

1 Technical performance

Requirements

	What the NZTA expects of you	How the NZTA will assess your performance
1.1	<p>Correct certification outcomes</p> <p>You and your staff:</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 NZTA requirements consistently certify vehicles or components that do not comply with all <i>VIRM</i> requirements do not deny certification of vehicles or components if they comply with all NZTA requirements. 	<p>The NZTA will:</p> <ul style="list-style-type: none"> observe you and your staff at work inspect inspection and certification documents inspect information on the NZTA computer system. <p>The NZTA 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	<p>Correct technical decisions</p> <p>You and your staff are consistently correct in determining whether the vehicles or components you are asked to certify comply with all NZTA requirements, taking into account technical information provided by the NZTA, such as the <i>VIRM: Entry certification (new light vehicles)</i>.</p>	<p>The NZTA will:</p> <ul style="list-style-type: none"> talk to you and your staff observe you and your staff 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 NZTA computer system. <p>The NZTA may:</p> <ul style="list-style-type: none"> take into account outcomes from complaints and random re-inspections since your last review carry out 'mystery shopper' exercises.
1.3	<p>Technical competence</p> <p>You and your staff are competent in all technical aspects of the inspection and certification work carried out by your business.</p> <p>For example, you must be competent in:</p> <ul style="list-style-type: none"> the technical assessment of vehicles and components all NZTA requirements (including <i>VIRM</i> requirements) NZTA guidelines the operation of the equipment that you use. 	<p>The NZTA will:</p> <ul style="list-style-type: none"> talk to you and your staff ask questions to check your competence observe you and your staff at work inspect inspection and certification documents inspect your <i>Training record</i>. <p>The NZTA may administer short tests.</p>

1 Technical performance

Scores

Score	0	1
1.1	<p>Correct certification outcomes</p> <p>You and your staff 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, or certify vehicles or components that do not comply with all NZTA requirements. <p>The incorrect certification outcomes are likely to compromise the safety of vehicle occupants or other road users.</p>	<p>Correct certification outcomes</p> <p>You and your staff 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, or certify vehicles or components that do not comply with all NZTA requirements, or deny certification of vehicles or components that do comply with all NZTA requirements. <p>The incorrect certification outcomes may compromise the safety of vehicle occupants or other road users.</p>
1.2	<p>Correct technical decisions</p> <p>Your score here is the average score of your performance in meeting the NZTA's expectations for 'Correct technical decisions' in the Technical part of the PRS.</p>	
1.3	<p>Technical competence</p> <p>Your score here is the average score of your performance in meeting the NZTA's expectations for 'Technical competence' in the Technical part of the PRS.</p>	

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Correct certification outcomes	
<p>You and your staff 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 NZTA requirements, and▪ do not certify vehicles or components that do not comply with all NZTA requirements, and▪ do not deny certification of vehicles or components if they comply with all NZTA requirements. <p>Any incorrect certification outcomes do not compromise the safety of vehicle occupants or other road users.</p>	<p>You and your staff 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▪ do not carry out any modifications to vehicles that may affect any standards to which the vehicle has been manufactured.
Correct technical decisions	
Your score here is the average score of your performance in meeting the NZTA's expectations for 'Correct technical decisions' in the Technical part of the PRS.	
Technical competence	
Your score here is the average score of your performance in meeting the NZTA's expectations for 'Technical competence' in the Technical part of the PRS.	

