

On-site Visits

Sub-title



Supporting New Zealand's Repair Certification Industry

About RepairCert NZ Information Sheets

These Information Sheets have been developed to provide operational information for Repair Certifiers, to assist them in correctly carrying out their repair certification responsibilities.

Purpose

To provide an overview of the 'On-site Visit' process as a reference for Repair Certifiers, to help ensure they can make the most of the opportunity that these informal meetings provide.



Background

One of the responsibilities RepairCert NZ has under its Contract for Service with NZTA is to carry out an annual On-site Visit with each Repair Certifier.

These visits are intended to be supportive, informal, and practical. They provide an opportunity for a Repair Certifier to have a one-on-one, face-to-face discussion with a RepairCert NZ technical staff member – a 'how can we help?' style of meeting over a coffee.

There are

- no judgements; and
- no tests; and
- no scoring; and
- no black marks.

Just a relaxed no-stress discussion where a Repair Certifier can bring up any questions, concerns, or issues they may have.

The only rule is 'there's no such thing as a dumb question'.

Process

A RepairCert NZ technical staff member will contact the Repair Certifier to arrange a suitable time, followed by an email to confirm the details.

The meeting location is flexible – it can be:

- at their place of work; or
- at their home; or
- at a café; or
- at a client's workshop (i.e. to discuss a repair); or
- wherever works best.



The discussion can be as long or short as needed.

Once the On-site Visit is scheduled, it's a good idea for the Repair Certifier to think about anything they would like to discuss so they can make the most of the opportunity, such as any:

- technical questions; and
- File Review feedback; and
- VIRM interpretation questions; and
- ways RepairCert NZ can provide additional support (through training, resources, information etc.); and
- general issues.

Summary

On-site Visits are about support, not scrutiny. They are a good opportunity for RepairCert NZ to understand what Repair Certifiers need, to ensure the training, information, and resources provided are useful, relevant, and support Repair Certifiers to feel confident in carrying out their repair certification role.

RepairCert NZ is here to help — and these visits are simply another way of making sure Repair Certifiers have the support they need.



FOR FURTHER INFORMATION PLEASE CONTACT REPAIRCERT NZ.