


IMI Level 3 Award in MOT Centre Management





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Useful website links

MOT testing guide;

<https://www.gov.uk/guidance/mot-testing-guide>

MOT manual and special notices;

<https://www.gov.uk/topic/mot/manuals>

MTS – MOT testing services;

<https://www.gov.uk/mot-testing-service>

Running an MOT centre;

<https://www.gov.uk/topic/mot/run-mot-test-station>

IT requirements;

<https://www.gov.uk/government/publications/mot-modernisation-it-specification>

MOT equipment approved by DVSA

<https://www.gov.uk/government/publications/mot-centre-approved-testing-equipment>



Application and authorisation

Any individual person, persons in partnership or company may apply to DVSA via an application for MOT authorisation form (VT01) to become an authorised examiner (AE), authorised to carry out MOT testing of specified vehicle classes as set out in Section A. Introduction.

DVSA publishes information about authorised vehicle testing stations (VTSs). This includes your trading name, address and phone number to assist the public in finding a VTS in their area.

DVSA will provide information when requested under the Freedom of Information Act. Personal information will not be included in these requests.

Information regarding an AE, VTS or its staff may also be supplied in response to a request from other enforcement agencies, for example the police and HM Revenue and Customs.

An application to become an AE or gain approval for a VTS may be made separately or jointly and must show compliance with the conditions set out in the requirements for authorisation. Further information is available on how to become an MOT station and should be read in conjunction with this guide.

Final authorisation to carry out MOT testing will be granted only to applicants who can satisfy DVSA that they are of good repute and that their premises, equipment and personnel meet the required standards.

Applying to become an authorised examiner

The application to become an AE must come from the legal entity that will be in full control of the testing operation. This will either be:

- a company
- a partnership
- a sole trader

If a company is in control of the testing operation

In the case of a company, the AE would be the company itself, not the directors or company management staff regardless of who owns the company and who its directors are. The application is to be signed by any person duly authorised by the company to do so.

Written confirmation that the person is duly authorised signed by an 'officer of the company' is required (see Abbreviations and definitions).

The directors must be recorded on the company's register at Companies House.

If a partnership is in control of the testing operation

In the case of a partnership the AE would be the partnership itself, for example the partnership of F Bloggs and A N Other.

The application is to be signed by a person duly authorised by the partnership to do so.

Confirmation that the person is duly authorised in the form of a statement to that effect signed by each of the partners will normally be required together with a copy of the current partnership agreement.



If a sole trader is in control of the testing operation

In the case of a sole trader the AE would be the person making the application, who must sign it.

Any authorisation by DVSA allows only the legal entity authorised to provide the testing service. If a company is reconstituted in a way that leads to a new company registration and number being issued, then it will be regarded as a new entity and a new authorisation is needed.

If, in a partnership, a partner leaves or joins, the partnership becomes a new entity, so again a new authorisation is needed, as it is in the case of a sole trader who takes on a partner or forms a company (see also Transfer of records following cessation or disciplinary action).



Roles

For an AE to be authorised and a site to start testing, specific MOT roles must be appointed to individuals. These identify the individuals' responsibilities with regard to the MOT Service and where applicable, allow them appropriate access to the MOT testing service.

The following mandatory roles are required for the authorisation of a site to test:

- Authorised Examiner Principal (AEP)
- Authorised Examiner Designated Manager (AEDM)
- Tester
- Site Manager (SM)
- Quality Control (QC)

There are additional non mandatory roles, giving varying levels of access to the MOT testing service, which AEs may find useful to aid with the running of their business.

These are:

- AE delegate (AED)
- AE Consultant (AEC)
- Site admin



General responsibilities

Authorisations are granted in accordance with the conditions applicable to the authorisation.

These conditions include compliance with: - the requirements for authorisation applicable at the time of authorisation - this guide - appropriate inspection manuals, as amended from time to time

Additional conditions may also be specified and acceptable with the written authorisation. AEs are in law fully responsible for ensuring that statutory MOT testing at their VTSs is carried out to the required standard and in the manner instructed by DVSA.

