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| **Operator’s useful links to guides and information** |
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| **DVSA information**  |
| DVSA web pages:  | [www.gov.uk/dvsa](http://www.gov.uk/dvsa)  |
| DVSA’s Customer Service Centre:  | e: enquiries@dvsa.gov.uk t: 0300 123 9000 |
| Who we are, what we do:  | <https://www.gov.uk/government/organisations/driver-and-vehicle-standards-agency/about> |
| The service we give you:  | <https://www.gov.uk/government/organisations/driver-and-vehicle-standards-agency/about/about-our-services> |
| Instructional Videos:HGV, PSV & Van Drivers Walkround Checks, Drivers Hours, MOT Site Assessments, HGV Inspection Checks  | <https://www.youtube.com/channel/UCpB-1KQc7U11jl-7YzedxFQ> |
| **Manage your Operators Licence online** |
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| Manage your operator licence online: Access your vehicle test information and manage your compliance:Operators who actively access their test reports typically have a 25% higher pass rate at annual test than those who don’t: | [www.gov.uk/manage-commercial-vehicle-compliance-online](http://www.gov.uk/manage-commercial-vehicle-compliance-online) You need to register to use the service. You may have already registered if you have signed up to the online operator licence system. |
| New Operator Seminar Presentation for Goods Vehicle Licenses:for PSV Standard Licenses: for Restricted PSV Licenses: | Awaiting update on [www.gov.uk](http://www.gov.uk)Awaiting update on [www.gov.uk](http://www.gov.uk)Awaiting update on www.gov.uk |
| **Stay up to date with compliance news from DVSA** |
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| Sign up for Moving On – DVSA’s email newsletter for HGV and PSV operators:  | <https://movingon.blog.gov.uk/author/moving-on> |
| On the same page you can sign up for email updates from DVSA:  | <https://public.govdelivery.com/accounts/UKDVSA/subscriber/new?topic_id=UKDVSA_V_5> |
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| **Operator licensing** |
| Goods vehicle operator licensing:  | [www.gov.uk/government/publications/goods-vehicle-operator-licensing-guide-gv74](http://www.gov.uk/government/publications/goods-vehicle-operator-licensing-guide-gv74) |
| HGV operator licensing forms:  | [www.gov.uk/government/organisations/traffic-commissioners/series/hgv-operator-licensing-forms](http://www.gov.uk/government/organisations/traffic-commissioners/series/hgv-operator-licensing-forms) |
| PSV operator licensing:  | [www.gov.uk/government/publications/psv-operator-licensing-a-guide-for-operators-psv437](http://www.gov.uk/government/publications/psv-operator-licensing-a-guide-for-operators-psv437) |
| PSV operator licence forms:  | [www.gov.uk/government/organisations/traffic-commissioners/series/psv-operator-licence-forms](http://www.gov.uk/government/organisations/traffic-commissioners/series/psv-operator-licence-forms) |
| Section 19 or Section 22 permits:  | [www.gov.uk/government/publications/section-19-and-22-permits-not-for-profit-passenger-transport/](http://www.gov.uk/government/publications/section-19-and-22-permits-not-for-profit-passenger-transport/)  |
| Register and run a local bus service:  | [www.gov.uk/run-local-bus-service/overview](http://www.gov.uk/run-local-bus-service/overview) |
| Role of the traffic commissioners: What you need to know | [www.gov.uk/government/organisations/traffic-commissioners](https://www.gov.uk/government/organisations/traffic-commissioners) |
| Making representations, objections and complaints:  | [www.gov.uk/government/publications/a-guide-to-making-representations-objections-and-complaints-goods-vehicle-operator-licensing](http://www.gov.uk/government/publications/a-guide-to-making-representations-objections-and-complaints-goods-vehicle-operator-licensing) |
| Senior Traffic Commissioner's statutory guidance and statutory directions -Details of the way traffic commissioners will approach the exercise of their statutory functions | <https://www.gov.uk/government/collections/senior-traffic-commissioners-statutory-guidance-and-statutory-directions> |
| **Operator Compliance Risk Score (OCRS) and MOT / prohibition history**  |
| OCRS guidance notes/FAQs:  | [www.gov.uk/operator-compliance-risk-score](https://www.gov.uk/operator-compliance-risk-score) |
| Checking MOT tests and history: | [www.gov.uk/check-mot-history-vehicle](http://www.gov.uk/check-mot-history-vehicle) |
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| **Specialist guides** |  |
| International Road Haulage | [www.gov.uk/the-essentials-of-international-road-haulage](http://www.gov.uk/the-essentials-of-international-road-haulage) |
| Van best practice: | [www.gov.uk/government/publications/running-a-fleet-of-vans](https://www.gov.uk/government/publications/running-a-fleet-of-vans) |
