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

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Introduction

Objectives of vehicle certification

Vehicle certification is about ensuring that vehicles used on New Zealand's roads meet the roadworthiness requirements defined in New Zealand law – when they enter the fleet and throughout their on-road lives.

Objectives of the Performance Review System (PRS)

The NZ Transport Agency's goal is to improve transport for all New Zealanders by improving the integration, safety, responsiveness and sustainability of the transport system. To do this, everyone involved in vehicle certification must apply the requirements set out in law accurately and consistently. For certifiers, this means following the requirements specified in their Vehicle inspection requirements manual (VIRM) and other required documentation.

The PRS is a tool used by the Transport Agency for all certifiers and is intended to:

- focus on issues important to road safety
- be open and transparent in reviewing the performance of certifiers
- provide a level playing field, as it applies equally to all certifiers
- be easy to understand and use
- allow certifiers to measure their own performance in exactly the same way as the Transport Agency reviewer during a review
- allow and encourage certifiers to identify problems and opportunities to improve so they can take early action on their own initiative
- identify certifiers who perform well so they can be given incentives to maintain their performance and look for ways of continuously improving it
- identify certifiers who perform poorly so they can be encouraged through more frequent reviews to improve their performance.

How the PRS works

The PRS clearly sets out:

- what is expected of certifiers
- the way the Transport Agency will assess certifiers' performance against these expectations
- a scoring system that enables certifiers' performance to be measured.

The PRS is made up of two main parts:

1. General part	This identifies five general categories that are important for all types of certification work.
2. Technical part	The Technical part differs for each type of certification work. For example, for WoF and CoF certification, the categories of the Technical part follow the items set out in the Vehicle inspection requirements manual: In-service certification.

The General part measures how well certifiers perform in complying with all legal requirements (including Transport Agency requirements) relating to vehicle certification. It does this by measuring performance in five categories:

1. Technical performance	Do certifiers identify vehicles and components correctly, make correct technical decisions and certify those vehicles and components correctly? Are they competent in all technical aspects of their certification work?
2. Administrative performance	Are certifiers competent in all administrative aspects of their certification work, including the proper use of documents and correct entry of information?
3. Resources	Do certifiers have the right resources for their certification work, eg the right facilities and equipment?
4. Management	Do certifiers properly manage the parts of their operations that support their certification work, eg do they make sure their equipment is properly maintained?
5. Performance improvement	Do certifiers actively identify problems and opportunities to improve and take advantage of them? Do they regularly review their own performance? Are they open to complaints?

Each category is made up of a number of elements that are relevant to the category. For example, the resources category is made up of the following elements:

- facilities
- technical equipment
- administration equipment
- technical information
- controlled certification documents
- certification staff.

In this manual each category has a scoring page associated with it which provides performance descriptions and corresponding scores for each element. Scores range from 0 to 3 and are allocated by matching a certifier's performance to the corresponding descriptions set out in the scoring pages.

The Technical part also has scoring pages. The scores from these feed into the General part to produce a total score.

Category → **1 Vehicle identification**

1-1 Vehicle identification

Requirements Scores

	Score			
	0	1	2	3
1.1.1 Correct technical decisions	<p>You do not thoroughly inspect all evidence of vehicle identification or correctly determine whether it complies with all NZTA requirements.</p> <p>The area of non-compliance is significant.</p> <p>For example:</p> <ul style="list-style-type: none"> a vehicle identification number has not been read from the VIN plate, or a vehicle's VIN or chassis number is missing, or has obviously been unlawfully affixed or tampered with. 	<p>You do not thoroughly inspect all evidence of vehicle identification or correctly determine whether it complies with all NZTA requirements.</p> <p>The area of non-compliance is somewhat important.</p> <p>For example:</p> <ul style="list-style-type: none"> a vehicle's VIN or chassis number is damaged or obscured beyond recognition. 	<p>You do not thoroughly inspect all evidence of vehicle identification or correctly determine whether it complies with all NZTA requirements.</p> <p>The area of non-compliance is minor.</p> <p>For example:</p> <ul style="list-style-type: none"> a vehicle's VIN or chassis number is damaged or obscured but still readable. 	<p>You thoroughly inspect all evidence of vehicle identification and correctly determine whether it complies with all NZTA requirements.</p>
1.1.2 Technical competence	<p>You demonstrate:</p> <ul style="list-style-type: none"> little or no competence in the technical aspects relating to vehicle identification. <p>This means there are gaps in your knowledge of the requirements.</p>	<p>You demonstrate:</p> <ul style="list-style-type: none"> some competence in the technical aspects relating to vehicle identification. <p>This means there are some gaps in your knowledge of the requirements.</p>	<p>You demonstrate:</p> <ul style="list-style-type: none"> adequate competence in the technical aspects relating to vehicle identification. <p>This means there are gaps in your knowledge of the requirements.</p>	<p>You can demonstrate comprehensive competence in the technical aspects relating to vehicle identification, including their compliance with the requirements.</p>

Element →

Description →

Figure 1-1-1. Sample scoring page (detail)

How the parts of the PRS fit together

How Transport Agency reviewers will use the PRS

During performance reviews, our reviewers will observe you at work. Reviewers will compare your performance with the descriptions on the PRS scoring sheets, and will score you accordingly. These scores will be combined into an overall PRS score.

We will tell you the result for each area reviewed, and you will be able to use your PRS manual to see how the score was calculated.

There are no hidden measurement or scoring systems. Reviewers are encouraged to help you understand how the system works and how it can be used to help continuous improvement. Success for the Transport Agency will be measured in higher performance scores – not in greater numbers of faults detected.

Use the PRS to improve your performance

We encourage certifiers to use the PRS regularly to review their own performance, and to identify problems and opportunities to improve. This section is called Measuring your performance, and the scoring guidelines section explains how this is done.

Benefits of good performance

The Transport Agency will reward good performance scores by reducing the frequency of planned review visits. This will save you money by reducing the cost of planned review fees. It will also reduce the disruption to your business caused by reviews.

Penalties for poor performance

Poor performance scores will reduce the Transport Agency's confidence in you as a certifier. Such scores will mean more planned review visits so that your performance can be more closely monitored (see PRS Scores and actions table in the Measuring your performance section). Poor performance scores will increase the cost to you in planned review fees and the disruption to your business caused by reviews. We hope this will encourage you to use the results of the PRS to improve your performance.

Enforcement action

The PRS is a powerful tool to enable the Transport Agency to identify persistently poor performers. We are confident that most certifiers will respond positively to the PRS approach and use it to help improve their performance. When certifiers fail to respond positively and continue to perform poorly, this will be identified by PRS reviews. In these cases, the Transport Agency will focus its enforcement and investigation resources on obtaining evidence of poor performance.

The final sanction

Clear evidence of persistently unacceptable performance will lead to disciplinary action. If certifiers fail to respond to warnings and suspension action, evidence gained during reviews will be used to support the case for withdrawal of their authorisation.

Road safety and the maintenance of a fair vehicle certification system demand firm and decisive action by the Transport Agency. When certifiers fail to carry out their responsibilities the Transport Agency will act to remove their authorisation. This will be done in a fair and reasonable manner and decisions will be open to appeal.

Working together in partnership

The Transport Agency's aim is to work together with certifiers openly and transparently to achieve our joint goals of high standards of certification, leading to an improvement in road safety.

Definitions and abbreviations

Adjusted score	Means the total score that has been adjusted to take into account element scores of 1+ or less, ie where there is poor performance in some areas.
Category	These are the different areas that make up inspection and certification work. There are five categories which are weighted depending on their importance: Technical performance, Administrative performance, Resources, Management and Performance improvement. The five categories make up the General part of the PRS from which a score is derived.
Certifier	Means a vehicle inspector and/or inspecting organisation, depending on the context, and includes a specialist certifier.
Computer system	Means the system where the certifier enters certification .
Controlled document	Means a document you must use and complete as part of your inspection and certification work, such as WoF labels, checksheets, certification plates or certificates.
Description	Means the performance description for each element score against which the certifier's performance is assessed. There are four descriptions for each element, one each for the scores 0, 1, 2 and 3.
Element	Means a detailed area relating to inspection and certification work, and related elements are grouped together to make up a category.
Element score	Means the score that is assigned to an element.
External document	Means any document supplied by outside parties (eg from vehicle owner or manufacturer) that you rely on in your inspection and certification work, such as exemption notices.
General part	Means the main part of the PRS which consists of the five categories and from which the total score is calculated.
Inspection and certification document	Means a document you use as part of your certification work, such as a checksheet or certification label. It includes controlled, uncontrolled and external documents.
Mystery shopper exercise	Means the Transport Agency arranging for a vehicle with known faults to be presented for inspection to check that the certifier carries out the inspection correctly. The certifier does not know that the vehicle is part of a mystery shopper exercise. This give the Transport Agency information about how inspections are carried out between scheduled reviews.

PRS	Means the Performance Review System.
Random re-inspection	Means a reviewer visiting unannounced between reviews and re-inspecting a vehicle that the certifier has just certified. This gives the Transport Agency information about how the certifier is performing between reviews.
Requirements	Means Transport Agency requirements which are contained in the PRS manual, your VIRM, your agreement/contract with Transport Agency and other information issued by Transport Agency.
Review	Means an assessment of your performance as a certifier, and is usually scheduled in advance depending on the score you achieved at the previous review. Reviews are carried out by Transport Agency reviewers.
Score	This is the result of your review and gives an indication of how well you performed. The higher the score, the better your performance as a certifier.
Self-assessment	Means you assess your own performance using the same criteria as the Transport Agency reviewer does when he carries out a review. The PRS requires you to carry out regular self-assessments.
Technical part	Means the part of the PRS that relates directly to the technical aspects of the inspection and certification work, ie technical decisions, technical competence and inspection equipment. The Technical part scores are transferred to the General part before the total score is calculated.
Total score	This is the score that is calculated when all the element scores have been assigned and the category scores have been weighted, but before it has been adjusted for areas of poor performance.
Transport Agency	Means the NZ Transport Agency.
Uncontrolled document	Any document you develop yourself as part of your inspection and certification work, such as design calculations or technical drawings.
VIRM	Means the <i>Vehicle inspection requirements manual</i> . There are different VIRMs, depending on the type of certification work, and each one has a corresponding PRS manual.
Weighted category score	Means a category score that has been weighted to reflect its importance in the overall inspection and certification work relative to the other categories.

General part

1 Technical performance

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
1.1	Correct certification outcomes	
	<p>You will:</p> <ul style="list-style-type: none">• consistently identify vehicles (including vehicle classes) and components correctly• consistently certify vehicles and components only if they comply with all Transport Agency requirements• consistently certify vehicles or components that do not comply with all VIRM requirements• do not deny certification of vehicles or components if they comply with all Transport Agency requirements.	<p>The Transport Agency will:</p> <ul style="list-style-type: none">• observe you at work• inspect inspection and certification documents• inspect information on the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none">• inspect vehicles and components after you have certified them• take into account outcomes from complaints and random re-inspections since your last review• carry out 'mystery shopper' exercises.
1.2	Correct technical decisions	

You are considered correct in determining if the vehicle or component you are asked to certify complies with all Transport Agency requirements taking into account technical information provided by the Transport Agency such as the VIRM vehicle repair .

[VIRM Light vehicle repair certi](#)

The Transport Agency will:

- 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
- inspect information you enter into the Transport Agency computer system.

The Transport Agency may:

- take into account outcomes from complaints and random reinspections since your last review
- carry out 'mystery shopper' exercises.

1.3

Technical competence

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

The Transport Agency will:

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

The Transport Agency may administer short tests.

For example you must be competent in:

-
-
-
-

Scores

	Score			
	0	1	2	3
1.1	<p>Correct certification outcomes</p>			
	<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 (including vehicle classes) or components correctly certify vehicles or components that do not comply with all Transport Agency requirements. <p>The incorrect certification outcomes are likely to compromise 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 (including vehicle classes) or components correctly certify vehicles or components that do not comply with all Transport Agency requirements, or deny certification of vehicles or components that do comply with all Transport Agency requirements. <p>The incorrect certification outcomes may compromise 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 (including vehicle classes) or components correctly, and certify vehicles or components only if they comply with all Transport Agency requirements, and do not certify vehicles or components that do not comply with all Transport Agency requirements, and do not deny certification of vehicles or components if they comply with all Transport Agency requirements. <p>Any 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 identify vehicles (including vehicle classes) or components correctly, and consistently certify vehicles or components only if they comply with all Transport Agency requirements, and consistently do not certify vehicles or components that do not comply with all Transport Agency requirements, and do not deny certification of vehicles or components if they comply with all Transport Agency requirements.

