

**Correct as at 27th June 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 It may be superseded at any time.**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><b>Correct use of inspection and certification documents</b></p>	
	<p>Inspection and certification documents are:</p> <ul style="list-style-type: none"> <li>• <b>Controlled documents</b> – documents you must use and complete as part of your inspection and certification work</li> <li>• <b>Uncontrolled documents</b> – any documents developed by you as part of your inspection and certification work</li> <li>• <b>External documents</b> – any documents supplied by outside parties (eg vehicle owners, repairers or manufacturers) that you rely on in your inspection and certification work.</li> </ul> <p>You consistently comply with all Transport Agency requirements (including <a href="#">VIRM</a> requirements) relating to inspection and certification documents. This means you consistently:</p> <ul style="list-style-type: none"> <li>• use the correct documents for the task, ie the ones specified by law or required or approved by the Transport Agency</li> <li>• complete the documents fully, accurately and legibly (originals and duplicates) with particular attention to details such as vehicles' VIN or chassis numbers</li> <li>• ensure that all documents are signed, if required, by the appropriate person(s)</li> <li>• develop any documents you need to make and/or prove your certification decisions</li> <li>• obtain any external documents you need to make and/or prove your certification decisions</li> <li>• handle all inspection and certification documents appropriately or as required, eg you attach them to vehicles, hand them to vehicle owners, or file them.</li> </ul>	<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 inspection and certification documents that you use and complete</li> <li>• inspect your external documents.</li> </ul> <p>The Transport Agency may:</p> <ul style="list-style-type: none"> <li>• take into account outcomes from complaints and random reinspections since your last review</li> <li>• carry out 'mystery shopper' exercises.</li> </ul>

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