



Register a Vehicle (**RAV**) Audit Health Check Workshop 2026



GDPR/Data Protection



IM Group – IMOLA (Not Mandatory)

RAV KEEPER INPUT FORM		
REGISTERED KEEPER DETAIL - To be completed by the customer at point of order.		
Title: _____	Initials: _____	Date of Birth: _____
Forename(s): _____		
Surname: _____		
Company: _____		
		DVLA Fleet Code: _____
Address: _____		
Town: _____		
Postcode: _____		
Email: _____		
Mob Phone: _____		Home Phone: _____
DATA PROTECTION ACT		
The information provided by the customer will be used for:-		
1) The registration of the keeper's vehicle with the Driving and Vehicle Licensing Agency.		
2) Recording details of the keeper and driver of the vehicle by ourselves and the Manufacturer, for product campaigns, service updates, centre network changes and other marketing initiatives.		
Both our dealership and the Manufacturer may wish to contact the customer with details of products and services that may be of interest to them and obtain their opinions. If they do not wish to receive this correspondence, please tick this box.		
I confirm that the information provided is correct and true to my knowledge.		
Customer Signature: _____ Date: _____		
VEHICLE DETAILS		
Model: _____	Fuel Type: _____	Stock No.: _____
V.I.N: _____		Colour: _____
LICENCE DETAILS		
Registration No: _____	Registration Date: _____	
Confirmation Date: _____	12 Months: _____	Extra Weeks: Y / N
Up to 14 days in advance		
RAV INPUT FORM		

The CRD Process



Registration – CRD Process

Keeper must check, sign and date a document printed in RAV called a Confirmation of Registration Details (CRD).

This confirms the vehicle, keeper and registration details that will be entered into RAV, New Scotland Yard (ANPR etc).

Confirmation of Registration Details Certificate (CRD)

There should always be 2 identical copies, both must be checked, signed and dated by the keeper.

If any incorrections are pointed out by the keeper, the relevant changes need to be made in RAV (edit option) before re printing a new corrected set of CRD's for the keeper to complete.

After registration, one copy is given to the keeper and the other is held by the dealer - 2 years retention period for audit.

Registration confirmation must only take place after the keeper signs and dates the CRD

Even for dealer own registrations (advised to get line manager or DP to action)

Confirmation of Registration Details Certificate (CRD) cont.

CRD certificates can be electronically signed (NOT by dealer staff), posted, scanned and emailed between the dealer and the keeper.

Can be signed on behalf of keeper (NOT by dealer staff) - provided all details of signatory are noted on the certificate.

Keeper should have seen and signed for new vehicle prior to registration.

CRD's must NOT be signed after the registration has been confirmed.

For 'First and Final' CRD process you must hold both for audit.

CRD for Fleet.

You should contact the fleet operator/keeper in advance to clarify their requirements.

You can sign on their behalf providing that you have a form of written consent or Authority to Register from them to do so.

A copy of this written consent or A to R must be supplied for audit.

Personal Registrations



Sale of Marks registrations

For Sale of Mark you need the original Certificate of Entitlement (V750) and it must be checked that it has not expired.

It must be the most recent document issued by the DVLA for this Mark.

Enter details taken from V750 and RAV will then validate and display the purchasers name and address.

Changes to returned address can be made and used in RAV if requested by the Customer.

Select Mark registrations cont..

You can only process certificate numbers starting with the letters A, B, C & D in front of the certificate number RAV.

If you are unable to process via online then post your application with the correct form and payment to the DVLA in a pre-addressed plastic envelope.

Make sure the keeper signs and dates their section.

You must complete the relevant DVLA section on the V750 in the right hand column with your Dealer Code number and date of registration and file original with RAV records for 2 years after registration.

Mark Retention



Personalised registration numbers

Retention Document (V778)

The customer must produce a V778 which shows these details.

You must check that the V778 is valid.

It must be the most recent document issued by the DVLA for this Mark.

The Original of the document must be kept on file for audit purposes for two years.