1.2	Correct technical decisions
	Your score here is the average score of your performance in meeting the Transport Agency's expectations for 'Correct technical decisions' in the Technical part of the PRS.
1.3	Technical competence
	Your score here is the average score of your performance in meeting the Transport Agency's expectations for 'Technical competence' in the Technical part of the PRS.

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.

3 Resources

Requirements

What the Transport Agency expects of you	How the Transport Agency will assess your performance	
3.1	<p>Facilities</p> <p>Facilities used for certification and inspection:</p> <ul style="list-style-type: none"> • meet all Transport Agency requirements (including VIRM requirements) • are adequate for the nature and volume of the inspection and certification work carried out by your business, eg in terms of access, size, lighting, flooring, features (such as a pit), layout, condition and organisation. 	
3.2	<p>Technical equipment</p> <p>You have ready access to, all technical equipment (including any manuals) required for your certification work, or required by the Transport Agency, such as tools and inspection equipment.</p> <p>The equipment is in good condition and working order.</p> <p>Note The score for this is the average of the technical equipment scores from the Self-assessment record — Technical part</p>	
3.3	<p>Administration equipment</p> <p>Ensure current access and accurate use to Landata (ie current login, access to the internet, accuracy and use to completing notes)</p>	
3.4	<p>Technical information</p>	

<p>You have, or have ready access to, all technical information required by the Transport Agency, such as VIRMs.</p> <p>The information is complete, up to date and in good condition.</p>	<p>The Transport Agency will inspect your technical information.</p>	
<p>3.5</p>	<p>Controlled inspection and certification documents</p>	
	<p>You have available blank copies of all controlled documents and must use and complete these as part of your inspection and certification work.</p> <p>Any controlled documents you have developed yourself, if permitted by the Transport Agency, comply with Transport Agency requirements.</p>	<p>The Transport Agency will inspect your controlled inspection and certification documents.</p>
<p>3.6</p>	<p>Inspection and certification</p>	
	<p>You are the doing inspection and certification work and hold current and appropriate Transport Agency appointments for the certification work you carry out, unless you are specifically permitted by the Transport Agency to delegate specified parts of your inspection and certification work to persons who are not required to hold Transport Agency appointments (Note 1)</p> <p>All persons to whom you have delegated inspection and certification work are competent and qualified to do the specified work.</p> <p>If you are required to drive vehicles as part of your work you hold a current driver licences for the types of vehicle.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • talk to technicians and management of organisations to which you delegate inspection and certification work • observe you at work • inspect your Delegation record • inspect your driver licence and ensure that it is current.

Scores

Score				
0	1	2	3	
3.1	Facilities			
	<p>Facilities:</p> <ul style="list-style-type: none"> do not meet the Transport Agency requirements (including VIRM requirements), or are inadequate for the nature and volume of the inspection and certification work carried out by your business. <p>This means facilities are deficient to an extent that they adversely affect your certification decisions or certification outcomes.</p>	<p>Facilities:</p> <ul style="list-style-type: none"> may meet the Transport Agency requirements (including VIRM requirements), but are barely adequate for the nature and volume of the inspection and certification work carried out by your business. <p>This means there are serious deficiencies in facilities that require improvement. Serious deficiencies are those that, if not improved promptly, may adversely affect your certification decisions or certification outcomes.</p>	<p>Facilities:</p> <ul style="list-style-type: none"> meet all Transport Agency requirements (including VIRM requirements), and are adequate for the nature and volume of the inspection and certification work carried out by your business. <p>However, there are minor aspects in 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 your facilities could be better organised.</p>	<p>Facilities:</p> <ul style="list-style-type: none"> meet all Transport Agency requirements (including VIRM requirements), and are fully adequate for the nature and volume of the inspection and certification work carried out by your business, eg in terms of access, size, lighting, flooring, features (such as a pit), layout, condition and organisation.
3.2	Technical equipment			
	<p>Your score here is the average score of your performance in meeting the Transport Agency's expectations for 'Technical equipment' in the Technical part of the PRS.</p>			

<p>3.3</p>	<p>Administration equipment</p>			
	<p>Not applicable.</p>	<p>Not applicable.</p>	<p>Not applicable.</p>	<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 the Transport Agency.</p>	<p>You have, or have ready access to, all technical information required by the Transport Agency.</p> <p>The information is complete but not up to date.</p> <p>For example, when you receive amendments to an inspection manual, you do not update the manual as promptly as you could.</p>	<p>You have, or have ready access to, all technical information required by the Transport Agency.</p> <p>The information is complete and up to date but not in good condition.</p> <p>For example, pages from an inspection manual may 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 technical information required by the Transport Agency, such as VIRMs.</p> <p>The information is complete, up to date and in good condition.</p>
<p>3.5</p>	<p>Controlled inspection and certification documents</p>			

<p>You do not have available blank copies of most or any of the documents you must use and complete as part of your inspection and certification work.</p> <p>OR</p> <p>You use documents you have developed yourself but:</p> <ul style="list-style-type: none"> • • 	<p>You do not have available blank copies of some documents you must use and complete as part of your inspection and certification work.</p> <p>OR</p> <p>Some documents you have developed yourself do not fully comply with Transport Agency requirements.</p>	<p>You have available blanks of most documents you must use and complete as part of your inspection and certification work.</p> <p>Any documents you have developed yourself, if permitted by the Transport Agency, comply with Transport Agency requirements.</p>	<p>You have available blanks of all documents you must use and complete as part of your inspection and certification work.</p> <p>Any documents you have developed yourself, if permitted by the Transport Agency, comply with Transport Agency requirements.</p>
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3.6

Certification staff

You do not hold current and appropriate Transport Agency appointments for the certification work you carry out.

You have delegated or contracted out work without Transport Agency permission.

You hold current and appropriate Transport Agency appointments for the certification work you carry out.

However:

- a person to whom you have rightfully delegated certification work does not have the required level of competence, or
- if you are required to drive a vehicle as part of your work do not hold a current driver licence

You hold a current and appropriate Transport Agency appointments for the certification work you carry out.

All persons to whom you have delegated certification work are competent and qualified to do the specified work.

If you are required to drive a vehicle as part of your work you hold a current driver licence for the type of vehicle required to be driven.

4 Management

Requirements

What the Transport Agency expects of you	How the Transport Agency will assess your performance	
4.1	Management of competence	
	<p>You have a coordinated approach to managing your competence in all aspects of your inspection and 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 legal requirements and updates to technical information, new technologies, and new equipment. <p>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>	<p>The Transport Agency will:</p> <ul style="list-style-type: none">talk to youinspect the records you keep, including your Training record.
4.2	Management of facilities	
	Inspection premise/s and equipment as per VIRM requirements.	
4.3	Management of equipment	

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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5 Performance improvement

Requirements

What the Transport Agency expects of you	How the Transport Agency will assess your performance	
5.1	Commitment to continuous improvement	
5.2	Regular self-assessments	

You are committed to improving your inspection and certification work.

This means that you actively:

- 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.

You keep an Improvement record and record problems and opportunities to improve. All follow-up activities have been recorded in the [Improvement record](#).

The Transport Agency will:

- talk to you
- inspect your [Improvement record](#).

You regularly assess how well you meet the Transport Agency's expectations as set out in the PRS.

The frequency of self-assessments is appropriate to the size of your business and the inspection and certification work carried out by your business. This means you carry out a self-assessment at least once a year and within two months before a scheduled review.

You record each self-assessment by completing a [Self-assessment record](#) which is filed in this folder.

You record any problems or opportunities to improve that you identify during self-assessments in your [Improvement record](#) for follow-up.

The Transport Agency will:

- talk to you
- inspect your [Self-assessment record](#)
- inspect your [Improvement record](#) to check that any problems or opportunities to improve identified during self-assessments have been recorded for follow-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"> • display or provide to your customers your complaints policy, including information on how to lodge a complaint and your customers’ right to complain to the Transport Agency • handle complaints in accordance with Transport Agency requirements. <p>You keep a Complaints record, in which all verbal and written complaints are recorded.</p> <p>You record any problems or opportunities to improve that you identify in the investigation of complaints in your Improvement record for follow-up.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • inspect your complaints policy • talk to you • inspect your Complaints record to check that any complaints against you, including any complaints raised with the Transport Agency, have been recorded and handled in accordance with Transport Agency 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.
<p>5.4</p>	<p>Commitment to the PRS</p>	
	<p>You are committed to making the PRS 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 inspection and certification work • are open about your problems and achievements • fully cooperate during regular performance reviews. 	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • assess your level of cooperation during reviews.

Scores

Score				
0	1	2	3	
5.1	<p>Commitment to continuous improvement</p>			
	<p>You and/or most of your staff show little or no commitment to improving your inspection and certification work.</p> <p>This means you and most of your staff do not make efforts to identify problems and opportunities to improve. You are often not even aware of the problems you have.</p>	<p>You and most of your staff show some commitment to improving your inspection and certification work.</p> <p>This means you are aware of:</p> <ul style="list-style-type: none"> • some problems and opportunities to improve, and • the causes of the problems and what you need to do to address them. <p>However, although you work around the problems, you regularly do not:</p> <ul style="list-style-type: none"> • record them in your Improvement record, or • work actively to address them properly. 	<p>You show an adequate level of commitment to improving your inspection and 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, opportunities and follow-ups in your Improvement record. 	<p>You are fully committed to improving your inspection 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, and • address problems and opportunities according to available resources, and • record all problems, opportunities and follow-ups in your Improvement record.
5.2	<p>Regular self-assessments</p>			

<p>You do not assess how well you meet the Transport Agency's expectations as set out in the PRS. This means there is no evidence of your carry out self-assess</p>	<p>You sometimes assess how well you meet the Transport Agency's expectations as set out in the PRS.</p> <p>This means you carry out some self-assessments but you do not:</p> <ul style="list-style-type: none"> • carry out self-reviews regularly (ie at least once a year and before scheduled reviews), or • document self-assessments by completing a Self-assessment record. 	<p>You regularly assess how well you meet the Transport Agency's expectations as set out in the PRS.</p> <p>This means you carry out self-assessments at least once a year (or more often as appropriate to the size of your business and the inspection and certification work carried out by your business).</p> <p>However, you do not always:</p> <ul style="list-style-type: none"> • carry out self-assessments before scheduled performance reviews, or • document self-assessments by completing a Self-assessment record, or • record in your Improvement record problems or opportunities to improve that you identify in self-assessments. 	<p>You regularly assess how well you meet the Transport Agency's expectations as set out in the PRS.</p> <p>This means you:</p> <ul style="list-style-type: none"> • carry out self-assessments at least once a year (or more often as appropriate to the size of your business and the inspection and certification work carried out by your business), and • carry out self-assessments before scheduled performance reviews, and • document each self-assessment by completing a Self-assessment record, and • record in your Improvement record problems or opportunities to improve that you identify in self-assessments.
<p>5.3</p>	<p>Correct handling of complaints</p>		

<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"> • • • • • • • 	<p>You are not open to complaints and your handling of complaints is barely adequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> • have a complaints policy but that policy is not correctly communicated to your customers because your display does not accurately reflect your policy, or • regularly do not handle complaints in accordance with Transport Agency requirements (eg you regularly exceed the time frames set by the Transport Agency for responding to complaints), or • regularly fail to record complaints in your Complaints record, or • do not record any problems or opportunities to improve that you identify in the investigation of complaints in your Improvement record and follow up on them. • 	<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"> • display your complaints policy to your customers, including information on how to lodge a complaint and your customers' right to complain to the Transport Agency, and • usually handle complaints in accordance with Transport Agency requirements, and • keep a Complaints record in which you record most complaints. <p>However, you do not always record in your Improvement record, and follow up on, the problems or opportunities to improve that you identify in the investigation of complaints.</p>	<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"> • display to your customers your complaints policy, including information on how to lodge a complaint and your customers' right to complain to the Transport Agency, and • handle complaints in accordance with Transport Agency requirements, and • keep a Complaints record in which you record all verbal and written complaints, and • record in your Improvement record any problems or opportunities to improve that you identify in the investigation of complaints.
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Commitment to the PRS

You show **little or no commitment** to making the PRS work in and for your business.

This means you do not:

- use the system for improving your inspection and certification work, or
- share your problems and achievements with Transport Agency Transport Officers, or
- cooperate in Transport Agency reviews.

You show **some commitment** to making the PRS work in your business but there is little evidence that you actively use it to improve your inspection and certification work.

