

Correct as at 18th May 2026. It may be superseded at any time.

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

4 Management

Requirements

What the Transport Agency expects of you	How the Transport Agency will assess your performance	
4.1	<p data-bbox="363 629 711 658">Management of competence</p> <div data-bbox="363 719 1043 1290"> <p data-bbox="363 719 959 824">You have a coordinated approach to managing your competence in all aspects of your inspection and certification work.</p> <p data-bbox="363 857 555 887">This means you:</p> <ul data-bbox="405 920 1023 1144" style="list-style-type: none"> <li data-bbox="405 920 911 949">• regularly assess your level of competence <li data-bbox="405 960 1023 1144">• make sure your competence is maintained at a high level, ie you are aware of, and competent in dealing with, new legal requirements and updates to technical information, new technologies, and new equipment. <p data-bbox="363 1178 970 1290">You keep an up-to-date Training record, listing any internal and external training received as per the minimum requirements in your <i>Deed of Appointment</i>.</p> </div> <div data-bbox="1062 719 1477 931"> <p data-bbox="1062 719 1374 748">The Transport Agency will:</p> <ul data-bbox="1104 786 1401 931" style="list-style-type: none"> <li data-bbox="1104 786 1246 815">• talk to you <li data-bbox="1104 826 1401 931">• inspect the records you keep, including your Training record. </div>	
4.2	<p data-bbox="363 1420 663 1449">Management of facilities</p> <p data-bbox="363 1509 1094 1538">Inspection premise/s and equipment as per VIRM requirements.</p>	
4.3	<p data-bbox="363 1666 695 1695">Management of equipment</p>	

You have a coordinated approach to managing your equipment. Your approach ensures that equipment is:

- available in sufficient numbers for the volume of inspection and certification work carried out by your business
- stored as specified by the manufacturer and in locations where you have easy access
- actually used by you for its intended purpose
- maintained as specified by the manufacturer
- calibrated as specified by the manufacturer or as required by the Transport Agency.

You keep an up-to-date **Equipment**

The Transport Agency will:

- 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 record**.

<p>4.4</p>	<p>Management of technical information</p>	
	<p>You have a coordinated approach to managing your technical information (such as VIRMs). Your approach ensures that technical information is:</p> <ul style="list-style-type: none"> • updated promptly when you receive updates from the Transport Agency • stored so you have easy access • maintained in good condition. <p>You keep an up-to-date Technical information record.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • inspect your technical information and the locations where you keep it • inspect your Technical information record.
<p>4.5</p>	<p>Management of inspection and certification documents</p>	
	<p>You have a coordinated approach to managing your inspection and certification documents. Your approach ensures that:</p> <ul style="list-style-type: none"> • all inspection and certification documents are kept safe at all times and out of reach of the public • unused controlled documents are always kept out of reach of the public and, outside business hours, are locked in a secured safe, locker, or strong cupboard or drawer • all inspection and certification documents are filed so that they can be easily retrieved • you keep sufficient stock of the inspection and certification documents needed for your inspection and certification work • the loss or theft of any controlled documents is reported immediately to the Police and the Transport Agency using the Notification of lost or stolen controlled documents form in the Master records section at the back of this manual. <p>You keep an up-to-date Controlled document record.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • inspect your used and unused inspection and certification documents and the locations where you keep them • inspect the way you file your inspection and certification documents • inspect your Controlled document record.
<p>4.6</p>	<p>Management of electronic inspection and certification information</p>	

You have a coordinated approach to managing your electronic inspection and certification information. Your approach ensures that:

- all electronic inspection and certification information is kept safe at all times
- all computers from which you access the Transport Agency computer system are out of reach of the public and/or access to your computers is protected by password
- all user names and passwords, if recorded on paper, are kept safe and out of reach of the public
- passwords used to protect

The Transport Agency will:

- talk to you
- observe you at work
- inspect the location and set-up of your computers, and the storage of user names and passwords
- inspect the backup copies or hard copies you keep of your electronic inspection and certification information.

<p>4.7</p>	<p>Management of inspection and certification staff</p>	
	<p>You have a co-ordinated approach to managing yourself.</p> <p>Your approach ensures that:</p> <ul style="list-style-type: none"> • certification decisions are made only by yourself and you hold current and appropriate Transport Agency appointment • there is effective communication and teamwork in your business at and across all levels and in all directions • responsibilities are clearly defined and all staff know who is responsible for what. <p>You keep an up-to-date Delegation record if you delegate any responsibilities such as:</p> <ul style="list-style-type: none"> • updating records • updating technical information • approved technicians as per VIRM requirements. <p>You display or make available upon request all Transport Agency appointments.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you and any contractors • observe you at work • inspect your Delegation record and other relevant records.
<p>4.8</p>	<p>Management of time</p>	
	<p>You allocate enough time for you to carry out your inspection and certification work, allowing for the complexity of the 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 inspection and certification work, and • do not feel under pressure to perform within time frames that are unreasonably tight. 	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • look at your inspection and certification volumes.

