

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 It may be superseded at any time.

Extract taken from: PRS & QMS > PRS: Low volume vehicle certification > General part > Certification outcomes

1 Certification outcomes

Requirements

	What NZTA expects of you	How NZTA will assess your performance
1.1	Correct certification outcomes	
	<p>You:</p> <ul style="list-style-type: none"> • consistently identify vehicles and components correctly • consistently certify vehicles and components only if they comply with all legal requirements • consistently do not certify vehicles and components that do not comply with all legal requirements • do not deny certification of vehicles or components if they comply with all legal requirements. 	<p>NZTA will:</p> <ul style="list-style-type: none"> • observe you at work • inspect vehicles and components after you have certified them • inspect your LVV certification forms and form-sets <p>NZTA may carry out 'mystery shopper' or re-inspection exercises.</p>
1.2	Correct technical decisions	
	<p>You are consistently correct in determining if the vehicles or components you are asked to certify comply with all legal requirements, taking into account technical information supplied by NZTA and LVVTA.</p>	<p>NZTA will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles and components after you have certified them • inspect inspection and certification documents you use and complete. <p>NZTA may carry out 'mystery shopper' or re-inspection exercises.</p>
1.3	Technical competence	

You NZTA will:

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- talk to you
- observe you at work
- inspect your [Training record](#).

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Scores

Score				
0	1	2	3	
1.1	Correct certification outcomes			
	<p>You regularly do not achieve the correct certification outcomes.</p> <p>This means you regularly:</p> <ul style="list-style-type: none"> do not identify vehicles or components correctly certify vehicles or components that do not comply with all legal requirements. <p>The incorrect certification outcomes are likely to result in a compromise to the safety of vehicle occupants or other road users.</p>	<p>You sometimes do not achieve the correct certification outcomes.</p> <p>This means you sometimes:</p> <ul style="list-style-type: none"> do not identify vehicles or components correctly certify vehicles or components that do not comply with all legal requirements, or deny certification of vehicles or components that do comply with all legal requirements. <p>The incorrect certification outcomes may result in a compromise to the safety of vehicle occupants or other road users.</p>	<p>You usually achieve the correct certification outcomes.</p> <p>This means you usually:</p> <ul style="list-style-type: none"> identify vehicles or components correctly, and certify vehicles or components only if they comply with all legal requirements, and do not certify vehicles or components that do not comply with all legal requirements, and do not deny certification of vehicles or components if they comply with all legal requirements. <p>The incorrect certification outcomes do not compromise the safety of vehicle occupants or other road users.</p>	<p>You consistently achieve the correct certification outcomes.</p> <p>This means you:</p> <ul style="list-style-type: none"> consistently certify vehicles or components only if they comply with all legal requirements, and consistently do not certify vehicles or components that do not comply with all legal requirements, and do not deny certification of vehicles or components if they comply with all legal requirements.
1.2	Correct technical decisions			

Your score is the average score of your performance in meeting Waka Kotahi expectations for 'Correct technical decisions' in the [Technical part](#) of the performance review system.

1.3

Technical competence

Your score is the average score of your performance in meeting Waka Kotahi expectations for 'Technical competence' in the [Technical part](#) of the performance review system.

2 Competence

Requirements

	What NZTA expects of you	How NZTA will assess your performance
2.1	<p>Correct certification outcomes</p>	
	<p>You are consistently correct and accurate in relation to ordering and affixing LVV certification plates (including electronic data plates).</p>	<p>NZTA will:</p> <ul style="list-style-type: none"> • observe you at work • inspect information you supply for LVV certification plate production (including electronic data plates).
2.2	<p>Correct entry of certification information</p>	
	<p>Not applicable to LVV certification.</p>	
2.3	<p>Administrative competence</p>	
	<p>You consistently comply with all legal requirements relating to LVV certification documents. This means you consistently:</p> <ul style="list-style-type: none"> • complete the LVV forms and form-sets fully, accurately and legibly with particular attention to details such as vehicles' VIN or chassis numbers • ensure that all forms and form-sets are signed, if required, by the appropriate person • correctly obtain and assess any external documents supplied by outside parties (eg vehicle owners or manufacturers) that you rely on in your certification work, such as such as non-destructive test reports and wheel alignment reports • handle all inspection and certification documents appropriately or as required, eg you forward them to LVVTA, hand the F001 and F004 to the vehicle owner, and file your copy of the F001 and F005 (where applicable). 	<p>NZTA will:</p> <ul style="list-style-type: none"> • ask questions to check your competence • observe you at work • inspect your LVV certification documents • inspect the records you keep.