This means:

- you make some efforts to use the system in your business, but mostly to satisfy Transport Agency reviewers, and
- there is a basic level of cooperation in Transport Agency reviews but there is a reluctance to share problems with Transport Agency Transport Officers.

You show an **adequate level of commitment** to making the PRS work in and for your business.

This means you:

- actively use most aspects of the system for improving your inspection and certification work, although you do not use the system to its full extent, and
- are usually open about your problems and achievements, although some staff are reluctant to share problems with Transport Agency Transport Officers, and
- show a good level of cooperation in Transport Agency reviews.

You are **fully committed** to making the PRS work in and for your business.

This means you:

- actively use the system for improving your inspection and certification work, and
- are open about your problems and achievements, and
- fully cooperate in Transport Agency reviews.

1 Vehicle identification

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
1.1.1	<p>Correct technical decisions</p> <p>You thoroughly inspect all evidence of vehicle identification and correctly determine whether it complies with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
1.1.2	<p>Technical competence</p>	

1.1.3	Technical equipment	
	You have: <ul style="list-style-type: none">• a hand-held inspection lamp. The equipment is in good condition and working order.	The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
1.1.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all evidence of vehicle identification or correctly determine whether it complies with all Transport Agency requirements.</p> <p>The area of non-compliance is significant.</p> <p>For example:</p> <ul style="list-style-type: none"> • a vehicle identification number has not been read from the VIN plate, or • a vehicle's VIN or chassis number is missing, or has obviously been unlawfully affixed or tampered with. 	<p>You do not thoroughly inspect all evidence of vehicle identification or correctly determine whether it complies with all Transport Agency requirements.</p> <p>The area of non-compliance is somewhat important.</p> <p>For example:</p> <ul style="list-style-type: none"> • a vehicle's VIN or chassis number is damaged or obscured beyond recognition. 	<p>You do not thoroughly inspect all evidence of vehicle identification or correctly determine whether it complies with all Transport Agency requirements.</p> <p>The area of non-compliance is minor.</p> <p>For example:</p> <ul style="list-style-type: none"> • a vehicle's VIN or chassis number is damaged or obscured but still readable. 	<p>You thoroughly inspect all evidence of vehicle identification and correctly determine whether it complies with all Transport Agency requirements.</p>
1.1.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to vehicle identification. <p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of vehicle identification, or • the Transport Agency requirements (including VIRM requirements) relating to vehicle identification, or • Transport Agency guidelines relating to vehicle identification, or • the operation of the equipment you use for assessing vehicle identification. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to vehicle identification. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of vehicle identification, or • the Transport Agency requirements (including VIRM requirements) relating to vehicle identification, or • Transport Agency guidelines relating to vehicle identification, or • the operation of the equipment you use for assessing vehicle identification. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to vehicle identification, including their compliance with Land Transport Rules.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of vehicle identification • the Transport Agency requirements (including VIRM requirements) relating to vehicle identification • Transport Agency guidelines relating to vehicle identification • the operation of the equipment you use for inspecting vehicle identification.
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1.1.3	Technical equipment			
	Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.	All specified equipment is available and in working order, but some or all of it is in poor condition.	All specified equipment is available, in working order and in at least adequate condition.	All specified equipment is available and in good condition and working order.

2 Vehicle structure

Requirements

	What the NZTA expects of you	How the NZTA will assess your performance
<p>2.1.1</p> <p>2.2.1 Correct technical decisions</p>	<p>You thoroughly inspect all components and and correctly determine whether the chassis rails complies with all NZTA requirements, taking into account technical information provided by the NZTA such as the VIRM: Light vehicle repair certification.</p>	<p>The NZTA will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the NZTA computer system. <p>The NZTA may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
<p>2.1.2</p> <p>2.2.2 Technical competence</p>	<p>You are competent in all technical aspects relating to chassis rails. This means you are competent in:</p> <ul style="list-style-type: none"> • the assessment of chassis rails • NZTA requirements (including VIRM requirements) relating to chassis rails and the assessment of chassis rails • NZTA guidelines relating to chassis rails • the operation of the equipment used for inspecting chassis rails. 	<p>The NZTA will:</p> <ul style="list-style-type: none"> • talk to you • ask questions to check your competence relating to chassis rails and the assessment of chassis rails • observe you at work • inspect inspection and certification documents you use and complete • inspect your Training record. <p>The NZTA may administer a short test on chassis rails and the assessment of chassis rails.</p>

2.1.3		
2.2.3	Technical equipment You have: <ul style="list-style-type: none">• a hand-held inspection lamp• a mirror• assorted hand tools• a tape measure. The equipment is in good condition and working order.	The NZTA will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
2.1.1	<p>2.2.1 Correct technical decisions</p>			
2.2.1				
	<p>You do not thoroughly inspect all components or correctly determine whether the chassis rails comply with all NZTA requirements.</p> <p>The area of non-compliance is likely to compromise the outcome of the certification process.</p> <p>For example:</p> <ul style="list-style-type: none"> chassis rail has been heated, and there are no manufacturer's instructions for this a crush zone has been repaired without the manufacturer's instructions. 	<p>You do not thoroughly inspect all components or correctly determine whether the chassis rails comply with all NZTA requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> a chassis rail has been sectioned too close to a crush zone, suspension, steering or engine mount, so that it may affect the performance of that component. 	<p>You do not thoroughly inspect all components or correctly determine whether the chassis rails comply with all NZTA requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> a chassis rail has been repaired using an alternative repair method and there is no evidence that the manufacturer's instructions have been sought. 	<p>You thoroughly inspect all components and correctly determine whether the chassis rails comply with all NZTA requirements.</p>
2.1.2	<p>2.2.2 Technical competence</p>			
2.2.2				

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs to chassis rails, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of chassis rails, or • the NZTA requirements (including VIRM requirements) relating to chassis rails, or • NZTA guidelines relating to chassis rails, or • the operation of the equipment you use for inspecting chassis rails. <p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to chassis rails, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of chassis rails, or • the NZTA requirements (including VIRM requirements) relating to chassis rails, or • NZTA guidelines relating to chassis rails, or • the operation of the equipment you use for inspecting chassis rails. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to chassis rails, including their compliance with Land Transport Rules.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of chassis rails • the NZTA requirements (including VIRM requirements) relating to chassis rails • NZTA guidelines relating to chassis rails • the operation of the equipment you use for inspecting chassis rails. 	
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<p>2.1.3</p> <p>2.2.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
<p>2.3.1</p>	<p>Correct technical decisions</p> <p>You thoroughly inspect all components and and correctly determine whether the sill repair complies with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
<p>2.3.2</p>	<p>Technical competence</p>	

You are competent in all technical aspects relating to sill repairs. This means you are competent in:

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to sill repairs and the assessment of sill repairs
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on sill repairs and the assessment of sill repairs.

- the ability to carry out sill repairs
- The ability to carry out sill repairs (i.e. [V](#) repairs)
- The ability to carry out sill repairs
- The ability to carry out sill repairs
- the ability to carry out sill repairs

2.3.3

Technical equipment

You have:

- a hand-held inspection lamp
- a mirror
- assorted hand tools
- a tape measure.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
2.3.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all components or correctly determine whether the sill repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the outcome of the certification process.</p> <p>For example:</p> <ul style="list-style-type: none"> • a sill that has been improperly sectioned. 	<p>You do not thoroughly inspect all components or correctly determine whether the sill repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a sill has been repaired and the repair method has not been thoroughly inspected, eg whether an insert has been used, overlap length etc. 	<p>You do not thoroughly inspect all components or correctly determine whether the sill repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a sill has been repaired using an alternative repair method and there is no evidence that the manufacturer's instructions have been sought • replacement foam in a pillar has not been inspected. 	<p>You thoroughly inspect all components and correctly determine whether the sill repairs comply with all Transport Agency requirements.</p>
2.3.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs to sill repairs, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of sill repairs, or • the Transport Agency requirements (including VIRM requirements) relating to sill repairs, or • Transport Agency guidelines relating to sill repairs, or • the operation of the equipment you use for inspecting sill repairs. <p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to sill repairs, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of sill repairs, or • the Transport Agency requirements (including VIRM requirements) relating to sill repairs, or • Transport Agency guidelines relating to sill repairs, or • the operation of the equipment you use for inspecting sill repairs. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to sill repairs, including their compliance with Land Transport Rules.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of sill repairs • the Transport Agency requirements (including VIRM requirements) relating to sill repairs • Transport Agency guidelines relating to sill repairs • the operation of the equipment you use for inspecting sill repairs.
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<p>2.3.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
2.4.1 2.5.1	<p>Correct technical decisions</p> <p>You thoroughly inspect all components and and correctly determine whether the pillar repair complies with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.
2.4.2 2.5.2	<p>Technical competence</p>	

You are competent in all technical aspects relating to pillar repairs. This means you are competent in:

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to pillar repairs and the assessment of pillar repairs
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on pillar repairs and the assessment of pillar repairs.

- the ability to carry out pillar repairs
- The Transport Agency will require you to provide evidence of your competence to carry out pillar repairs and the assessment of pillar repairs
- The Transport Agency will require you to provide evidence of your competence to carry out pillar repairs
- the ability to carry out pillar repairs

2.4.3

2.5.3 **Technical equipment**

You have:

- a hand-held inspection lamp
- a mirror
- assorted hand tools
- a tape measure
- a trammel bar.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
<p>2.4.1</p> <p>2.4.1 Correct technical decisions</p>	<p>You do not thoroughly inspect all components or correctly determine whether the pillar repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the outcome of the certification process.</p> <p>For example:</p> <ul style="list-style-type: none"> • a pillar that has been improperly sectioned. 	<p>You do not thoroughly inspect all components or correctly determine whether the pillar repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a sill has been repaired and the repair method has not been thoroughly inspected, eg whether an insert has been used, overlap length etc. 	<p>You do not thoroughly inspect all components or correctly determine whether the pillar repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a pillar has been repaired using an alternative repair method and there is no evidence that the manufacturer's instructions have been sought • replacement foam in a pillar has not been inspected. 	<p>You thoroughly inspect all components and correctly determine whether the sill repairs comply with all Transport Agency requirements.</p>
<p>2.4.2</p> <p>2.5.2 Technical competence</p>				

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs to pillar repairs, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of pillar repairs, or • the Transport Agency requirements (including VIRM requirements) relating to pillar repairs, or • Transport Agency guidelines relating to pillar repairs, or • the operation of the equipment you use for inspecting pillar repairs. <p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of pillar repairs, or • the Transport Agency requirements (including VIRM requirements) relating to pillar repairs, or • Transport Agency guidelines relating to pillar repairs, or • the operation of the equipment you use for inspecting pillar repairs. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to pillar repairs, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of pillar repairs, or • the Transport Agency requirements (including VIRM requirements) relating to pillar repairs, or • Transport Agency guidelines relating to pillar repairs, or • the operation of the equipment you use for inspecting pillar repairs. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to pillar repairs, including their compliance with Land Transport Rules.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of pillar repairs • the Transport Agency requirements (including VIRM requirements) relating to pillar repairs • Transport Agency guidelines relating to pillar repairs • the operation of the equipment you use for inspecting pillar repairs.
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<p>2.4.3</p> <p>2.5.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
<p>2.6.1</p> <p>2.7.1</p>	<p>Correct technical decisions</p> <p>You thoroughly inspect all components and and correctly determine whether the bumper and plastic repairs comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.
<p>2.6.2</p> <p>2.7.2</p>	<p>Technical competence</p>	

You are competent in all technical aspects relating to bumper and plastic repairs. This means you are competent in:

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to bumper and plastic repairs and the assessment of bumper and plastic repairs
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on bumper and plastic repairs and the assessment of bumper and plastic repairs.

