

## Car tests risk assessment

This risk assessment covers category B tests, ADI part 2 tests, ADI part 3 tests, ADI standards checks and quality assurance and quality control.

DVSA is responsible for testing drivers of cars, potential driving instructors, approved driving instructors, training driving examiners (DEs) to carry out such duties, and training others to check the consistency and quality of tests.

This generic risk assessment followed consultation with appropriate branch representatives and the Trade Unions.

DEs are trained to conduct driving tests in accordance with Regulations, and assess tests to the standard stipulated by the Chief Driving Examiner. DEs can be considered as experts in their field and have been assessed as having the appropriate level of experience and control skills necessary to be effective in the role.

Local Driving Test Managers are responsible for approving all test routes in line with standard operating procedures and the DT1.

### Who may be affected?

The risks identified in this risk assessment are associated with DVSA staff, customers, public, children, passengers in the test vehicle and animals. The risk levels documented in the risk assessment are following control measures being implemented.

### Training information:

- **Initial training courses** emphasise the health and safety issues connected with car testing. Regular progress checks and assessments take place. Trainees must consistently display a satisfactory standard to qualify as a DE.
- **Refresher courses** are available for DEs who have specific training development needs or have not conducted car testing for a considerable amount of time, and cover the most important elements of the initial training course again.

### Quality Assurance

DVSA has accreditation to ISO9001 for the category B driving test. Regular quality control (QC) is carried out by line management and quality assurance (QA) is carried out by an independent Quality Assurance and Improvement (QA&I) team to ensure a uniform standard of test conduct and to assist in identifying if any on-going development needs are required. All DEs and relevant operational staff need to be familiar with the safety guidance in the DT1, operations notices and SOPs.

**Action:** This risk assessment is to be tailored, completed and signed off by any LDTM who carries out, or has staff that carry out; Category B tests, ADI part 2 tests, ADI part 3 tests, ADI standards checks and quality assurance and quality control. It must be reviewed for reasons listed in the below risk assessment. Copies must be kept for 4 years.

# Driver and Vehicle Standards Agency

<b>Risk Assessment for: Car Tests</b>  <b>Premises / Location:</b>	<b>Review Date:</b> Please review the risk assessment: <ul style="list-style-type: none"> <li>• if there's reason to suspect it's no longer valid</li> <li>• there's been a significant change in the work to which the risk assessment relates</li> <li>• when staff or equipment changes</li> <li>• following an accident or incident</li> </ul>
<b>Other Relevant Risk Assessments</b> <b>1. Vehicle Tests</b>	<b>Completed by:</b>

What are the hazards?	Risk (H, M, L)	Control Measures Required	Further Action required	By When	By Who
<b>In Car, for:</b> <ul style="list-style-type: none"> <li>• head restraint must be fitted, (no slip-on) possible risk of injury, ie whiplash</li> <li>• forward facing front seat for examiner, seat belt must be fitted and in working order, rear view mirror for examiner</li> </ul>	L	<ul style="list-style-type: none"> <li>• DEs are trained how to correctly adjust their head restraint to minimise injury</li> <li>• If the candidate produces an unusual vehicle for test, DEs will assess whether they comply with the Minimum Test Vehicle (MTV) requirements and decide if they are safe for test purposes, seeking management advice as necessary</li> <li>• DEs ensure rear view mirror and Sat nav are not located within the air bag deployment areas.</li> </ul>			
<b>Lack of seating, ie 2-seater vehicle</b>  <b>Obscured vision:</b> <ul style="list-style-type: none"> <li>• Some panel vans</li> <li>• Tinted windows (Must be to regulated standard)</li> </ul>	L	<ul style="list-style-type: none"> <li>• QC/QA not carried out if there is insufficient space in the rear to sit safely</li> <li>• DEs will not take a vehicle out on test if they consider there is poor visibility, especially to the rear and rear sides. DEs need to be able to take all round effective observations. For example, to the right-hand side of the vehicle</li> </ul>			