Scores

Score				
0	1	2	3	
2.1	Correct certification outcomes			
	<p>You regularly do not use LVV certification plates correctly.</p> <p>This means you regularly:</p> <ul style="list-style-type: none"> • provide inaccurate information when ordering LVV certification plates, or • do not affix LVV certification plates to vehicles correctly, or • do not return unused LVV certification plates to the LVV System Administrator. 	<p>You sometimes do not use LVV certification plates correctly.</p> <p>This means you sometimes:</p> <ul style="list-style-type: none"> • provide inaccurate information when ordering LVV certification plates, or • do not return unused LVV certification plates to the LVV System Administrator within reasonable timeframes. <p>OR</p> <p>You occasionally make a more serious mistake such as incorrectly affixing an LVV certification plate.</p>	<p>You usually use LVV certification plates correctly.</p> <p>This means you consistently affix LVV certification plates correctly, but you make the occasional mistake when ordering LVV certification plates.</p>	<p>You consistently use LVV certification plates correctly.</p> <p>This means you consistently provide accurate information when ordering LVV certification plates, affix LVV certification plates correctly, and return unused LVV certification plates to the LVV System Administrator promptly.</p>
2.2	Correct entry of certification information			
	Not applicable.			
2.3	Administrative competence			

<p>You can demonstrate little or no competence in the administrative aspects of the inspection and certification work carried out by your business.</p> <p>This means you have significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • • 	<p>You can demonstrate some competence in the administrative aspects of the inspection and certification work carried out by your business.</p> <p>This means you have some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the correct use of LVV forms and form-sets and other relevant documents, or • using the performance review system. 	<p>You can demonstrate adequate competence in the administrative aspects of the inspection and certification work carried out by your business.</p> <p>This means you can demonstrate adequate knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the correct use of LVV forms and form-sets and other relevant documents. <p>However, you have minor gaps in knowledge of, and skills in, using the performance review system.</p>	<p>You can demonstrate comprehensive competence in all administrative aspects of the certification work carried out by your business.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the correct use of LVV forms and form-sets and other relevant documents, and • using the performance review system.
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3 Resources

Requirements

	What NZTA expects of you	How NZTA will assess your performance
3.1	Facilities	
	<p>The facilities that you use:</p> <ul style="list-style-type: none"> comply with the facilities requirements specified in section 1.1 of the LVVTA Operating Requirements Schedule 	NZTA will inspect one or more of the facilities that you use.
3.2	Technical equipment	
	<p>You have, or have ready access to all technical equipment as required by section 1.2 of the LVVTA Operating Requirements Schedule</p> <p>The equipment is complete, up-to-date and in good condition.</p>	NZTA will inspect the technical equipment you use.
3.3	Administrative equipment	
	<p>Currently no special administration equipment is required by the LVV certifier.</p> <p>Do not score this section, it is not required.</p>	
3.4	Technical information	
	<p>You have, or have ready access to, all technical information required by NZTA and LVVTA, required by section 2 of the LVVTA Operating Requirements Schedule</p> <p>The information is complete, up-to-date and in good condition.</p>	NZTA will inspect your technical information.
3.5	Controlled certification documents	
	<p>You have available blanks of all current LVVTA forms and form-sets you must use and complete as part of your inspection and certification work.</p>	NZTA will inspect your forms and form-sets.

3.6

Certification staff

You are doing inspections and certification work and hold current and appropriate NZTA appointments for the certification work you carry out.