2 Administrative performance

Requirements

	What the NZTA expects of you	How the NZTA will assess your performance
2.1	<p>Correct use of inspection and certification documents</p> <p>Inspection and certification documents are:</p> <ul style="list-style-type: none"> ▪ <i>controlled documents</i> – documents you must use and complete as part of your inspection and certification work, such as WoF labels, checksheets or certificates ▪ <i>uncontrolled documents</i> – any documents developed by you as part of your inspection and certification work, such as brake machine printouts ▪ <i>external documents</i> – any documents supplied by outside parties (eg vehicle owners, repairers or manufacturers) that you rely on in your inspection and certification work, such as exemption notices or engineers' certificates. 	<p>The NZTA will:</p> <ul style="list-style-type: none"> ▪ talk to you and your staff ▪ observe you and your staff at work ▪ inspect inspection and certification documents that you use and complete ▪ inspect your external documents. <p>The NZTA may:</p> <ul style="list-style-type: none"> ▪ take into account outcomes from complaints and random re-inspections since your last review ▪ carry out 'mystery shopper' exercises.
2.2	<p>Correct entry of inspection and certification information</p> <p>You and your staff consistently comply with all NZTA requirements (including <i>VIRM</i> requirements) for entering inspection and certification information into the NZTA computer system.</p> <p>This means that you consistently enter inspection and certification information into the NZTA computer system correctly and promptly. For example, you enter the required information on the day the vehicles were inspected and before they leave your premises.</p>	<p>The NZTA will:</p> <ul style="list-style-type: none"> ▪ talk to you and your staff ▪ observe you and your staff at work ▪ inspect information you enter into the NZTA computer system ▪ compare information you collect on inspection and certification documents with information you enter into the NZTA computer system ▪ monitor when you enter information to identify patterns of late entry. <p>The NZTA may:</p> <ul style="list-style-type: none"> ▪ take into account outcomes from complaints and random re-inspections since your last review ▪ carry out 'mystery shopper' exercises.
2.3	<p>Administrative competence</p> <p>You and your staff are competent in all administrative aspects of the inspection and certification work carried out by your business.</p> <p>For example, you must be competent in:</p> <ul style="list-style-type: none"> ▪ completing checksheets and other relevant inspection and certification documentation ▪ entering information into the NZTA computer system using WoF Online or LANDATA ▪ using the PRS, including maintaining the specified records. 	<p>The NZTA will:</p> <ul style="list-style-type: none"> ▪ talk to you and your staff ▪ ask questions to check your competence ▪ observe you and your staff at work ▪ inspect inspection and certification documents ▪ inspect the records you keep ▪ inspect your <i>Training record</i>.

2 Administrative performance

Scores

Score	0	1
2.1	<p>Correct use of inspection and certification documents</p> <p>You and your staff regularly do not comply with the NZTA's requirements (including <i>VIRM</i> requirements) relating to inspection and certification documents.</p> <p>This means you regularly do not:</p> <ul style="list-style-type: none"> use the correct <i>controlled documents</i> for the task, or complete the <i>controlled documents</i>, or obtain the <i>external documents</i> you need to make and/or prove your certification decisions, or develop the <i>uncontrolled documents</i> you 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>Correct use of inspection and certification documents</p> <p>You and your staff sometimes do not comply with the NZTA's requirements (including <i>VIRM</i> 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 <i>controlled documents</i> for the task, or obtain the <i>external documents</i> you need to make and/or prove your certification decisions, or develop the <i>uncontrolled documents</i> you 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> <p>You regularly do not:</p> <ul style="list-style-type: none"> complete the <i>controlled documents</i> (originals and duplicates) fully, accurately and legibly, or ensure that all <i>controlled documents</i> are signed, if required, by the appropriate person(s).
2.2	<p>Correct entry of inspection and certification information</p> <p>You and your staff regularly do not comply with all NZTA requirements (including <i>VIRM</i> requirements) for entering inspection and certification information into the NZTA computer system.</p> <p>This means you:</p> <ul style="list-style-type: none"> regularly delay entering inspection and certification information into the NZTA computer system, eg by entering it in a block at the end of the day, or you regularly make serious mistakes entering inspection and certification information. 	<p>Correct entry of inspection and certification information</p> <p>You and your staff sometimes do not comply with all NZTA requirements (including <i>VIRM</i> requirements) for entering inspection and certification information into the NZTA computer system.</p> <p>This means you:</p> <ul style="list-style-type: none"> sometimes delay entering inspection and certification information into the NZTA computer system, or occasionally make a more serious mistake such as entering a vehicle's ID incorrectly.

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<p>You and your staff usually comply with the NZTA's requirements (including <i>VIRM</i> requirements) relating to inspection and certification documents.</p> <p>This means you consistently:</p> <ul style="list-style-type: none">▪ use the correct <i>controlled documents</i> for the task, and▪ obtain the <i>external documents</i> you need to make and/or prove, your certification decisions, and▪ develop the <i>uncontrolled documents</i> you 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 <i>controlled documents</i> (originals and duplicates) fully accurately and legibly, or▪ ensure that all <i>controlled documents</i> are signed, if required, by the appropriate person(s).	<p>You and your staff consistently comply with the NZTA's requirements (including <i>VIRM</i> requirements) relating to inspection and certification documents.</p> <p>This means you consistently:</p> <ul style="list-style-type: none">▪ use the correct document for the task▪ complete the document (originals and duplicates) fully, accurately and legibly with particular attention to details such as VIN numbers▪ ensure all documents are signed (and countersigned) by the appropriate person/s▪ handle all inspection and certification documents (such as MR2As) appropriately.
<p>You and your staff usually comply with all NZTA requirements for entering inspection and certification information into the NZTA computer system.</p> <p>This means that you consistently enter inspection and certification information into the NZTA computer system correctly and promptly, but you make the occasional minor mistake (such as entering a date incorrectly).</p>	<p>You and your staff consistently comply with all NZTA requirements (including <i>VIRM</i> requirements) for entering inspection and certification information into the NZTA computer system.</p> <p>This means that you consistently enter inspection and certification information into the NZTA computer system correctly and promptly.</p>