| Towing small trailers: | [www.gov.uk/government/publications/quick-guide-to-towing-small-trailers](http://www.gov.uk/government/publications/quick-guide-to-towing-small-trailers)  |
| Recovery operations: | [www.gov.uk/government/publications/guide-for-recovery-operations](http://www.gov.uk/government/publications/guide-for-recovery-operations)  |
| Stretch limousines: | [www.gov.uk/government/publications/guidance-for-operators-of-stretch-limousines](http://www.gov.uk/government/publications/guidance-for-operators-of-stretch-limousines)  |
| Tinted windows: | [www.gov.uk/government/publications/tinted-windows-information](http://www.gov.uk/government/publications/tinted-windows-information)  |
| Horsebox and trailer owners: | [www.gov.uk/government/publications/guidance-for-horsebox-and-trailer-owners](http://www.gov.uk/government/publications/guidance-for-horsebox-and-trailer-owners)  |
| Bus and coach security: | [www.gov.uk/government/publications/bus-and-coach-security-recommended-best-practice](http://www.gov.uk/government/publications/bus-and-coach-security-recommended-best-practice)  |
| Private Hire Vehicles | <https://www.gov.uk/government/publications/private-hire-vehicle-licensing-guidance-note> |
| National Speed Limits | <https://www.gov.uk/speed-limits> |
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| **Driver CPC** |  |
| Driver CPC for lorry, bus and coach:  | [www.gov.uk/driver-certificate-of-professional-competence-cpc/overview](http://www.gov.uk/driver-certificate-of-professional-competence-cpc/overview) |
| Driver CPC courses in your area:  | <https://www.jaupt.org.uk/> |
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| **Driving Licences** |
| Driving licence categories:  | [www.gov.uk/driving-licence-categories](https://www.gov.uk/driving-licence-categories) |
| Driving licence codes:  | [www.gov.uk/driving-licence-codes](http://www.gov.uk/driving-licence-codes) |
| **Graduated fixed penalties and financial deposits** |
| Guide to graduated fixed penalties and financial deposits:  | [www.gov.uk/government/publications/guide-to-graduated-fixed-penalties-financial-deposits](http://www.gov.uk/government/publications/guide-to-graduated-fixed-penalties-financial-deposits) |
| Guide to vehicle immobilisation:  | [www.gov.uk/government/publications/guide-to-vehicle-immobilisation](http://www.gov.uk/government/publications/guide-to-vehicle-immobilisation) |
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| **Drivers hours, tachographs, working time, and overloading** |
| HGV driver – Staying LegalBasic responsibilities:  | [www.gov.uk/government/publications/staying-legal-heavy-goods-vehicle-drivers](http://www.gov.uk/government/publications/staying-legal-heavy-goods-vehicle-drivers) |
| Drivers' hours and tachographs – Goods Vehicles:  | [www.gov.uk/guidance/drivers-hours-goods-vehicles](https://www.gov.uk/guidance/drivers-hours-goods-vehicles) |
| PSV driver – Staying LegalBasic responsibilities:  | [www.gov.uk/government/publications/staying-legal-public-service-vehicle-drivers](http://www.gov.uk/government/publications/staying-legal-public-service-vehicle-drivers) |
| Drivers' hours and tachographs - Passenger-carrying Vehicles:  | [www.gov.uk/guidance/drivers-hours-passenger-vehicles](https://www.gov.uk/guidance/drivers-hours-passenger-vehicles) |
| The Safe Operator’s Guide | Awaiting updated document on www.gov.uk |
| Digital drivers cards:  | [www.gov.uk/government/publications/digital-drivers-cards-how-to-stay-within-the-law](http://www.gov.uk/government/publications/digital-drivers-cards-how-to-stay-within-the-law) |
| Working time regulations for mobile workers:  | [www.gov.uk/government/publications/working-time-regulations-for-mobile-workers](http://www.gov.uk/government/publications/working-time-regulations-for-mobile-workers) |
| Enforcement sanctions policy:  | [www.gov.uk/government/publications/enforcement-sanctions-policy](http://www.gov.uk/government/publications/enforcement-sanctions-policy) |
| Approved tachograph centres:  | [www.gov.uk/find-approved-tachograph-centre-atc](http://www.gov.uk/find-approved-tachograph-centre-atc) |
| Tachograph centre manual:  | [www.gov.uk/government/publications/the-approved-tachograph-centre-manual](http://www.gov.uk/government/publications/the-approved-tachograph-centre-manual) |
| Tachograph centre manual – special notices:  | [www.gov.uk/government/organisations/vehicle-and-operator-services-agency/series/tachograph-centre-manual-special-notices](http://www.gov.uk/government/organisations/vehicle-and-operator-services-agency/series/tachograph-centre-manual-special-notices) |
| Fitting a digital tachograph in M1 or N1 vehicles:  | [www.gov.uk/government/publications/guide-to-acceptable-fitment-location-of-digital-tachograph-vehicle-units-vus-in-m1n1-vehicles](http://www.gov.uk/government/publications/guide-to-acceptable-fitment-location-of-digital-tachograph-vehicle-units-vus-in-m1n1-vehicles) |
