

# Heavy Vehicle Individual Vehicle Approval

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## Heavy Individual Vehicle Approval

How to Further Improve your Application Process



## Information

- Service Manager update
- About “How to **Further** Improve”

## Your application

- Behind the Scenes
- **Recommended** route to apply
- How to Further improve (**Top Tips**)

## Getting it right first time

- Common Errors
- **HGV** errors
- **PSV** errors
- Next Steps

## Questions

- Opportunity to **ask questions** on application processes and scheme



## What's New



Customer Insight

We are **focusing** on **user requirements** through insight which means we want to fully understand what our customers want from our services to enable us to tailor our business model to **meet user needs**.



Statistics

We're monitoring areas for subsequent customer contact on **applications** to provide education and guidance to customers.



Getting it Right  
First time

This is our primary focus! We're determined to improve **quality relating to customer applications** and looking at all stages from the application to inspection.

## What's Available now

How to improve

How to Pass  
IVA Failure Items

Our last Webinar "**How to improve**" provides a summary on all IVA categories common reasons for rejections and useful tips. This document is available on the SMMT website [here](#) .

We're also publishing guidance on top failure items and "**How to Pass**". Please sign up to **DVSA.direct** to keep up to date on guidance materials and changes. [Click Here](#).



We will uncover any  
unknowns about your  
application process ...



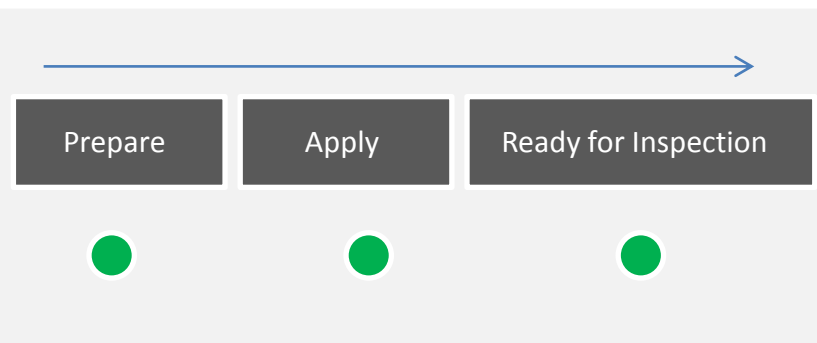
“

I don't know what happens  
when I send my IVA  
application to DVSA?

”

Focus on Heavy IVA  
common errors for HGV  
& PSV to ensure your  
application is correctly  
submitted ...

Recommend routes to  
**Prepare & Apply** for your  
application to improve  
turnaround times and  
quality.



