

**Correct as at 28th April 2026. It may be superseded at any time.**

**Extract taken from:** PRS & QMS > PRS: Light vehicle repair certification > Technical part > Vision > Windscreen

3-1 Windscreen

## Requirements

|       | What the Transport Agency expects of you   | How the Transport Agency will assess your performance   |
|-------|--|---|
| 3.1.1 | <p><b>Correct technical decisions</b></p> <p>You thoroughly inspect all repairs to windscreens and correctly determine whether the repairs comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the <a href="#">VIRM: Light vehicle repair certification</a>.</p> | <p>The Transport Agency will:</p> <ul style="list-style-type: none"> <li>• talk to you</li> <li>• observe you at work</li> <li>• inspect vehicles which you have certified</li> <li>• inspect inspection and certification documents you use and complete</li> <li>• inspect information you enter into the Transport Agency computer system.</li> </ul> <p>The Transport Agency may:</p> <ul style="list-style-type: none"> <li>• take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.</li> </ul> |
| 3.1.2 | <p><b>Technical competence</b></p>   |   |

You are competent in all technical aspects relating to windscreen repairs including their compliance with Land Transport Rules. This means you are competent in:

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to windscreen repairs and the assessment of windscreen repairs
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on windscreen repairs and the assessment of windscreen repairs.

- the ability to assess the condition of windscreen repairs
- The ability to assess the condition of windscreen repairs (i.e. [V](#)...
- The ability to assess the condition of windscreen repairs
- the ability to assess the condition of windscreen repairs

**3.1.3**

**Technical equipment**

You have:

- a hand-held inspection lamp, and
- a tape measure
- assorted hand tools

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

## Scores

|       | Score   |  |   |  |
|-------|---|--|---|--|
|       | 0   | 1  | 2   | 3  |
| 3.1.1 | <p><b>Correct technical decisions</b></p>   |  |   |  |
|       | <p>You do not thoroughly inspect all windscreen repairs or correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is <b>likely to compromise</b> the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• a windscreen displays damage that exceeds the threshold for repair or replacement, or</li> <li>• a replacement windscreen is not laminated.</li> </ul> | <p>You do not thoroughly inspect all components or correctly determine whether the windscreen repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance <b>may compromise</b> the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• a windscreen cannot be demonstrated to comply with an appropriate standard, or</li> <li>• the type of windscreen adhesive used is unknown.</li> </ul> | <p>You do not thoroughly inspect all components or correctly determine whether the windscreen repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is <b>unlikely to compromise</b> the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• a windscreen has been repaired to the correct standard, but there is no documentation available to support it.</li> </ul> | <p>You thoroughly inspect all components and correctly determine whether the windscreen repairs comply with all Transport Agency requirements.</p> |
| 3.1.2 | <p><b>Technical competence</b></p>  |  |   |  |

|   |   |   |
|---|---|---|
| <p>You demonstrate:</p> <ul style="list-style-type: none"> <li>• some competence in the technical aspects relating to windscreen repairs, or</li> <li>• a level of competence that <b>may compromise</b> the safety of vehicle occupants or other road users.</li> </ul> <p>This means there are <b>some gaps in your knowledge</b> of, or skills in:</p> <ul style="list-style-type: none"> <li>• the assessment of windscreen repairs, or</li> <li>• the Transport Agency requirements (including <a href="#">VIRM</a> requirements) relating to windscreen repairs, or</li> <li>• Transport Agency guidelines relating to windscreen repairs, or</li> <li>• the operation of the equipment you use for inspecting windscreen repairs.</li> </ul> <p>This means there are <b>significant gaps in your knowledge</b> of, or skills in:</p> <ul style="list-style-type: none"> <li>• the</li> </ul> | <p>You demonstrate:</p> <ul style="list-style-type: none"> <li>• adequate competence in the technical aspects relating to windscreen repairs, or</li> <li>• a level of competence that is <b>unlikely to compromise</b> the safety of vehicle occupants or other road users.</li> </ul> <p>This means there are <b>minor gaps in your knowledge</b> of, or skills in:</p> <ul style="list-style-type: none"> <li>• the assessment of windscreen repairs, or</li> <li>• the Transport Agency requirements (including <a href="#">VIRM</a> requirements) relating to windscreen repairs, or</li> <li>• Transport Agency guidelines relating to windscreen repairs, or</li> <li>• the operation of the equipment you use for inspecting windscreen repairs.</li> </ul> | <p>You can demonstrate <b>comprehensive competence</b> in the technical aspects relating to windscreen repairs, including their compliance with Land Transport Rules.</p> <p>This means you can demonstrate <b>comprehensive knowledge</b> of, and skills in:</p> <ul style="list-style-type: none"> <li>• the assessment of windscreen repairs</li> <li>• the Transport Agency requirements (including <a href="#">VIRM</a> requirements) relating to windscreen repairs</li> <li>• Transport Agency guidelines relating to windscreen repairs</li> <li>• the operation of the equipment you use for inspecting windscreen repairs.</li> </ul> |
|---|---|---|

|                     |  |   |   |  |
|---------------------|--|---|---|--|
| <p><b>3.1.3</b></p> | <p><b>Technical equipment</b></p>  |   |   |  |
|                     | <p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p> | <p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p> | <p>All specified equipment is available, in working order and in at least adequate condition.</p> | <p>All specified equipment is available and in good condition and working order.</p> |