2 Administrative performance

Scores

Score	0	1
2.3	<p data-bbox="268 398 579 427">Administrative competence</p> <p data-bbox="268 443 807 580">You and your staff can demonstrate little or no competence in the administrative aspects of the inspection and certification work carried out by your business.</p> <p data-bbox="268 607 788 672">This means you and/or most of your staff have significant gaps in knowledge of, or skills in:</p> <ul data-bbox="268 689 807 891" style="list-style-type: none"> <li data-bbox="268 689 807 754">▪ the correct use of inspection and certification documents, or <li data-bbox="268 763 807 853">▪ entering inspection and certification information into the NZTA computer system, or <li data-bbox="268 862 807 891">▪ using the PRS. 	<p data-bbox="852 443 1391 580">You and your staff can demonstrate some competence in the administrative aspects of the inspection and certification work carried out by your business.</p> <p data-bbox="852 607 1377 672">This means you and/or some of your staff have some gaps in knowledge of, or skills in:</p> <ul data-bbox="852 689 1433 862" style="list-style-type: none"> <li data-bbox="852 689 1433 754">▪ the correct use of inspection and certification documents, or <li data-bbox="852 763 1433 824">▪ entering inspection and certification information into the NZTA computer system, or <li data-bbox="852 833 1433 862">▪ using the PRS.

2	3
<p>You and your staff can demonstrate adequate competence in the administrative aspects of the inspection and certification work carried out by your business.</p> <p>This means you and your staff can demonstrate adequate knowledge of, and skills in:</p> <ul style="list-style-type: none">▪ the correct use of inspection and certification documents, and▪ entering inspection and certification information into the NZTA computer system. <p>However, you and/or some of your staff have minor gaps in knowledge of, and skills in, using the PRS.</p>	<p>You and your staff can demonstrate comprehensive competence in all administrative aspects of the inspection and certification work carried out by your business.</p> <p>This means you and your staff can demonstrate comprehensive knowledge of, and skills in:</p> <ul style="list-style-type: none">▪ the correct use of inspection and certification documents, and▪ entering inspection and certification information into the NZTA computer system, and▪ using the PRS.

3 Resources

Requirements

	What the NZTA expects of you	How the NZTA will assess your performance
3.1	<p>Facilities</p> <p>Your facilities:</p> <ul style="list-style-type: none"> meet all NZTA requirements (including <i>VIRM</i> 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. 	The NZTA will inspect your facilities.
3.2	<p>Administration equipment</p> <p>On your premises you have, or have ready access to, all administration equipment (including any user manuals) required for your certification work, or required by the NZTA, such as a computer, specified software and access to WoF Online or LANDATA.</p> <p>The equipment is in good condition and working order.</p>	The NZTA will inspect your administration equipment.
3.3	<p>Technical information</p> <p>On your premises you have, or have ready access to, all technical information required by the NZTA, such as <i>VIRMs</i>.</p> <p>The information is complete, up to date and in good condition.</p>	The NZTA will inspect your technical information.
3.4	<p>Inspection and certification staff</p> <p>All staff doing inspection and certification work hold current and appropriate NZTA appointments for the inspection and certification work they carry out, unless you are specifically permitted by the NZTA to delegate specified parts of your inspection and certification work to staff who are not required to hold NZTA appointments.</p> <p>All staff to whom you have delegated inspection and certification work are competent and qualified to do the specified work.</p> <p>All staff who are required to drive vehicles as part of their work hold current driver licences for the types of vehicles they are required to drive.</p>	<p>The NZTA will:</p> <ul style="list-style-type: none"> talk to you and your staff observe you and your staff at work inspect your staff record inspect your delegation record inspect driver licences.