Failure to adhere to the conditions of an authorisation or notify DVSA of a change in the constitution or operation of a business or approved site may result in disciplinary action (see Section I. Discipline). For a partnership or company, all partners or directors and officers of the company are equally responsible.

Each authorisation is required to have an AEDM and a SM for each VTS, which may be the same person. See Section M. System roles and user roles.

The responsibilities of testers are set out in Section E. Tester.

AEs are held fully responsible for the actions of their staff and others acting on their behalf or with their agreement, all such staff must be adequately supervised and fully conversant with their testing duties.



Premises and equipment

Every AE must, at all times, properly maintain the premises, facilities and testing equipment at all VTSs for which they are responsible. The facilities and equipment include:

- all facilities and equipment that were present at the time of the VTS's approval and any additions or alternatives that have been subsequently agreed with DVSA
- all facilities and equipment required by any mandatory upgrade introduced by DVSA

All testing equipment must be kept in good working order. Measuring apparatus must be calibrated in accordance with DVSA's requirements. If an item of mandatory test equipment is not re-calibrated by its due date, then testing which uses that item must not continue.

In exceptional circumstances where the calibration cannot be carried out by the due date the SM should notify DVSA via the customer service centre.

Testing must stop on any class or type of vehicle as soon as any mandatory item of equipment malfunctions, in a way that could prevent a test being properly conducted on that class or type of vehicle. Testing must not be resumed until the equipment is properly repaired. If equipment fails during a test but before its use has been completed, the test must be aborted, and any fee paid returned.

Liability for vehicle damage

The extent of an AE's liability for damage is set out in Regulation 14 of the Motor Vehicles (Tests) Regulations 1981 (Statutory Instrument 1981 No 1694) as amended and in part reproduced in Appendix 4: Liability for loss or damage. It describes the scope of AE's responsibility for loss, damage or injury caused while vehicles are in their custody for MOT tests, and while the test is being carried out.

AEs must not display disclaimers of such liability in their VTSs and must ensure that no vehicle presenter is asked to sign any such disclaimer.

Checks by DVSA staff

DVSA uses a risk based approach to managing the MOT service, assessing VTS sites and test standards to determine the potential risk of non-compliance. AEs can view their site's risk rating on the MOT testing service.

A guide to manage your MOT centre sets out the standards and good practises a VTS should strive towards to be assessed as a low risk of non-compliance.

AEs must allow the:

- inspection of their testing arrangements, equipment, facilities and records
- checking of their tester's competence
- re-examination of recently tested vehicles by DVSA staff at any time during normal working hours or that the VTS is open

AEs should always ask to see the official warrant that DVSA enforcement staff carry. If you have doubts about anyone asking to see official documents, refuse access and call the DVSA customer service centre.

Testing responsibilities

Test appointments

Appointments made for vehicles without a current MOT certificate (which could not be legally driven to and from the testing station without an appointment) must be recorded in writing. The record must include the:

- vehicle's registration mark
- date and time of the appointment
- name of the person making it

The record must be kept for at least 3 months after the date of the appointment.

Decline to test

An AE must not carry out an MOT test on a vehicle if it is of a class or type of vehicle which they are not authorised to test, or a type of test they are not authorised to carry out. If the presenter asks for the reason in writing a CT30 may be completed and given to the presenter.

Refusal to test

Where an AE intends to refuse to test a vehicle the vehicle presenter must be told straight away of any such circumstances, pointing out that consequently the test cannot be carried out. No fee may be charged for a test refused in these circumstances.

If the presenter asks for the reason in writing, the vehicle must be registered via the MOT testing service and a VT30 produced giving the reason(s).

Refer to the relevant MOT inspection manual, Introduction, for details of reasons for refusal to test.

Abandoned and aborted tests

If, once a test has been registered, it becomes clear that the test cannot be completed because of any of the circumstances set out in Appendix 3: Grounds for refusal to carry out a test, then the test must be either:

- abandoned after being completed as far as is possible and a test certificate refused because the tester considers it unsafe to continue or because it becomes apparent during the test that certain items cannot be satisfactorily inspected - an appropriate fee may be charged for the test
- aborted because a test cannot be completed due to a problem with the VTS's testing equipment or the tester - no fee may be charged for the test

In both of the above the test is cancelled on the MOT testing service and a VT30 must be issued, stating the reason why the test was abandoned or aborted.