- the ability to carry out bumper and plastic repairs
- The Agency will require you to provide evidence of your competence to carry out bumper and plastic repairs
- The Agency will require you to provide evidence of your competence to carry out bumper and plastic repairs

2.6.3

2.7.3 Technical equipment

You have:

- a hand-held inspection lamp
- a mirror
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
2.6.1	<p>2.7.1 Correct technical decisions</p>			
2.7.1				
	<p>You do not thoroughly inspect all components or correctly determine whether the bumper and plastic repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the outcome of the certification process.</p> <p>For example:</p> <ul style="list-style-type: none"> • a non-mechanical energy absorber has been repaired. 	<p>You do not thoroughly inspect all components or correctly determine whether the bumper and plastic repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a plastic fuel line has been repaired instead of replaced. 	<p>You do not thoroughly inspect all components or correctly determine whether the bumper and plastic repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • the source of a replacement energy absorbing bumper is unknown (make, model and year). 	<p>You thoroughly inspect all components and correctly determine whether the bumper and plastic repairs comply with all Transport Agency requirements.</p>
2.6.2	<p>2.7.2 Technical competence</p>			
2.7.2				

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs to bumper and plastic repairs, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of bumper and plastic repairs, or • the Transport Agency requirements (including VIRM requirements) relating to bumper and plastic repairs, or • Transport Agency guidelines relating to bumper and plastic repairs, or • the operation of the equipment you use for inspecting bumper and plastic repairs. <p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to bumper and plastic repairs, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of bumper and plastic repairs, or • the Transport Agency requirements (including VIRM requirements) relating to bumper and plastic repairs, or • Transport Agency guidelines relating to bumper and plastic repairs, or • the operation of the equipment you use for inspecting bumper and plastic repairs. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to bumper and plastic repairs, including their compliance with Land Transport Rules.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of bumper and plastic repairs • the Transport Agency requirements (including VIRM requirements) relating to bumper and plastic repairs • Transport Agency guidelines relating to bumper and plastic repairs • the operation of the equipment you use for inspecting bumper and plastic repairs. 	
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<p>2.6.3</p> <p>2.7.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
<p>2.8.1</p>	<p>Correct technical decisions</p> <p>You thoroughly inspect all points of attachment and and correctly determine whether the repair complies with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
<p>2.8.2</p>	<p>Technical competence</p>	

You are competent in all technical aspects relating to repairs to points of attachment. This means you are competent in:

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to repairs to points of attachment and the assessment of repairs to points of attachment
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on points of attachment repairs and the assessment of repairs to points of attachment.

- the ability to assess the condition of a component and determine if it is fit for service
- the ability to assess the condition of a component and determine if it is fit for service

2.8.3

Technical equipment

You have:

- a hand-held inspection lamp
- a mirror
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
2.8.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all points of attachment or correctly determine whether the repairs to the points of attachment comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the outcome of the certification process.</p> <p>For example:</p> <ul style="list-style-type: none"> a headlamp cannot be securely attached/adjusted as per the manufacturer's instructions. 	<p>You do not thoroughly inspect all components or correctly determine whether the repairs to the points of attachment comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> a side-mirror cannot be securely attached/adjusted as per the manufacturer's instructions a rear-side lamp cannot be securely attached as per the manufacturer's instructions. 	<p>You do not thoroughly inspect all components or correctly determine whether the repairs to points of attachment comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> a front-side light cannot be securely attached as per the manufacturer's instructions. 	<p>You thoroughly inspect all components and correctly determine whether the vehicle structure complies with all Transport Agency requirements.</p>
2.8.2	<p>Technical competence</p>			

You demonstrate:

You demonstrate:

- some competence in the technical aspects relating to repairs to points of attachment, or
- a level of competence that **may compromise** the safety of vehicle occupants or other road users.

This means there are **some gaps in your knowledge** of, or skills in:

- the assessment of repairs to points of attachment, or
- the Transport Agency requirements (including [VIRM](#) requirements) relating to repairs to points of attachment, or
- Transport Agency guidelines relating to repairs to points of attachment, or
- the operation of the equipment you use for inspecting repairs to points of attachment.

This means there are **significant gaps in your knowledge** of, or skills in:

- the

You demonstrate:

- adequate competence in the technical aspects relating to repairs to points of attachment, or
- a level of competence that is **unlikely to compromise** the safety of vehicle occupants or other road users.

This means there are **minor gaps in your knowledge** of, or skills in:

- the assessment of repairs to points of attachment, or
- the Transport Agency requirements (including [VIRM](#) requirements) relating to repairs to points of attachment, or
- Transport Agency guidelines relating to repairs to points of attachment, or
- the operation of the equipment you use for inspecting repairs to points of attachment.

You can demonstrate

comprehensive competence in the technical aspects relating to repairs to points of attachment, including their compliance with Land Transport Rules.

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

- the assessment of repairs to points of attachment
- the Transport Agency requirements (including [VIRM](#) requirements) relating to repairs to points of attachment
- Transport Agency guidelines relating to repairs points of attachment
- the operation of the equipment you use for inspecting repairs to points of attachment.

2.8.3	Technical equipment			
	Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.	All specified equipment is available and in working order, but some or all of it is in poor condition.	All specified equipment is available, in working order and in at least adequate condition.	All specified equipment is available and in good condition and working order.

3 Vision

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
<p>3.1.1</p>	<p>Correct technical decisions</p> <p>You thoroughly inspect all repairs to windscreens and correctly determine whether the repairs comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.
<p>3.1.2</p>	<p>Technical competence</p>	

You are competent in all technical aspects relating to windscreen repairs including their compliance with Land Transport Rules. This means you are competent in:

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to windscreen repairs and the assessment of windscreen repairs
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on windscreen repairs and the assessment of windscreen repairs.

- the ability to assess the condition of windscreen repairs
- The ability to assess the condition of windscreen repairs (i.e. [V](#)...
- The ability to assess the condition of windscreen repairs
- the ability to assess the condition of windscreen repairs

3.1.3

Technical equipment

You have:

- a hand-held inspection lamp, and
- a tape measure
- assorted hand tools

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
3.1.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all windscreen repairs or correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a windscreen displays damage that exceeds the threshold for repair or replacement, or • a replacement windscreen is not laminated. 	<p>You do not thoroughly inspect all components or correctly determine whether the windscreen repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a windscreen cannot be demonstrated to comply with an appropriate standard, or • the type of windscreen adhesive used is unknown. 	<p>You do not thoroughly inspect all components or correctly determine whether the windscreen repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a windscreen has been repaired to the correct standard, but there is no documentation available to support it. 	<p>You thoroughly inspect all components and correctly determine whether the windscreen repairs comply with all Transport Agency requirements.</p>
3.1.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to windscreen repairs, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of windscreen repairs, or • the Transport Agency requirements (including VIRM requirements) relating to windscreen repairs, or • Transport Agency guidelines relating to windscreen repairs, or • the operation of the equipment you use for inspecting windscreen repairs. <p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to windscreen repairs, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of windscreen repairs, or • the Transport Agency requirements (including VIRM requirements) relating to windscreen repairs, or • Transport Agency guidelines relating to windscreen repairs, or • the operation of the equipment you use for inspecting windscreen repairs. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to windscreen repairs, including their compliance with Land Transport Rules.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of windscreen repairs • the Transport Agency requirements (including VIRM requirements) relating to windscreen repairs • Transport Agency guidelines relating to windscreen repairs • the operation of the equipment you use for inspecting windscreen repairs.
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3.1.3	Technical equipment			
	Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.	All specified equipment is available and in working order, but some or all of it is in poor condition.	All specified equipment is available, in working order and in at least adequate condition.	All specified equipment is available and in good condition and working order.

4 Entrance and exit

4-1 Door and hinged panel retention systems

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
4.1.1	<p>Correct technical decisions</p> <p>You thoroughly inspect all repairs to door and hinged panel retention systems and correctly determine whether the repairs comply with all Transport Agency requirements, taking into account all technical information including that provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
4.1.2	<p>Technical competence</p>	

You are competent in all technical aspects relating to repairs to door and hinged panel retention systems including their compliance with [Land Transport Rules](#).

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to repairs to door and hinged panel retention systems and the assessment of repairs to door and hinged panel retention systems
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on door and hinged panel retention systems repairs and the assessment of repairs to door and hinged panel retention systems.

This means you are competent in:

- the ability to assess and repair door and hinged panel retention systems
- The ability to assess and repair door and hinged panel retention systems

4.1.3

Technical equipment

You have:

- a hand-held inspection lamp
- a mirror
- a tape measure.
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
4.1.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all repairs to door and hinged panel retention systems or correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a side intrusion beam has been repaired without the specific permission of the manufacturer's instructions, or • a hinge is not securely attached to both the vehicle body and the door. 	<p>You do not thoroughly inspect all repairs to door and hinged panel retention systems or correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a door cannot be opened from the inside, or • a door and hinged panel retention system has been repaired, but there is no evidence that replacement components used meet the correct standards. 	<p>You do not thoroughly inspect all repairs to door and hinged panel retention systems or correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a door does not open or close easily, or • a door and hinged panel retention system has been repaired to the correct standard, but there is no documentation available to support it. 	<p>You thoroughly inspect all repairs to door and hinged panel retention systems and correctly determine whether the repairs comply with all Transport Agency requirements.</p>
4.1.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs to door and hinged panel retention systems, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to door and hinged panel retention systems, or • Transport Agency requirements (including VIRM requirements) relating to repairs to door and hinged panel retention systems, or • Transport Agency guidelines relating to repairs to door and hinged panel retention systems, or • the operation of the equipment you use for inspection repairs to door and hinged panel retention systems. <p>This means there are significant gaps in your knowledge of, or skills in:</p>	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to repairs to door and hinged panel retention systems, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to door and hinged panel retention systems, or • Transport Agency requirements (including VIRM requirements) relating to repairs to door and hinged panel retention systems, or • Transport Agency guidelines relating to repairs to door and hinged panel retention systems, or • the operation of the equipment you use for inspecting door and hinged panel retention systems. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to repairs to door and hinged panel retention systems, including their compliance with Land Transport Rules.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to door and hinged panel retention systems, and • Transport Agency requirements (including VIRM requirements) relating to repairs to door and hinged panel retention systems, and • Transport Agency guidelines relating to repairs to door and hinged panel retention systems, and • the operation of the equipment you use for inspecting repairs to door and hinged panel retention systems.
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4.1.3	Technical equipment			
	Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.	All specified equipment is available and in working order, but some or all of it is in poor condition.	All specified equipment is available, in working order and at least adequate condition.	All specified equipment is available and in good condition and in working order.

5 Vehicle interior

5-1 Seats and seat anchorages

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
5.1.1	<p>Correct technical decisions</p> <p>You thoroughly inspect all repairs to seats and seat anchorages and correctly determine whether the repairs comply with all Transport Agency requirements, taking into account all technical information including that provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
5.1.2	<p>Technical competence</p>	

You are competent in all technical aspects relating to seats and seat anchorages. This means you are competent in:

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to repairs to seats and seat anchorages and the assessment of repairs to seats and seat anchorages
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on repairs to seats and seat anchorages and the assessment of repairs to seats and seat anchorages.

- the ability to...
- The Agency will...

5.1.3

Technical equipment

You have:

- a hand-held inspection lamp
- a mirror
- a tape measure
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
5.1.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all repairs to seats and seat anchorages and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • damage, corrosion or poor repair has weakened the attachment of a seat to a seat anchorage. 	<p>You do not thoroughly inspect all repairs to seats and seat anchorages or correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a replacement seat is fitted to a modified OE seat anchorage. 	<p>You do not thoroughly inspect all repairs to seats and seat anchorages or correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a replacement seat has marginally affected the relationship between the seat, the seat occupant and the seatbelt anchorage. 	<p>You thoroughly inspect all repairs to seats and seat anchorages and correctly determine whether the repairs comply with all Transport Agency requirements.</p>
5.1.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs to seats and seat anchorages, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to seats and seat anchorages, or • Transport Agency requirements and guidelines (including VIRM requirements) relating to repairs to seats and seat anchorages, or • the operation of the equipment you use for inspecting repairs to seats and seat anchorages. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to repairs to seats and seat anchorages, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to seats and seat anchorages, or • Transport Agency requirements and guidelines (including VIRM requirements) relating to repairs to seats and seat anchorages, or • the operation of the equipment you use for inspecting repairs to seats and seat anchorages. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to repairs to seats and seat anchorages.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to seats and seat anchorages, and • Transport Agency requirements (including VIRM requirements) relating to repairs to seats and seat anchorages, and • Transport Agency guidelines relating to seats and seat anchorages, and • the operation of the equipment you use for inspecting repairs to seats and seat anchorages.
<p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 		

<p>5.1.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
5.2.1	<p>Correct technical decisions</p> <p>You thoroughly inspect all repairs to seatbelts and seatbelt anchorages and correctly determine whether that the repairs comply with all Transport Agency requirements, taking into account all technical information including that provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.
5.2.2	<p>Technical competence</p>	

You are competent in all technical aspects relating to repairs to seatbelts and seatbelt anchorages.