Score	0	1
3.1	<p>Facilities</p> <p>Your facilities:</p> <ul style="list-style-type: none"> do not meet the NZTA requirements (including <i>VIRM</i> requirements), or are inadequate for the nature and volume of the inspection and certification work carried out by your business. <p>This means your facilities are deficient to an extent that they adversely affect your certification decisions or certification outcomes.</p>	<p>Your facilities:</p> <ul style="list-style-type: none"> may meet the NZTA requirements (including <i>VIRM</i> 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 your facilities that require improvement. Serious deficiencies are those that, if not improved promptly, may adversely affect your certification decisions or certification outcomes.</p>
3.2	<p>Administration equipment</p> <p>You do not have, or do not have ready access to, the administration equipment (including any user manuals) required for your inspection and certification work, or required by the NZTA, such as a computer, specified software and access to WoF online or LANDATA</p> <p>OR</p> <p>Most equipment you do have, or have ready access to, is not in working order.</p>	<p>On your premises you have, or have ready access to, all administration equipment (including any user manuals) required for your inspection and certification work, or required by the NZTA, such as a computer, specified software and access to WoF Online or LANDATA.</p> <p>However, some equipment is not in working order.</p>
3.3	<p>Technical information</p> <p>You do not have, or do not have ready access to, the technical information required by the NZTA.</p>	<p>On your premises you have, or have ready access to, all technical information required by the NZTA.</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>

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<p>Your facilities:</p> <ul style="list-style-type: none"> meet all NZTA requirements (including <i>VIRM</i> 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 your 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>Your facilities:</p> <ul style="list-style-type: none"> meet all manufacturer 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, layout, condition and organisation.
<p>On your premises you have, or have ready access to, all administration equipment (including any user manuals) required for your inspection and certification work, or required by the NZTA, such as a computer, specified software and access to WoF Online or LANDATA.</p> <p>The equipment is in working order but some is not in good condition.</p>	<p>On your premises you have access to all administration equipment required for your inspection and certification work or required by the NZTA (such as computers, specified software and access to WOF Online or LANDATA).</p> <p>The equipment is in good condition and working order.</p>
<p>On your premises you have, or have ready access to, all technical information required by the NZTA.</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>On your premises you have, or have ready access to all technical information required by the NZTA such as <i>VIRM: Entry certification (new light vehicles)</i> and PRS manual.</p> <p>You have a current and up to date Deed of Appointment letter.</p> <p>Your dealer network has or has access to all required vehicle manufacturer’s PDI instructions, manuals or CDs.</p>

Score	0	1
3.4	<p data-bbox="266 396 632 427">Inspection and certification staff</p> <p data-bbox="266 439 815 582">Some staff doing inspection and certification work do not hold current and appropriate NZTA appointments for the inspection and certification work they carry out because they:</p> <ul data-bbox="266 595 756 913" style="list-style-type: none"> <li data-bbox="266 595 699 658">▪ have never held any relevant NZTA appointments, or <li data-bbox="266 667 612 698">▪ are currently suspended, or <li data-bbox="266 707 699 770">▪ were suspended and have not been reappointed by the NZTA, or <li data-bbox="266 779 756 810">▪ have had their appointments revoked, or <li data-bbox="266 819 730 913">▪ have previously held relevant NZTA appointments but these have lapsed a considerable time ago <p data-bbox="266 927 308 958">OR</p> <p data-bbox="266 981 746 1043">You have delegated or contracted out work without NZTA permission.</p>	<p data-bbox="850 439 1409 654">Some staff doing inspection and certification work do not hold current and appropriate NZTA appointments for the inspection and certification work they carry out, but they have previously held relevant NZTA appointments which have only recently lapsed</p> <p data-bbox="850 676 892 707">OR</p> <p data-bbox="850 730 1409 833">Some staff to whom you have rightfully delegated inspection and certification work do not have the required level of competence</p> <p data-bbox="850 855 892 887">OR</p> <p data-bbox="850 909 1409 1043">Some staff who are required to drive vehicles as part of their work do not hold current driver licences for the types of vehicles they are required to drive.</p>

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<p>All staff doing inspection and certification work either:</p> <ul style="list-style-type: none">▪ hold current and appropriate NZTA appointments for the inspection and certification work they carry out, or▪ hold current and appropriate delegations from you for the work (this applies only if you have permission from the NZTA to delegate that work). <p>Some staff to whom you have delegated inspection and certification work do not have the required level of competence. However, they do not make certification decisions.</p> <p>All staff who are required to drive vehicles as part of their work hold current driver licences for the types of vehicles they are required to drive.</p>	<p>All staff doing inspection and certification work have:</p> <ul style="list-style-type: none">▪ current and appropriate NZTA appointments for the inspection and certification work they carry out▪ all pre-delivery inspectors have a PD code allocated▪ all staff who have delegated responsibilities are competent and qualified to do the specific work▪ all delegations are current and up to date▪ all staff who are required to drive vehicles as part of their work hold current driver licenses for the types of vehicles they drive.