Viewing the test

Any individual presenting a vehicle has the right to observe the test from the approved viewing area(s) or via camera relayed images.

Conduct of test and test standards and methods

AEs must ensure that the MOT tests are carried out without avoidable distraction or interruption and strictly in accordance with the conditions of their authorisation, which includes compliance with:

- mot guide
- the requirements for authorisation
- the appropriate inspection manual
- any other instructions issued by DVSA



They must ensure that, for each test:

- the vehicle is registered on the MOT testing service at the commencement of the test
- the appropriate test result is recorded on completion
- where required, the appropriate documentation is issued before the vehicle leaves the premises

The tester who carries out the test must:

- make all assessments of any pass/fail criteria
- confirm all database entries
- sign all appropriate documentation

AEs must ensure that assistance is always available to testers for those parts of the test that require it.

Once started, a test must be completed to the maximum extent safely possible (see abandon/abort above). If a test has to be aborted because of equipment failure or because the tester is unable to continue the test (for example, if the tester becomes unwell), no fee may be charged. The reason why the test was aborted must be entered onto the system and a VT30 produced. If the tester who started the test is not available to abort the test on the MOT testing service, this can be done by another tester.

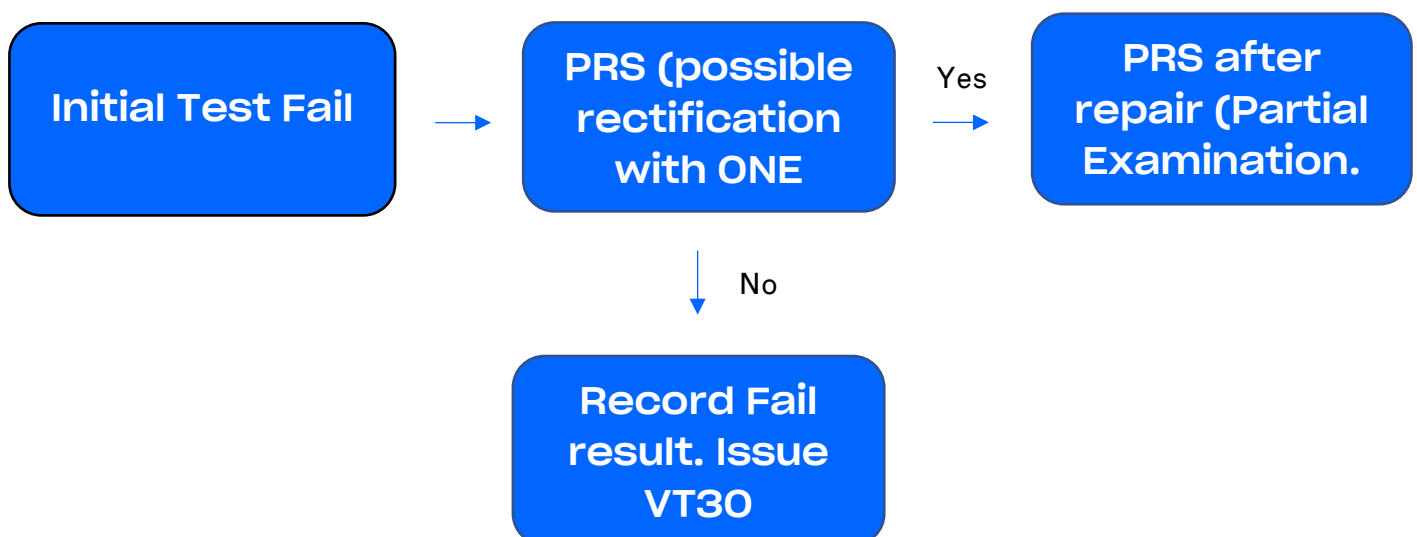
Retests

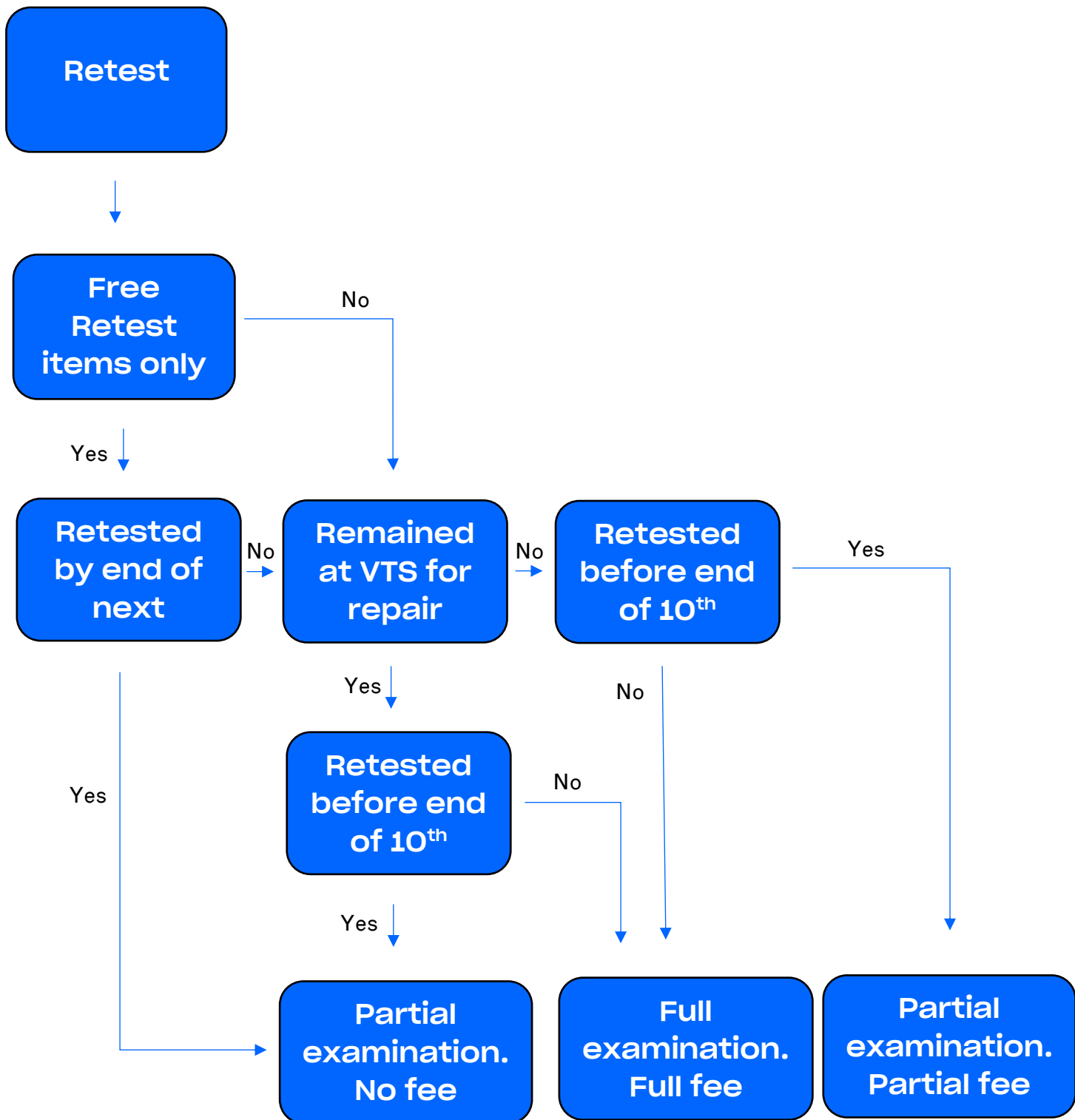
Where the vehicle fails the test, and it is expected that the defect(s) can be rectified within one hour the tester can elect to use the PRS facility (Pass after rectification at station). Provided the tester has completed the initial examination before any repairs are carried out and the vehicle has been retained and repaired at the VTS.


