



Supporting New Zealand's Repair Certification Industry

Repair Operating Requirements Schedule

Chapter 2

Repair Certifier Application & Appointment

Original Issue | Effective from 1 August 2023

Approval

Repair Operating Requirements Schedule (ORS) Chapter 2 Approval:	
Signed to record agreement and approval, on.....by:	
on behalf of Waka Kotahi NZ Transport Agency:	on behalf of RepairCert NZ:

Amendments

Repair ORS Chapter 2 Amendment Record:			
Detail of amendments:	Amendment #:	Issue date:	Effect date:
<ul style="list-style-type: none"> Original Issue 	Original Issue	7 July 2023	1 August 2023
<p>NOTE 1: Text high-lighted in grey shows amendments made subsequent to the document’s previous version, and a grey vertical stroke to the left of the text denotes important new or changed information which needs to be understood.</p> <p>NOTE 2: Printed copies of the Repair Operating Requirements Schedule (Repair ORS) may become out of date, and should not be relied upon without ensuring that the version is current – visit www.repaircert.nz to check that this Repair ORS Chapter is the latest version before relying on the enclosed information.</p>			

Associated information

Background:
<p>The Repair Operating Requirements Schedule (Repair ORS) sets out robust operational systems and processes to ensure that the repair certification system functions effectively, and to ensure that repair certification outcomes are consistent, fair, transparent, and of a high quality.</p> <p>The information in the Repair ORS will be progressively developed as an integral part of New Zealand’s Land Transport regulatory system by agreement and in consultation with Waka Kotahi New Zealand Transport Agency (Waka Kotahi).</p>
Publisher:
<p>This Repair ORS Chapter is developed and published by RepairCert NZ, in consultation with Waka Kotahi. RepairCert NZ is an entity owned by the Low Volume Vehicle Technical Association (LVVTA), which was established in 1992, that is dedicated to ensuring that vehicles, when modified, individually-constructed, or repaired, meet the highest practicable safety standards.</p> <p>RepairCert NZ’s contact details are below:</p> <ul style="list-style-type: none"> Postal address: P. O. Box 50-600, Porirua 5240, Wellington, New Zealand Website: www.repaircert.nz E-mail address: info@repaircert.nz
Availability:
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Further information:
<p>For further information, RepairCert NZ can be contacted (under ‘Publisher’ details above), or Waka Kotahi can be contacted via email at vehicleinspections@nzta.govt.nz or by telephone on 0800 699 000.</p>

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Repair Certifier Application & Appointment

Purpose of this Chapter

The purpose of Chapter 2 Repair Certifier Application & Appointment (the Chapter) is to help someone who is interested in becoming a Repair Certifier to understand the requirements, the application process, and the appointment process associated with becoming a Repair Certifier appointed by Waka Kotahi NZ Transport Agency (Waka Kotahi).

An important element of the Chapter is to explain the type of background that a person who would like to become a Repair Certifier is required to have. In this context, 'background' refers to formal qualifications, but also (and equally importantly), the knowledge and expertise accumulated through practical experience.

Section 1 Introduction

1.1 About Repair Certifiers

1.1(1) Repair Certifiers are appointed to carry out specialist inspection and certification of repairs to significant damage or deterioration to the structure, chassis, body-to-chassis attachment, suspension, or occupant protection system, primarily relating to light vehicles.

1.1(2) The primary duty of a Repair Certifier is to ensure that when a vehicle is repaired, the vehicle is returned to within a safe tolerance of its state when manufactured.

1.1(3) Repair Certifiers perform a safety-critical role, which is an important element of New Zealand's land transport regulatory system. This area of work requires an exceptionally high level of collision repair industry expertise, and carries significant responsibility.

1.2 About Waka Kotahi NZ Transport Agency

1.2(1) Waka Kotahi is responsible for New Zealand's land transport regulatory system, and manages the entry of Repair Certifiers into the certification system.