4 Management

Requirements

	What the NZTA expects of you	How the NZTA will assess your performance
4.1	<p>Management of competence</p> <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"> provide for the proper induction of new staff, including temporary staff who fill in for you when you are away (if any), by making them familiar with your facilities and equipment, and the way things are done in your business (Note 1) regularly assess your level of competence and that of your staff make sure your competence and that of your staff is maintained at a high level, ie you and your staff are aware of, and competent in dealing with, new legal requirements and updates to technical information, new technologies and new equipment. <p>You complete and keep an <i>Induction record</i> for each new staff member, including temporary staff.</p> <p>You keep an up-to-date <i>Training record</i>, listing any internal and external training received by you and your staff.</p>	<p>The NZTA will:</p> <ul style="list-style-type: none"> talk to you and your staff inspect the records you keep, including your <i>Induction record</i> and your <i>Training record</i>.
4.2	<p>Management of facilities</p> <p>You have a coordinated approach to managing your facilities. Your approach ensures that your facilities are kept tidy, clean, organised and in good condition.</p> <p>You display your NZTA site authorisation certificate where your customers can easily see it.</p>	<p>The NZTA will:</p> <ul style="list-style-type: none"> talk to you and your staff inspect your facilities.

Note 1 Does not apply to a one-person business if no inspection and certification work is carried out when the inspector is away.

	What the NZTA expects of you	How the NZTA will assess your performance
4.3	<p>Management of technical information</p> <p>You have a coordinated approach to managing your technical information (such as <i>VIRMs</i>). Your approach ensures that technical information is:</p> <ul style="list-style-type: none"> ▪ updated promptly when you receive updates from the NZTA ▪ stored so you and your staff have easy access to it ▪ maintained in good condition. <p>You keep an up-to-date <i>Technical information record</i>.</p>	<p>The NZTA will:</p> <ul style="list-style-type: none"> ▪ talk to you and your staff ▪ inspect your technical information and the locations where you keep it ▪ inspect your <i>Technical information record</i>.
4.4	<p>Management of electronic inspection and certification information</p> <p>You have a coordinated approach to managing your electronic inspection and certification information. Your approach ensures that:</p> <ul style="list-style-type: none"> ▪ all electronic inspection and certification information is kept safe at all times ▪ all computers from which you access the NZTA 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 your computers from public access are changed regularly ▪ you have backup copies or hard copies of any electronic information relevant to your inspection and certification work. 	<p>The NZTA will:</p> <ul style="list-style-type: none"> ▪ talk to you and your staff ▪ observe you and your staff 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.



	What the NZTA expects of you	How the NZTA will assess your performance
4.5	<p>Management of inspection and certification staff</p> <p>You have a coordinated approach to managing your staff. Your approach ensures that:</p> <ul style="list-style-type: none">certification decisions are made only by staff who hold current and appropriate NZTA appointmentsthe number of staff carrying out inspection and certification work is adequate for the nature and volume of inspection and certification work carried out by your businessvehicles are driven only by staff who hold current and appropriate driver licencesthere is effective communication and teamwork in your business at and across all levels and in all directionsresponsibilities are clearly defined and all staff know who is responsible for what. <p>You keep a <i>Staff record</i> listing all staff carrying out certification work. Your <i>Staff record</i> is up to date and coincides with the NZTA's record of inspectors working in your business.</p> <p>You keep an up-to-date <i>Delegation record</i>.</p> <p>You display all NZTA inspector appointment certificates where your customers can easily see them.</p>	<p>The NZTA will:</p> <ul style="list-style-type: none">talk to you and your staff and any contractorsobserve you and your staff at workinspect your <i>Staff record</i>, your <i>Delegation record</i> and other relevant records.
4.6	<p>Management of time</p> <p>You allocate enough time for you and your staff to carry out your inspection and certification work, allowing for the complexity of the work, your facilities, the available equipment and your and your staff's levels of skill.</p> <p>This means you and your staff:</p> <ul style="list-style-type: none">are comfortable with the time allocated and actually spent on inspection and certification work, anddo not feel under pressure to perform within time frames that are unreasonably tight.	<p>The NZTA will:</p> <ul style="list-style-type: none">talk to you and your staffobserve you and your staff at worklook at your inspection and certification volumes.