You hold current driver licences for the types of vehicle you are required to drive/operate.

You have current public liability and professional indemnity insurance.

NZTA will:

- talk to you
- observe you at work
- inspect your drivers licence
- inspect your insurance documentation.

Scores

					Score					
					0	1	2	3		
3.1	Facilities									
	<p>The facilities you use do not meet the requirements specified in section 1.1 of the LVVTA Operating Requirements Schedule</p> <p>This means the facilities are deficient to an extent that they adversely affect your certification decisions or certification outcomes.</p>		<p>Some of the facilities you use meet the requirements specified in section 1.1 of the LVVTA Operating Requirements Schedule, but you do not always use those facilities.</p> <p>This means there are times when the facilities you use are deficient to an extent that they adversely affect your certification decisions or certification outcomes.</p>		<p>The facilities you use meet the requirements specified in section 1.1 of the LVVTA Operating Requirements Schedule</p> <p>However, there are some minor aspects of the facilities that could be improved. Minor aspects are those that do not adversely affect your certification decisions or certification outcomes but that, if improved, would make your inspection and certification work easier or more efficient.</p> <p>For example, there may be areas where lighting could be improved, or where the facilities could be better organised.</p>		<p>The facilities you use meet all requirements specified in section 1.1 of the LVVTA Operating Requirements Schedule</p>			
3.2	Technical equipment									
	<p>Your score here is the average score of your performance in meeting NZTA's expectations for 'Technical equipment' in the Technical part of the Performance Review System.</p>									
3.3	Administrative equipment									
	<p>Not applicable</p>									

<p>3.4</p>	<p>Technical information</p>			
<p>You do not have, or do not have ready access to the technical information required by section 2 of the LVVTA Operating Requirements Schedule</p>	<p>You have, or have ready access to all the technical information required by. The information is complete but not up-to-date.</p> <p>For example, when you receive an amendment to a manual, you do not update it as promptly as you could.</p>	<p>You have, or have ready access to all the technical information required by section 2 of the LVVTA Operating Requirements Schedule</p> <p>The information is complete and up-to-date, but not in good condition.</p> <p>For example, pages from a manual have been taken out at some stage and then put back in the wrong place (ie, the pages are no longer in the right order, making it difficult to find items).</p>	<p>You have, or have ready access to all the technical information required by section 2 of the LVVTA Operating Requirements Schedule</p> <p>The information is in complete, up-to-date and in good condition.</p>	
<p>3.5</p>	<p>Controlled certification documents</p>			
<p>You do not have available blanks of most or any of the LVV forms and form-sets you must use and complete as part of your inspection and certification work.</p>	<p>You do not have available blanks of some of the LVV forms and form-sets you must use and complete as part of your inspection and certification work.</p>	<p>You have available blanks of most LVV forms and form-sets you must use and complete as part of your inspection and certification work.</p>	<p>You have available blanks of all current LVV forms and form-sets you must use and complete as part of your inspection and certification work.</p>	
<p>3.6</p>	<p>Certification staff</p>			

<p>You do not have</p> <ul style="list-style-type: none">• <p>or</p> <ul style="list-style-type: none">•			<p>You hold:</p> <ul style="list-style-type: none">• current driver licences for the types of vehicles you are required to drive/operate as part of your work• a current and adequate professional indemnity insurance policy for your LVV certification work.
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4 Management

Requirements

	What NZTA expects of you	How NZTA will assess your performance
4.1	Management of competence	
	<p>You have a coordinated approach to managing your competence in all aspects of your LVV certification work.</p> <p>This means you:</p> <ul style="list-style-type: none">regularly assess your level of competencemake sure your competence is maintained at a high level, ie, you are aware of, and competent in dealing with, new technologies, new equipment, and new legal requirements and updates to technical informationattend all LVVTA training sessions <p>You keep an up-to-date Training record, listing any internal and external training you do.</p>	<p>NZTA will:</p> <ul style="list-style-type: none">talk to youinspect the records you keep, including your Training record
4.2	Management of facilities	
	<p>You have a coordinated approach to managing facilities that you use. Your approach ensures the facilities that you use are kept tidy, clean, organised, and in good condition.</p>	<p>NZTA will:</p> <ul style="list-style-type: none">talk to youinspect the facilities you use.
4.3	Management of equipment	

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- talk to you
- inspect your equipment
- observe you at work
- look at your inspection and certification volumes (to check that enough equipment is available)
- inspect where and how your equipment is stored
- inspect your Equipment Records.