1.2(2) Waka Kotahi monitors the performance of Repair Certifiers, and if a Repair Certifier fails to comply with the requirements of the repair certification system, Waka Kotahi will apply the necessary processes to improve the Repair Certifier's performance, or if this cannot be achieved, remove the Repair Certifier from the repair certification system.

1.2(3) Waka Kotahi contracts RepairCert NZ to manage repair certification system operations, however Waka Kotahi is solely responsible for the appointment, disciplinary action, and revocation of Repair Certifiers, and maintains an overall regulatory responsibility.

1.3 About RepairCert NZ

1.3(1) RepairCert NZ is an independent organisation contracted by Waka Kotahi to assist in the ongoing development and maintenance of the repair certification system, ensuring that the system is fit for purpose.

- 1.3(2) RepairCert NZ ensures that the needs of the users of the system is met by providing the Repair Certifiers with technical and operational support, training, guidance, document systems, and oversight.

Section 2 Steps in the application process

2.1 How the application process works

- 2.1(1) A simplistic overview of the basic steps that a person applying to become a Repair Certifier (an 'Applicant') must follow, is that an Applicant must:
- (a) read and understand this Chapter; and
 - (b) carefully consider whether the required criteria necessary to become a Repair Certifier are met (see 'Criteria an Applicant must meet' in section 3 of this Chapter); and
 - (c) if an Applicant believes the required criteria to become a Repair Certifier is met, contact RepairCert NZ for a preliminary conversation to find out what is involved in becoming a Repair Certifier (see 'Preliminary conversation with RepairCert NZ' in section 4 of this Chapter); and
 - (d) after an Applicant has had the preliminary conversation with RepairCert NZ and is in a position to make a fully informed decision as to whether or not to proceed, make an application to Waka Kotahi by filling out the *Repair Certifier Application RCO1* (the '*Application Form*'), and submitting this to Waka Kotahi (see 'Making an application' in section 5 of this Chapter).

Section 3 Criteria an Applicant must meet

3.1 Three different categories of Repair Certifier

- 3.1(1) There are three different categories of Repair Certifier, which are:
- (a) 'Post-1990 Repair Certifier' – this category is applicable to damage and corrosion repair of modern (post-1990) vehicles, and is suited to a person with a high level of work experience in modern structural collision repairs; and
 - (b) 'Pre-1990 Repair Certifier' – this category is applicable to damage and corrosion repair of older (pre-1990) vehicles, and is suited to a person with traditional panel-beating skills and who has a high level of work experience in older vehicle restoration work (see Notes 1 and 2 below); and
 - (c) 'Motorcycle Repair Certifier' – this category is applicable to damage and corrosion repair of motorcycles of all ages, and is suited to a person with a high level of work experience in motorcycle repair and maintenance.

NOTE 1: The 'Pre-1990 Repair Certifier' category has been developed to enable older vehicles to be assessed and certified by Repair Certifiers who have the appropriate knowledge and understanding of (both unibody and body-over-frame) vehicles that were predominantly built prior to 1990.

NOTE 2: The 1990 date has been established as the ‘cut-off’ because:

- this was the introduction date of the *Transport (Vehicle Standards) Regulations 1990*, which introduced safety standards into New Zealand’s land transport regulatory framework; and
- 1990 marks, in general terms, the progressive introduction of Supplementary Restraint Systems (airbags), Advanced Driver Assistance Systems (ADAS), advanced high-strength steels usage, crash management strategies, and advancements in welding procedures and other attachment methods.

3.2 Qualifications and experience criteria

3.2(1) An Applicant must meet the criteria below, applicable to the category being applied for.