If the defects are rectified within one hour of completion of the test the tester must then enter the results on the MOT testing service and issue a VT30 in addition to a VT20.

If the defects cannot be rectified, for any reason, within one hour then the vehicle must be failed and a VT30 issued. PRS is a partial re-examination for which no fee can be charged and during which the tester cannot register any new tests.

A pass result must not be recorded before the vehicle satisfies all the test requirements.







Statutory free retests, requiring only a partial re-examination, are available when:

- the VTS has not changed ownership
- the vehicle remains at the VTS for repair and the re-examination is conducted before the end of the 10th working day following the day of the initial test - in such circumstances the vehicle must not leave the premises and a VT30 must be issued following the initial test
- the vehicle is returned to the same VTS where the vehicle failed the initial test before the end of the next working day on which testing is carried out and all the failure items on the VT30 are those which are statutory free retest items only (see Section L. Accounts and fees)

If the vehicle is removed from the VTS for repair and returned for a retest before the end of the tenth working day following the day of the initial test then, provided the test station has not changed ownership, only a partial re-examination is required. For which half the statutory maximum test fee may be charged.

When a partial re-examination is permissible, the Tester must examine all the failed defects (dangerous and major) along with any items that may have been affected by repairs carried out since the initial test. Where applicable the partial retest must also include carrying out another brake performance test and entering the results in the MOT testing service. The tester should also check any minor defects and or advisory items that had been recorded at the time of the initial test and mark as repaired as appropriate.

Only one partial re-examination is permissible per full test.

In all other cases, a vehicle having failed an MOT test must have a full re-examination when presented for retest and a further test fee (up to the maximum allowed for the class) may be charged.



CPD – Continuous Professional Development

Testers must complete at least three hours training (16 hours over a rolling 5 year period) annually and successfully complete the annual assessment. The annual assessment must be carried out solely by the tester.

If a tester fails the annual assessment, they should not re-sit the annual assessment for 7 calendar days to allow them time to study and review areas that may have caused them concern, this must be recorded on their training log. If that assessment is failed the tester should wait another 7 calendar days before they re-sit the annual assessment again, allowing further time for study.

The 7 calendar days cycle would be repeated if there were continued failures.

How MOT annual training is completed is purely at the discretion of the tester and authorised examiner (AE), which best suits the individual or organisational needs and requirements.

The annual assessment is available from LKQ Academy (speak to your local branch, or email info@lkqacademy.co.uk) and is a pay per assessment approach. On successful completion of an assessment, the candidate will be provided with a certificate and a record of this assessment is recorded on MOT testing service by the awarding organisation.

When it can be proven that a tester did not complete their annual assessment themselves then DVSA will revoke the result and the tester is required to complete a further annual assessment and demo test before being allowed to return to testing.

Quality management

AEs are responsible for the quality of testing within their garage or garages.

Others, most notably testers, also have a responsibility upon them associated with this, but it is for AEs to ensure there are adequate systems for the management of the quality of testing at their garage or garages.

To that end AEs must ensure an adequate system of quality management at each of their VTSs. Such a system will need to be tailored to meet the individual circumstances of the VTS or VTSs, such as:

- number of VTSs
- volume of test
- numbers of testers
- experience of staff

In all cases its objective must be the same; to best ensure that MOT testing is conducted to consistently high standards.

In operating systems, AEs should always remember that sometimes things will go wrong. A successful quality management system is one that identifies things going wrong in a timely way and helps the AE put things right. A quality regime that never identifies things going wrong is unlikely to be working effectively. Where things are found to be going wrong, then it is key to record this and show what has been done to prevent reoccurrence.

Going forward, much of DVSA's focus in identifying how well garages are managing quality will come from reviewing their quality management system. This will mean that it is necessary to document the system and how it operates. This need not be an onerous task – and, again, needs to be proportionate to the size and complexity of the AE's operation.



The overall quality management system should always include:

- people
- training
- procedures
- equipment
- assurance
- improvement

People

This should include:

- policies for recruiting staff
- probation criteria
- policies around what you will do when there are quality failings
- information about site managers (where they are used)

Where AEs do have a responsibility across sites there would be an expectation that site managers are suitable individuals with suitable training to do their job.