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<p>4.4</p>	<p>Management of technical information</p>	
<p>You have a coordinated approach to managing your technical information. Your approach ensures that technical information is:</p> <ul style="list-style-type: none"> • updated promptly when you receive updates from NZTA and LVVTA • stored so you have easy access • maintained in good condition. <p>Your NZTA Technical information record for this manual or VIRM: In-service certification are up-to-date.</p> <p>Your LVVTA amendment records are up-to-date.</p>	<p>NZTA will:</p> <ul style="list-style-type: none"> • talk to you • inspect your technical information and the locations where you keep it • inspect your LVVTA Amendment Record. 	
<p>4.5</p>	<p>Management of inspection and certification documents</p>	
<p>You have a coordinated approach to managing your LVV certification documents. Your approach ensures that:</p> <ul style="list-style-type: none"> • unaffixed LVV certification plates are always kept out of the reach of the public and, outside business hours, are locked in a safe, locker, or strong cupboard or drawer • all F001 forms are filed so that they can be easily retrieved. <p>You keep an up-to-date LVV Certification plate register.</p>	<p>NZTA will:</p> <ul style="list-style-type: none"> • inspect your used and unused LVV certification documents and the locations where you keep them • inspect the way you file your LVV certification documents • inspect your LVV Certification plate register. 	
<p>4.6</p>	<p>Management of electronic certification information</p>	
<p>You have a coordinated approach to managing your electronic inspection and certification information. Your approach ensures that:</p> <p>You have backup copies or hardcopies of any electronic information relevant to your inspection and certification work, such as digital photographs or LVV certification plate register.</p>	<p>NZTA will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect the backup copies or hardcopies you keep of your electronic certification information. 	
<p>4.7</p>	<p>Management of certification staff</p>	

<p>You have a coordination approach to manage your work. Your approach ensures that:</p> <ul style="list-style-type: none"> • 	<p>NZTA will:</p> <ul style="list-style-type: none"> • talk to you and any contractors • observe you at work. 	
<p>4.8</p>	<p>Management of time</p>	<p>NZTA will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • look at your inspection and certification volumes.
	<p>You allocate enough time for you to carry out your inspection and certification work, allowing for the complexity of the work, the facilities, the available equipment, and your level of skill.</p> <p>This means you:</p> <ul style="list-style-type: none"> • are comfortable with the time allocated and actually spent on inspection and certification work • do not feel under pressure to perform within timeframes that are unreasonably tight. 	

Scores

Score				
0	1	2	3	
4.1	Management of competence			
	<p>Your approach to managing your competence in all aspects of your LVV certification work is inadequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> do not assess your level of competence, or make little or no effort to ensure your competence is maintained at a high-level, or do not attend any LVVTA training sessions. 	<p>Your approach to managing your competence in all aspects of your LVV certification work is barely adequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> do not assess your level of competence on a regular basis, or make only limited efforts to maintain your competence at a high level, or do not always attend LVVTA training sessions <p>OR</p> <p>You do not keep a <u>Training record</u> .</p>	<p>Your approach to managing your competence in all aspects of your LVV certification work is adequate.</p> <p>This means you usually:</p> <ul style="list-style-type: none"> assess your level of competence on a regular basis, or make sure that your competence is maintained at a high level, ie you are aware of, and competent in dealing with, new technologies, new equipment, and new legal requirements and updates to technical information. <p>However, you do not always:</p> <ul style="list-style-type: none"> attend LVVTA training sessions, or keep your <u>Training record</u> up-to-date. 	<p>Your approach to managing your competence in all aspects of your LVV certification work is well coordinated</p> <p>.</p> <p>This means you consistently:</p> <ul style="list-style-type: none"> assess your level of competence on a regular basis, or make sure your competence is maintained at a high level, ie, you are aware of, and competent in dealing with, new technologies, new equipment, and new legal requirements and updates to technical information. <p>You keep an up-to-date <u>Training record</u> , listing any internal and external training you do.</p>
4.2	Management of facilities			