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to repairs to seatbelts and seatbelt anchorages and the assessment of repairs to seatbelts and seatbelt anchorages
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on repairs to seatbelts and seatbelt anchorages and the assessment of repairs to seatbelts and seatbelt anchorages.

This means you are competent in:

- the ability to...
- The ability to...

5.2.3

Technical equipment

You have:

- a hand-held inspection lamp
- a mirror
- a tape measure
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency may inspect your technical equipment.

Scores

	Score			
	0	1	2	3
5.2.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all repairs to seatbelts and seatbelt anchorages and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a seatbelt pretensioner has not been replaced after activation, or • a seatbelt that has been worn in a crash has not been replaced. 	<p>You do not thoroughly inspect all repairs to seatbelts and seatbelt anchorages and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a seatbelt buckle and tongue do not release easily. 	<p>You do not thoroughly inspect all repairs to seatbelts and seatbelt anchorages and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a seatbelt of the wrong type for the seat position has been fitted. 	<p>You thoroughly inspect all repairs to seatbelts and seatbelt anchorages and correctly determine whether the repairs comply with all Transport Agency requirements.</p>
5.2.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs to seatbelts and seatbelt anchorages, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to seatbelts and seatbelt anchorages, or • Transport Agency requirements (including VIRM requirements) relating to repairs to seatbelts and seatbelt anchorages, or • Transport Agency guidelines relating to repairs to seatbelts and seatbelt anchorages, or • the operation of the equipment you use for inspecting repairs to seatbelts and seatbelt anchorages. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to repairs to seatbelts and seatbelt anchorages, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to seatbelts and seatbelt anchorages, or • Transport Agency requirements (including VIRM requirements) relating to repairs to seatbelts and seatbelt anchorages, or • Transport Agency guidelines relating to repairs to seatbelts and seatbelt anchorages, or • the operation of the equipment you use for inspecting repairs to seatbelts and seatbelt anchorages. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to repairs to seatbelts and seatbelt anchorages.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to seatbelts and seatbelt anchorages, and • Transport Agency requirements (including VIRM requirements) relating to repairs to seatbelts and seatbelt anchorages, and • Transport Agency guidelines relating to seatbelts and seatbelt anchorages, and • the operation of the equipment you use for inspecting repairs to seatbelts and seatbelt anchorages.
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<p>5.2.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
<p>5.3.1</p>	<p>Correct technical decisions</p> <p>You thoroughly inspect all repairs that involve airbags and correctly determine whether the repairs comply with all Transport Agency requirements, taking into account all technical information including that provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.
<p>5.3.2</p>	<p>Technical competence</p>	

5.3.3

Technical equipment

You have:

- a hand-held inspection lamp
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency may inspect your technical equipment.

Scores

	Score			
	0	1	2	3
5.3.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all repairs that involve airbags and correctly determine whether the repairs that involve airbags comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • an airbag that failed to deploy when involved in a crash above the deployment threshold has not been replaced, or • an OE airbag warning light has been removed from a vehicle fitted with airbags, or • a salvaged airbag, which has incomplete documentation has been fitted. 	<p>You do not thoroughly inspect all repairs that involve airbags and correctly determine whether the repairs that involve airbags comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a diagnostic report has been completed by someone other than the manufacturer or an approved representative. 	<p>You do not thoroughly inspect all repairs that involve airbags and correctly determine whether the repairs that involve airbags comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a vehicle has not been low volume vehicle certified when the airbag has been removed and the vehicle is 14 years or older. 	<p>You thoroughly inspect all repairs that involve airbags and correctly determine whether the repairs that involve airbags comply with all Transport Agency requirements.</p>
5.3.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs that involve airbags, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs that involve airbags, or • Transport Agency requirements (including VIRM requirements) relating to repairs that involve airbags, or • Transport Agency guidelines relating to repairs that involve airbags, or • the operation of the equipment you use for inspecting repairs that involve airbags. <p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs that involve airbags, or • Transport Agency requirements (including VIRM requirements) relating to repairs that involve airbags, or • Transport Agency guidelines relating to repairs that involve airbags, and • the operation of the equipment you use for inspecting repairs that involve airbags. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to repairs that involve airbags, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs that involve airbags, or • Transport Agency requirements (including VIRM requirements) relating to repairs that involve airbags, or • Transport Agency guidelines relating to repairs that involve airbags, or • the operation of the equipment you use for inspecting repairs that involve airbags. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to repairs that involve airbags.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs that involve airbags, and • Transport Agency requirements (including VIRM requirements) relating to repairs that involve airbags, and • Transport Agency guidelines relating to repairs that involve airbags, and • the operation of the equipment you use for inspecting repairs that involve airbags.
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5.3.3

Technical equipment

Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.

All specified equipment is available and in working order, but some or all of it is in poor condition.

All specified equipment is available, in working order and in at least adequate condition.

All specified equipment is available and in good condition and working order.

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
5.4.1	<p>Correct technical decisions</p> <p>You thoroughly inspect all repairs that involve interior fittings, surfaces and controls and correctly determine whether the repairs comply with all Transport Agency requirements, taking into account all technical information including that provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.
5.4.2	<p>Technical competence</p>	

You are competent in all technical aspects relating to repairs that involve interior fittings, surfaces and control

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to repairs that involve interior fittings, surfaces and controls and the assessment of repairs that involve interior fittings, surfaces and controls
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on repairs to interior fittings, surfaces and controls and the assessment of repairs to interior fittings, surfaces and controls.

This means you are competent in:

- the ability to carry out repairs to interior fittings, surfaces and controls
- The ability to carry out repairs to interior fittings, surfaces and controls

5.4.3

Technical equipment

You have:

- a hand-held inspection lamp
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency may inspect your technical equipment.

Scores

	Score			
	0	1	2	3
5.4.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all repairs that involve interior fittings, surfaces and controls and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a sharp edge or point is present in front of a seated occupant that may be contacted in the event of a crash, or • the impact absorbent foam in front of a seated occupant that may be contacted in the event of a crash, has not been replaced when it has been damaged. 	<p>You do not thoroughly inspect all repairs that involve interior fittings, surfaces and controls and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • the impact absorbent foam in front of a seated occupant is damaged and may be contacted in the event of a crash. 	<p>You do not thoroughly inspect all repairs that involve interior fittings, surfaces and controls and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a sharp edge or point is present in front of a seated occupant but it is unlikely to be contacted in the event of a crash, or • the impact absorbent foam in front of a seated occupant is damaged but it is unlikely to be contacted in the event of a crash. 	<p>You thoroughly inspect all repairs that involve interior fittings, surfaces and controls and correctly determine whether the repairs comply with all Transport Agency requirements.</p>
5.4.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs that involve interior fittings, surfaces and controls, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs that involve interior fittings, surfaces and controls, or • Transport Agency requirements (including VIRM requirements) relating to repairs that involve interior fittings, surfaces and controls, or • Transport Agency guidelines relating to repairs that involve interior fittings, surfaces and controls, or • the operation of the equipment you use for inspecting repairs that involve interior fittings, surfaces and controls. <p>This means there are significant gaps in your knowledge of, or skills in:</p>	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to repairs that involve interior fittings, surfaces and controls, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs that involve interior fittings, surfaces and controls, or • Transport Agency requirements (including VIRM requirements) relating to repairs that involve interior fittings, surfaces and controls, or • Transport Agency guidelines relating to repairs that involve interior fittings, surfaces and controls, or • the operation of the equipment you use for inspecting repairs that involve interior fittings, surfaces and controls. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to repairs that involve interior fittings, surfaces and controls.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs that involve interior fittings, surfaces and controls, and • Transport Agency requirements (including VIRM requirements) relating to repairs that involve interior fittings, surfaces and controls, and • Transport Agency guidelines relating to repairs that involve interior fittings, surfaces and controls, and • the operation of the equipment you use for inspecting repairs that involve interior fittings, surfaces and controls.
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<p>5.4.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

6 Brakes

6-1 Service brakes and park brakes

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
6.1.1	<p>Correct technical decisions</p> <p>You thoroughly inspect all repairs to service and park brakes and correctly determine whether the repairs comply with all Transport Agency requirements, taking into account all technical information including that provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
6.1.2	<p>Technical competence</p>	

You are competent in all technical aspects relating to repairs to service and park brakes

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to repairs to service and park brakes and the assessment of repairs to service and park brakes
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on the assessment of repairs to service and park brakes.

This means you are competent in:

- the ability to...
- The ability to...

6.1.3

Technical equipment

You have:

- a hand-held inspection lamp
- a tape measure
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
6.1.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all repairs to service and park brakes and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a brake fluid sample shows signs of dirt or contamination, or • a brake drum or a brake disc is fractured or otherwise damaged, seriously compromising the ability to safely brake the vehicle. 	<p>You do not thoroughly inspect all repairs to service and park brakes and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a brake pipe has been partially crushed • a brake pipe has been routed incorrectly too close to the vehicle's exhaust system. 	<p>You do not thoroughly inspect all repairs to service and park brakes and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • the brake pipes have not been secured in all the manufacturer's original mounting points. 	<p>You thoroughly inspect all repairs to service and park brakes and correctly determine whether the repairs comply with all Transport Agency requirements.</p>
6.1.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs to service and park brakes, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to service and park brakes, or • Transport Agency requirements (including VIRM requirements) relating to repairs to service and park brakes, or • Transport Agency guidelines relating to repairs to service and park brakes, or • the operation of the equipment you use for inspecting repairs to service and park brakes. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to repairs to service and park brakes, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to service and park brakes, or • Transport Agency requirements (including VIRM requirements) relating to repairs to service and park brakes, or • Transport Agency guidelines relating to repairs to service and park brakes, or • the operation of the equipment you use for inspecting repairs to service and park brakes. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to repairs to service and park brakes.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to service and park brakes, and • Transport Agency requirements (including VIRM requirements) relating to service and park brakes, and • Transport Agency guidelines relating to repairs to service and park brakes, and • the operation of the equipment you use for inspecting repairs to service and park brakes.
<p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 		

6.1.3	Technical equipment			
	Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.	All specified equipment is available and in working order, but some or all of it is in poor condition.	All specified equipment is available, in working order and in at least adequate condition.	All specified equipment is available and in good condition and working order.

7 Steering

7-1 Steering and suspension systems

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
7.1.1	Correct technical decisions You thoroughly inspect all repairs to steering and suspension systems and correctly determine whether the repairs comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification .	The Transport Agency will: <ul style="list-style-type: none">• talk to you• observe you at work• inspect vehicles which you have certified• inspect inspection and certification documents you use and complete• inspect information you enter into the Transport Agency computer system. The Transport Agency may: <ul style="list-style-type: none">• take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.
7.1.2	Technical competence	

You are competent in all technical aspects relating to repairs to steering and suspension systems.

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to repairs to steering and suspension systems and the assessment of repairs to steering and suspension systems
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on repairs to steering and suspension systems and the assessment of repairs to steering and suspension systems.

This means you are competent in:

- the ability to carry out repairs to steering and suspension systems
- The ability to carry out repairs to steering and suspension systems

7.1.3

Technical equipment

You have:

- a hand-held inspection lamp
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
7.1.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all repairs to steering and suspension systems and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a damaged steering or suspension component has not been replaced, or • a steering arm shows signs of heating or welding as part of the repair. 	<p>You do not thoroughly inspect all repairs to steering and suspension systems and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • steering components have not been replaced using new bolts, or • a non-destructive test has not been performed when required. 	<p>You do not thoroughly inspect all repairs to steering and suspension systems and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a lock-stop is damaged or loose, or • a suspension component does not operate smoothly. 	<p>You thoroughly inspect all repairs to steering and suspension systems and correctly determine whether the repairs comply with all Transport Agency requirements.</p>
7.1.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs to steering and suspension systems, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to steering and suspension systems, or • Transport Agency requirements (including VIRM requirements) relating to repairs to steering and suspension systems, or • Transport Agency guidelines relating to repairs to steering and suspension systems, or • the operation of the equipment you use for inspecting repairs to steering and suspension systems. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to repairs to steering and suspension systems, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to steering and suspension systems, or • Transport Agency requirements (including VIRM requirements) relating to repairs to steering and suspension systems, or • Transport Agency guidelines relating to repairs to steering and suspension systems, or • the operation of the equipment you use for inspecting repairs to steering and suspension systems. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to repairs to steering and suspension systems.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to steering and suspension systems, and • Transport Agency requirements (including VIRM requirements) relating to repairs to steering and suspension systems, and • Transport Agency guidelines relating to repairs to steering and suspension systems, and • the operation of the equipment you use for inspecting repairs to steering and suspension systems.
<p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 		

<p>7.1.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

8 Measurements

8-1 Three-dimensional chassis measurements

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
8.1.1	<p>Correct technical decisions</p> <p>You thoroughly inspect three-dimensional chassis measurements and correctly determine whether the measurements comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.
8.1.2	<p>Technical competence</p>	

You are competent in all technical aspects relating to three-dimensional chassis measurements.

