

Extract from our DT2 (instructions for test centre managers) standard operating procedure

A test centre manager (TCM) is required to carry out a minimum of 6 quality control assessments annually, spread over the year, on each examiner at the centre.

For quality control assessments the TCM should complete a quality monitoring form which can be found on Dashboard. At the end of the test he should compare his own completed form with the examiner's DL25, and discuss and resolve any differences in the assessment and marking of faults. This is important even where the overall decision is agreed. Any shortcomings in the test procedure or approach adopted by the examiner during the test should also be discussed. It is imperative to ensure that the quality control assessments box is marked on the DL25 for statistical purposes.

If the test is accompanied, the TCM should take care that no conflict is generated by the accompanying driver comparing the assessment recorded between the examiner and the supervisor. In these circumstances at the supervisor's discretion, it is acceptable for the supervisor to delay marking until after completion of the test.

The faults recorded on the examiner's DL25 should be copied, in red, alongside the TCMs markings on. The examiner should read the TCM's report and sign it to indicate that he/she is aware of its contents. In addition the examiner should write any comments they wish to make and be given a copy. The TCM's forms should normally be retained at the centre for 2 years, but could be kept longer if there is a perceived problem.

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