What are the hazards?	Risk (H, M, L)	Control Measures Required	Further Action required	By When	By Who
<ul style="list-style-type: none"> <li>Windows far too small</li> </ul>					
Dual-controlled vehicles	L	<ul style="list-style-type: none"> <li>If fitted, dual controls should be checked by the DEs to confirm they are in working order</li> <li>DEs to ensure dual controls are used with due regard for other road users. DEs to be aware of surrounding environment prior to a lane or direction change</li> <li>DEs are fully trained in the use of dual controls</li> </ul>			
Vehicle recalls and faults	L	<ul style="list-style-type: none"> <li>Following consultation with Operations, H&amp;S and the TU to assess whether cars subject to recall for checks/adaptations are suitable for tests</li> <li>Current vehicle recall and fault list should be displayed at all test centres</li> </ul>			
On test, for: <ul style="list-style-type: none"> <li>Poor/dangerous level of instruction being presented by ADI</li> </ul>	L	<ul style="list-style-type: none"> <li>Standards Check Examiners can intervene and stop a standards check if the instruction being observed or given constitutes a danger to the public or to the occupants of the car, and the ADI doesn't stop it in good time</li> </ul>			
On test: Poor/dangerous level of driving being displayed by the candidate	L	<ul style="list-style-type: none"> <li>DEs can intervene and stop a test if the driving being observed or given constitutes a danger to the public or to the occupants of the car</li> <li>DEs to be given full guidance</li> </ul>			

What are the hazards?	Risk (H, M, L)	Control Measures Required	Further Action required	By When	By Who
<p><b>Stress, for:</b></p> <p><b>Inadequately trained staff</b></p> <p><b>Late return from tests. No changeover period for test types</b></p> <p><b>Staff unaware of DVSA stress policy and other services available</b></p>	L	<ul style="list-style-type: none"> <li>• DVSA staff to receive full training before undertaking examiner duties</li> <li>• Set timings for tests, any necessary changes between test types, and rest periods</li> <li>• Compliance with DVSA Stress guidance. Staff informed of its availability on DVSAnet</li> <li>• Element of control over tests, eg cancelling on safety grounds (DT1)</li> <li>• Staff access to confidential counselling services</li> </ul>			
<p><b>Assault, for:</b></p> <p><b>Examining staff physically/verbally abused by customer</b></p> <p><b>Assaults policy not visible at test centre.</b></p> <p><b>Staff not trained in dealing with aggressive persons</b></p> <p><b>Attempted theft of sat nav</b></p>	L	<ul style="list-style-type: none"> <li>• 'Dealing with Assaults' poster, must be visible at test centre</li> <li>• 'Don't take it out on our staff' poster displayed in test centre waiting areas warning candidates/ADIs of the consequences of assaulting our staff</li> <li>• Staff training includes dealing with aggressive individuals</li> <li>• All verbal and physical assaults to be reported on a HS1 incident reporting form</li> <li>• Ensure staff have read and understood the lone working risk assessment</li> </ul>			
<p><b>General hazards, for:</b></p> <ul style="list-style-type: none"> <li>• DVSA staff</li> <li>• Candidates</li> <li>• ADI</li> </ul>	L	<ul style="list-style-type: none"> <li>• See relevant policies in the H&amp;S section on DVSAnet</li> </ul>			

What are the hazards?	Risk (H, M, L)	Control Measures Required	Further Action required	By When	By Who
<ul style="list-style-type: none"> <li>Others</li> </ul>					
<b>Using the sat nav:</b> <b>Charging the sat nav</b>	L	<ul style="list-style-type: none"> <li>Test centres will be issued with multiport USB charging devices to allow overnight trickle charge. (Approved by Crown Fire)</li> </ul>			
<b>Using the sat nav:</b> <b>Ergonomic issues</b>	L	<ul style="list-style-type: none"> <li>DEs trained to fit sat nav safely</li> </ul>			
<b>Using the Sat nav:</b> <b>Pregnant workers</b>	L	<ul style="list-style-type: none"> <li>Pregnant workers should preferably use the dashmat for securing the sat nav but may, if they feel comfortable, consider other appropriate methods of securing the sat nav or using traffic signs.</li> </ul>			
<b>Using the sat nav:</b> <b>Obstruction of vision due to the position of the sat nav</b>	L	<ul style="list-style-type: none"> <li>DEs trained to use 3 sat nav fitting options; dash mat, middle of windscreen or the bottom right corner of windscreen</li> <li>The dash mat should be used as first option where possible, fitted to a flat surface with no sharp contours, the mat should not be placed on or close to the airbag, warning signals, heating outlets or dials</li> <li>Windscreen fitting will remain as an alternative option should the dash mat not be appropriate. The sat nav will be fitted as low as possible</li> </ul>			
<b>Using the sat nav:</b> <b>Distraction to user</b> <ul style="list-style-type: none"> <li>sat nav dismounts from the dash mat</li> </ul>	L	<ul style="list-style-type: none"> <li>When fitting the Sat nav to the dash mat the suction cup should be fitted to the rear of the circular mounting disc to distribute the weight effectively</li> </ul>			

