D. If trainers or assessor decide to move training venues or leave an amended proforma should be forwarded to DVSA MOT@dvsa.gov.uk

Assessor Requirements

There are no specific requirements for assessors of the MOT Managers qualification as the only form of assessment is a Skills and Education Group Awards set online, multiple choice exam.

Assessment

The assessment comprises a Skills and Education Group Awards set online, invigilated test. There are 4 scenario based multiple choice questions and 31 multiple choice questions which are presented in a randomised order. The questions assess knowledge from across the breadth of the qualification content in the following way:

| Component | Number of questions |
|---|---------------------|
| Know how to manage the legislative and compliance requirements of a Vehicle Test Centre | 15 |
| Know how to deal with Customer Service Problems Within a Vehicle Test Centre | 3 |
| Understand how to develop and supervising staff within a Vehicle Test Centre | 3 |
| Understand Vehicle Test Centre Quality Systems and Quality Audits | 10 |

The duration of the test is 75 minutes. The pass mark for the online test is 80%.

It is not appropriate or feasible that learners for MOT Manager Training should have to memorise all of the information needed for assessment. A large part of the assessment of a learner's performance is the ability to locate the information in the relevant documents. The following clarifies the resources that can be made available.

Documents that can be found on the home page of MOT Testing Service:

- Special Notices
- Inspection Manuals for Classes 1-2, & 3-4-5 (although these may not be required)
- MOT Testing Guide

On gov.uk:

- Running an MOT Test Station
- Additional DVSA supporting information relating to running an MOT test station, site reviews and risk rating.

Learners are not expected to have access to material which is deliberately designed to inform the learner of the likely answers. The assessment of learner's ability to source information in the DVSA published literature should not be diminished.

As MOT Test Centre Managers need to access DVSA material during their normal testing activities, scribes or readers will not be allowed during the online assessment.

Audits

All centres delivering the MOT regulated qualifications will be subject to Inspection Audits to ensure that all requirements identified are continually met. These will be at least annually or every 150 registrations.

Language

This specification and associated assessment materials are in English only.

Qualification Summary

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| Qualification | |
| Skills and Education Group Awards Level 3 Award in MOT Test Centre Management (601/8934/4) | |
| Qualification Purpose | D2. Confirm the ability to meet a 'licence to practice' or other legal requirement. |
| Age Range | Pre 16 <input type="checkbox"/> 16-18 <input type="checkbox"/> 18+ <input checked="" type="checkbox"/> 19+ <input checked="" type="checkbox"/> |
| Regulation | The above qualification is regulated by Ofqual. |
| Assessment | <ul style="list-style-type: none"> Multiple-choice Question Paper |
| Type of Funding Available | See FaLA (Find a Learning Aim) |
| Qualification/Unit Fee | See Skills and Education Group Awards web site for current fees and charges |
| Grading | Pass |
| Operational Start Date | 01/06/2016 |
| Review Date | 31/03/2025 |
| Operational End Date | |
| Certification End Date | |
| Recommend GLH | 16 |
| Recommended TQT | 24 |
| Skills and Education Group Awards Sector | Automotive |
| Ofqual SSA Sector | 4.1 Engineering |
| Support from Trade Associations | Driver and Vehicle Standards Agency (DVSA) |
| Administering Office | See Skills and Education Group Awards web site |

Component Details

Know how to manage the legislative and compliance requirements of a Vehicle Test Centre

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|--|--|
| Component Reference | J/508/5328 |
| Level | 3 |
| Guided Learning (GL) | 8 hours |
| Component Summary | This component 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 Competent Authority/Supervising Body guidance. |
| Learning Outcomes (1 to 5) <i>The learner will</i> | Assessment Criteria (1.1 to 5.2) <i>The learner can</i> |
| 1. Understand their responsibilities for maintaining health and safety in vehicle test centres | 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 |
| 2. Know the requirements for carrying out pre- checks in vehicle test centre | 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 |
| 3. Know how to comply with the legal requirements for carrying out vehicle tests | 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 |

| | |
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| | 3.7. Explain what is meant by the “Legal Entity” |
| 4. Know the information required for compliance as a vehicle test centre | <p>4.1. Identify the record keeping requirements for the Competent Authority/Supervising Body to maintain compliance</p> <p>4.2. Describe how to resolve any issues raised by Competent Authority/Supervising Body inspection or compliance assessments</p> |
| 5. Understand responsibilities for maintaining compliance with the requirement for authorisation | <p>1.1. Explain the importance of maintaining the vehicle test centre to the requirements for authorisation at the time of approval.</p> <p>1.2. Explain the actions required in the event of any changes to the authorisation of the vehicle test centre</p> |
| <p>Mapping to National Occupational Standards IMICA01, IMICA02, IMISPRT1, IMISPRT3</p> | |

Know how to deal with customer service problems within a Vehicle Test Centre

| | |
|---|---|
| Component Reference | F/508/5330 |
| Level | 3 |
| Guided Learning (GL) | 1 hour |
| Component Summary | This component 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 a professional manner. |
| Learning Outcomes (1 to 2) <i>The learner will</i> | Assessment Criteria (1.1 to 2.2) <i>The learner can</i> |
| 1. Understand how to deal with customer service problems within a vehicle test centre | <p>1.1. Explain the process when dealing with a customer complaint within your vehicle test centre</p> <p>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</p> <p>1.3. Describe the complaints and appeals process available to vehicle presenters as described in the official published requirements</p> <p>1.4. Identify the sources of information you could use to help prevent customer service problems</p> |
| 2. Know how to prevent customer service problems from re-occurring within a vehicle test centre | <p>2.1. Explain how resolving customer service problems contribute to the success of your business and customer loyalty</p> <p>2.2. Explain how to prevent customer service problems from re-occurring</p> |
| Mapping to National Occupational Standards IMICA08, IMIVF32, IMIARB37 | |