<p>Your approach to managing the facilities that you use is inadequate.</p> <p>This means you make little or no effort to keep the facilities tidy, clean, organised and maintained in good condition.</p>	<p>Your approach to managing the facilities you use is barely adequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> • make only limited efforts to keep the facilities tidy, clean, organised, or maintained in good condition. 	<p>Your approach to managing facilities you use is adequate.</p> <p>This means you usually:</p> <ul style="list-style-type: none"> • make sure the facilities are tidy, clean, organised, and maintained in good condition. 	<p>Your approach to managing the facilities you use is well coordinated.</p> <p>This means you consistently:</p> <ul style="list-style-type: none"> • make sure the facilities are tidy, clean, organised, and maintained in good condition.
<p>4.3</p>	<p>Management of equipment</p>		

<p>Your approach to managing your equipment is inadequate.</p> <p>This means you make sure equipment is available in sufficient numbers for the volume of certification work carried out by your business.</p> <p>However, you often do not make sure equipment is:</p> <ul style="list-style-type: none"> • stored as specified by the manufacturer or in locations where you have easy access, or • used as intended, or • maintained or calibrated as specified by the manufacturer. <p>OR</p> <p>You do not keep an Equipment record for some or any equipment that requires regular maintenance or calibration.</p> <ul style="list-style-type: none"> • • 	<p>Your approach to managing your equipment is barely adequate.</p> <p>This means you usually make sure your equipment is:</p> <ul style="list-style-type: none"> • available in sufficient numbers for the volume of certification work carried out by your business, and • stored as specified by the manufacturer or in locations where you have easy access, and • actually used by you for its intended purpose, and • maintained as specified by the manufacturer, and • calibrated as specified by the manufacturer, or as required by NZTA. <p>You keep an Equipment record for each piece of equipment that requires maintenance or calibration, but you do not always keep your Equipment record up-to-date.</p>	<p>Your approach to managing your equipment is adequate.</p> <p>This means you consistently make sure your equipment is:</p> <ul style="list-style-type: none"> • available in sufficient numbers for the volume of certification work carried out by your business, and • stored as specified by the manufacturer or in locations where you have easy access, and • actually used by you for its intended purpose, and • maintained as specified by the manufacturer, or as required by NZTA. 	<p>Your approach to managing your equipment is well coordinated.</p> <p>This means you consistently make sure your equipment is:</p> <ul style="list-style-type: none"> • available in sufficient numbers for the volume of certification work carried out by your business, and • stored as specified by the manufacturer or in locations where you have easy access, and • actually used by you for its intended purpose, and • maintained as specified by the manufacturer, and • calibrated as specified by the manufacturer, or as required by NZTA. <p>You keep an up-to-date Equipment record for each piece of equipment that requires maintenance or calibration.</p>
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4.4

Management of technical information

Your approach to managing your technical information is **inadequate**.

This means you make little or no effort to manage your technical information.

For example, some technical information may not have been updated for a considerable time.

Your approach to managing your technical information is **barely adequate**.

This means although you make some efforts to manage your technical information, you often do not:

- update technical information promptly when you receive updates from the LVVTA, or
- store technical information so you have easy access

OR

- you do not keep a **LVVTA amendment record** or **[Technical information record](#)** for this manual or **[VIRM: In-service certification](#)** up-to-date.

Your approach to managing your technical information is **adequate**.

This means you usually make some efforts to make sure your technical information is:

- updated promptly when you receive updates from the LVVTA, and
- stored so you have easy access.