Note 1

Does not apply to a one-person business if no inspection and certification work is carried out when the inspector is away.

Scores

	Score			
	0	1	2	3
4.1	Management of competence			
	<p>Your approach to managing your competence in all aspects of your inspection and 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 maintain your competence. 	<p>Your approach to managing your competence in all aspects of your inspection and 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 <p>OR</p> <p>You do not keep a Training record.</p>	<p>Your approach to managing your competence in all aspects of your inspection and 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, and make sure, for example by attending regular training courses, that your competence is maintained at a high level, ie you are aware of, and competent in dealing with, new legal requirements and updates to technical information, and are competent in dealing with new technologies and new equipment. <p>However, you do not always:</p> <ul style="list-style-type: none"> keep your Training record up to date. 	<p>Your approach to managing your competence in all aspects of your inspection and certification work is well coordinated.</p> <p>This means you consistently:</p> <ul style="list-style-type: none"> assess your level of competence on a regular basis, and make sure, for example by attending regular training courses, that your competence is maintained at a high level, ie you are aware of, and are competent in dealing with, new legal requirements and updates to technical information new technologies and new equipment. <p>You keep an up-to-date Training record, listing any training you have received.</p>

<p>4.2</p>	<p>Management of facilities</p>			
	<p>Not applicable.</p>	<p>Not applicable.</p>	<p>Not applicable.</p>	<p>Not applicable.</p>
<p>4.3</p>	<p>Management of equipment</p>			
<p>Your approach to managing your equipment is inadequate.</p> <p>This means little or no equipment is:</p> <ul style="list-style-type: none"> • available in sufficient numbers for the volume of inspection and certification work carried out by your business, or • 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 or as required by the Transport Agency. 	<p>Your approach to managing your equipment is barely adequate.</p> <p>This means you make sure equipment is available in sufficient numbers for the volume of inspection and 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 or as required by the Transport Agency <p>OR</p> <p>You do not keep an Equipment record for some or any equipment that requires regular maintenance or calibration.</p>	<p>Your approach to managing your equipment is adequate.</p> <p>This means you usually make sure equipment is:</p> <ul style="list-style-type: none"> • available in sufficient numbers for the volume of inspection and certification work carried out by your business, and • stored as specified by the manufacturer and 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 the Transport Agency. <p>You keep an Equipment record for each piece of equipment that requires regular maintenance or calibration, but you do not always keep your Equipment record up to date.</p>	<p>Your approach to managing your equipment is well coordinated.</p> <p>This means you consistently make sure equipment is:</p> <ul style="list-style-type: none"> • available in sufficient numbers for the volume of inspection and certification work carried out by your business, and • stored as specified by the manufacturer and 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 the Transport Agency. <p>You keep an up-to-date Equipment record for each piece of equipment that requires regular maintenance or calibration.</p>	

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 Transport Agency, or
- store technical information so you have easy access

OR

You do not keep a **Technical information record**.

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

This means you usually make sure your technical information is:

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

However, you do not always:

- maintain your technical information in good condition, or
- keep your **Technical information record** 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 Transport Agency, and
- stored so you have easy access, and
- maintained in good condition.

You keep an up-to-date **Technical information record**.

4.5

Management of inspection and certification documents

<p>Your approach to managing your certification documents is inadequate.</p> <p>This means you do not:</p> <ul style="list-style-type: none"> • keep inspection and certification documents safe, or • keep unused controlled documents out of reach of the public, or • lock unused controlled documents in a secured safe, locker, or strong cupboard or drawer outside business hours, or • file your inspection and certification documents so that they can be easily retrieved, or • keep sufficient stock of controlled documents <p>OR</p> <p>You do not keep a Controlled document record.</p> <p>OR</p> <p>You</p>	<p>Your approach to managing your certification documents is barely adequate.</p> <p>This means although you make some efforts to manage your certification documents, you often do not:</p> <ul style="list-style-type: none"> • keep inspection and certification documents safe, or • keep unused controlled documents out of reach of the public, or • lock unused controlled documents in a secured safe, locker, or strong cupboard or drawer outside business hours, or • file your inspection and certification documents so that they can be easily retrieved, or • keep sufficient stock of controlled documents <p>OR</p> <p>You do not keep a Controlled document record.</p>	<p>Your approach to managing your certification documents is adequate.</p> <p>This means you usually make sure that:</p> <ul style="list-style-type: none"> • inspection and certification documents are kept safe at all times, and • unused controlled documents are always kept out of reach of the public and, outside business hours, are locked in a secured safe, locker, or strong cupboard or drawer, and • all inspection and certification documents are filed so that they can be easily retrieved, and • you keep sufficient stock of the inspection and certification documents needed for your inspection and certification work, and • the loss or theft of any controlled documents is reported immediately to the Police and the Transport Agency but you do not always report the loss or theft to the Transport Agency using the Notification of lost or stolen controlled 	<p>Your approach to managing your certification documents is well coordinated.</p> <p>This means you consistently make sure that:</p> <ul style="list-style-type: none"> • inspection and certification documents are kept safe at all times, and • unused controlled documents are always kept out of reach of the public and, outside business hours, are locked in a secured safe, locker, or strong cupboard or drawer, and • all inspection and certification documents are filed so that they can be easily retrieved, and • you keep sufficient stock of the inspection and certification documents needed for your inspection and certification work, and • the loss or theft of any controlled documents is reported immediately to the Police and the Transport Agency on the Notification of lost or stolen controlled documents form in the Master records section at the back of this manual. <p>You keep an up-to-date Controlled document record.</p>
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4.6

