

# **MEMORANDUM OF AGREEMENT (MOA)**

between

**THE VEHICLE AND OPERATOR SERVICES AGENCY (VOSA)**

and

**Authorised Examiners (inc Designated Councils)**

**and Nominated Testers, represented by:**

**THE RETAIL MOTOR INDUSTRY FEDERATION, SCOTTISH MOTOR TRADE ASSOCIATION,**

**THE MOT TRADE USER GROUP**

**and a VTS Council member on behalf of the VTS Councils**

in respect of the

**MOT SCHEME**

This MOA represents a long-term commitment between VOSA, the Trade Associations, MOT Authorised Examiners and Nominated Testers to establish and communicate policies and delivery of standards that will be applied in respect of:-

- VOSA activities to raise standards and improve compliance
- Trade Associations, Authorised Examiners and Nominated Testers contribution to road safety

The MOA is part of a continuous process to improve joint working to achieve shared goals, interests and concerns through Service Level Agreements and Action Plans on specific areas of interest. Performance of the Agreements will be monitored and measured on a regular basis with a progress report published each year.

### **All parties are committed to:**

- A high standard of road safety compliance
- Working in partnership to promote industry Best Practice
- Adopting a fair and courteous approach in dealing with Authorised Examiners and Nominated Testers and VOSA personnel
- Providing the conditions that MOT testing stations can operate at a financially viable level
- Acknowledging that the Industry has a key role to play in the development and delivery of improved road safety and MOT compliance.
- Sharing Information and Communicating with Authorised Examiners and Nominated Testers and Trade bodies
- Investment and use of up-to-date technology for the efficient delivery of information and services
- Co-operation and Joint Championing of agreed processes and procedures to deliver safe operation of MOT process

All parties agree that clear, consistent and accurate communication between VOSA and Authorised Examiners and Nominated Testers is fundamental in maintaining the highest road safety standards, and the commitments made in this Agreement are key to its success.

## **COMMUNICATION**

Good communication is an essential element in delivering the principle aims of the Memorandum of Agreement and the Service Level Agreements which underpin it.

**VOSA will** regularly communicate with all Authorised Examiners and Nominated Testers through the following channels:

- Matters of Testing Magazine
- Regional Workshops and other events
- Training
- Surveys completed by Authorised Examiners and Nominated Testers and publication of the responses received
- Presentations/Seminars to and participation in national and local industry events
- VOSA staff
- MOT Special Notices

**VOSA will** communicate with Authorised Examiners and Nominated Testers and:

- Provide a full response to enquiries quickly.
- Actively promote complaints procedures and will provide a full response to complaints quickly
- Respond to telephone calls promptly and endeavour to resolve all enquiries at the first call
- Use reliable and accurate methods to measure customer satisfaction on a regular basis
- Provide our customers with information that is clear, accurate and complete. If we do not have all the information required, we will advise customers when they will receive the information they requested
- Ensure staff are polite and friendly to customers at all times and understand their needs
- Make information about the full range of services we provide available to our customers and potential customers, including how and when people can contact us, how our services are run and who is in charge
- Make particular efforts to identify hard-to-reach and disadvantaged groups and individuals and have developed our services in response to their specific needs. We will have policies and procedures that support the right of all customers to expect excellent levels of service

- Continue to develop and promote web based information and enquiry response systems
- Provide a Telephone Enquiry service for customers

**VOSA is committed** to meeting regularly with Trade Associations, VTS Councils and other representatives. These cover both strategic policy and direction issues and detailed discussion/consultation on specific areas/issues

**VOSA will** strive to improve liaison and communication with small and medium size Authorised Examiners and those who are not members of Trade Associations

VOSA Local Managers also welcome the opportunity to contribute to events and meetings in their Area

**Trade Associations will co-operate and communicate with VOSA by:**

- Raising their members' concerns and complaints with VOSA at an appropriate level
- Providing information needed for surveys or consultations
- Encouraging their members to follow the published complaints procedure
- Participating in and providing information through liaison groups
- Monitoring and advising VOSA of hot-topic issues
- Owning and Championing messages and decisions agreed with VOSA by issuing information to their members using all resources available to them
- Working in partnership with VOSA to ensure road safety standards are raised and are adhered to

## MUTUAL RESPECT AND CO-OPERATION

All Parties are committed to actively promoting a culture of mutual respect and co-operation when dealing with Authorised Examiners and Nominated Testers and VOSA personnel. Complaints regarding abusive or disrespectful behaviour will be investigated and treated as a serious matter.

All Parties agree that where they are working together they should do so as openly and honestly as they can. There will however be occasions when confidentiality will have to be maintained - either because initiatives are in early stages of development or to maintain the confidence of an individual or specific company or members. All Parties are committed to adopting, adhering to and respecting confidentiality agreements in those situations and recognise that breaches will impact on the relationship between the Parties. If any information circulated is considered confidential this should be made clear at the time this information is first discussed and a clear indication made when this information can be discussed openly.



*Alastair Peoples*

Alastair Peoples - VOSA



*Stephen Coles*

Stephen Coles - RMIF



*David Innes*

David Innes - SMTA



*John Ball*

John Ball - VTS Council

Date: .7. May. 2009...



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