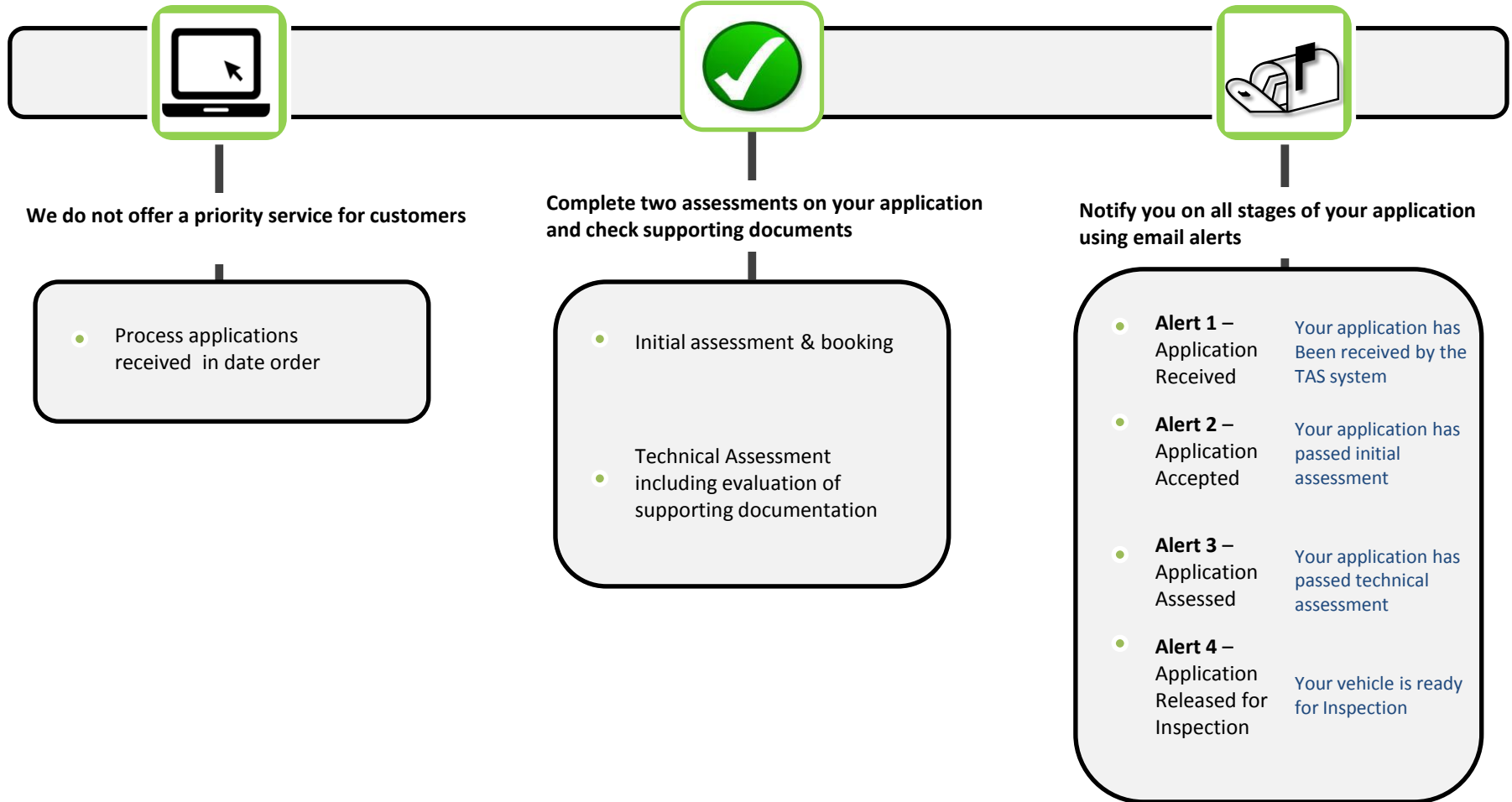


# Your Application

| behind the scenes |



# How do we process your application?





# How to Apply

Payment must be taken before an application is released for inspection. **This is a common reason why applications are delayed**

## Step 1

**GOV.UK**

Search : **Apply for an IVA**

Click: **Start now >**  
on the Technical Test Application service

Access your application and guidance notes on gov.uk to make sure the information is up-to-date.

## Step 2

**ONLINE FORM**

Complete: **Blank Fields**

Attach: **IVA application form & Supporting documents**

Click: **Submit**

If you are unable to view the online form please download your latest search engine version.

## Step 3

**ALERTS**

Receive: **Email status alerts**

Email alerts include your unique TAS ID, please use this reference number if you have any queries when application is being processed.

You will be notified on your application status. Emails will include contact numbers and provide useful information if you're not sure what to do.

## Step 4

**Inspection**

Receive: **[TAS xx] – Ready for Inspection**

**This alert means you can book your inspection at DVSA and non-DVSA sites.**

**Please following the instructions in this email when making your booking.**

You will need to reference your unique TAS id number or Z-number when booking your inspection.





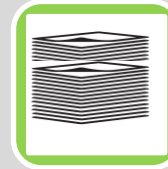


1



When you submit your application online please ensure you attach supporting documents - **this is the most common reason why we reject applications.**

2



Please access your application form and guidance using [gov.uk](http://gov.uk).

Guidance notes will help you complete your application form correctly.

[Click Here to view guidance and forms](#)

3



**Basic Errors to avoid**

- Ensure you select a testing location
- Ensure you sign declarations; remember we accept electronic signatures, e.g. M Jones

4



Don't wait around to book your test.

When you receive **“Released for inspection”** alert you're in a position to book your test.

Follow the instructions in your email alert.

We can book an inspection using your TAS id or Z number please have this information ready when arranging your appointment.

**9. DATA PROTECTION, DECLARATION AND SIGNATURE**

DATA PROTECTION – The DVSA's statutory functions. For further information, visit [www.gov.uk/dvsa](http://www.gov.uk/dvsa).

DECLARATION – I confirm evidence of eligibility and co

PERSONAL IMPORT, the v the Model Report procedure on the conditions that apply to the compliance check arrangements described in the Guidance Notes of this form.

**No Signature**  
The declaration must be signed by the applicant.  
*N.B Electronic signatures will be accepted*

will be used for the purposes of ...  
... required or permitted by law.  
[www.gov.uk/dvsa](http://www.gov.uk/dvsa).  
... are true and copies of the  
... s. If this application is for a  
... United Kingdom. I agree to use

Signature : \_\_\_\_\_ Date : \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Print Full Name : \_\_\_\_\_

**Applications will be rejected if this information is missing**



## Common Errors

## Supporting Documents

Please ensure a signed, chassis specific Statement of Compliance is provided for each application.

This document is available from the manufacturer and needs to show approval Directive numbers the vehicle complies with.

It **MUST** be signed by someone authorised to sign off on type approval information (eg a homologation engineer).

## Applications questions not being completed

We've noticed an increase with customers not completing applications and relying on staff to provide guidance on how to complete following subsequent contact.

The additional contact causes significant impact on processing times resulting in delays.

We've broken down the top failure items linked with Heavy Vehicle IVA applications on the next slides.

	HGV	PSV
Cancelled	4%	0%
Rejected	8%	3%
Additional Contact	30%	37%





## Technical errors

| IVA Heavy | IVA1H |



**A Rear Under-run Protection Device (RUPD) approval required - 43%**

Most applications need to be supported by evidence of EC Directive compliance for specific items. This data is usually provided by the base vehicle manufacturer in a Statement of Compliance. Often the only additional item for which the second stage manufacturer would need to provide Directive compliance is for the RUPD where it has been sourced locally. This is the largest single omission from applications. Please ensure evidence is provided for this item.