What are the hazards?	Risk (H, M, L)	Control Measures Required	Further Action required	By When	By Who
<ul style="list-style-type: none"> <li>• <b>sat nav battery runs low</b></li> <li>• <b>sat nav causes blind area</b></li> </ul>		<ul style="list-style-type: none"> <li>• Sat nav will be fitted with a juice box which will be charged using the multiport USB overnight. If the battery runs low, a charging lead can be used to supplement the battery. DEs will be shown the safest method during training.</li> <li>• If sat nav causes blind area, it should be mounted on the right of the dials binnacle as close to the driver's door as possible. The fitting should be carried out from the outside of the car</li> </ul>			
<p><b>Using the sat nav:</b></p> <p><b>Fitting from the road</b></p> <ul style="list-style-type: none"> <li>• <b>Test starts from road</b></li> </ul>	L	<ul style="list-style-type: none"> <li>• If the test starts from a road, DEs should wear high visibility vests and make sure the road is clear whilst fitting the device to the bottom right hand corner of the windscreen. Candidates should be asked to wait in a safe location during the procedure</li> <li>• Procedures will be demonstrated during the training course</li> </ul>			
<p><b>Using the sat nav:</b></p> <p><b>Insecure objects</b></p> <ul style="list-style-type: none"> <li>• <b>sat nav not fitted securely</b></li> <li>• <b>Storage bag may restrict access to dual controls</b></li> </ul>	L	<ul style="list-style-type: none"> <li>• DEs are taught to tug test the Sat nav to ensure it is securely attached to the mat/windscreen</li> <li>• The storage bag must be stored securely for the duration of the test, i.e. in the passenger door pocket</li> </ul>			
<p><b>Using the sat nav:</b></p> <p><b>Individual requirements</b></p>	L	<ul style="list-style-type: none"> <li>• DEs must ensure the sat nav can be seen clearly by a candidate with individual requirements, ie dyslexia (refer to DT1 for further information)</li> </ul>			

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		<ul style="list-style-type: none"> <li>The volume will be set to a level that the driver can hear but will not cause damage to the candidate or examiners hearing</li> </ul>			
<b>On test manoeuvres</b>	L	<ul style="list-style-type: none"> <li>DEs to receive full training in all manoeuvres and follow instructions documented in the DT1</li> <li>DEs will ensure candidates understand what is being asked of them before commencing with the manoeuvres</li> <li>DEs will be trained to manage different situations as they develop during the manoeuvring exercises. This includes action to be taken to ensure the safety of pedestrians and other road users.</li> <li>DEs to abandon manoeuvre should the risk level become unacceptable.</li> <li>Refer to the DT1</li> </ul>			
<b>Show me tell me questions on test</b>	L	<ul style="list-style-type: none"> <li>DEs to complete 'show me tell me' section of the test when it is safe to do so</li> <li>DEs to be fully trained in delivering the questions during the test</li> </ul>			
<b>Exhaust emissions</b>	L	<ul style="list-style-type: none"> <li>DEs to be seated in the car when engine is started</li> <li>Car engine to be turned off prior to examiner exiting vehicle</li> </ul>			

Responsible person:

Name:

Date:

Reviewed by:

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