V750 & V778



Certificate of Entitlement

Please read the Guidance notes over the page
Online services available at dviaregistrations.direct.gov.uk

Serial number

V750

☐ Purchaser

☐ Vehicle registration number

Validation character

☐ Nominee

☐ Certificate number

☐ Date of agreement

1 Assigning this vehicle registration number

The Purchaser named above MUST fill in this section. Do not send the assignment application directly to DVLA, Swansea. Read note B over the page.

I, the Purchaser named above, apply to assign this vehicle registration number on to a

Unregistered vehicle ☐ or, Place an 'X' in the box that applies

Registered vehicle ☐

Please fill in the vehicle registration number and validation character of the registered vehicle below. These details are shown in Section 4 of the Vehicle Registration Certificate (V5C).

Vehicle registration number

Validation character

Date the tax disc runs out: DD MM YYYY

I understand that I have used my right to assign this vehicle registration number, and that any future application to transfer or retain this vehicle registration number will be subject to the Department for Transport's rules, as they exist at that time.

Purchaser (not Nominee) MUST sign in the box below:

Customer to Sign and Date

If you are signing for a partnership, limited company, or other legal entity, give your position in the firm:

If you want to add (if you do not have one) or change the Nominee details at the same time as assigning, you also need to fill in Section 2.

Official use only
Application type (tick box)

New Used C/T Retention

Replacement/first tax disc serial number

EPOS receipt number

For sections 2, 3 and 4 you can apply online at dviaregistrations.direct.gov.uk or to apply using this Certificate, put an 'X' in the box to show what you are applying for.

☐ 2 Nominee details (read note C over the page)

Fill in this section if you want to add (if you do not have one), or change the Nominee details on this Certificate.

I, the Purchaser named opposite, apply to add or change the Nominee details. I enclose the fee of £20.

First name

Customer to Complete

Surname

or Company Name

☐ 3 Extending your entitlement period (read note D over the page)

I, the Purchaser named opposite, apply to extend my entitlement period for a further:

One year: £5 ☐ Two years: £10 ☐ Three years: £15 ☐

Please tick one box only and enclose the relevant fee - not refundable.
NOTE: If you are applying for a Nominee change and an extension at the same time, you need to pay both fees.

☐ 4 Purchaser's change of address details (read note E over the page)

Post town

Post code

Daytime phone number

☐ 5 Refund of the assignment fee (read note F over the page)

I, the Purchaser named opposite, apply for a refund of the assignment fee (£20). This vehicle registration number has not been assigned and my right has run out. I understand that I can no longer assign this vehicle registration number.

Signature

Purchaser (not Nominee) MUST sign in the box below for Sections 2, 3, 4 and 5.

Customer to Sign and Date

If you are signing for a partnership, limited company, or other legal entity, give your position in the firm:

DVLA Local Office stamp

Date received in: DD MM

14/10/25

Code: 1350

An executive agency of the
Department for
Transport

2/10



Retention Document

Please read the Guidance notes over the page
Use BLOCK CAPITALS when you fill in the form.

Serial number

V778

☐ Grantee

☐ Vehicle registration number

Validation character

☐ Nominee

☐ Document reference number

☐ Date of issue of document

☐ Body type of the vehicle

☐ The vehicle registration number has come off

1 Assigning this vehicle registration number

The Grantee MUST fill in this section. Do not send the assignment application directly to DVLA, Swansea. Read note B over the page.

I, the Grantee, apply to assign this vehicle registration number on to a

Unregistered vehicle ☐ or, Registered vehicle ☐ Place an 'X' in the box that applies.

This vehicle registration number must be assigned to a vehicle before the date shown below.

Please fill in the vehicle registration number and validation character of the registered vehicle below. These details are shown in Section 4 of the Vehicle Registration Certificate (V5C).

Vehicle registration number

Validation character

Date the tax disc runs out: DD MM YYYY

I understand that I have used my right to assign this vehicle registration number, and that any future application to transfer or retain this vehicle registration number will be subject to the Department for Transport's rules, as they exist at that time.

Grantee (not Nominee) MUST sign in the box below:

Customer to Sign and Date

If you are signing for a partnership, limited company, or other legal entity, give your position in the firm:

If you want to add (if you do not have one) or change the Nominee details at the same time as assigning, you also need to fill in Section 2.