Post-1990 Repair Certifier

3.2(2) A person applying to become a Post-1990 Repair Certifier must:

- (a) hold an appropriate New Zealand trade qualification (for example, Trade Certificate/National Certificate) in panel-beating, or an entirely equivalent qualification; and
- (b) have a minimum of 10 years’ experience in the autobody industry as a practicing qualified auto body repair technician; and
- (c) hold an I-CAR Bronze Pro-level 1 (Repairer Strand) qualification (previously Bronze Recognition Programme), or an entirely equivalent qualification; and
- (d) commit to attaining the I-CAR Silver Pro-level 2 (Repairer Strand) qualification, or an entirely equivalent qualification, within 18 months of appointment, and maintain the mandatory annual re-validation (see Note 1 below); and
- (e) have sound up-to-date knowledge of all technical aspects of the assessment of motor body repairs, including the assessment of:
 - (i) specialised reports, including chassis measurement sheets, SRS and ABS reports, and wheel alignment reports; and
 - (ii) Advanced Driver Assistance Systems (ADAS), including both scanning and calibration; and
 - (iii) the suitability of repair methods and their effect on other inter-related components and systems.

NOTE 1: Attaining the I-CAR Silver Pro-level 2 (Repairer Strand) qualification (or equivalent), as referred to in 3.2(2)(d), within 18 months of appointment, and maintaining the mandatory annual re-validation, is a condition of appointment as a Post-1990 Repair Certifier.

3.2(3) While not a mandatory requirement, additional autobody technician trade-related qualifications and/or training which would be considered to provide added value, include (but are not limited to):

- (a) OEM (original equipment vehicle manufacturer) training; and
- (b) other I-CAR training courses completed in addition to Bronze Pro-level 1 (see Note 1 below).

NOTE 1: Details about I-CAR training can be found on the I-CAR New Zealand website: <https://i-car.co.nz>

Pre-1990 Repair Certifier

- 3.2(4) A person applying to become a Pre-1990 Repair Certifier must:
- (a) have a minimum of 10 years’ experience as a panel-beater; and
 - (b) have skill-sets relevant to traditional autobody repairs, and experience that aligns with pre-1990 vehicle repair techniques; and
 - (c) be fully conversant with the construction, welding, assembly methodologies, and metal finishing techniques associated with old vehicles; and
 - (d) hold a current I-CAR MIG steel welding qualification such as I-CAR WCS03, or an entirely equivalent qualification, (see Note 1 below); and
 - (e) have relevant knowledge of specialised reports, including chassis measurement sheets and wheel alignment reports.

NOTE 1: An I-CAR MIG steel welding qualification can be obtained by any competent panel-beater, and at a reasonable cost, so this requirement should not be a deterrent if an Applicant doesn’t have this formal qualification at the time of considering whether or not to apply to become a Pre-1990 Repair Certifier.

- 3.2(5) While not a mandatory requirement, additional skill-sets which would be considered to provide added value, include (but are not limited to) experience in, and understanding of:
- (a) traditional gas welding and brazing (oxy–acetylene); and
 - (b) TIG welding; and
 - (c) traditional fabrication/coach-building; and
 - (d) corrosion treatment and repair.

Motorcycle Repair Certifier

- 3.2(6) A person applying to become a Motorcycle Repair Certifier must:
- (a) have a New Zealand Certificate in Motorcycle Engineering (Level 3 and 4), or an entirely equivalent qualification; and
 - (b) have a minimum of 10 years’ experience in motorcycle servicing and repair; and
 - (c) have sound up-to-date knowledge of all technical aspects of motorcycle electronic aids such as Advanced Rider Assistance Systems (ARAS).

- 3.2(7) While not a mandatory requirement, a New Zealand trade qualification (or equivalent) as a technician within an allied automotive industry (see Note 1 below) would be considered to provide added value.

NOTE 1: An allied automotive industry can include other repair/servicing/maintenance industries, such as (car) automotive engineering, motor mechanical or diagnostic trades, light engineering, or (car) autobody/collision repair.