Management of electronic inspection and certification information

<p>Your approach to managing your electronic inspection and certification information is inadequate.</p> <p>This means you make little or no effort to ensure that electronic inspection and certification information is kept safe.</p>	<p>Your approach to managing your electronic inspection and certification information is barely adequate.</p> <p>This means although you make some efforts to ensure that electronic inspection and certification information is kept safe, you often do not:</p> <ul style="list-style-type: none"> • have your computers, if located within reach of the public, protected by password, or • keep your user names and passwords safe and out of reach of the public, or • change your passwords on a regular basis. 	<p>Your approach to managing your electronic inspection and certification information is adequate.</p> <p>This means you usually make sure that:</p> <ul style="list-style-type: none"> • electronic inspection and certification information is kept safe at all times, and • all computers from which you access the Transport Agency's computer system are out of reach of the public and/or access to your computers is protected by password, and • all user names and passwords, if recorded on paper, are kept safe and out of reach of the public, and • passwords used to protect your computers from public access are changed regularly. <p>However, you do not always keep backup copies or hard copies of electronic information relevant to your inspection and certification work, such as digital photos.</p>	<p>Your approach to managing your electronic inspection and certification information is well coordinated.</p> <p>This means you consistently make sure that:</p> <ul style="list-style-type: none"> • electronic inspection and certification information is kept safe at all times, and • all computers from which you access the Transport Agency's computer system are out of reach of the public and/or access to your computers is protected by password, and • all user names and passwords, if recorded on paper, are kept safe and out of reach of the public, and • passwords used to protect your computers from public access are changed regularly, and • you have backup copies or hard copies of any electronic information relevant to your inspection and certification work, such as digital photos.
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4.7

Management of inspection and certification staff

Your approach to managing your staff is **inadequate**.

This means you make little or no effort to make sure that:

- certification decisions are made only by you and you hold a current and applicable Transport Agency appointment.

Your approach to managing your staff is **barely adequate**.

This means you consistently make sure that:

- certification decisions are made only by you and you hold a current and applicable Transport Agency appointment

This means although you make some efforts to manage your staff, you regularly fail to make sure that:

- responsibilities are clearly defined and all staff know who is responsible for what
- there is effective communication and teamwork in your business at and across all levels and in all directions

OR

You do not keep a **Delegation record**.

Your approach to managing your staff is **adequate**.

This means you consistently make sure that:

- certification decisions are made only by you and you hold a current and applicable Transport Agency appointment

This means you usually make sure that:

- responsibilities are clearly defined and all staff know who is responsible for what
- there is effective communication and teamwork in your business at and across all levels and in all directions.

However, you do not:

- always keep your **Delegation record** up-to-date, or
- display or make available on request all Transport Agency appointments

Your approach to managing your staff is **well coordinated**.

This means you consistently make sure that:

certification decisions are made only by you and you hold a current and applicable Transport Agency appointment

there is effective communication and teamwork in your business at and across all levels and in all directions, and

responsibilities are clearly defined and all staff know who is responsible for what.

You keep an up-to-date **Delegation record**.

You display or make available on request all Transport Agency appointments

4.8

Management of time

<p>You do not always allocate enough time for you to carry out your inspection and certification work.</p>	<p>You do not always allocate enough time for you to carry out your inspection and certification work.</p>	<p>You generally allocate enough time for you to carry out your inspection and certification work, allowing for the complexity of the work, your facilities, the available equipment, and your level of skill.</p>	<p>You allocate enough time for you to carry out your inspection and certification work, allowing for the complexity of the work, your facilities, the available equipment, and your level of skill.</p>
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