Official use only

Date of Assignment

DVLA Local Office Code

Section Code

Output Marker

2/10

Please put an 'X' in the box to show what you are applying for.

☐ 2 Nominee details (read note C over the page)

Fill in this section if you want to add (if you do not have one), or change the Nominee details on this Document.

I, the Grantee, apply to add or change the Nominee details on this Retention Document. I enclose the fee of £20.

First name

Customer to Complete

Surname

or Company Name

☐ 3 Extending your retention period (read note D over the page)

I, the Grantee, apply to extend my retention period for a further:

One year: £5 ☐ Two years: £10 ☐ Three years: £15 ☐

Please tick one box only and enclose the relevant fee - not refundable.
NOTE: If you are applying for a Nominee change and an extension at the same time, you need to pay both fees.

☐ 4 Grantee's change of address details (read note E over the page)

Post town

Post code

Daytime phone number

☐ 5 Refund of the assignment fee (read note F over the page)

I, the Grantee, apply for a refund of the assignment fee (£20). This vehicle registration number has not been assigned and my right has run out. I understand that I can no longer assign this vehicle registration number.

Signature

Grantee (not Nominee) MUST sign in the box below for Sections 2, 3, 4 and 5.

Customer to Sign and Date

If you are signing for a partnership, limited company, or other legal entity, give your position in the firm:

DVLA Local Office use only

Date received

Date processed

14/10/25

Code: 1350

Application/first tax disc serial number

EPOS timing information

T/O Period ☐ CC/CO ☐ Value ☐

2/10

An executive agency of the
Department for
Transport

Online Retention



Personalised registration numbers



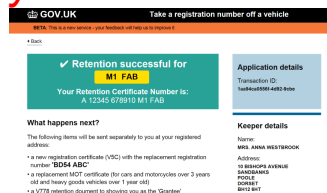
Online retentions:

If a customer uses the online service to 'Take a private number off a vehicle' (retain) they will be presented with a success page displaying the retention certificate number.

This number can then be used to 'Assign a private number to a vehicle' on the RaV service.

They will also receive an email with the same information.

A copy of the email/summary print document must be kept on file for audit purposes by the dealer for two years.



Take a registration number off a vehicle

 **Take a registration number off a vehicle**

BETA: This is a new service - your feedback will help us to improve it

[← Back](#)

✓ Retention successful for

M1 FAB

Your Retention Certificate Number is:
A 12345 678910 M1 FAB

Application details

Transaction ID:
1aa94ca0556f-4d92-9cbe

What happens next?

The following items will be sent separately to you at your registered address:

- a new registration certificate (V5C) with the replacement registration number **'BD54 ABC'**
- a replacement MOT certificate (for cars and motorcycles over 3 years old and heavy goods vehicles over 1 year old)
- a V778 retention document to showing you as the 'Grantee'
- a new registration certificate (V5C) with the replacement registration number **'BD54 ABC'**
- a replacement MOT certificate (for cars and motorcycles over 3 years old and heavy goods vehicles over 1 year old)
- a V778 retention document to showing you as the 'Grantee'

Print Full Summary

[Exit](#)

Keeper details

Name:
MRS. ANNA WESTBROOK

Address:
10 BISHOPS AVENUE
SANDBANKS
POOLE
DORSET
BH12 6HT

Address:
10 BISHOPS AVENUE
SANDBANKS
POOLE
DORSET
BH12 6HT

Email:
AWESTBROOK@SKY.COM

DVLA
Helpline

Telephone:
0300 790 6802

Textphone
18001 0300 123 1379

Lines open
Monday to Friday - 8am to 7pm
Saturday - 8am to 2pm

A copy of the email/summary print document must be kept by the dealer for audit purposes for two years.

Deregistration



Tip...

The DVLA will NOT de-register if it is deemed to be a dealership error where RAV procedures were not followed.

They may however take a lighter view if the de-registration is requested due to a problem caused by a keeper error.

Notify IM Group RAV Support Team who will first make sure vehicle can be deregistered in their records.

Present full facts to the DVLA on V996 within 7 days of the date of registration after having first contacted the IM Group RAV Support Team.