3.3 Personal and business attributes

- 3.3(1) In addition to the qualifications and experience specific to the three categories above, all Repair Certifiers must also:

- (a) be committed to road safety, and be safety-focused in all decisions; and
- (b) always act in an honest and ethical manner; and
- (c) provide a professional, efficient, and courteous service for users of the repair certification system; and
- (d) have a good understanding of the English language, and speak fluent English; and
- (e) have good written and oral communication skills; and
- (f) operate in a methodical and well-organised manner; and
- (g) if the vehicle is required to be driven as part of the Repair Certifier’s certification assessment process, hold a current New Zealand Driver License for the class(es) of vehicles to be driven during repair certification activities.

3.4 Other criteria

3.4(1) In addition to the qualifications and experience relevant to the three categories specified in 3.2(2) to 3.2(7), and the personal and business attribute criteria specified in 3.3(1), an Applicant must also:

- (a) demonstrate a comprehensive knowledge of the relevant legislative requirements applicable to repair certification (see Note 1 below); and
- (b) have access to premises and equipment necessary to certify repairs as specified in the *Vehicle Inspection Requirements Manual: Light Vehicle Repair Certification (Repair VIRM)* (see Note 2 below); and
- (c) if appointed, establish a quality management system, which may be the Waka Kotahi Performance Review System (PRS) (see Notes 3 and 4 below); and
- (d) have the ability to obtain and maintain public liability and professional indemnity insurance for repair certification services (see Note 5 below).

NOTE 1:	The <i>Repair VIRM</i> can be found at https://vehicleinspection.nzta.govt.nz/virms/light-vehicle-repair
NOTE 2:	The premises and equipment requirements are in the <i>Repair VIRM</i> , under ‘Introduction – section 5’.
NOTE 3:	The PRS is a tool used by Waka Kotahi to measure the performance of all Repair Certifiers, and is intended to: <ul style="list-style-type: none"> • explain what is expected of a Repair Certifier; and • explain how Waka Kotahi will assess a Repair Certifier’s performance against these expectations; and • apply the same performance measurement system equally to all Repair Certifiers; and • be easy to understand and use; and • enable Repair Certifiers to measure their own performance in the same way as a Waka Kotahi Certification Officer will do during a PRS review, by incorporating a scoring system; and • encourage Repair Certifiers to identify problems and opportunities to improve so they can take early action using their own initiative; and • identify Repair Certifiers who perform poorly so they can be encouraged, through more frequent reviews, to improve their performance.
NOTE 4:	An Applicant does not need to have a PRS in place at the application stage, but must be prepared to discuss their understanding of the system if the application progresses to the interview stage. If an Applicant is appointed as a Repair Certifier, training will be provided.
NOTE 5:	RepairCert NZ operates a ‘group insurance scheme’ for public liability and professional indemnity insurances, and can make this available to Repair Certifiers, subject to certain conditions.

NOTE 6: An Applicant must acknowledge on the *Application Form* that they meet all of the applicable criteria listed in 'Criteria an Applicant must meet' in section 3 of this Chapter.

Section 4 Preliminary conversation with RepairCert NZ

4.1 Reason for requirement for preliminary conversation

- 4.1(1) Prior to making an application to Waka Kotahi to become appointed as a Repair Certifier, an Applicant must contact RepairCert NZ for a meeting (either face-to-face, teleconference, or telephone), to enable the Applicant to gain a comprehensive understanding of all of the relevant factors associated with becoming, and remaining, a Repair Certifier, which will in turn enable the Applicant to make a fully-informed decision as to whether or not to proceed with the application (see Note 1 below).

NOTE 1: Contact RepairCert NZ in the first instance via email, at info@repaircert.nz, or telephone on (04) 595-4755.

4.2 Appropriate background

- 4.2(1) RepairCert NZ will provide further explanation and advice (beyond the information provided in 'Criteria an Applicant must meet' in section 3 of this Chapter) in relation to:
- (a) the type of background, experience, and qualifications an Applicant will need for appointment to the various repair certification categories; and
 - (b) ensuring that an Applicant understands that evidence of the background, experience, and qualifications must be provided to Waka Kotahi as part of the application process.