4 Management

Scores

Score	0	1
4.1	<p>Management of competence</p> <p>Your approach to managing your and your staff's 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 provide for the proper induction of new staff, including any temporary staff, or ▪ do not assess your and your staff's levels of competence, or ▪ make little or no effort to maintain your and your staff's competence (eg if staff go on any training courses, it is on their own initiative). 	<p>Your approach to managing your and your staff's 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"> ▪ often do not provide for the proper induction of new staff, including any temporary staff, or ▪ do not assess your and your staff's levels of competence on a regular basis, or ▪ make only limited efforts to maintain your and your staff's competence at a high level (for example, you consider yourself too busy to go on training courses) <p>OR</p> <p>You do not keep a <i>Training record</i>.</p>
4.2	<p>Management of facilities</p> <p>Your approach to managing your facilities is inadequate.</p> <p>This means you make little or no effort to keep the facilities tidy, clean, organised or maintained in good condition.</p>	<p>Your approach to managing your facilities is barely adequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> ▪ make only limited efforts to keep the premises tidy, clean, organised or maintained in good condition.

2	3
<p>Your approach to managing your and your staff's 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"> ▪ provide for the proper induction of new staff, including temporary staff who fill in for you when you're away (if any), by making them familiar with your facilities and equipment and the way things are done in your business, and ▪ assess your and your staff's level of competence on a regular basis, and ▪ make sure, for example by attending regular training courses, that your and your staff's competence is maintained at a high level, ie you and your staff 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"> ▪ complete an <i>Induction record</i> for each new staff member, including temporary staff, or ▪ keep your <i>Training record</i> up to date. 	<p>Your approach to managing your and your staff's 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"> ▪ ensure all pre-delivery inspectors are fully trained on new vehicles, updates, model changes and advancements in technology ▪ provide all necessary technical information to your dealer network ▪ provide technical assistance where required ▪ provide adequate training when launching new models, facelifts, etc ▪ keep an up-to-date record or data base of all training received and provided.
<p>Your approach to managing your facilities is adequate.</p> <p>This means you usually:</p> <ul style="list-style-type: none"> ▪ make sure your facilities are kept tidy, clean, organised and maintained in good condition. 	<p>Your approach to managing your facilities is well coordinated.</p> <p>This means you consistently:</p> <ul style="list-style-type: none"> ▪ make sure your facilities are kept tidy, clean, organised and maintained in good condition.

4 Management

Scores (cont.)

Score	0	1
4.3	<p>Management of technical information</p> <p>Your approach to managing your technical information is inadequate.</p> <p>This means you make little or no effort to manage your technical information.</p> <p>For example, some technical information may not have been updated for a considerable time.</p>	<p>Your approach to managing your technical information is barely adequate.</p> <p>This means that, although you make some efforts to manage your technical information, you often do not:</p> <ul style="list-style-type: none"> ▪ update technical information promptly when you receive updates from the NZTA, or ▪ store technical information so you have easy access to it <p>OR</p> <p>You do not keep a <i>Technical information record</i> or <i>Record of amendments</i>.</p>
	Management of electronic inspection and certification information	
4.4	<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 that, 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.

2	3
<p>Your approach to managing your technical information is adequate.</p> <p>This means you usually make sure your technical information is:</p> <ul style="list-style-type: none"> updated promptly when you receive updates from the NZTA, and stored so you and your staff have easy access to it. <p>However, you do not always:</p> <ul style="list-style-type: none"> maintain your technical information in good condition, or keep your <i>Technical information record</i> or <i>Record of amendments</i> up to date. 	<p>Your approach to managing your technical information is well coordinated.</p> <p>This means you consistently make sure your technical information is:</p> <ul style="list-style-type: none"> updated promptly when you receive updates from the NZTA, and ensure all up-to-date technical information such as updates or work instructions is available through out your dealer network. <p>Your <i>VIRM</i> and <i>PRS Technical information record</i> or <i>Record of amendments</i> is up to date.</p>
<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 NZTA'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 CAD drawings.</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 NZTA's computer system are out of reach of the public and/or access to your computers is protected by passwords, and passwords used to protect your computers from public access are changed regularly.