Deregistration - Procedure 1.

An application to cancel may only be made by the dealer who first registered the vehicle.

All applications for cancellation must be made in writing giving full reasons for the request.

Your application (V996) for or notifications of your intention to apply for de-registration must be received at the DVLA in Swansea within 7 working days of the registration date.

You must send your request to Swansea either via email - deregistrations@dvla.gsi.gov.uk

Or alternatively you can post your application to:-

Deregistration Team, DVLA, Swansea SA6 7JL.

Deregistration - Procedure 2.

Details Required from the Customer:

A signed declaration from the prospective purchaser confirming that the sale has not gone ahead and the reason for it must be received in order to fully assess the application.

DVLA will not assess your application without this information.

You must not ask the manufacturer to re-load the vehicle details into the RAV system until you have received writing confirmation that de-registration has been approved.



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Golden Rule...

Always contact the IM Group RAV Support Team first before contacting the DVLA



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Dealer Obligations

Legal & Procedural



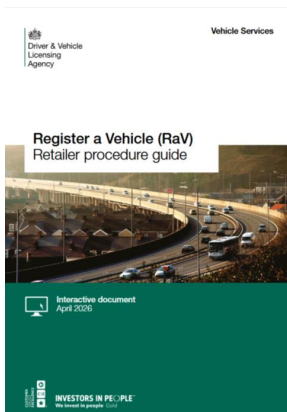
Insurance

It is a legal requirement for all motor vehicles to be insured.

Without valid insurance or an exemption letter it is not possible to confirm a registration or allow the vehicle to be used on a public road.

Proof of valid Insurance at the point of confirmation is still a requirement for vehicles being registered to a Northern Ireland address.

Failure to follow these instructions will result in the removal from the RaV service



Vehicle Insurance Disclaimer (NOT NI)

available FOC through Stallion News at www.stalliontrainingconsultants.co.uk



Vehicle Insurance Disclaimer Form

What does this mean for you?

It has not been a legal requirement to display a valid road tax disc on the windscreen of your vehicle since October 2014. Most new vehicles are registered by the selling dealer by either sending a document to the DVLA called a V55/1 or by registering on an electronic system called the Register A Vehicle licensing system (RAV). All vehicles must be taxed and insured for road use or declared as SORN if not.

RAV System

The RAV system allocated your new vehicle a registration number (unless a Sale of Mark or Retained Mark has been used) and allows the selling dealership to register and licence the vehicle on your behalf with the DVLA in real time for you before you collect it. This system is connected into the Motor Insurers Database and uploads all files onto the Automated Number Plate Recognition (ANPR) system used by the Police.

Vehicle Registration Document (V5c)

Sometimes still referred to as the vehicles 'Log Book' this document (V5c) along with any other paperwork due to you from the registering of your new vehicle will be posted direct to the address held on the DVLA system as used by your selling dealership at the point of vehicle registration. If your paperwork has failed to arrive or if you have any queries please use the main DVLA contact number + 0300 790 6802.

Insurance

It is the Registered Keeper/Drivers legal responsibility to ensure a vehicle is fully insured for road use before leaving the selling dealership. In Northern Ireland the vehicle must also be insured for the registration of the vehicle in the first place. Sometimes the insurance cover may have been provided by the selling dealer on behalf of the keeper but it is still the responsibility of the keeper/driver in this scenario to confirm cover is in place prior to driving the vehicle on a public road.

This disclaimer, once signed by you, will suffice to protect the dealership from any possible future legal responsibility or 'Failing to Provide a Duty of Care' should insurance conditions have not been met by the keeper/driver in any way.

For more information simply please speak to the sales consultant from whom you purchased your vehicle:

Keeper Signature: _____

Keeper Name: _____

Selling Dealer: _____ Dealer ID: _____

Registration Number: _____ Date of Registration: _____ Date of Collection: _____

Auditing Requirements



Audit tips

Keep all registration documentation filed separately – Not in the 'deal file'
File in Date of Registration order for 2 years.

ALWAYS KEEP:-

The CRD signed and dated correctly by the keeper.