4.3 Time and costs involved

- 4.3(1) RepairCert NZ will provide explanation and advice to an Applicant about the time and costs involved in becoming appointed as a Repair Certifier, and continuing to be a Repair Certifier, which include:
- (a) the time and costs associated with:
 - (i) attending Induction Training provided by RepairCert NZ; and
 - (ii) undergoing Practical Training with an existing Repair Certifier; and
 - (iii) attending periodic repair certification training provided by RepairCert NZ;
- and
- (b) the time associated with:
 - (i) reviewing and updating repair certification information; and
 - (ii) being a source of advice and information to the public and industry;
- and

- (c) the cost of public liability and professional indemnity insurance.

4.4 Geographical coverage

4.4(1) RepairCert NZ will provide explanation and advice to an Applicant about:

- (a) the number of Repair Certifiers (if any) already appointed and available within the Applicant’s geographical region (see Note 1 below); and
- (b) the likely volume of repair certification work which may be available to an Applicant if appointed.

NOTE 1: Maintaining the right number of Repair Certifiers in relevant geographical areas is a critical element in achieving the right balance between maintaining sufficient Repair Certifiers to provide a good service to the public, and ensuring against over-subscription with an associated reduction of inspection quality. *Land Transport Rule: Vehicle Standards Compliance 2002* requires, during an application process, that the Director gives consideration to the number of vehicle inspectors already appointed and available within the relevant geographical area.

4.5 Other advice

4.5(1) RepairCert NZ will explain to an Applicant what can be expected in relation to:

- (a) the application process; and
- (b) Waka Kotahi’s three-stage assessment process; and
- (c) RepairCert NZ’s Induction Training; and
- (d) RepairCert NZ’s Practical Training process; and
- (e) the use of Waka Kotahi’s electronic file repository system; and
- (f) using the relevant legislative requirements applicable to repair certification; and
- (g) the use of the PRS; and
- (h) the ongoing technical support that RepairCert NZ will provide; and
- (i) RepairCert NZ’s other roles and responsibilities in relation to repair certification.

Section 5 Making an application

5.1 Application Form

5.1(1) If, after fully reading and understanding this Chapter, and having the preliminary conversation with RepairCert NZ, an Applicant wishes to proceed with making a formal application to Waka Kotahi to become a Repair Certifier, the Applicant must fill out and submit a ‘*Repair Certifier Application RC01*’ (*Application Form*) (see Notes 1 and 2 below).

NOTE 1: An *Application Form* (to become a Repair Certifier) can be downloaded from www.repaircert.nz

NOTE 2: RepairCert NZ can provide advice and guidance to Applicants during the process of preparing and submitting their Application to Waka Kotahi to become a Repair Certifier.

- 5.1(2) Together with the *Application Form*, the Applicant must provide:
- (a) all of the required supporting information specified within the *Application Form*; and
 - (b) the applicable fee, if any, specified in the *Application Form*.

5.2 Conditions of submitting an application

- 5.2(1) When submitting an application to Waka Kotahi, the Applicant must understand and agree:
- (a) to always meet Waka Kotahi’s technical and operational requirements; and
 - (b) that information relating to the Applicant’s repair certification activities will be shared between Waka Kotahi and RepairCert NZ (see Note 1 below); and
 - (c) to meet the terms and conditions of the Waka Kotahi *Notice of Appointment*, which will be issued if the application is approved.

NOTE 1: RepairCert NZ provides a support role to Waka Kotahi in various repair certification-related functions, which includes ‘File Reviews’ and dealing with complaints, all of which requires access to all repair certification information by both parties.

