

DVLA RaV audits 2021

We will shortly be commencing the DVLA RaV audits for 2021 in collaboration with the Government Internal Audit Agency (GIAA).

This communication is to provide you with the high-level detail of how and when the audits will be conducted and what they will entail.

When: The audits will start in October and run through to the end of November, ensuring we have enough time to accommodate participants. If you have been selected, you will be notified in advance of DVLA's intention to audit. This will include notification to the manufacturer or contract holder as appropriate. You will then receive further contact to check your availability and agree a suitable date/time. Once confirmed, GIAA will get in touch to agree the finer details of the audit appointment.

How: The audits will be conducted remotely by GIAA using Microsoft Teams. We have all changed the way we work throughout the pandemic, and Microsoft Teams has been a very beneficial tool. If you have not used this application, we can discuss further when contact is made to schedule your audit.

Why: We would like to remind you that the RaV audits are not intended to penalise customers with areas of non-compliance. This is an opportunity for both parties to learn and make sure the correct support frameworks are in place, with guidance and procedures followed. We understand that your businesses may have seen significant changes throughout the pandemic, and you may not have enough resources available to immediately support a RaV audit. We are therefore happy to work with you to agree a suitable approach

What: The test pack remains the same as last year, with only minor changes. You will find below details of the areas we will be focussing on. Again, we would like to reassure you this is not an exercise to identify and penalise, it is about support and education. If you are not meeting the standard in any area, we will work with you to understand why and make sure you have everything you need to solve any issues

If you have any concerns or questions, please do not hesitate to get in touch via ved.reform@dvla.gov.uk

RaV audit checklist 2021

Governance:

- Dealer RaV number
- Key dealer contacts
- List of RaV user IDs
- RaV user guide held/used

Data security:

- Confirm anti-virus update or installation date
- Physical controls around the security of the RaV system
- Destruction or deletion of data

Transactional testing:

- Sample of approximately 20 registrations will be checked for accuracy of data input
- Compliance of keepership
- Check of documentation held to support registrations
- Personalised registrations and registration number management
- Storage of V55 forms
- Trade plates testing



Driver & Vehicle
Licensing
Agency



Government
Internal Audit
Agency