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to vehicle brakes and the assessment of service brakes and park brakes
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on the assessment of the three-dimensional chassis measurements.

This means you are competent in:

- the ability to assess the condition of the vehicle chassis components
- The ability to assess the condition of the vehicle chassis components
- The ability to assess the condition of the vehicle chassis components

8.1.3

Technical equipment

You have:

- a trammel bar
- a tape measure
- assorted hand tools.

You have or have access to:

- a currently calibrated three-dimensional chassis measurement machine.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
8.1.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect three-dimensional chassis measurements and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> the chassis measurement readings are outside the tolerance of the manufacturer's instructions. 	<p>You do not thoroughly inspect all three-dimensional chassis measurements and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> the chassis measurement readings have been taken by a technician whose qualifications are unknown, or inadequate measurements have been taken to determine that the vehicle is within measurement specifications. 	<p>You do not thoroughly inspect all three-dimensional chassis measurements and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> the actual measurements have not been recorded. 	<p>You thoroughly inspect all three-dimensional chassis measurements and correctly determine whether they comply with all Transport Agency requirements.</p>
8.1.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to three-dimensional chassis measurements, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of three-dimensional chassis measurements, or • Transport Agency requirements (including VIRM requirements) relating to three-dimensional chassis measurements, or • Transport Agency guidelines relating to three-dimensional chassis measurements, or • the operation of the equipment you use for capturing three-dimensional chassis measurements. <p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of three-dimensional chassis measurements, or • Transport Agency requirements (including VIRM requirements) relating to three-dimensional chassis measurements, or • Transport Agency guidelines relating to three-dimensional chassis measurements, or • the operation of the equipment you use for capturing three-dimensional chassis measurements. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to three-dimensional chassis measurements, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of three-dimensional chassis measurements, or • Transport Agency requirements (including VIRM requirements) relating to three-dimensional chassis measurements, or • Transport Agency guidelines relating to three-dimensional chassis measurements, or • the operation of the equipment you use for capturing three-dimensional chassis measurements. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to three-dimensional chassis measurements.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of three-dimensional chassis measurements, and • Transport Agency requirements (including VIRM requirements) relating to three-dimensional chassis measurements, and • Transport Agency guidelines relating to three-dimensional chassis measurements, and • the operation of the equipment you use for capturing three-dimensional chassis measurements.
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<p>8.1.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
8.2.1	<p>Correct technical decisions</p> <p>You thoroughly evaluate four-wheel alignment measurements and correctly determine whether the measurements comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete • inspect information you enter into the Transport Agency computer system. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
8.2.2	<p>Technical competence</p> <p>You are competent in all technical aspects relating to four-wheel alignment measurements.</p> <p>This means you are competent in:</p> <ul style="list-style-type: none"> • the assessment of four-wheel alignment measurements • Transport Agency requirements (including VIRM requirements) relating to four-wheel alignment measurements and the assessment of four-wheel alignment measurements • Transport Agency guidelines relating to four-wheel alignment measurements • the operation of the equipment you use for capturing four-wheel alignment measurements. 	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • ask questions to check your competence relating to four-wheel alignment measurements and the assessment of four-wheel alignment measurements • observe you at work • inspect inspection and certification documents you use and complete • inspect your Training record. <p>The Transport Agency may administer a short test on the assessment of four-wheel alignment measurements.</p>

8.2.3

Technical equipment

You have:

- assorted hand tools.

You have or have access to:

- a four-wheel alignment machine.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
8.2.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect four-wheel alignment measurements and correctly determine whether the measurements comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> the wheel alignment measurements are outside the tolerance of the manufacturer's instructions. 	<p>You do not thoroughly inspect four-wheel alignment measurements and correctly determine whether the measurements comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> inadequate measurements have been taken to determine that the vehicle is within measurement specifications. 	<p>You do not thoroughly inspect four-wheel alignment measurements and correctly determine whether the measurements comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> the actual measurements have not been recorded. 	<p>You thoroughly inspect four-wheel alignment measurements and correctly determine whether the measurements comply with all Transport Agency requirements.</p>
8.2.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to four-wheel alignment measurements, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of four-wheel alignment measurements, or • Transport Agency requirements (including VIRM requirements) relating to four-wheel alignment measurements, or • Transport Agency guidelines relating to four-wheel alignment measurements, or • the operation of the equipment you use for capturing four-wheel alignment measurements. <p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of four-wheel alignment measurements, or • Transport Agency requirements (including VIRM requirements) relating to four-wheel alignment measurements, or • Transport Agency guidelines relating to four-wheel alignment measurements, or • the operation of the equipment you use for capturing four-wheel alignment measurements. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to four-wheel alignment measurements, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of four-wheel alignment measurements, or • Transport Agency requirements (including VIRM requirements) relating to four-wheel alignment measurements, or • Transport Agency guidelines relating to four-wheel alignment measurements, or • the operation of the equipment you use for capturing four-wheel alignment measurements. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to four-wheel alignment measurements.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of four-wheel alignment measurements, and • Transport Agency requirements (including VIRM requirements) relating to four-wheel alignment measurements, and • Transport Agency guidelines relating to four-wheel alignment measurements, and • the operation of the equipment you use for capturing four-wheel alignment measurements.
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8.2.3	Technical equipment			
	Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.	All specified equipment is available and in working order, but some or all of it is in poor condition.	All specified equipment is available, in working order and in at least adequate condition.	All specified equipment is available and in good condition and working order.

9 General repairs

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
<p>9.1.1</p>	<p>Correct technical decisions</p> <p>You thoroughly inspect all repairs to water damaged vehicles and correctly determine whether they comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
<p>9.1.2</p>	<p>Technical competence</p> <p>You are competent in all technical aspects relating to water damaged vehicles.</p> <p>This means you are competent in:</p> <ul style="list-style-type: none"> • the assessment of repairs to water damaged vehicles • Transport Agency requirements (including VIRM requirements) relating to repairs to water damaged vehicles and the assessment of repairs to water damaged vehicles • Transport Agency guidelines relating to repairs to water damaged vehicles • the operation of the equipment you use for inspecting repairs to water damaged vehicles. 	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • ask questions to check your competence relating to repairs to water damaged vehicles and the assessment of repairs to water damaged vehicles • observe you at work • inspect inspection and certification documents you use and complete • inspect your Training record. <p>The Transport Agency may administer a short test on repairs to water damaged vehicles and the assessment of repairs to water damaged vehicles.</p>

9.1.3

Technical equipment

You have:

- a hand-held inspection lamp
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
9.1.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all repairs to water damaged vehicles and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • an airbag has not been replaced, or • the brake fluid has not been changed. 	<p>You do not thoroughly inspect all repairs to water damaged vehicles and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • the vehicle has not been treated as though it has been fully immersed. 	<p>You do not thoroughly inspect all repairs to water damaged vehicles and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • corrosion protection has not been reinstated, or • a tail lamp assembly has been retained but not stripped and inspected. 	<p>You thoroughly inspect all repairs to water damaged vehicles and correctly determine whether the repairs comply with all Transport Agency requirements.</p>
9.1.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to repairs to water damaged vehicles, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to water damaged vehicles, or • Transport Agency requirements (including VIRM requirements) relating to repairs to water damaged vehicles, or • Transport Agency guidelines relating to repairs to water damaged vehicles, or • the operation of the equipment you use for inspecting water damaged vehicles. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to repairs to water damaged vehicles, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to water damaged vehicles, or • Transport Agency requirements (including VIRM requirements) relating to repairs to water damaged vehicles, or • Transport Agency guidelines relating to repairs to water damaged vehicles, or • the operation of the equipment you use for inspecting repairs to water damaged vehicles. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to repairs to water damaged vehicles.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of repairs to water damaged vehicles, and • Transport Agency requirements (including VIRM requirements) relating to repairs to water damaged vehicles, and • Transport Agency guidelines relating to repairs to water damaged vehicles, and • the operation of the equipment you use for inspecting repairs to water damaged vehicles.
<p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 		

<p>9.1.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
<p>9.2.1</p>	<p>Correct technical decisions</p> <p>You thoroughly inspect all welding completed as part of the repair and correctly determine whether the welding complies with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
<p>9.2.2</p>	<p>Technical competence</p> <p>You are competent in all technical aspects relating to welding.</p> <p>This means you are competent in:</p> <ul style="list-style-type: none"> • the assessment of welded repairs • Transport Agency requirements (including VIRM requirements) relating to welded repairs and the assessment of welded repairs • Transport Agency guidelines relating to welded repairs • the operation of the equipment you use for inspecting welded repairs. 	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • ask questions to check your competence relating to welded repairs and the assessment of welded repairs • observe you at work • inspect inspection and certification documents you use and complete • inspect your Training record. <p>The Transport Agency may administer a short test on welded repairs and the assessment of welded repairs.</p>

9.2.3

Technical equipment

You have:

- a hand-held inspection lamp
- assorted hand tools
- a tape measure.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
9.2.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all welded repairs and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a joint has been brazed when the manufacturer does not specifically permit this method, or • the welding is of a poor quality, eg the weld has poor penetration, undercut or porosity. 	<p>You do not thoroughly inspect all welded repairs and correctly determine whether the repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • replacement plug welds are located in the original spot weld locations, or • incorrect welding wire has been used. 	<p>You do not thoroughly inspect all welded repairs and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a weld through primer has not been used. 	<p>You thoroughly inspect all welded repairs and correctly determine whether the repairs comply with all Transport Agency requirements.</p>
9.2.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to welded repairs, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of welded repairs, or • Transport Agency requirements (including VIRM requirements) relating to welded repairs, or • Transport Agency guidelines relating to welded repairs, or • the operation of the equipment you use for inspecting welded repairs. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to welded repairs, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of welded repairs, or • Transport Agency requirements (including VIRM requirements) relating to welded repairs, or • Transport Agency guidelines relating to welded repairs, or • the operation of the equipment you use for inspecting welded repairs. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to welded repairs.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of welded repairs, and • Transport Agency requirements (including VIRM requirements) relating to welded repairs, and • Transport Agency guidelines relating to welded repairs, and • the operation of the equipment you use for inspecting welded repairs.
<p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 		

<p>9.2.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
<p>9.3.1</p>	<p>Correct technical decisions</p> <p>You thoroughly inspect all replacement components used as part of the repair and correctly determine that the replacement components comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
<p>9.3.2</p>	<p>Technical competence</p>	

You are competent in all technical aspects relating to replacement components

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to replacement components and the assessment of replacement components
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

This means you are competent in:

The Transport Agency may administer a short test on replacement components and the assessment of replacement components.