5.3 Where to send the application

- 5.3(1) A completed *Application Form*, together with all required supporting information, must be sent to ‘Vehicle Inspections’ at Waka Kotahi, by either:
- (a) scanning and emailing to vehicleinspections@nzta.govt.nz (see Note 1 below); or
 - (b) posting to Vehicle Inspections, Waka Kotahi, Private Bag 11777, Manawatu Mail Centre, Palmerston North 4442.

NOTE 1: Scanning and emailing the *Application Form* and supporting information is the preferred method of submitting an application.

5.4 Incomplete applications

- 5.4(1) An application will not be accepted by Waka Kotahi unless the Applicant includes all of the required supporting information specified in the *Application Form*.
- 5.4(2) If an Applicant submits an incomplete application, Waka Kotahi will contact the Applicant and advise what else is required before the application can proceed (see Note 1 below).

NOTE 1: An application will not proceed if it is incomplete, and Waka Kotahi will not keep an application ‘live’ indefinitely.

5.5 Fees and method of payment

- 5.5(1) The application fee payable to Waka Kotahi for applying to become a Repair Certifier is \$1,644.50 (including GST).

- 5.5(2) Upon determining that an application is complete, Waka Kotahi will contact the Applicant to arrange payment using a secure credit card payment system over the telephone.
- 5.5(3) Unless exceptional circumstances exist, the application fee is not refundable if the Applicant does not pass the three-stage assessment (see ‘Three-stage assessment process’ in section 6 of this Chapter).

Section 6 Processing the application

6.1 Legislative criteria

- 6.1(1) Waka Kotahi will consider the application for appointment as a Repair Certifier against the criteria specified in clauses 2.5 and 2.6 of the *Land Transport Rule: Vehicle Standards Compliance 2002* (see Note 1 below).

NOTE 1: The *Land Transport Compliance Rule* can be found online at www.nzta.govt.nz/resources/rules/vehicle-standards-compliance-2002-index

6.2 Background check

- 6.2(1) Upon receipt of the *Application Form*, supporting information, and application fee (if any), Waka Kotahi will:
- (a) establish that the Applicant has contacted RepairCert NZ for the preliminary conversation, as required by section 4 of this Chapter; and
 - (b) carry out a background check of the Applicant to determine the suitability of the Applicant, which includes:
 - (i) applying Waka Kotahi’s ‘Fit and Proper Person’ assessment (see Note 1 below); and
 - (ii) determining that the Applicant’s qualifications and work experience are appropriate; and
 - (iii) determining whether or not there are sufficient Repair Certifiers already appointed and available in the Applicant’s geographical region (see Note 2 below).

NOTE 1: Every application will be subjected to a fit and proper person assessment (as required by clauses 2.5 and 2.6 of [Land Transport Rule: Vehicle Standards Compliance 2002](#)) which can be found at Fit-and-proper-person-guidelines.

The criteria against which an Applicant will be assessed, includes, but will not be limited to:

- relevant criminal history and traffic offences; and
- in the case of an Applicant who holds or has held another certification authority from Waka Kotahi, performance history, including relevant warnings, penalties, and disciplinary actions imposed.

NOTE 2: Further information about how Waka Kotahi will consider an application for appointment, particularly in relation to geographical coverage, can be found under the ‘Become a Repair Certifier’ page of the RepairCert NZ website, www.repaircert.nz

6.3 Three-stage assessment process

6.3(1) If the Applicant's background check is successful, Waka Kotahi will carry out a face-to-face three-stage assessment, which will be conducted at the Applicant's work premises, where the Applicant must make available:

- (a) the Applicant's trade tools and equipment; and
- (b) motor vehicles in various stages of repair to show the Applicant's skills, and to facilitate motor vehicle repair-related discussion (see Note 1 below).

NOTE 1: The Applicant's work premises can include a home garage if it enables the requirements of 6.3(1) to be met.

6.3(2) Waka Kotahi will involve a technical representative of RepairCert NZ in the three-stage assessment process.