Understand how to develop and supervise staff within a Vehicle Test Centre

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|---|---|
| Component Reference | L/508/5329 |
| Level | 3 |
| Guided Learning (GL) | 1 hour |
| Component Summary | <p>This component 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.</p> <p>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.</p> |
| Learning Outcomes (1 to 3) <i>The learner will</i> | Assessment Criteria (1.1 to 3.4) <i>The learner can</i> |
| 1. Understand their own responsibility to others within a vehicle test centre | <p>1.1. Outline the roles required in different types of vehicle testing facility</p> <p>1.2. Explain the responsibilities of all roles</p> <p>1.3. Explain the MOT Managers role with regards to the disciplinary and appeals process specified by the Competent Authority/Supervising Body</p> <p>1.4. Explain the importance of communicating clearly and accurately with colleagues</p> <p>1.5. Explain the importance of developing positive working relationships with colleagues</p> |
| 2. Know how to keep themselves and others up to date within a vehicle test centre | <p>2.1. Outline the Competent Authority/Supervising Body requirements for initial qualification and ongoing CPD for MOT Managers and Testers</p> <p>2.2. Explain the implications of non-compliance with CPD requirements for testers</p> <p>2.3. Explain how to monitor and record training needs for themselves and others</p> <p>2.4. Identify ways in which they and others can stay up to date</p> |

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| <p>3. Understand the importance of monitoring performance within a vehicle test centre</p> | <p>3.1. Identify the measures you could use to monitor staff performance</p> <p>3.2. Explain the importance of keeping records when performance issues are identified</p> <p>3.3. Identify the actions that may arise if the Competent Authority/Supervising Body undertakes formal disciplinary procedures as a result of a staff performance issue</p> |
| <p>Mapping to National Occupational Standards IMICA03, IMIARBG11, IMIARBG12, COSVR712</p> | |

Understand Vehicle Test Centre quality systems and quality audits

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|---|--|
| Component Reference | J/508/5331 |
| Level | 3 |
| Guided Learning (GL) | 6 hour |
| Component Summary | <p>This component provides learners with the knowledge required for when they have specific responsibility for managing quality systems relating to vehicle test centres. This component also includes preparing for, and participating in, quality audits of your area of responsibility to ensure compliance with the MOT scheme.</p> <p>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).</p> |
| Learning Outcomes (1 to 3) <i>The learner will</i> | Assessment Criteria (1.1 to 3.2) <i>The learner can</i> |
| 1. Understand quality management systems and methods within a vehicle test centre | <p>1.1. Describe what is meant by a quality management system</p> <p>1.2. Outline the quality management requirements in relation to official published requirements</p> <p>1.3. Explain the importance of putting systems and plans in place to ensure quality standards are met and maintained</p> <p>1.4. Identify the minimum quality control checks in relation to official published requirements</p> <p>1.5. Describe the sources of information that enable you to evaluate accurately whether quality is being maintained at required standards</p> <p>1.6. Explain the factors that determine the level of risk relating to Supervising Body/Competent Authority audits and the implications of becoming a high risk centre(s)</p> |
| 2. Understand the requirements of a quality audit within a vehicle test centre | <p>2.1. Identify the main areas that will be checked during a quality audit</p> <p>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</p> |

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| <p>3. Understand how to prepare your vehicle test centre for a quality audit</p> | <p>3.1. Locate the resources required to prepare your vehicle test centre(s) for a quality audit</p> <p>3.2. Review a quality audit report to make recommendations regarding quality improvement</p> |
| <p>Mapping to National Occupational Standards SFJPF2.1, SFJPF1.1</p> | |

Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies

Prior learning from previous training must not be assumed, and therefore all learning outcomes, assessment criteria and the entire content must be covered within the delivery of the training for this qualification.

Certification

Learners will be certificated for all units and qualifications that are achieved and claimed.

Skills and Education Group Awards' policies and procedures are available on the website.

Glossary of Terms

GL (Guided Learning)

GL is where the learner participates in education or training under the immediate guidance or supervision of a tutor (or other appropriate provider of education or training). It may be helpful to think – 'Would I need to plan for a member of staff to be present to give guidance or supervision?'

GL is calculated at qualification level and not unit/component level.

Examples of Guided Learning include:

- Face-to-face meeting with a tutor
- Telephone conversation with a tutor
- Instant messaging with a tutor
- Taking part in a live webinar
- Classroom-based instruction
- Supervised work
- Taking part in a supervised or invigilated formative assessment
- The learner is being observed as part of a formative assessment.

TQT (Total Qualification Time)

'The number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.' The size of a qualification is determined by the TQT.

TQT is made up of the Guided Learning (GL) plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor.

TQT is calculated at qualification level and not unit/component level.

Examples of unsupervised activities that could contribute to TQT include:

- Researching a topic and writing a report
- Watching an instructional online video at home/e-learning
- Watching a recorded webinar
- Compiling a portfolio in preparation for assessment
- Completing an unsupervised practical activity or work

- Rehearsing a presentation away from the classroom
- Practising skills unsupervised
- Requesting guidance via email – will not guarantee an immediate response.