If a 'First and Final' CRD Process is used hold both dealer copies.

A copy of the final registration confirmation print off. [can be re-printed].

The signed RAV keeper input/Data Protection form.

Insurance documentation as advised.

Copies of documentation for Disabled Tax exempt and original for Sale of Mark, Mark Retention registrations and correctly marked by keeper and dealer.

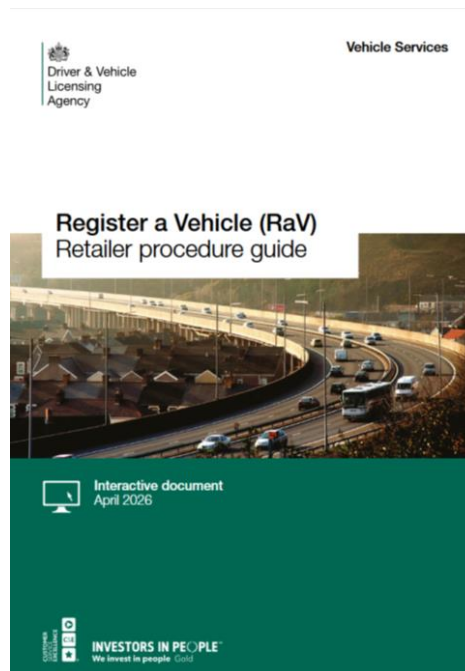
Audit tips cont...

Copies of any 'Contingency' paperwork.

Copies of any authority documentation for fleet registrations (CRD).

Minimum of 2 Manufacturer IMG trained RAV Operators per dealer code.

A copy of the latest DVLA RAV Retailer Procedure guide.





Already Started



Audit Procedure 2026

All dealerships selected will be emailed a sheet containing details of Registration Numbers selected for audit and quiz details after the 16th October.

Please let us know **NOW** if any of your team have not been RAV trained by IM Group so they can be booked onto a training session.

Email direct to graham@stalliontrainingconsultants.co.uk

Scan and email your documents via 'We Transfer' (which is a free GDPR European Secure Mail system) back to the email address above.

Ensure you '**Save As**' your file for transfer on your pc in the following format:-

Dealer Name_Dealer Code_Location

for example... Stallion Subaru Motors_090999_East Grinstead.

***** Do NOT save file as RAV Audit 2026 *****

You will have 2 weeks from when the email arrives to send your documents and complete the quiz....

Health Check Audit Report



IMG RAV Health Check Audit 2026

Dealer Name: James Bond Motors: Dealer Code (MVRIS): 00007

Date: As per date of arrival.....:

**Please can you scan and We Transfer to us your RAV Registration
Paperwork for the following registrations to:**

SL25MDX

SN75WRJ

N18ERF

BJ06MCK

AFN46

R15BDB

SK25ZZV

SM25MUC

CA13HEN

EL04OLV

admin@stalliontrainingconsultants.co.uk

You MUST use the free secure internet email system called 'We Transfer' for this. You can find it at: <https://wettransfer.com/> and click on the 'I just want to send files' option. Do NOT Save your Files as RAV Audit 2026

Please ensure that you include a copy of this document within the paperwork sample plus the [following](#):

All Confirmation of Registration Details papers (CRD's) both first and final copies, Recommended proof of insurance cover at handover (at point of registration mandatory N Ireland) or Ins Disclaimer, drive away cover etc, RAV Keeper Input Form for GDPR/Data Protection, Final Registration Confirmation print and any further paperwork to back up your registrations which may include V750 or V778 (colour originals please) or any other Personal Registration summary prints, emails or docs.

Please complete this and ensure ALL Certified RAV Operators complete the online quiz within 2 weeks of today's date.