However, you do not always:

- maintain your technical information in good condition, or
- keep your **LVVTA amendment record** or **[Technical information record](#)** for this manual or **[VIRM: In-service certification](#)** up-to-date.

Your approach to managing your technical information is **well coordinated**.

This means you consistently make sure your technical information is:

- updated promptly when you receive updates from the LVVTA, and
- stored so you have easy access, and
- maintained in good condition

You keep an up-to-date **LVVTA amendment record** and **[Technical information record](#)** for this manual and **[VIRM: In-service certification](#)**

4.5

Management of inspection and certification documents

<p>Your approach to managing your LVV certification documents is inadequate.</p> <ul style="list-style-type: none"> • • <p>OR</p> <p>You do not keep a Certification plate register.</p> <p>OR</p> <p>You do not file F001 and F005 forms in a</p>	<p>Your approach to managing your LVV certification documents is barely adequate.</p> <p>This means although you make some efforts to manage your LVV certification documents, you often do not:</p> <ul style="list-style-type: none"> • keep unaffixed LVV certification plates out of reach of the public, or • lock unaffixed LVV certification plates in a safe, locker, or strong cupboard or drawer outside business hours, or • file F001 and F005 forms so that they can be easily retrieved <p>OR</p> <p>You do not keep a Certification plate register.</p>	<p>Your approach to managing your LVV certification documents is adequate.</p> <p>This means you usually make sure that:</p> <ul style="list-style-type: none"> • unaffixed LVV certification plates are kept safe at all times and out of reach of the public, and • unaffixed LVV certification plates are locked in a safe, locker, or strong cupboard or drawer outside of business hours, and • all F001 and F005 forms are filed so that they can be easily retrieved. <p>However, you do not always keep your Certification plate register up-to-date.</p>	<p>Your approach to managing your LVV certification documents is well coordinated.</p> <p>This means you consistently make sure that:</p> <ul style="list-style-type: none"> • unaffixed LVV certification plates are always kept out of the reach of the public and, outside business hours, are locked in a safe, locker, or strong cupboard or drawer • all F001 and F005 are filed so that they can be easily retrieved. <p>You keep an up-to-date Certification plate register.</p>
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<p>4.6</p>	<p>Management of electronic certification information</p>		
<p>Not applicable</p>			
<p>4.7</p>	<p>Management of certification staff</p>		
<p>Your approach to managing your staff is inadequate.</p> <p>This means you make little or no effort to make sure that:</p> <ul style="list-style-type: none"> • certification decisions are made only by you and you hold a current Waka Kotahi appointment, or • you make certification decisions where you do not hold the current applicable category, or • you do not currently hold the correct class of drivers licence for the class of vehicle you are certifying. 			<p>Your approach to managing your staff is well coordinated.</p> <p>This means you consistently make sure that:</p> <ul style="list-style-type: none"> • certification decisions are made only by you and you hold a current Waka Kotahi appointment, or • you make certification decisions only where you hold the current applicable category, or • you currently hold the correct class of drivers licence for the class of vehicle you are certifying.
<p>4.8</p>	<p>Management of time</p>		

<p>You do not allocate enough time for you to carry out your certification work</p> <p>You:</p> <ul style="list-style-type: none"> • • 	<p>You do not always allocate enough time to carry out your certification work.</p> <p>You feel timeframes are too tight to carry out the certification work properly.</p>	<p>You generally allocate enough time to carry out your certification work, allowing for the complexity of the work, your facilities, the available equipment, and your level skill.</p> <p>You sometimes feel timeframes are too tight to carry out the certification work properly.</p>	<p>You allocate enough time to carry out your certification work, allowing for the complexity of your work, your facilities, the available equipment, and your level of skill.</p> <p>This means you:</p> <ul style="list-style-type: none"> • are comfortable with the time allocated and actually spent on certification work, and • do not feel under pressure to perform within timeframes that are unreasonably tight.
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5 Performance improvement