- the ability to identify and describe the components of a vehicle
- The ability to identify and describe the components of a vehicle (including the engine, transmission, chassis, suspension, steering, and braking systems)
- The ability to identify and describe the components of a vehicle (including the engine, transmission, chassis, suspension, steering, and braking systems)
- the ability to identify and describe the components of a vehicle (including the engine, transmission, chassis, suspension, steering, and braking systems)

9.3.3

Technical equipment

You have:

- a hand-held inspection lamp
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
9.3.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all replacement components and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a replacement component does not meet the same specifications as the original part, or • a replacement component does not comply with an approved standard when required. 	<p>You do not thoroughly inspect all replacement components and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • there is not evidence of the origin of a replacement component. 	<p>You do not thoroughly inspect all replacement components and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • there is incomplete or inadequate evidence of the origin and history of a replacement component. 	<p>You thoroughly inspect all replacement components and correctly determine whether they comply with all Transport Agency requirements.</p>
9.3.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to replacement components, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of replacement components, or • Transport Agency requirements (including VIRM requirements) relating to replacement components, or • Transport Agency guidelines relating to replacement components, or • the operation of the equipment you use for inspecting replacement components. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to replacement components, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of replacement components, or • Transport Agency requirements (including VIRM requirements) relating to replacement components, or • Transport Agency guidelines relating to replacement components, or • the operation of the equipment you use for inspecting replacement components. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to replacement components.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of replacement components, and • Transport Agency requirements (including VIRM requirements) relating to replacement components, and • Transport Agency guidelines relating to replacement components, and • the operation of the equipment you use for inspecting replacement components.
<p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 		

<p>9.3.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
<p>9.4.1</p>	<p>Correct technical decisions</p> <p>You thoroughly inspect all corrosion protection systems used as part of the repair and correctly determine that the corrosion protection systems comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect vehicles which you have certified • inspect inspection and certification documents you use and complete. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and ‘mystery shopper’ exercises since your last review.
<p>9.4.2</p>	<p>Technical competence</p> <p>You are competent in all technical aspects relating to corrosion protection systems.</p> <p>This means you are competent in:</p> <ul style="list-style-type: none"> • the assessment of corrosion protection • Transport Agency requirements (including VIRM requirements) relating to corrosion protection and the assessment of corrosion protection • Transport Agency guidelines relating to corrosion protection • the operation of the equipment you use for inspecting corrosion protection. 	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • ask questions to check your competence relating to corrosion protection and the assessment of corrosion protection • observe you at work • inspect inspection and certification documents you use and complete • inspect your Training record. <p>The Transport Agency may administer a short test on corrosion protection and the assessment of corrosion protection.</p>

9.4.3

Technical equipment

You have:

- a hand-held inspection lamp
- assorted hand tools.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
9.4.1	Correct technical decisions			
	<p>You do not thoroughly inspect all corrosion protected areas and correctly determine whether the corrosion protection systems used comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p>	<p>You do not thoroughly inspect all corrosion protected areas and correctly determine whether the corrosion protection systems used comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> no attempt has been made to restore the corrosion protection system. 	<p>You do not thoroughly inspect all corrosion protected areas and correctly determine whether the corrosion protection systems used comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> a seam has been sealed using an incorrect sealant, or a weld through primer has not been used, or a seam has not been sealed. 	<p>You thoroughly inspect all corrosion protected areas and correctly determine whether the corrosion protection systems used comply with all Transport Agency requirements.</p>
9.4.2	Technical competence			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to corrosion protection, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of corrosion protection, or • Transport Agency requirements (including VIRM requirements) relating to corrosion protection, or • Transport Agency guidelines relating to corrosion protection, or • the operation of the equipment you use for inspecting corrosion protection. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to corrosion protection, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of corrosion protection, or • Transport Agency requirements (including VIRM requirements) relating to corrosion protection, or • Transport Agency guidelines relating to corrosion protection, or • the operation of the equipment you use for inspecting corrosion protection. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to corrosion protection.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of corrosion protection, and • Transport Agency requirements (including VIRM requirements) relating to corrosion protection, and • Transport Agency guidelines relating to corrosion protection, and • the operation of the equipment you use for inspecting corrosion protection.
<p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the 		

<p>9.4.3</p>	<p>Technical equipment</p>			
	<p>Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.</p>	<p>All specified equipment is available and in working order, but some or all of it is in poor condition.</p>	<p>All specified equipment is available, in working order and in at least adequate condition.</p>	<p>All specified equipment is available and in good condition and working order.</p>

10 Motorcycles

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
10.1.1	<p>Correct technical decisions</p> <p>You thoroughly inspect all components and correctly determine whether the motorcycle frame and fork repairs comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect the structure of motorcycles that you have certified • inspect inspection and certification documents you use and complete. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.
10.1.2	<p>Technical competence</p>	

You are competent in all technical aspects relating to motorcycle frame and fork repairs.

The Transport Agency will:

- talk to you
- ask questions to check your competence relating to motorcycle frame and fork repairs and the assessment of motorcycle frame and fork repairs
- observe you at work
- inspect inspection and certification documents you use and complete
- inspect your [Training record](#).

The Transport Agency may administer a short test on motorcycle frame and fork repairs and the assessment of motorcycle frame and fork repairs.

This means you are competent in:

- the assessment of motorcycle frame and fork repairs
- The Transport Agency record (in [VI](#) record relating to motorcycle frame and fork repairs and the assessment of motorcycle frame and fork repairs
- The Transport Agency guidelines relating to motorcycle frame and fork repairs

10.1.3

Technical equipment

You have:

- a hand-held inspection lamp
- assorted hand tools
- a tape measure
- a protractor.

You have or have ready access to:

- a dial gauge.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
10.1.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect all components and correctly determine whether the motorcycle frame and fork repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a motorcycle fork has been sectioned. 	<p>You do not thoroughly inspect all components and correctly determine whether the motorcycle frame and fork repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a motorcycle frame has been repaired and the repair method has not been thoroughly inspected, eg whether an insert has been used, overlap length etc. 	<p>You do not thoroughly inspect all components and correctly determine whether the motorcycle frame and fork repairs comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> • a motorcycle frame has been repaired when there are no manufacturer's instructions. 	<p>You thoroughly inspect all components and correctly determine whether the motorcycle frame and fork repairs comply with all Transport Agency requirements.</p>
10.1.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to motorcycle frame and fork repairs, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of motorcycle frame and fork repairs, or • Transport Agency requirements (including VIRM requirements) relating to motorcycle frame and fork repairs and their assessment, or • Transport Agency guidelines relating to motorcycle frame and fork repairs, or • the operation of the equipment you use for inspecting motorcycle frame and fork repairs. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to motorcycle frame and fork repairs, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of motorcycle frame and fork repairs, or • Transport Agency requirements (including VIRM requirements) relating to motorcycle frame and fork repairs, or • Transport Agency guidelines relating to motorcycle frame and fork repairs, or • the operation of the equipment you use for inspecting motorcycle frame and fork repairs. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to motorcycle frame and fork repairs.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of motorcycle frame and fork repairs, and • Transport Agency requirements (including VIRM requirements) relating to motorcycle frame and fork repairs, and • Transport Agency guidelines relating to motorcycle frame and fork repairs, and • the operation of the equipment you use for inspecting motorcycle frame and fork repairs.
<p>You demonstrate:</p> <ul style="list-style-type: none"> • little or no competence in the technical aspects relating to motorcycle frame and fork repairs, or • a level of competence that is likely to compromise the safety of vehicle occupants or other road users. <p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of motorcycle frame and fork repairs, or • Transport Agency requirements (including VIRM requirements) relating to motorcycle frame and fork repairs and their assessment, or • Transport Agency guidelines relating to motorcycle frame and fork repairs, or • the operation of the equipment you use for inspecting motorcycle frame and fork repairs. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to motorcycle frame and fork repairs, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of motorcycle frame and fork repairs, or • Transport Agency requirements (including VIRM requirements) relating to motorcycle frame and fork repairs, or • Transport Agency guidelines relating to motorcycle frame and fork repairs, or • the operation of the equipment you use for inspecting motorcycle frame and fork repairs. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to motorcycle frame and fork repairs.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of motorcycle frame and fork repairs, and • Transport Agency requirements (including VIRM requirements) relating to motorcycle frame and fork repairs, and • Transport Agency guidelines relating to motorcycle frame and fork repairs, and • the operation of the equipment you use for inspecting motorcycle frame and fork repairs.

10.1.3	Technical equipment			
	Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.	All specified equipment is available and in working order, but some or all of it is in poor condition.	All specified equipment is available, in working order and in at least adequate condition.	All specified equipment is available and in good condition and working order.

Requirements

	What the Transport Agency expects of you	How the Transport Agency will assess your performance
10.2.1	<p>Correct technical decisions</p> <p>You thoroughly evaluate motorcycle frame and fork measurements and correctly determine whether they comply with all Transport Agency requirements, taking into account technical information provided by the Transport Agency such as the VIRM: Light vehicle repair certification.</p>	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • observe you at work • inspect repairs to the motorcycles which you have certified • inspect inspection and certification documents you use and complete. <p>The Transport Agency may:</p> <ul style="list-style-type: none"> • take into account outcomes from complaints, random re-inspections and 'mystery shopper' exercises since your last review.
10.2.2	<p>Technical competence</p> <p>You are competent in all technical aspects relating to motorcycle frame and fork measurements.</p> <p>This means you are competent in:</p> <ul style="list-style-type: none"> • the assessment of frame and fork measurements • Transport Agency requirements (including VIRM requirements) relating to motorcycle frame and fork measurements and the assessment of motorcycle frame and fork measurements • Transport Agency guidelines relating to motorcycle frame and fork measurements • the operation of the equipment you use for capturing motorcycle frame and fork measurements. 	<p>The Transport Agency will:</p> <ul style="list-style-type: none"> • talk to you • ask questions to check your competence relating to motorcycle frame and fork measurements and the assessment of motorcycle frame and fork measurements • observe you at work • inspect inspection and certification documents you use and complete • inspect your Training record. <p>The Transport Agency may administer a short test on motorcycle frame and fork measurements and the assessment of motorcycle frame and fork measurements.</p>

10.2.3

Technical equipment

You have:

- a trammel bar
- a tape measure
- assorted hand tools
- a protractor.

You have or have ready access to

- a dial gauge.

The equipment is in good condition and working order.

The Transport Agency will inspect your technical equipment.

Scores

	Score			
	0	1	2	3
10.2.1	<p>Correct technical decisions</p>			
	<p>You do not thoroughly inspect motorcycle frame and fork measurements and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance is likely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> the motorcycle frame measurements are outside the permitted tolerance, or a motorcycle fork runout measurement is outside the permitted tolerance. 	<p>You do not thoroughly inspect motorcycle frame and fork measurements and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance may compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> inadequate measurements have been taken to determine that the motorcycle frame is within measurement specifications. 	<p>You do not thoroughly inspect all motorcycle frame and fork measurements and correctly determine whether they comply with all Transport Agency requirements.</p> <p>The area of non-compliance is unlikely to compromise the safety of vehicle occupants or other road users.</p> <p>For example:</p> <ul style="list-style-type: none"> the actual measurements have not been recorded. 	<p>You thoroughly inspect all motorcycle frame and fork measurements and correctly determine whether they comply with all Transport Agency requirements.</p>
10.2.2	<p>Technical competence</p>			

<p>You demonstrate:</p> <ul style="list-style-type: none"> • some competence in the technical aspects relating to motorcycle frame and fork measurements, or • a level of competence that may compromise the safety of vehicle occupants or other road users. <p>This means there are some gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of motorcycle frame and fork measurements, or • Transport Agency requirements (including VIRM requirements) relating to motorcycle frame and fork measurements and the assessment of motorcycle frame and fork measurements, or • Transport Agency guidelines relating to motorcycle frame and fork measurements, or • the operation of the equipment you use for capturing motorcycle frame and fork measurements. 	<p>You demonstrate:</p> <ul style="list-style-type: none"> • adequate competence in the technical aspects relating to motorcycle frame and fork measurements, or • a level of competence that is unlikely to compromise the safety of vehicle occupants or other road users. <p>This means there are minor gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of motorcycle frame and fork measurements, or • Transport Agency requirements (including VIRM requirements) relating to motorcycle frame and fork measurements and the assessment of motorcycle frame and fork measurements, or • Transport Agency guidelines relating to motorcycle frame and fork measurements, or • the operation of the equipment you use for capturing motorcycle frame and fork measurements. 	<p>You can demonstrate comprehensive competence in the technical aspects relating to motorcycle frame and fork measurements.</p> <p>This means you can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none"> • the assessment of motorcycle frame and fork measurements, and • Transport Agency requirements (including VIRM requirements) relating to motorcycle frame and fork measurements and the assessment of motorcycle frame and fork measurements, and • Transport Agency guidelines relating to motorcycle frame and fork measurements, and • the operation of the equipment you use for capturing motorcycle frame and fork measurements.
<p>This means there are significant gaps in your knowledge of, or skills in:</p> <ul style="list-style-type: none"> • the assessment of motorcycle frame and fork measurements, or 		

10.2.3	Technical equipment			
	Not all of the specified equipment is available. Where equipment is available, some or all of it is not in working order.	All specified equipment is available and in working order, but some or all of it is in poor condition.	All specified equipment is available, in working order, and in at least adequate condition.	All specified equipment is available and in good condition and working order.

Measuring your performance

As part of the Performance Review System (PRS), you are expected to regularly assess your own performance (also known as self-assessment). You can do this using the [electronic scoresheet](#) available in the [Master records](#) section. This section explains how to carry out a self-assessment and how you can measure your performance and calculate your total PRS score. Transport Agency Transport Officers will use the same measures when they review you to see how well you meet the Transport Agency's expectations, as set out in this manual.

Purpose of self-assessments

When you carry out a self-assessment, your main purpose is to assess your performance against the descriptions in the General part and the Technical part of the PRS. This will enable you to identify and address any issues and improve the performance of your inspection work. It will also help you to achieve the highest score possible at your next review – and the higher your score, the less frequent the reviews.