To do the Health Check Audit Quiz online go to:
<http://tests.stalliontrainingconsultants.co.uk/quiz/QuizLogin.html>
Enter your full name in normal format as below
Example:
John Smith
The password is: [imghc](#)

Following the auditing of your paperwork and completion of the online quiz we will contact you to discuss the result:

FOR ALL QUERIES: admin@stalliontrainingconsultants.co.uk

*** Monday – Thursday 10am – 16.00pm *** Friday – 10am – 15.00pm ***

We do not operate a telephone service



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Health Check Audit Report

All Confirmation of Registration Details papers (CRD's) **both first and final copies**, Recommended proof of insurance cover at handover (at point of registration mandatory N Ireland) or Ins Disclaimer, drive away cover etc, RAV Keeper Input Form for GDPR/Data Protection, Final Registration Confirmation print and any further paperwork to back up your registrations which may include V750 or V778 (colour originals please) or any other Personal Registration summary prints, emails or docs.

Please complete this and ensure **ALL** Certified RAV Operators complete the online quiz within 2 weeks of today's date.



You Have 2 Weeks to Complete Stage 1

Scan and 'We Transfer' docs and take quiz



We Will Need 2 Weeks to Complete Stage 2

Auditing of Documentation



After we email you with the results of your paper audit and quiz you will have 2 Weeks to complete remedial process and (if required) retake and pass the quiz to close the audit



Health Check Audit – Closing the Audit

All dealerships paperwork will be audited and quiz scores reviewed.

You will be emailed to discuss how your dealership has fared on the programme

Top Score = 100%

Pass Mark = 95%

Fail = 94% and below (Re Audit or Removal of RAV Facility)

Remedial will be issued for anything less than 100%.

Those scoring less than 16/20 for the quiz will be asked to re take it until a pass is achieved after we have supplied details of where you went wrong first time.

Once all RAV Operators have passed quiz dealership simply need to email admin@stalliontrainingconsultants.co.uk with the words “Audit Remedial All Confirmed” which tells IM Group all areas which resulted in a points drop will be corrected immediately.

This will close your audit for 2026.

PLEASE BE AWARE OF MD AND AREA MANAGER INVOLVEMENT

Online Audit RAV Quiz 2026



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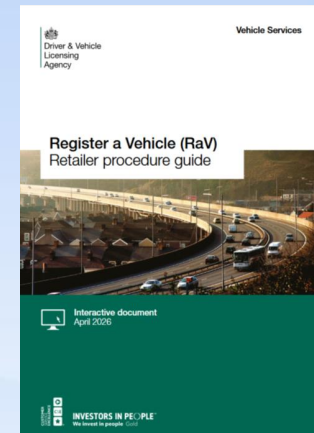
Stallion Training Consultants

Available 24/7

Name

Password

[Login](#)



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AFRL Consultancy & Systems Training

Stallion Training Consultants are based in West Sussex, near to Gatwick Airport, where we work predominantly within the Motor Industry. We pride ourselves on the basic fact that we never advertise, mainly working from a client satisfaction, testimonial basis, as being the way we gain new business and new clients.



**Great Wall**

**PEUGEOT**

**TOYOTA**

**MAZDA**

**LEXUS**

**CITROËN**

**JAGUAR**

**LAND-ROVER**

**KIA**

**SUBARU**

**VOLVO**

**Contact Us**
07500 903923
or click here

"Thank you for your teams hard work. Sam has definately made a big impression with our dealers and the VCUK Academy" - Volvo Cars

Client Login – RaV Test

 Stallion Training Consultants



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Client Login



Client Login Dashboard

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Enter - Username & Password supplied



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Name

Password

[Login](#)



Please read text on first and final screens fully



Quiz...

- * 20 questions, all new and in a new order chosen by IM Group RaV Team.
- * Available for 2 weeks to take from when audit email arrives with you after the 16th October.
- * Pass Mark 16/20.
- * **NO CERTIFICATE ISSUED.**
- * If you fail the quiz it will be reset **after** remedial has been issued during part 2 of the programme.