6.3(3) The three-stage face-to-face assessment of the Applicant involves (see Note 1 below):

- (a) an initial interview which assesses and confirms the Applicant's qualifications, background, work history, and experience; and
- (b) a written multi-choice open-book test which requires 30 questions to be answered in 50 minutes, with a required pass rate of not less than 27 correctly answered questions; and
- (c) a technical assessment, which comprises:
 - (i) a review of the Applicant's premises to ensure that the Applicant's site and equipment meet the specified requirements; and
 - (ii) discussion on vehicles undergoing a repair process, to ensure that the Applicant has a sound understanding of damage and corrosion repair.

NOTE 1: In order to pass the three-stage assessment, the Applicant will need to have a good understanding of the applicable legislative requirements relevant to repair certification, and the Repair PRS, as referred to in 3.4(1) of this Chapter.

6.3(4) If the Applicant passes all elements of the three-stage assessment, Waka Kotahi will refer the Applicant for Induction Training and Practical Training with RepairCert NZ (see 'Induction Training & Practical Training' in section 7 of this Chapter).

Section 7 Induction Training & Practical Training

7.1 Induction Training

7.1(1) An Applicant, after successfully completing the Three-stage assessment (see 'Three-stage assessment process' in section 6 of this Chapter), must attend an Induction Training course at the offices of RepairCert NZ, to learn:

- (a) how to fill out the RepairCert NZ Forms and Form-sets, including the '*LT308 Statement of Compliance*', the '*LT307 Notice of Certification Not Required*', and other documentation-related aspects of the repair certification system; and

- (b) how to use LANDATA; and
- (c) how to use the electronic file upload system; and
- (d) how the certification File Review process works; and
- (e) how the relationship between the Repair Certifier and RepairCert NZ staff works.

7.1(2) RepairCert NZ must be satisfied that the Applicant is fully conversant with all of the Waka Kotahi systems and processes applicable to repair certification activities.

7.1(3) The Applicant must attend the Induction Training course at RepairCert at a time that is mutually agreed upon between the Applicant and RepairCert NZ (see Note 1 below).

NOTE 1: With variances depending on the categories that the Applicant is applying for, Induction Training is between one and three days in duration.

7.1(4) The Induction Training course is at no cost to the Applicant, however all costs associated with attending the Induction Training course, such as travel and accommodation, are to be met by the Applicant.

7.2 Practical Training

7.2(1) An Applicant, after successfully completing the Induction Training course (see Induction Training in section 7 of this Chapter), must undergo a Practical Training programme at the direction and oversight of RepairCert NZ, which involves:

- (a) being trained in all aspects of repair certification activities by an existing Repair Certifier, which will be arranged and overseen by RepairCert NZ; and
- (b) becoming endorsed by the Repair Certifier providing the Practical Training as being suitably competent.

7.2(2) RepairCert NZ must be satisfied that the Applicant has the necessary competence to provide repair certification activities to the public, and will provide its recommendation to Waka Kotahi.

7.2(3) The Applicant must attend the Practical Training programme at a time that is mutually agreed upon between the Applicant and RepairCert NZ (see Note 1 below).

NOTE 1: With variances depending on the categories that the Applicant is applying for, the Practical Training programme is generally five days in duration.

7.2(4) The cost of the provision of the Practical Training programme will be met by the Applicant, and will vary according to the time required to provide the Practical Training programme.

7.3 Insurance

7.3(1) Prior to Waka Kotahi issuing authorisation to the Applicant to undertake repair certification activities, the Applicant must confirm to Waka Kotahi that the required Public Liability and Professional Indemnity insurance policies have been obtained.

Section 8 If the application is approved

8.1 Appointment

8.1(1) Upon satisfaction that all requirements of section 6 and section 7 of this chapter have been met, Waka Kotahi will provide the Applicant with a formal appointment, and the Applicant will be issued with:

- (a) all relevant appointment documents, including a *Notice of Appointment*; and
- (b) individual access to the electronic file repository (see Note 1 below); and
- (c) individual access to LANDATA (see Note 2 below).