| The dangers of using magnets:  | [www.gov.uk/government/publications/dead-tired-dont-let-it-happen-to-you](http://www.gov.uk/government/publications/dead-tired-dont-let-it-happen-to-you) |
| Lorry types and weights:  | [www.gov.uk/government/publications/guide-to-lorry-types-and-weights](http://www.gov.uk/government/publications/guide-to-lorry-types-and-weights) |
| Avoid overloading - the basics:  | [www.gov.uk/government/publications/hgv-overloading-the-basics](http://www.gov.uk/government/publications/hgv-overloading-the-basics) |
| Stoneridge Tachograph SimulatorsLoad Security GuidanceSpanish Gov. Tachograph Simulator | <http://www.se5000.com/documentation.html> <https://www.gov.uk/government/publications/load-securing-vehicle-operator-guidance/load-securing-vehicle-operator-guidance#general-responsibilities><http://www.fomento.gob.es/MFOM/LANG_CASTELLANO/DIRECCIONES_GENERALES/TRANSPORTE_TERRESTRE/IGT/TACDIG/TACDIG_EN/> |
| **Safety inspections, maintenance and testing** |
| Find your nearest Authorised Testing Facility (ATF) or DVSA test station:  | <https://www.gov.uk/book-vehicle-annual-test> |
| Checking MOT tests and history: | [www.gov.uk/check-mot-history-vehicle](http://www.gov.uk/check-mot-history-vehicle) |
| Guide to maintaining roadworthiness:  | [www.gov.uk/government/publications/guide-to-maintaining-roadworthiness](http://www.gov.uk/government/publications/guide-to-maintaining-roadworthiness) |
| HGV driver walkround poster:  | [www.gov.uk/government/publications/heavy-good-vehicle-drivers-daily-walkaround-check](http://www.gov.uk/government/publications/heavy-good-vehicle-drivers-daily-walkaround-check) |
| HGV inspection manual (2015 consolidated version):  | [www.gov.uk/government/publications/hgv-inspection-manual](http://www.gov.uk/government/publications/hgv-inspection-manual)  |
| PSV driver walkround poster:  | [www.gov.uk/government/publications/public-service-vehicle-drivers-daily-walkaround-check](http://www.gov.uk/government/publications/public-service-vehicle-drivers-daily-walkaround-check) |
| PSV inspection manual (2015 consolidated version):  | [www.gov.uk/government/publications/psv-inspection-manual](https://www.gov.uk/government/publications/psv-inspection-manual) |
| Notifiable alterations – PSV:  | [www.gov.uk/government/publications/guide-to-notifiable-alterations-to-a-psv](http://www.gov.uk/government/publications/guide-to-notifiable-alterations-to-a-psv) |
| Categorisation of defects:  | [www.gov.uk/government/publications/categorisation-of-defects](http://www.gov.uk/government/publications/categorisation-of-defects) |
| HGV brake test:  | [www.gov.uk/government/publications/preparing-your-heavy-vehicle-for-brake-test](http://www.gov.uk/government/publications/preparing-your-heavy-vehicle-for-brake-test) |
| Braking connections when using a trailer:  | [www.gov.uk/government/publications/understanding-your-braking-connections-when-using-a-trailer](http://www.gov.uk/government/publications/understanding-your-braking-connections-when-using-a-trailer) |
| Automatic slack adjusters – maintenance guide:  | [www.gov.uk/government/publications/automatic-slack-adjusters-maintenance-guide](http://www.gov.uk/government/publications/automatic-slack-adjusters-maintenance-guide) |
| Conspicuity marking requirements:  | [www.gov.uk/government/publications/conspicuity-marking-requirements-on-goods-vehicles](http://www.gov.uk/government/publications/conspicuity-marking-requirements-on-goods-vehicles) |
| Dangerous and hazardous goods vehicles inspection:  | [www.gov.uk/government/publications/guide-to-the-inspection-of-dangerous-and-hazardous-goods-vehicles](http://www.gov.uk/government/publications/guide-to-the-inspection-of-dangerous-and-hazardous-goods-vehicles) |
| Seat belt installations:  | [www.gov.uk/government/publications/guide-to-changes-to-seat-belt-installations](http://www.gov.uk/government/publications/guide-to-changes-to-seat-belt-installations) |
| Maintenance software and computer storage of maintenance records:IVA Vehicle ApprovalIndividual Vehicle Approval (IVA) for cars: help to get a passIndividual Vehicle Approval (IVA) for lorries: help to get a passIndividual Vehicle Approval (IVA) for vans: help to get a pass | [www.gov.uk/government/publications/a-guide-to-the-use-of-maintenance-software-and-computer-storage-of-maintenance-records](http://www.gov.uk/government/publications/a-guide-to-the-use-of-maintenance-software-and-computer-storage-of-maintenance-records) <https://www.gov.uk/vehicle-approval/individual-vehicle-approval-manuals><https://www.gov.uk/government/publications/individual-vehicle-approval-iva-for-cars-help-to-get-a-pass><https://www.gov.uk/government/publications/individual-vehicle-approval-iva-for-lorries-help-to-get-a-pass><https://www.gov.uk/government/publications/individual-vehicle-approval-iva-for-vans-help-to-get-a-pass> |