Requirements

What NZTA expects of you	How NZTA will assess your performance	
5.1	Commitment to continuous improvement	
	<ul style="list-style-type: none"> • You are committed to improving your LVV certification work. <p>This means that you actively:</p> <ul style="list-style-type: none"> • identify problems and opportunities to improve • assess the cause of problems and prioritise problems and opportunities • address problems and opportunities according to priorities and available resources. <p>You complete an Improvement record where you have scored a 1+ or less in any category at your last NZTA review.</p>	<p>NZTA will:</p> <ul style="list-style-type: none"> • assess your commitment to continuous improvement • inspect your PRS Improvement record or LVVTA Self-revision form to check that any problems or opportunities to improve identified during self-reviews are recorded and followed-up.
5.2	Regular self-reviews	
	<p>You regularly carry out self-reviews to assess how well you meet the NZTA and LVVTA expectations as set out in the performance review system.</p> <p>This means you carry out a self-assessment at least once a year and within two months before a scheduled NZTA review.</p> <p>You record each self-review by completing a PRS or an LVVTA Self-revision form, (a master copy is filed in your PRS records folder).</p> <p>You record any problems or opportunities to improve that you identify during your self-review in your LVVTA Self-revision form for follow-up.</p>	<p>NZTA will:</p> <ul style="list-style-type: none"> • inspect your or LVVTA Self-revision forms • inspect your LVVTA Self-revision form to check that any problems or opportunities to improve identified during self-reviews are followed-up.

<p>5.3</p>	<p>Correct handling of complaints</p>	
<p>You are open to complaints and regard them as opportunities to improve.</p> <p>This means you:</p> <ul style="list-style-type: none"> • handle complaints in accordance with LVV ORS requirements • keep a Complaints record , in which all written complaints that have not been able to be resolved at the time of the complaint, are recorded • record any problems or opportunities to improve that you identify in the investigation of complaints in your Training/Improvement records for follow-up. 	<p>NZTA will:</p> <ul style="list-style-type: none"> • inspect your Complaints record to check that any complaints against you, including any complaints raised with NZTA, have been recorded and handled in accordance with LVV ORS requirements • inspect your Improvement record to check that any problems or opportunities to improve identified in the investigation of complaints have been recorded for follow-up and addressed • inspect your Training record to check that any training opportunities that have been identified in the investigation of complaints have been recorded and addressed. 	
<p>5.4</p>	<p>Commitment to the Performance Review System</p>	
<p>You are committed to making the performance review system work for you. This means you:</p> <ul style="list-style-type: none"> • actively use the system for improving your LVV certification work • are open about your problems and achievements • fully co-operate during regular performance reviews. 	<p>NZTA will:</p> <ul style="list-style-type: none"> • talk to you • assess your level of co-operation during reviews. 	

Scores

Score			
0	1	2	3
5.1	Commitment to continuous improvement		
<p>You show little or no commitment to improving your LVV certification work.</p> <p>This means you do not make efforts to assess the cause of problems and actively work towards resolving them. You are often not even aware of the problems you have.</p>	<p>You show some commitment to improving your LVV certification work.</p> <p>This means you:</p> <ul style="list-style-type: none"> • are aware of what causes some of the problems and what you need to do to address them, and • carry out occasional self-reviews to assess how well you meet the NZTA’s expectations <p>However, although you work around the problems, you regularly do not:</p> <ul style="list-style-type: none"> • identify them in your PRS Improvement record (where you have scored a 1+ or less in any category at your last NZTA review), or • work actively to address them properly. 	<p>You show an adequate level of commitment to improving your LVV certification work.</p> <p>This means you:</p> <ul style="list-style-type: none"> • actively identify and prioritise problems and opportunities to improve; and • assess the cause of problems and identify what you need to do to address them. <p>However, you do not always:</p> <ul style="list-style-type: none"> • address the problems and opportunities as promptly as you could, or • record all problems and opportunities in your PRS Improvement record and you complete an Improvement record where you have scored a 1+ or less at your last NZTA review. 	<ul style="list-style-type: none"> • You are fully committed to improving your LVV certification work. • This means you: • actively identify and prioritise problems and opportunities to improve; and • assess the cause of problems, and • address problems and opportunities according to available resources, and • record all problems and opportunities in your PRS Improvement record and you complete an Improvement record where you have scored a 1+ or less at your last NZTA review.

