

Vehicle Licensing Guide

Independent Dealer-Operator Recertification Exam VLIC-7.010

Original Date: 01/15/2011

Revision Date: 07/01/2024

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POLICY	
Title: Independent Dealer-Operator Recertification Exam	
Effective Date: 01/15/2011	Revision Date: July 1, 2024
Authority: Code of VA: §§ 46.2-1503.4 , 46.2-1506.1 , 46.2-1586 , and 46.2-1589	
Policy: Virginia DMV is authorized to administer the Motor Vehicle Dealer Board (MVDB) Dealer-Operator Recertification exam. <<<<<REVISION <ul style="list-style-type: none">• This exam may ONLY be taken by a qualified Independent Dealer - Operator.• This exam is only administered in English, using SecuriTest. There is no audio for this exam, and a paper exam is not available. END REVISION>>>>>	
Exception: N/A	

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BACKGROUND

<<<<<REVISION

Virginia Code requires independent motor vehicle dealer-operators to recertify their dealer operator certificate of qualification every 2 years. The MVDB sends a recertification notice to independent dealer-operators in advance of their recertification deadline date.

Independent motor vehicle dealer-operators may recertify their dealer-operator certificate of qualification by either:

- Completing an Independent Dealer-Operator course of study with an outside vendor,
OR
- Passing a Dealer-Operator Recertification exam at DMV.
 - **NOTE:** The exam is offered on demand, there are no restrictions to the number of exam attempts, and the \$50 fee is paid each exam attempt. **END REVISION>>>>>**

IMPORTANT: Do not confuse the independent dealer-operator recertification exam in this procedure with dealer-operator qualification testing for first-time dealer-operator licenses (refer to [VLIC-7.005](#)).

Determining the Correct Dealer-Operator Test		
Independent Dealer-Operator Recertification (Follow guidelines in this procedure VLIC-7.010)	Dealer-Operator Qualification Testing (Follow guidelines in VLIC-7.005)	
Independent Dealer-Operators (IDOs)	Independent Dealer-Operators (IDOs)	Franchise-Dealer Operator
<p>Applicant for Recertification Testing Must: <<<<<REVISION</p> <ul style="list-style-type: none"> • Already hold a valid independent dealer-operator (IDO) qualification and be due for recertification (every 2 years) • Submit the MVDB 57 to DMV at time of testing • Show a valid driver's license or other DMV approved photo ID • Pay to DMV the qualification test fee • Take the 100 question Independent Dealer-Operator Recertification test <p>NOTE: This test can be taken as many times as necessary, but the customer must pay the exam fee before each attempt. END REVISION>>>>></p>	<p>Applicant for IDO Qualification Must:</p> <ul style="list-style-type: none"> • Prior to coming to DMV, take and pass the outside 2-day study course • Submit to DMV the Dealer-Operator/Salesperson Qualification Testing Application (MVDB 57) • Pay to DMV the qualification test fee • Submit a valid photo identification (i.e. driver's license) • Take the appropriate test: <ul style="list-style-type: none"> ◦ Independent Dealer-Operator test ("I"-80 questions)-for applicants who hold a current Salesperson's license OR ◦ Combined Dealer/Salesperson ("C"-100 questions) for applicants with no current Salesperson's license <p>NOTE: Test can be retaken as many times as desired provided the fee is paid each time. The MVDB 57 may be submitted two times.</p>	<p>Applicant for FDO Qualification Must: IMPORTANT: No outside course is required for franchised dealer qualifications.</p> <ul style="list-style-type: none"> • Submit to DMV the Dealer-Operator/Salesperson Qualification Testing Application (MVDB 57) • Pay to DMV the qualification test fee • Submit a valid photo identification (i.e. driver's license) • Take the appropriate test: <ul style="list-style-type: none"> ◦ Franchise Dealer-Operator test ("F"-80 questions)-for applicants who hold a current Salesperson's license OR ◦ Combined Dealer/Salesperson ("C"-100 questions) for applicants with no current Salesperson's license <p>NOTE: Test can be retaken as many times as desired provided the fee is paid each time. The MVDB 57 may be submitted two times.</p>

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CUSTOMER REQUIREMENTS

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1. Present the "Dealer Operator/Salesperson Qualification Test Application" ([MVDB 57](#)). **END REVISION>>>>>**
2. Present a valid photo ID issued by a U.S. state, jurisdiction, or territory.
3. Pay test fee.
 - a. The test fee is non-refundable.
4. Comply with exam requirements in the test area.

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FRONT COUNTER CSR

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1. Collect the "Dealer Operator/Salesperson Qualification Test Application" ([MVDB 57](#)) and a valid photo ID.
 - If the customer does not have a valid photo ID, do not initiate the exam.
2. Compare and verify name and photo on the customer's license with person presenting the MVDB 57.
END REVISION>>>>>
3. Initiate the qualification transaction in the system.
4. Collect the test fee.
 - a. The test fee is non-refundable and required with each attempt.

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KNOWLEDGE TESTING CSR PROCESS

1. Call customer to examiner console.
2. Verify exam to be administered with customer.

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3. Compare and verify name and photo on the customer's license with person presenting the "Dealer Operator/Salesperson Qualification Test Application" ([MVDB 57](#)). **END REVISION>>>>>**
 - If the customer **does not** have a valid driver's license or identification card, **do not** administer the exam. Advise customer that a valid government issued photo identification driver's license is required to take the exam. **END REVISION>>>>>**
4. Review exam testing area requirements with the customer.
 - Must not use a cell phone in exam area.
 - Must not leave the test area for any reason.
 - Must not use notes or any reference material during the exam.
 - Must not seek assistance with exam from anyone other than a DMV employee.
 - Must not talk during the exam.
 - No audio or written options exist for this exam.

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5. Once the customer has finished the exam, complete the DMV section of the [MVDB 57](#):
 - a. If the customer **PASSES** the exam:
 - i. Recall the transaction and record the test results.
 - ii. On the MVDB 57, write the date, "Passed" and stamp and initial the form.
 - iii. Inform the customer that they will receive additional correspondence from the MVDB.
 - iv. Return the MVDB 57, "Certificate of Qualification" receipt, and photo ID to the customer.
 - b. If the customer **FAILS** the exam:
 - i. Recall the transaction and record the test results.
 - ii. Stamp and initial the MVDB 57 and write "Failed".
 - iii. Advise the customer the exam can be taken as many times as the customer wants, and a \$50 fee is paid at each attempt.
 - iv. Return the MVDB 57 and photo ID to the customer.

NOTE: The MVDB 57 may be reused once if the customer wishes to retake the examination. After the second use, the customer must complete a new MVDB 57. **END REVISION>>>>>**

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POINTS TO REMEMBER

- MVDB determines and notifies those dealers who are required to recertify.
<<<<<REVISION
- This exam is offered in English only. There is no audio for this exam and a written exam is not available.
- The exam recertification exam fee is collected by DMV, not by the MVDB. This fee is non-refundable.
- Applicant must submit the [MVDB 57](#) and a valid photo ID to be eligible to test.
 - If the customer **does not** a valid photo ID, **do not** administer the exam. **END REVISION>>>>>**

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RELATED LINKS

[Motor Vehicle Dealer Board](#)
[Independent Dealer-Operator Recertification Program](#)

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CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- Education & Compliance Specialist, Motor Vehicle Dealer Board (804) 367-1100.

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PROCEDURE PROPONENT

- Motor Vehicle Dealer Board
- Customer Service Management Administration (CSMA)

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