NOTE 1: The 'electronic file repository' is the Waka Kotahi storage system where a Repair Certifier's completed certification files must be uploaded for safe-keeping, and for desk-top auditing purposes.

NOTE 2: 'LANDATA' is the Waka Kotahi electronic registry system used for recording all motor vehicle certification and licensing activities, and will enable a Repair Certifier to view and record notes against vehicles inspected during repair certification activities.

8.1(2) If Waka Kotahi issues an Applicant with a formal appointment, Waka Kotahi will:

- (a) notify RepairCert NZ that the appointment of a new Repair Certifier has been made; and
- (b) provide RepairCert NZ with the new Repair Certifier's contact details.

8.1(3) Upon receipt of notification from Waka Kotahi about the appointment of a new Repair Certifier, RepairCert NZ will update the national Repair Certifier database with the new Repair Certifier's relevant contact details.

8.2 File Reviews

8.2(1) A new Repair Certifier's first 30 certification files will be subjected to a File Review process by RepairCert NZ (see Note 1 below).

NOTE 1: A File Review is a desk-top audit, where all Forms, Form-sets, supporting information, and photographs are reviewed by technical experts to ensure that the Repair Certifier is following the required processes, making good certification decisions, and that the vehicles being certified are safe and compliant.

8.2(2) If the first 30 File Reviews indicate that a Repair Certifier is performing at a consistently high standard, the number of File Reviews applied to the Repair Certifier will be reduced to random and targeted File Reviews, as considered necessary by Waka Kotahi.

8.2(3) There is no cost to the Repair Certifier for applying the File Review process to the first 30 repair certifications.

8.2(4) If the first 30 File Reviews indicate that a Repair Certifier is not performing at a consistently high standard, Waka Kotahi will require RepairCert NZ to:

- (a) continue applying the File Review process to 100% of the Repair Certifier's certification files for an indefinite period of time until the Repair Certifier is performing at a consistently high standard; and

- (b) charge the Repair Certifier for the time taken to carry out all File Reviews after the first 30 certification files, on a cost-recovery basis.

8.2(5) If a new Repair Certifier shows a continuing pattern of issuing repair certifications for vehicles which are not safe and compliant, Waka Kotahi will take disciplinary action.

Section 9 If the application is declined

9.1 Notification

9.1(1) If Waka Kotahi is not satisfied that an Applicant has met all aspects of the application process specified in this Chapter, Waka Kotahi will provide the Applicant with a letter giving notice that Waka Kotahi is considering declining the application (*Notice of Consideration to Decline*), which the Applicant will be invited to respond to.

9.1(2) If Waka Kotahi has determined, after consideration of the Applicant's response to the *Notice of Consideration to Decline*, that the Applicant does not meet the requirements specified in this Chapter, the Applicant will be issued with a letter from Waka Kotahi advising that the application has been declined (*Notice of Decision to Decline*), together with the reasons why.

9.2 Application fee

9.2(1) If Waka Kotahi issues a *Notice of Decision to Decline* to an Applicant, the application fee, if any, will not be refunded (see Note 1 below).

NOTE 1: An application fee will not be refunded to the Applicant because any fee charged covers the cost of Waka Kotahi and RepairCert NZ's time taken to provide the support, assessment, and application processes set out in this Chapter.

9.3 Re-application

9.3(1) If Waka Kotahi issues a *Notice of Decision to Decline* to an Applicant, and the Applicant wishes to reapply to become a Repair Certifier, a re-application should not be made for a period of less than one year from the date that the most recent *Notice of Decision to Decline* is issued (see Note 1 below).

NOTE 1: The 'stand-down period' of one year from the time of issue of the *Notice of Decision to Decline* provides an Applicant with the opportunity to develop the experience and knowledge necessary for a better chance of success when re-applying.