Training

This will include the checks you do to make sure that all of your staff have the necessary training, both mandated training from DVSA, and also any other training they need to be able to understand and implement changes to tester's manuals, test standards and test results entry. Also, any training they require to safely work in your garage. It may include a link to your people policy so that there is clarity on what you expect from your staff in terms of their own personal development. It would be expected that such a system should be designed to ensure that all staff conducting MOT testing have followed the in-year training requirement and have passed the annual assessment.



Procedures

You need to ensure that your staff know how MOTs operate in your VTSs including:

- what documents to use
- how bookings are operated
- how to access information such as manuals, guides and reports (for example, test quality information, test logs, slot usage and transactions)

Equipment


This needs to ensure that all relevant staff understand how to ensure equipment upkeep and calibration, that process is clear and there are clear procedures for dealing with any equipment failures.

Assurance

A procedure needs to be in place to check that at least a sample of MOTs are checked to ensure that the correct routines and procedures are followed and that the correct standards are applied.

An AE may consider implementing an assurance approach which could include a third party or trade representative. Any third party should cover aspects relating to MOT test standards and the administrative management of the MOT business. Alternative approaches could be to:

- nominate an experienced and well-regarded tester to conduct the assurance checks
- rotate the responsibility across the team
- partner with neighbouring garages



All those carrying out assurance checks must be trained as MOT testers and hold a Level 2 qualification in MOT Testing or equivalent for the appropriate class and comply with the requirements for annual training and assessments.


The key factor in whatever approach is to ensure that all testers have a proportion of tests rechecked by someone who is independent of that tester – so they can have some degree of objectivity.

The role of AE consultant within an MTS may be allocated to individuals to assist the quality and assurance approach at the site. See Section M. System rules and user roles.

The frequency of checks may typically be expected to be 1 per tester every 2 months. However, this is based on the average garage throughput of 2 to 3 tests per day for experienced testers – so should be varied to reflect the volume of tests done or any other special circumstances – such as the experience of testers. For example, if a tester is inexperienced or doing twice the average of 2 to 3 tests per day you should consider increasing the checks to once a month.

Where a VTS has one tester it is expected that the AE should also have in place a suitable means of assuring the quality of testing. This could include using a third-party assessor, a reciprocal arrangement with a local VTS. Where this is not possible other methods should be used to ensure the quality of testing, for example the use of test quality reports to check the testers own performance against the national statistics, noting reasons for differences and any action taken if appropriate.

The assurance processes in place should be subject to regular review, this will enable an AE to monitor the effectiveness and if necessary, make changes where required.



Assurance checks should include the operation of the VTS, and the test quality of the MOT tests carried out by the testers at the VTS.

Whoever is conducting the quality assurance check should either:

- closely watch all parts of the test as they are carried out
- closely observe the testing process and conduct a full re-examination of the vehicle to check standards application

Once the tester has completed the test, which will be the subject of a quality control (QC) check, any difference in the test result, test standards or observed defects must be discussed and resolved prior to confirmation of the test result on the MOT testing service.

The result of the assurance check must be recorded, including any agreed action. That agreed action could be additional training, a garage development session or any other appropriate action. The key thing here is to show that corrective action is taken.

Where unusually high numbers of failings are found, it would be expected that the frequency of checks is increased until such time as it is evidenced that the problem has now been solved.

Improvement

Overall, the system needs to demonstrate that things are fixed when they are found wanting. A good quality system will find problems and record their resolution so there is a culture of learning and improving.



Use of data and data protection

The MOT testing service contains personal data. The collection, storage and use of personal data within the service is explained generally in the DVSA personal information charter and in the privacy notice for MOT testing service, both available online.


All system users must ensure that the data held is kept secure and only released to those who have a right to see it.

Access for registered users of the MOT testing service will be via a secure log-on process, designed to reduce the opportunity for unauthorised access. In addition to an MOT security code, all users require a user ID and a password and users may only access data appropriate to their role(s).