4 Management

Scores (cont.)

Score	0	1
4.5	<p>Management of inspection and certification staff</p> <p>Your approach to managing your staff is inadequate.</p> <p>This means you make little or no effort to make sure that:</p> <ul style="list-style-type: none"> ▪ certification decisions are made only by staff who hold current and applicable NZTA appointments, or ▪ the number of staff carrying out inspection and certification work is adequate for the nature and volume of inspection and certification work carried out by your business. 	<p>Your approach to managing your staff is barely adequate.</p> <p>This means although you make some efforts to manage your staff, you regularly fail to make sure that:</p> <ul style="list-style-type: none"> ▪ certification decisions are made only by staff who hold current and applicable NZTA appointments, or ▪ the number of staff carrying out inspection and certification work is adequate for the nature and volume of inspection and certification work carried out by your business, or ▪ vehicles are driven only by staff who hold current and appropriate driver licences, or ▪ there is effective communication and teamwork in your business at and across all levels and in all directions, or ▪ responsibilities are clearly defined and all staff know who is responsible for what <p>OR</p> <p>You do not keep a <i>Staff record</i> or a <i>Delegation or transfer of function record</i>.</p>
4.6	<p>Management of time</p> <p>You do not allocate enough time for you and your staff to carry out your inspection and certification work.</p> <p>Many of your staff:</p> <ul style="list-style-type: none"> ▪ are not comfortable with the time allocated and actually spent on inspection and certification work, or ▪ feel under pressure to perform within time frames that are unreasonably tight. 	<p>You do not always allocate enough time for you and your staff to carry out your inspection and certification work.</p> <p>Staff regularly complain about time frames that are too tight to carry out their inspection and certification work properly.</p>

2	3
<p>Your approach to managing your staff is adequate.</p> <p>This means you usually make sure that:</p> <ul style="list-style-type: none"> ▪ certification decisions are made only by staff who hold current and applicable NZTA appointments, and ▪ the number of staff carrying out inspection and certification work is adequate for the nature and volume of inspection and certification work carried out by your business, and ▪ vehicles are driven only by staff who hold current and appropriate driver licences, and ▪ 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. <p>However, you do not:</p> <ul style="list-style-type: none"> ▪ always keep your <i>Staff record</i> or your <i>Delegation or transfer of function record</i> up to date, or ▪ display all NZTA inspector appointment certificates where your customers can see them. 	<p>Your approach to managing your staff is well coordinated.</p> <p>This means you consistently make sure that:</p> <ul style="list-style-type: none"> ▪ certification decisions are made only by staff who hold current and applicable NZTA appointments, and ▪ the number of staff carrying out inspection and certification work is adequate for the nature and volume of inspection and certification work carried out by your business, and ▪ 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. <p>Where applicable there is an up-to-date delegation or transfer of function in place (including 'certifier to delegate' and 'delegate to pre-delivery').</p>
<p>You generally allocate enough time for you and your staff to carry out your inspection and certification work, allowing for the complexity of the work, your facilities, the available equipment, and your and your staff's level of skill.</p> <p>However, less experienced staff sometimes feel under pressure to perform within the same tight time frames as experienced staff.</p>	<p>You allocate enough time for you and your staff to carry out your inspection and certification work, allowing for the complexity of the work, your facilities, the available equipment, and your and your staff's levels of skill.</p> <p>This means you and your staff:</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.