**B Statement of Compliance (SOC) Missing - 12%**

Each application must be supported by evidence of EC Directive compliance for specified subjects. A Statement of EC Directive compliance from the manufacturer must be submitted at the time of application. Please do not send applications before the information is available.

**C Question 6 - Length of Vehicle not being completed - 8%**

The measurement needs to be provided by the applicant and not taken off the Certificate of Conformity. This is because the Certificate of Conformity can sometimes give maximum measurements as opposed to accurate measurements of the actual vehicle. This information is needed to create a technical record for the vehicle. Please measure the actual vehicle or establish the measurement from engineering drawings.

**D No declaration of suitability for left hand traffic - 8%**

Of particular relevance for vehicles having origins outside of the UK is the declaration that the vehicle meets the UK requirements. A yes or no response is required.



## Technical errors

| IVA PSV | IVA1P |



## A **Seat Strength not covered by declaration**

This item is a requirement for M2/M3 (Buses) but not for N2/N3 (HGV). We can only presume that this item is not shown on the manufacturer's statement of compliance due to the manufacturer not knowing that the vehicle is to be converted or used as a bus – please double check the statement of compliance covers all necessary requirements before submitting your application.

## B **19a not provided**

The 19a is a declaration of compliance that all the separate elements of a seat belt installation have been assessed as compliant with the EC Directive standards. It is required on all vehicles fitted with additional seating **except vehicles converted for a person with a disability**. Please ensure you obtain this declaration (available with guidance notes on the Gov.uk web site) and ensure it is signed by the floor manufacturer or a technical service.

## C **SOC not stating brakes M2 compliant – 40%**

Where a vehicle is being converted from one category to another, the statement of compliance needs to cover the mandatory subject areas for the category the vehicle is to become. CA compliance letter from the manufacturer normally relates to base vehicle. Where a vehicle is subject to category conversion, please ensure it covers the post conversion category.



## **D Weights & Suspension information missing – 30%**

This information is captured for the vehicle technical record created at the time of IVA assessment. It becomes part of the vehicles technical record held to identify the vehicles specification when in service.

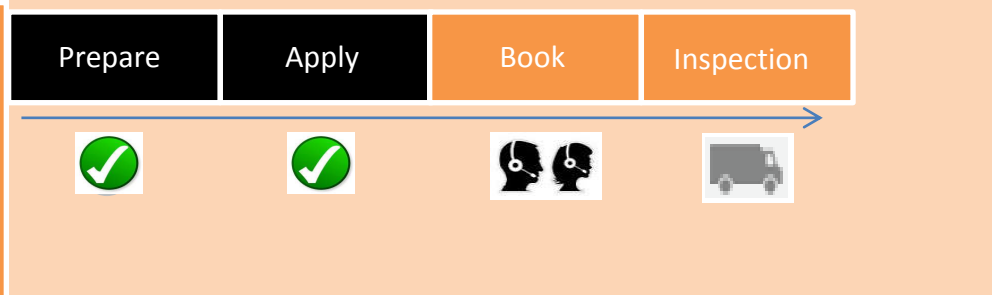
## **E Test Certificate for wheelchair restraints not provided**

Where a wheelchair is fitted it is necessary to provide evidence that the anchorages comply with the technical requirements of the EC Directive. This item is explained in detail in the M2/M3 inspection manual and must not be overlooked when providing data on seat belt anchorages.





Our next webinar will be launched early 2016, focusing on the next stages of the application process - **booking & Inspection.**



Please sign-up to **DVSA.direct** to keep up-to-date on all the latest news and changes.

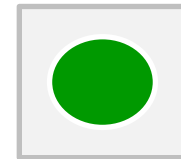
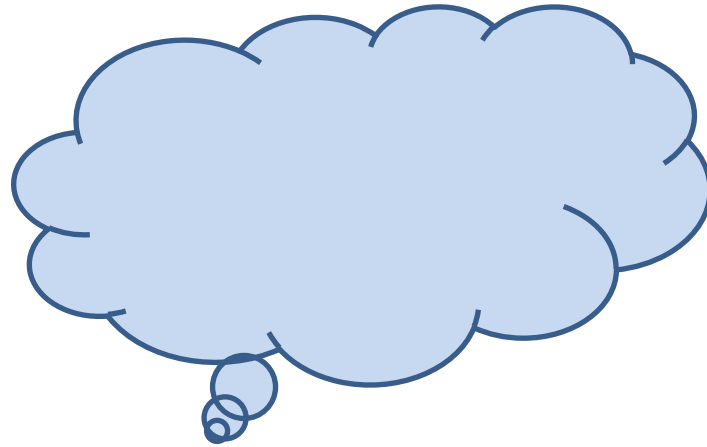
[Click Here to sign up](#)

**We want to measure** users experience to understand our services so we can make the right improvements.

**A new survey will be released with opportunities for customers to request a site visit from DVSA so we can understand how our services interact in your environment.**



**Please ensure you leave your email address so we can keep in touch.**



Application - Process

Application - Technical

Scheme