It is the responsibility of each individual user of the system to ensure that all the information or data that is processed is done so legally. Failure to comply with the Act may lead to prosecution over and above any DVSA disciplinary action.

Some personal information relating to the users is held on the system, such as testers name and address, and care should be taken when accessing this information.

Each system role has a clearly defined set of access rules that allow access to information appropriate to that role. Audit logs will be created and kept on the system, and will record all appropriate actions against each user ID.



In order to safeguard the data, each system user should not:

- give another person information that they would not otherwise have access to - this includes test result information
- supply any information to a third party or member of the public unless you are told otherwise in the current MOT guide, inspection manuals or special notices (SNs), such as providing documents to vehicle presenters - any requests for information should be made in writing and sent to DVSA's Information Access Team at DVSA headquarters
- access personal information when there is a danger that unauthorised persons may view the information

Signs and notices

The three triangles MOT sign detailed in 'The Traffic Signs Regulations and General Directions 2016, Schedule 11, diagram 864' must be displayed in a prominent position, no part higher than 4.5m from the ground and no more than one sign on each road frontage.

MOT Parking signs are no longer required.

Notice board

All authorised examiners (AEs) must also display:

- the certificate of authorisation (VT9) issued by DVSA
- the current fees and appeals poster (form VT9A) showing vehicle classes, test fees and appeals procedure and the details of how to contact DVSA

The notices must be displayed on a notice board with a protective transparent covering inside the vehicle testing station (VTS) in a location where they can be read by those presenting, or intending to present, vehicles for test.

The current fees and appeals poster may be displayed adjacent to the 'official' notice board if it will not fit on the notice board proper. Additional copies of this poster can be obtained online.

Equipment calibration


All testing equipment must be kept in good order and measuring apparatus must be calibrated regularly in accordance with DVSA's requirements. In all cases calibration records must be kept for a minimum of two years.

In the case where the serial number of the equipment cannot be found the VTS should make up a number, which identifies the equipment, and mark the equipment accordingly. Where a VTS uses an item of test equipment that is awaiting approval, the AE should contact DVSA for advice.

The AE is required to ensure that calibrations are carried out when required. For roller brake testers (RBTs), plate brake testers (PBTs), automated test lane (ATL) weighing facility, motorcycle weighing equipment (where applicable) and headlamp aim testers the calibration expiry date will be taken as the month end date where certificates only show the month and year of expiry, see Roller and plate brake testers, ATL and motorcycle weighing facilities, and headlamp aim testers'

RBTs, PBTs, weighing equipment and headlamp aim testers can be calibrated anytime during the six months following its last date of calibration. The equipment is then considered calibrated until the end of the 6th month.

Failure to recalibrate by the due date will prevent testing of any vehicle that requires the use of that item of test equipment. In exceptional circumstances, beyond the AE's control, where the calibration cannot be carried out by the due date the site manager (SM) should notify DVSA. DVSA may extend the calibration period in order to allow testing to continue.



Testing must also stop if any mandatory item malfunctions in a way that could prevent a test being properly conducted. Testing must not be resumed until the equipment has been properly repaired. If equipment fails during a test but before its use has been completed, the test must be aborted and any fee paid returned.

Maintenance periods

All equipment must be maintained in good working order at all times.

In the case of ATL or one person test lane (OPTL), maintenance periods for steering and suspension play detectors is a minimum of:

- 6 months for pneumatic equipment
- 12 months for hydraulic equipment

Maintenance must be conducted by the manufacturer or manufacturer's agent and a maintenance report issued detailing any remedial work conducted.

A signed and dated declaration that the equipment is in good working order must be issued after the maintenance has been completed.

Calibration certificates

All certificates must contain:

- a certificate serial number
- details of the equipment, including make, model and serial number
- title and address of calibration company or agency
- signature of calibrator and date of calibration

- smoke meter and gas analyser calibration certificates shall meet the UKAS and DVSA standard agreed

Calibration certificates must include a record of the test load, gauge readings and percentage error. Calibration results may be recorded in kgf or the equivalent in imperial lbs.

Retention

Calibration records must be readily retrievable and be kept for a minimum of two years. Calibration records may be retained digitally or as a hardcopy.