5.2

Regular self-reviews

You **do not regularly assess** how well you meet NZTA's expectations as set out in the performance review system.

This means there is no evidence of you carrying out self-reviews.

You **sometimes assess** how well you meet NZTA's expectations as set out in the performance review system.

This means you carry out some self-reviews but you do not:

- carry out self-reviews regularly (ie, at least once a year and before scheduled performance reviews), or
- record self-reviews on a LVVTA **Self-review form**.

You **regularly assess** how well you meet NZTA's expectations as set out in the performance review system.

This means you carry out self-reviews at least once a year (or more often as appropriate to the number of LVV certifications you do).

However, you do not always:

- carry out self-reviews before scheduled performance reviews, or
- record self-reviews on a LVVTA **Self-review form**, or
- record problems or opportunities to and follow up actions that you identify during self-reviews in your PRS **Improvement record** or LVVTA **Self-revision form**.

You **regularly assess** how well you meet NZTA's expectations as set out in the performance review system.

This means you:

- carry out self-reviews at least once a year (or more often as appropriate to the number of LVV certifications you do); and
- carry out self-reviews before scheduled performance reviews, and
- record each self-review in a PRS **Self-assessment record** or LVVTA **Self-revision form**, and
- record problems or opportunities and follow up actions in your PRS **Improvement record** or LVVTA **Self-review form**

5.3

Correct handling of complaints

<p>You are not open to complaints and your handling of complaints is inadequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> • s • h • c • i • a • v • s • e • c • t • L • C • a • a • s • c • t • F • c • d • r • k • r • c • c 	<p>You are not open to complaints and your handling of complaints is barely adequate.</p> <ul style="list-style-type: none"> • This means you: • regularly do not handle complaints in accordance with Section 6 of the LVV ORS and as stated on the F004 or • regularly fail to record complaints in your Complaints record. 	<p>You are open to complaints and your handling of complaints is adequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> • communicate your complaints policy to your customers, including information on how to lodge a complaint and your customers' right to complain to NZTA, and • usually handle complaints in accordance with Section 6 of the LVV ORS and as stated on the F004 • you do not always record complaints in your Complaints record. 	<p>You are open to complaints, handle them correctly and regard them as opportunities to improve.</p> <p>This means you:</p> <ul style="list-style-type: none"> • communicate your complaints policy to your customers, including information on how to lodge a complaint and your customers' right to complain to NZTA, and • handle complaints in accordance with Section 6 of the LVV ORS and as stated on the F004 and • keep a Complaints record in which you record all verbal and written complaints.
<p>5.4</p>	<p>Commitment to the Performance Review System</p>		

<p>You show little or no commitment to making the performance review system work in and for your business.</p> <p>This means you do not:</p> <ul style="list-style-type: none"> • use the system for improving your L • share performance • discuss 	<p>You show some commitment to making the performance review system work in and for your business. There is little evidence that you make the performance review system work for your business by actively using it to improve your LVV certification work.</p> <p>This means:</p> <ul style="list-style-type: none"> • you make some efforts to use the system in your business, but mostly to satisfy NZTA, and • there is a basic level of co-operation during NZTA performance reviews but there is a reluctance to share problems with NZTA. 	<p>You show an adequate level of commitment to making the performance review system work in and for your business.</p> <p>This means you:</p> <ul style="list-style-type: none"> • actively use most aspects of the system for improving your LVV certification work, although you do not use the system to its full extent, and • show a good level of co-operation during NZTA performance reviews. <p>However, you are often reluctant to share problems with NZTA.</p>	<p>You are fully committed to making the performance review system work in and for your business.</p> <p>This means you:</p> <ul style="list-style-type: none"> • actively use the system for improving your LVV certification work, and • are open about your problems and achievements, and • fully co-operate during NZTA performance reviews.
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