When carrying out a self assessment, if you identify any areas where you need improvement (ie you score yourself less than 3), write it down on an [Improvement record](#) form along with what you will do to improve.

Overview of the self-assessment process

Before you do your first self-assessment, you should read these guidelines so you know how to score your performance. To help you understand the self-assessment process, the brief outline below shows you what is involved.

1. Print the [scoring sheet](#) PDF. It contains both the General Part and Technical Part scoring sheets. Alternatively, download you may use the [electronic scoring sheets](#).
2. Read the descriptions for each element in the Technical and General parts of the PRS and identify the ones that best match your performance. We recommend you work from right (score 3) to left (score 0).
3. Enter the corresponding element scores into the Technical and General part scoring sheets as you go, and write any comments and items for improvement into the comments fields.
4. Calculate the average element scores for the Technical part (one each for Correct technical decisions, Technical competence and Technical equipment) and transfer these to the General part scoring sheet.
5. If you wish, you can calculate the category scores and the total and adjusted total scores. These will give you some idea of how well you perform overall.
6. Transfer any issues identified during your self-assessment onto an Improvement record form. Make sure you address these issues as soon as possible and record your actions on this form.
7. If you wish, you may like to recalculate the total and adjusted scores, taking into account the improvements you have made, so you can see how much you have improved your performance.

What are the scores and what do they mean?

The PRS calculates four types of scores:

- element scores
- category scores
- total score
- adjusted score.

The performance review system is based on four major score values:

- 0** – performance is unacceptable
- 1** – performance is marginal and requires substantial improvement
- 2** – performance is adequate but there is room for improvement
- 3** – performance is consistently good and meets the required standard.

In the PRS, you will find four descriptions (one for each score) for each element covered in the PRS. Assess your performance against these descriptions, and score yourself according to the one that most closely represents your performance.

If a description does not fully describe your performance, you can vary the score with:

- a plus (+) to indicate that your performance is slightly better than the description, or
- a minus (–) to show that your performance is close, but does not quite match the description.

This table sets out all the possible element scores and their numerical values. The numerical values are used to calculate your total score.

Using the scoring process described in the following pages, you will arrive at a total score for your performance.

Element score	Numerical value		
0	0.0		
0+	0.3		
1-	0.7		
1	1.0		
1+	1.3	Scoring process ----->	Total score eg 2.3
2-	1.7		
2	2.0		
2+	2.3		
3-	2.7		
3	3.0		

How do I score myself?

The following guidelines explain how the total adjusted score is calculated and will allow you to understand the process. When you carry out your self-assessment, you may perform the calculations as shown or you may use the electronic

scoresheets which are available on the Transport Agency website. These are easy to use and will automatically perform the calculations for you.

The performance review system (PRS) is divided into two parts. Your total score is determined by the General part. Scores from the Technical part feed into the General part.

For each part, you have a corresponding PRS [Self-assessment record](#).

You can start with either the General part or the Technical part when carrying out your self-assessments.

If you start with the Technical part, proceed as follows:

Self-assessment – Technical part

- Decide how you want to carry out the technical assessment. For example, you may choose to observe a certifier carrying out an inspection, or carry out an inspection yourself, or arrange for another inspector to observe your inspection (peer review) or re-inspect a vehicle or component after a certifier has completed an inspection.
- Choose what vehicle components you want to assess. Your PRS technical Self-assessment record has space for seven items because this is the number of items for which the Transport Agency reviewer will check your performance in the course of a regular review. The Transport Agency recommends that you do self-assessments on all items over a period of time.
- Based on the descriptions in the Technical part of the PRS manual, score your or your staff's performance for each element. Use the description that best fits your performance. Enter your scores in your PRS technical Self-assessment record.
- When you have completed the PRS technical Self-assessment record, calculate the average scores for each of these three elements:
 - Correct technical decisions
 - Technical competence
 - Technical equipment.

Do this by:

- finding the equivalent numerical value for each score (use the element score/numerical values table as outlined on the following page)
- adding together all the numerical values for each element, then
- dividing the total by the number of scores you have assessed.

Alternatively, fill out the electronic scoresheets which are available on the Transport Agency website.

For example, for 'Correct technical decision' you may have scored the following vehicle components and assigned the corresponding numerical values:

Item	Your scores for correct technical decisions	Your numerical values for correct technical decisions
1. Brakes	2	2.0
2. Steering	2+	2.3
3. Tyres, wheels and hubs	3-	2.7
4. Vehicle structure	2	2.0
5. Headlamps	2	2.0
6. Windscreen wash and wipe	2-	1.7
7. Mirrors	2	2
Total		14.7

Divide the total by the number of scores (7 in this case) to get your average Correct technical decision score:

$$14.7 \div 7 = 2.1$$

Follow the same process for Technical competence and Technical equipment.

Note that for some items no technical equipment is used, so no Technical equipment score can be allocated. In such cases, you would divide the total by the number of items you have assessed which can have a score.

When you come to fill in the PRS administration Self-assessment record, transfer these average scores into the appropriate sections:

Correct technical decisions: into section 1.2 of PRS administration Self-assessment record

Technical competence: into section 2.1 of PRS administration Self-assessment record

Technical equipment: into section 3.2 of PRS administration Self-assessment record

Self-assessment – General part

Based on the descriptions provided in the General part of the PRS, score your or your staff's performance for each element using the description that best fits your performance. Enter your scores in your PRS general Self-assessment record.

- When you have completed the PRS general Self-assessment record, calculate the average score for each of the five categories of the administration part: certification outcomes, competence, resources, management and performance improvements.

Do this by:

- finding the equivalent numerical value for each score (use the element score/numerical values table as outlined on page 2)
- adding together all the numerical values for each element, then
- dividing the total by the number of scores in that category.

For example, in the certification outcomes category, add together the numerical values of your scores for the four elements in that category:

- Correct certification outcomes
- Correct technical decisions (from Technical part)
- Correct use of certification documents
- Correct entry of certification information

Then add up the four numerical values for this category and divide this figure by four to get the average.

How do I calculate my total score?

Work out your total score using the average scores of the five categories of the administration part. When you calculate the total score, each of the averages is 'weighted' to reflect its relative importance.

Use the table below to work out your total score. In the left column, fill in the average numerical values from your scores in the five categories of the administration part.

Then calculate the weighted scores by multiplying the averages by the corresponding weights. The total of the weighted scores is your total score.

Note that the total weighted value is not necessarily your total adjusted score as a further adjustment may be applied to take account of any serious areas of weakness.

Category	Average numerical value of category	Weight	Weighted value of category
Technical performance		x 0.50 =	
Administrative performance		x 0.20 =	
Resources		x 0.10 =	
Management		x 0.10 =	
Performance improvement		x 0.10 =	
Total weighted value (add all weighted numerical values)			

For example:

Category	Average numerical value of category	Weight	Weighted value of category
Technical performance	2.4	x 0.50 =	1.2
Administrative performance	2.0	x 0.20 =	0.4
Resources	2.5	x 0.10 =	0.25
Management	2.0	x 0.10 =	0.2
Performance improvement	1.7	x 0.10 =	0.17
Total weighted value (add all weighted numerical values)			2.22

Your total score is the total weighted value rounded to the nearest decimal place. In the example, your total score, based on a total weighted value of 2.22, is 2.2 – a good score.

The electronic scoresheet

All scores may be entered in an electronic scoresheet which is available in the [Master records](#). This will calculate your total score automatically. It will also calculate an adjusted score which may be different from the total score.

How do I calculate my adjusted score?

Your total score can be adjusted downwards to reflect any major gaps in your knowledge or skills.

This is because the total score will be capped if there are any significant weaknesses in important areas. These are shown by scores of 1+ or less in any of the technical scores. The count of such scores can progressively limit the level of the total score you can achieve. Your total score adjusted by these limiters is your adjusted score.

The lowest score in the unweighted category scores may also affect the adjusted score.

These two factors, which may limit the total score to give an adjusted score, work as follows:

a) scores of 1+ or less scored for Technical decisions and Technical competence in the Technical part, and scores of 1+ or less in any of the administration part category scores (with the exception of Management). The higher the count of these scores, the lower the adjusted score will be. The following table illustrates their effect.

Count of scores equal to or below 1+	Maximum possible adjusted score
1	2.4
2	2.3
3	2.1
4	2.0
5	1.9
6	1.7
7	1.4
8	1.3
9	1.2
10	1.1
11	1.0

b) the lowest score in any category may downgrade the adjusted total further according to the following table.

Count of scores equal to or below 1+	Maximum possible adjusted score
1.0	1.5
1.1	1.6
1.2	1.7
1.3	1.8
1.4	1.9
1.5	2.0
1.6	2.1
1.7	2.2
1.8	2.3
1.9	2.4
2–2.69	2.9
2.7–3	No further adjustment made at this stage

The final consideration

The total adjusted scores will be used to determine how often you need to be reviewed. Consistently good total adjusted scores will mean fewer reviews (and lower costs) while consistently poor total adjusted scores will lead to more frequent reviews (and higher costs). Persistent low total adjusted scores will lead to some form of sanction.

Refer to the Scores and actions table for further details.

Scores and actions table

Total adjusted score (Note 1)	All category scores must be equal or higher than (Note 2)	Action/Result	Interval until next regular review	Comments
0.1 0.2 0.3 0.4 0.5 0.6 0.7 0.8 0.9	– – – – – – – – –	Suspension for up to six months Full review required after the suspension period.	–	The total score from the full review after the suspension period must improve to at least 1.5, with no category scoring less than 1.00. First regular review following reinstatement will be after 6 months
1.0 1.1 1.2 1.3 1.4	– – – – –	Follow-up review (full review) may be required within 2 months.	–	The total score from the follow-up review (full review) must improve to at least 1.5 with no category scoring less than 1.00. Otherwise, a suspension up to 6 months may apply.

Total adjusted score (Note 1)	All category scores must be equal or higher than (Note 2)	Action/Result	Interval until next regular review	Comments
1.5 1.6 1.7 1.8 1.9 2.0	1.00 1.10 1.20 1.30 1.40 1.50	Follow-up may be required within 4 weeks for any element scored 1+ or less (Note 3).	6 months 7 months 8 months 9 months 10 months 12 months	<p>If elements scoring 1+ or less do not improve to 2– or higher after the follow-up, the total score will be reduced by 0.2 points for each element not improved.</p> <p>If, after the total score reduction, the total score is still 1.5 or lower, any element still scoring 1+ or less may require a second follow-up within 2 months.</p>
2.1 2.2 2.3 2.4	1.60 1.70 1.80 1.90		13 months 15 months 16 months 17 months	<p>If there are still elements scoring 1+ or less after the second follow-up, a full review may be required within 2 months.</p> <p>A score of 2.0 or less indicates that performance may not be adequate. A letter will be sent expressing the Transport Agency’s expectation that performance improve to at least 2.6 by the next review.</p>
2.5 2.6 2.7 2.8 2.9	2.00	–	18 months 19 months 20 months 22 months 23 months	<p>In order to achieve a total score of 2.5 or higher, each element score, except for management category elements, must be 2– or higher.</p> <p>If any element score (except for management category elements) is below 2–, the actual total score cannot exceed 2.4.</p>
3.0	2.70	–	24 months	<p>In order to achieve a total score of 3.0, consistency must be demonstrated by a total score of 2.5 or higher in the last regular review. Otherwise the total score becomes 2.9.</p>

Note 2

If there are category scores that are lower than the minima specified for a particular total score, the actual total score becomes the score that matches the lowest category score.

Note 3

'Follow-up' here means a progress check on remedial action taken by a certifier in respect of one or more elements where serious problems have been identified, either by way of:

- a reviewer visit focussing on the elements
- if possible, a certifier providing documentary evidence to a reviewer, eg by mailing or faxing a Training record.

Master records

This page contain the master record documents for the performance review system (PRS), not the quality management system (QMS). **Do not use these documents if you operate under the QMS.**

<u>Electronic scoring sheet</u>
<u>Scoring sheet (manually complete)</u>
<u>Training record</u>
<u>Complaints record</u>
<u>Technical information record</u>
<u>Staff record</u>
<u>Induction record</u>
<u>Improvement record</u>
<u>Equipment record</u>
<u>Delegation record</u>
<u>Controlled documents record</u>
<u>Notification of lost or stolen controlled documents</u>
<u>Notification of vehicle inspector transfer</u>

The documents above are editable PDFs which use features available in Adobe Reader 8 or later,

or equivalent ([Adobe Reader](#)).