Equipment	Calibration period
Exhaust gas analyser (EGR)	Daily (by user) – 3,6 or 12 months
Diesel smoke meter (DSM)	Weekly (by user) – 12 monthly
Brake tester (RBT or PBT)	6 monthly
Decelerometer	Not to exceed 2 year (24 month)
Headlamp aim tester	6 monthly
Automated test lane (ATL)	6 monthly
Tyre tread depth gauge	6 monthly

Tyre tread depth gauges

Tyre tread depth gauges require a periodic accuracy check at least every 6 months. This can be done by placing the base foot onto a flat surface, such as a window glass, and checking that the zero datum's align.

AEs are to keep a separate record showing the date of the accuracy check.

MOT testing service IT and associated equipment

Authorised examiners are responsible for the supply and maintenance of all IT equipment and internet connection used for MOT testing purposes.

PC, iMac and Laptops

The MOT testing service is designed to run on most recent Windows and Mac OS computers and laptops with:

- a 1GHz processor
- 512MB system memory
- 20GB hard drive space
- 1024 by 768 screen resolution or above
- a network cable socket (RJ45) or Wi-Fi

MOT testing service is designed to run on any tablet with screen sizes of 9 inches and above (measured diagonally across the screen).

MOT testing service works on internet connections of 0.5Mbps (512 Kbps) and above.

The internet connection may be via fixed line, 3G, 4G, 5G or satellite.



Browser requirements

A suitable browser is required to view MOT testing service website. One of the following browsers will need to be installed on your device to use MOT Testing Service:

- Chrome (latest version) - supplied by Google and can be used on either Windows, MacOS, iOS and Android
- Firefox (latest version) - supplied by Mozilla and can be used on either Windows or MacOS
- Edge (latest versions) - supplied by Microsoft with its latest IT equipment
- Safari 12 and later - supplied by Apple with its latest IT equipment
- Safari for iOS 12.1 and later - supplied by Apple with its latest mobile equipment
- Samsung Internet (latest version) - can be used on Android operating systems

Printer requirements

An A4 black and white printer is required to print MOT certificates and other documents from the MOT testing service.

All printer consumables, such as paper and ink, are provided by the AE/VTs.



MOT security code

All MOT testing service users with a role assigned to their MOT testing service profile need to enter a security code when signing into MOT testing service. Security codes generated by authentication app or email will be required once a day if the sign in details remain the same.

The 6 digit security code is generated by either:

- authentication app
- email
- security card

Authentication app

Users will use an authentication app installed on their personal smart phone or tablet. This app will be linked to their MOT testing service profile. The app automatically generates the security code and is entered into MOT testing service when required as part of the sign in process

Email

MOT testing service will send a security code to the users unique email address recorded on their MOT testing service profile. A new code is sent when required and is entered as part of the sign in process

Security card

The card generates a new 6 digit code when pressed. A new code is required each time a user signs into MOT testing service. Card holders must not write their user ID or password on the card. Security cards are no longer issued or replaced



Complaints about the MOT testing service

Complaints concerning MOT testing service should be made in the first instance via the MOT testing service desk. If the complaint is not resolved the AE should contact the DVSA customer service centre.

Contact DVSA service desk

customerservices@dvsa.gov.uk

Telephone: 0330 123 5654

Monday to Friday 8am – 6pm (excluding Bank holidays)

Saturday 8am to 2pm

Contact DVSA customer service centre

enquiries@dvsa.gov.uk

Telephone: 0300 123 9000

Monday to Friday, 7:30am to 6pm

Find out about call charges



Useful contact details

LKQ Academy

info@lkqacademy.co.uk

Telephone: 01827 838632

Monday to Friday 8am – 6pm (excluding Bank holidays)

DVSA service desk

customerservices@dvsa.gov.uk

Telephone: 0330 123 5654

Monday to Friday 8am – 6pm (excluding Bank holidays)

Saturday 8am to 2pm

DVSA customer service centre

enquiries@dvsa.gov.uk

Telephone: 0300 123 9000

Monday to Friday, 7:30am to 6pm