Any Problems with the online quiz please use the
'Contact Us' option
on

www.stalliontrainingconsultants.co.uk

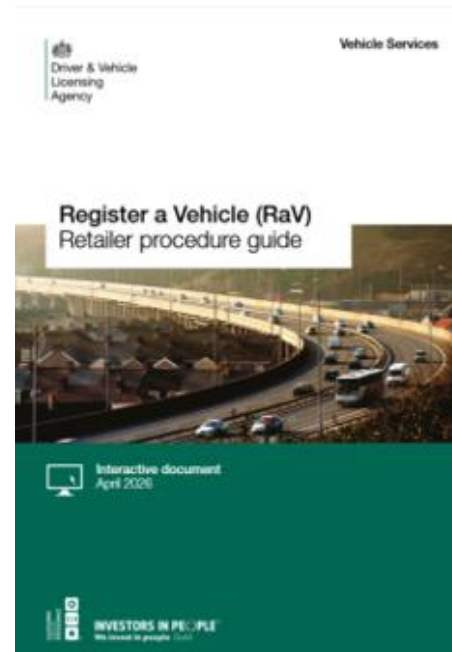


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2026 Quiz Guidelines...

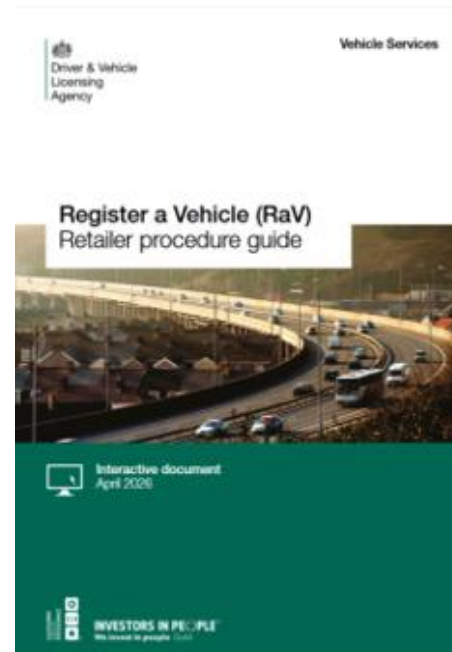
- Q1 Reference: Page 4*
- Q2 Reference: Page 4*
- Q3 Reference: Page 4*
- Q4 RaV Contract
- Q5 Reference: Page 4*
- Q6 IMG Training
- Q7 Reference: Page 8*
- Q8 Reference: Page 8*
- Q9 Reference: Page 16*
- Q10 IMG Training

* = DVLA Manual



2026 Quiz Guidelines Cont...

Q11	IMG Training
Q12	IMG Training
Q13	Reference: Page 17*
Q14	Reference: Page 17*
Q15	Reference: Page 16*
Q16	IMG Training
Q17	Reference: Page 4*
Q18	Reference: Page 16*
Q19	Reference: Page 19*
Q20	Reference: Page 16*



IMPORTANT

**Any Problems with logging onto the online quiz please use the
'Contact Us' option on www.stalliontrainingconsultants.co.uk
Fill out the form and we will reply to you**

**** PLEASE NOTE THAT THE 'VIEW QUESTIONS' and 'GET CERTIFICATE' OPTIONS ARE DISABLED FOR THIS QUIZ *****



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STC Points of Contact during Programme

Please use for all programme communication (other than quiz and training).

admin@stalliontrainingconsultants.co.uk

Hours of Help Desk Support.

Monday to Thursday = 10:00am – 16:00pm
Friday = 10:00am – 15:00pm
Saturday and Sunday = Closed

NB: We do NOT offer a telephone service during the audit...Only email.



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Tip...

**Always contact your manufacturers RAV Support Team first
before contacting the DVLA**

Mark Whiston
IT Support Specialist

The Gate
International Drive
Solihull
B90 4WA
United Kingdom

Office: +44 (0) 121 747 4000

Tel: +44 121 730 8121

itsupportuk@imgroup.co.uk



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Golden Rule...

Always contact the IM Group RAV Support Team first before contacting the DVLA



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Things to do.....

- 1 Ensure **ALL** RaV users have been IM Group trained, book onto training if not.
- 2 Plan manpower for working on Audit Report (Released after 16th).
- 3 Accept STC call from admin team and supply information requested.
- 4 Act on Audit Report straight away and prepare docs for submission.
- 5 All users to take quiz for first attempt.
- 6 Check docs before sending, further docs cannot be accepted. (only 1 submission)
- 7 After you have your documentation audit results re-take quiz. (if required)
- 8 Close audit for 2026 by emailing the words “Audit Remedial All Confirmed”.