5 Performance improvement

Requirements

	What the NZTA expects of you	How the NZTA will assess your performance
5.1	<p>Monitoring performance</p> <p>You regularly assess how well you and your staff meet the NZTA's expectations as set out in the PRS.</p> <p>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.</p> <p>You record each self-assessment by completing a <i>Self-assessment record</i> which is filed in this folder.</p> <p>You record any problems or opportunities to improve that you identify during self-assessments in your <i>Improvement record</i> for follow-up.</p>	<p>The NZTA will:</p> <ul style="list-style-type: none"> talk to you and your staff inspect your <i>Self-assessment record</i> inspect your <i>Improvement record</i> to check that any problems or opportunities to improve identified during self-assessments have been recorded for follow-up.
5.2	<p>Correct handling of complaints and vehicle recalls</p> <p>You and your staff 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 NZTA handle complaints in accordance with NZTA requirements. <p>You keep a <i>Complaints record</i>, 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 <i>Improvement record</i> for follow-up.</p>	<p>The NZTA will:</p> <ul style="list-style-type: none"> inspect your complaints policy talk to you and your staff inspect your <i>Complaints record</i> to check that any complaints against you, including any complaints raised with the NZTA, have been recorded and handled in accordance with NZTA requirements inspect your <i>Improvement record</i> to check that any problems or opportunities to improve which are identified in the investigation of complaints have been recorded for follow-up.
5.3	<p>Commitment to the PRS</p> <p>You and your staff 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 NZTA will:</p> <ul style="list-style-type: none"> talk to you assess your level of cooperation during reviews.

5 Performance improvement

Scores

Score	0	1
5.1	<p>Monitoring performance</p> <p>You do not assess how well you and your staff meet the NZTA's expectations as set out in the PRS.</p> <p>This means there is no evidence of your carrying out self-assessments.</p>	<p>You sometimes assess how well you and your staff meet the NZTA'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 <i>Self-assessment record</i>.
5.2	<p>Correct handling of complaints and vehicle recalls</p> <p>You and/or most of your staff are not open to complaints and your handling of complaints is inadequate.</p> <p>This means you:</p> <ul style="list-style-type: none"> do not have an adequate complaints policy, or do not communicate your complaints policy to your customers, or seldom handle complaints in accordance with NZTA requirements, or do not keep records of complaints. 	<p>You and/or many of your staff 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 NZTA requirements (eg you regularly exceed the time frames set by the NZTA for responding to complaints), or regularly fail to record complaints in your <i>Complaints record</i>, or do not record any problems or opportunities to improve that you identify in the investigation of complaints in your <i>Improvement record</i> and follow up on them.

2	3
<p>You regularly assess how well you and your staff meet the NZTA'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 <i>Self-assessment record</i>, or ▪ record in your <i>Improvement record</i> problems or opportunities to improve that you identify in self-assessments. 	<p>You and your staff 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 ▪ document any dealer visits you carry out and any associated corrective action required, and ▪ have evidence of internal improvements or assessments.
<p>You and most of your staff 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 NZTA, and ▪ usually handle complaints in accordance with NZTA requirements, and ▪ keep a <i>Complaints record</i> in which you record most complaints. <p>However, you do not always record in your <i>Improvement record</i>, and follow up on, the problems or opportunities to improve that you identify in the investigation of complaints.</p>	<p>You consistently comply with NZTA, vehicle manufacture and the legal requirements to notify NZTA of any safety related defects in a vehicle production run.</p> <p>This means you promptly:</p> <ul style="list-style-type: none"> ▪ update the MIA website, or ▪ contact the NZTA directly.

5 Performance improvement

Scores (cont.)

Score	0	1
5.3	<p data-bbox="268 398 542 427">Commitment to the PRS</p> <p data-bbox="268 439 798 544">You and/or most of your staff show little or no commitment to making the PRS work in and for your business.</p> <p data-bbox="268 566 528 595">This means you do not:</p> <ul data-bbox="268 613 807 786" style="list-style-type: none"> <li data-bbox="268 613 807 674">• use the system for improving your inspection and certification work, or <li data-bbox="268 685 807 745">• share your problems and achievements with NZTA Transport Officers, or <li data-bbox="268 757 807 786">• cooperate in NZTA reviews. 	<p data-bbox="852 439 1433 582">You and most of your staff 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.</p> <p data-bbox="852 604 991 633">This means:</p> <ul data-bbox="852 651 1433 846" style="list-style-type: none"> <li data-bbox="852 651 1433 745">• you make some efforts to use the system in your business, but mostly to satisfy NZTA Transport Officers, and <li data-bbox="852 757 1433 846">• there is a basic level of cooperation in NZTA reviews but there is a reluctance to share problems with NZTA Transport Officers.

2	3
<p>You and most of your staff show an adequate level of commitment to making the PRS work in and for your business.</p> <p>This means you:</p> <ul style="list-style-type: none">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, andare usually open about your problems and achievements, although some staff are reluctant to share problems with NZTA Transport Officers, andshow a good level of cooperation in NZTA reviews.	<p>You and your staff are fully 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, andare open about your problems and achievements, andfully cooperate in NZTA reviews.

