

**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 It may be superseded at any time.**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 > Performance improvement

# 5 Performance improvement

## Requirements

What NZTA expects of you	How NZTA will assess your performance	
5.1	<p><b>Commitment to continuous improvement</b></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <ul style="list-style-type: none"> <li>• You are committed to improving your LVV certification work.</li> </ul> <p>This means that you actively:</p> <ul style="list-style-type: none"> <li>• identify problems and opportunities to improve</li> <li>• assess the cause of problems and prioritise problems and opportunities</li> <li>• address problems and opportunities according to priorities and available resources.</li> </ul> <p>You complete an <a href="#">Improvement record</a> where you have scored a 1+ or less in any category at your last NZTA review.</p> </div> <div style="width: 45%;"> <p>NZTA will:</p> <ul style="list-style-type: none"> <li>• assess your commitment to continuous improvement</li> <li>• inspect your PRS <a href="#">Improvement record</a> or LVVTA <b>Self-revision form</b> to check that any problems or opportunities to improve identified during self-reviews are recorded and followed-up.</li> </ul> </div> </div>	
5.2	<p><b>Regular self-reviews</b></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <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 <b>and</b> within two months before a scheduled NZTA review.</p> <p>You record each self-review by completing a PRS or an LVVTA <b>Self-revision form</b>, (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 <b>Self-revision form</b> for follow-up.</p> </div> <div style="width: 45%;"> <p>NZTA will:</p> <ul style="list-style-type: none"> <li>• inspect your or LVVTA <b>Self-revision forms</b></li> <li>• inspect your LVVTA <b>Self-revision form</b> to check that any problems or opportunities to improve identified during self-reviews are followed-up.</li> </ul> </div> </div>	

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

## Scores

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

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 our 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 show <b>little or no commitment</b> 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"> <li>• use the system for improving your LVV certification work in and for your business.</li> <li>• show a good level of co-operation during NZTA performance reviews.</li> <li>• fully co-operate during NZTA performance reviews.</li> </ul>	<p>You show <b>some commitment</b> 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"> <li>• you make some efforts to use the system in your business, but mostly to satisfy NZTA, and</li> <li>• there is a basic level of co-operation during NZTA performance reviews but there is a reluctance to share problems with NZTA.</li> </ul>	<p>You show an <b>adequate level of commitment</b> to making the performance review system work in and for your business.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• show a good level of co-operation during NZTA performance reviews.</li> </ul> <p>However, you are often reluctant to share problems with NZTA.</p>	<p>You are <b>fully committed</b> to making the performance review system work in and for your business.</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>• actively use the system for improving your LVV certification work, and</li> <li>• are open about your problems and achievements, and</li> <li>• fully co-operate during NZTA performance reviews.</li> </ul>
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