

Correct as at 27th April 2026. It may be superseded at any time.

Extract taken from: PRS & QMS > PRS: Light vehicle repair certification > General part > Administrative performance

2 Administrative performance

Requirements

<p>What the Transport Agency expects of you</p>	<p>How the Transport Agency will assess your performance</p>	
<p>2.1</p>	<p>Correct use of inspection and certification documents</p>	
	<p>Inspection and certification documents are:</p> <ul style="list-style-type: none"> • Controlled documents – documents you must use and complete as part of your inspection and certification work • Uncontrolled documents – any documents developed by you as part of your inspection and certification work • External documents – any documents supplied by outside parties (eg vehicle owners, repairers or manufacturers) that you rely on in your inspection and certification work. <p>You consistently comply with all Transport Agency requirements (including VIRM requirements) relating to inspection and certification documents. This means you consistently:</p> <ul style="list-style-type: none"> • use the correct documents for the task, ie the ones specified by law or required or approved by the Transport Agency • complete the documents fully, accurately and legibly (originals and duplicates) with particular attention to details such as vehicles' VIN or chassis numbers • ensure that all documents are signed, if required, by the appropriate person(s) • develop any documents you need to make and/or prove your certification decisions • obtain any external documents you need to make and/or prove your certification decisions • handle all inspection and certification documents appropriately or as required, eg you attach them to vehicles, hand them to vehicle owners, or file them. 	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect inspection and certification documents that you use and complete • inspect your external documents. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints and random reinspections since your last review • carry out 'mystery shopper' exercises.

2.2

Administrative competence

You are competent in all administrative aspects of the inspection and certification work carried out by your business.

For example, you must be competent in:

- completing checksheets and other relevant inspection and certification documentation
- entering information into the Transport Agency computer system
- using the PRS, including maintaining the specified records.

The Transport Agency will:

- talk to you
- ask questions to check your competence
- observe you at work
- inspect inspection and certification documents
- inspect the records you keep
- inspect your Training record.

Scores

	Score			
	0	1	2	3
2.1	Correct use of inspection and certification documents			

<p>You regularly do not comply with the Transport Agency's requirements (including VIRM requirements) relating to inspection and certification documents.</p> <p>This means you regularly do not:</p> <ul style="list-style-type: none"> • 	<p>You sometimes do not comply with the Transport Agency's requirements (including VIRM requirements) relating to inspection and certification documents.</p> <p>This means you sometimes do not:</p> <ul style="list-style-type: none"> • use the correct documents for the task, or • obtain the external documents you need to make and/or prove your certification decisions, or • develop the documents your need to make and/or prove your certification decisions, or • handle inspection and certification documents appropriately or as required, eg attach them to vehicles, hand them to vehicle owners, or file them <p>OR</p> <ul style="list-style-type: none"> • You regularly do not: <ul style="list-style-type: none"> • complete the documents fully, accurately and legibly (originals and duplicates), or • ensure that all documents are signed, if required, by the appropriate person(s). 	<p>You usually comply with the Transport Agency's requirements (including VIRM requirements) relating to inspection and certification documents.</p> <p>This means you consistently:</p> <ul style="list-style-type: none"> • use the correct documents for the task, and • obtain the external documents you need to make and/or prove, your certification decisions, and • develop the documents your need to make and/or prove your certification decisions, and • handle all inspection and certification documents appropriately or as required, eg you attach them to vehicles, hand them to vehicle owners or file them. <p>However, you occasionally do not:</p> <ul style="list-style-type: none"> • complete the documents fully accurately and legibly (originals and duplicates), or • ensure that all controlled documents are signed, if required, by the appropriate person(s). 	<p>You consistently comply with the Transport Agency's requirements (including VIRM requirements) relating to inspection and certification documents.</p> <p>This means you consistently:</p> <ul style="list-style-type: none"> • use the correct documents for the task, ie the ones specified by law or required or approved by the Transport Agency, and • complete the documents fully, accurately and legibly (originals and duplicates) with particular attention to details such as vehicles' VIN or chassis numbers, and registration numbers, and • ensure that all documents are signed, if required, by the appropriate person(s), and • develop any documents you need to make and/or prove your certification decisions, and • obtain any external documents you need to make and/or prove your certification decisions, and • handle all inspection and certification documents appropriately or
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Administrative competence

You can demonstrate **little or no competence** in the administrative aspects of the inspection and certification work carried out by your business.

This means you have **significant gaps** in knowledge of, or skills in:

- the correct use of inspection and certification documents, or
- entering inspection and certification information into the Transport Agency computer system, or
- using the PRS.

You can demonstrate **some competence** in the administrative aspects of the inspection and certification work carried out by your business.

This means you have **some gaps** in knowledge of, or skills in:

- the correct use of inspection and certification documents, or
- entering inspection and certification information into the Transport Agency computer system, or
- using the PRS.

You can demonstrate **adequate competence** in the administrative aspects of the inspection and certification work carried out by your business.

This means you can demonstrate **adequate knowledge** of, and skills in:

- the correct use of inspection and certification documents, and
- entering inspection and certification information into the Transport Agency computer system.
- However, you and/or some staff have minor gaps in knowledge of, and skills in, using the PRS.

You can demonstrate **comprehensive competence** in all administrative aspects of the inspection and certification work carried out by your business.

This means you can demonstrate **comprehensive knowledge** of, and skills in:

- the correct use of inspection and certification documents, and
- entering inspection and certification information into the Transport Agency computer system, and
- using the PRS.