



Vehicle & Operator
Services Agency

CORPORATE

Who we are, what we do



Who we are

The Vehicle and Operator Services Agency (VOSA) provides a range of licensing, testing and enforcement services with the aim of improving the roadworthiness standards of vehicles ensuring the compliance of operators and drivers with road traffic legislation, and supporting the independent Traffic Commissioners.

Our customers

VOSA's activities support the following people and organisations:

- ▶ The Road Haulage and Public Service Vehicle Industries
- ▶ Vocational Drivers
- ▶ MOT garages
- ▶ Private vehicle owners and the related trade associations
- ▶ Vehicle manufacturers and importers
- ▶ Traffic Commissioners
- ▶ The Courts
- ▶ The Police
- ▶ The Public

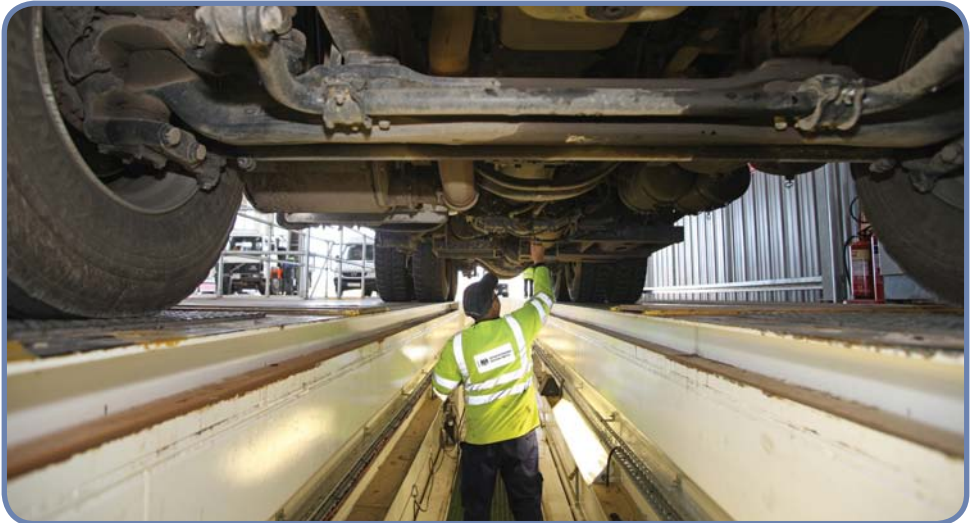


What we do

Licensing

Providing administrative support to the Traffic Commissioners in considering and processing applications for licences to operate lorries, buses and coaches. This ensures that licence holders meet the standards set for entry into the commercial vehicle operator industry and seeks to minimise the environmental and road safety impact around goods vehicle operating centres.

Testing and Inspections



Conducting statutory annual testing for lorries, buses and coaches at a nationwide network of VOSA test stations and at private sector owned approved testing premises (designated premises). Specialist inspection of vehicles eg certification of public service vehicles before they enter service, inspections of imported and amateur built vehicles to ensure that they comply with acceptable safety and environmental standards (Individual Vehicle Approval (IVA) and Motorcycle Single Vehicle approval (MSVA)); inspections to check the identity of written off vehicles that are returned to the road (Vehicle Identity Check (VIC)).

Bus Regulation

Providing administrative support to the Traffic Commissioners in the registration of local bus service.

Enforcement and Compliance

Supporting the Traffic Commissioners to help them make informed decisions on operator licensing; vocational drivers and bus registration requirements; identifying operators against whom it may be appropriate to take disciplinary action by gathering and evaluating a range of data. Conducting routine and targeted checks of operators' premises and systems designed to check compliance with other road traffic legislation, e.g. drivers' hours, at the roadside and at operators' premises. Approving applications from operators wanting to run lorries at increased weights. Monitoring the compliance of local bus operators with their registered timetables. Administering Vocational Driver Conduct cases referred by DVLA and where vocational drivers have committed non-endorsable road traffic offences. Enforcing compliance with the approved Driving Instructor (ADI) scheme.





MOT

Supervising the MOT scheme to ensure that the 20,500 MOT garages authorised to carry out MOTs are doing so to the correct standards. This is done by approving and training Authorised Examiners (AEs) and Nominated Testers (NTs) to carry out MOT tests; monitoring standards of MOT garages and tests; providing seminars and other advisory services and, where necessary, taking disciplinary action, to improve testing standards and to raise the levels of compliance.

Accident investigation and technical research

Undertaking technical investigations into potential manufacturing or design defects, highlighting safety concerns and monitoring safety recalls. Supporting the Police by examining vehicles involved in accidents to identify contributory defects.

Training and Education

Providing a range of educational and advisory activities at the roadside, at operating premises and on a one to one basis. Producing publications, DVDs and holding seminars to promote improved compliance of operators and drivers with roadworthiness and traffic regulations. Commercial training courses and products are also available.

The service we give you

We undertake to provide all who have dealings with VOSA with a high standard of service.

Our standards are published in the leaflet - “*The service we give you*”, available from our website www.dft.gov.uk/vosa or by ringing the VOSA national number, **0300 123 9000**.



For more information

If you'd like to know more about VOSA's work, detailed information is available in the Annual Report and Accounts and the Business Plan. These review VOSA's work during the past year; provide details about performance and set out plans for the year ahead include targets for improving efficiency.

These and other documents are available on the VOSA corporate website www.dft.gov.uk/vosa



Please Note: VOSA is accountable to the Secretary of State for Transport and works closely with other agencies of the Department for Transport (DfT), local authorities & other government departments to deliver services effectively.

Visit our websites:

for commercial customers and private motorists
www.gov.uk

for corporate information
www.dft.gov.uk/vosa

Contact us:

E-mail
enquiries@vosa.gov.uk

National Number
0300 123 9000*

Monday to Friday - 7.30am until 6.00pm
(normal working hours)