

WoF inspecting organisation information pack

How the CoF changes affect WoF inspecting organisations

UPDATED: 7 OCTOBER 2014



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- Further detail confirmed regarding revised vehicle certification administration fees
- Clarified that the current IO and VI auditing system incorporating PRS is finishing on 30 October 2014 with PRS fees no longer being charged from 1 November.

INTRODUCTION

The NZ Transport Agency has been working on changes to the certificate of fitness (CoF) system that will have flow on effects for warrant of fitness (WoF) inspecting organisations.

This document provides information on how the CoF changes will affect existing WoF inspecting organisations (IOs), particularly those who wish to continue to provide WoF services only.

Background on the CoF changes

The changes to CoF system will enable providers to offer CoF inspection and repair services, as well as allowing for more IOs and vehicle inspectors (VIs) to enter the CoF market.

The changes mean vehicles can be inspected, repaired and returned to the road more quickly. This will result in increased vehicle productivity and potentially reduced costs for owners and operators, while maintaining or improving vehicle safety outcomes.

If you wish to provide CoF services, please refer to the following documents:

- [CoF IO application information pack](#)
- [CoF VI application information pack](#)

SUMMARY OF CHANGES THAT AFFECT WOF IOs

Full details of the changes are listed below, but following is a summary of the key points:

- Performance review system (PRS) replaced by risk-based performance monitoring and review process
 - WoF IOs transitioned to new process from 1 December 2014.
 - WoF IOs can continue to use the PRS as their quality management system (QMS)
 - The current PRS will be updated to reflect the changes (these changes are minor)
 - PRS review fees will no longer be charged from 1 November 2014
 - The Transport Agency has the ability to charge when IOs do not demonstrate "willing compliance"- this charge is based on an hourly rate
- New site and equipment requirements
 - Prescriptive requirements that are not directly related to the inspection outcome have been removed - the Transport Agency will be assessing the ability of the IO/VI to carry out a robust vehicle inspection at the premises
 - New WoF IOs and the premises they inspect from will need to meet new site requirements from 1 December 2014
 - No change for existing WoF IOs and sites

- IO responsible for ensuring new VIs have the required technical skills, qualifications and work history and experience as outlined in the VIRM.
 - The Transport Agency will continue to conduct Police fit and proper checks
 - VIs will have to sign and agree to the new VI code of conduct
- From 1 December 2014, the Transport Agency will commence the transition of all existing WoF IOs to a Notice of Appointment which replaces the current Authority Agreement.
 - New IOs will be issued with a Notice of Appointment when their application is approved.
- Vehicle certification (WoF labels) fees and IO and VI application fees are changing on 1 November 2014.
 - a range of increases and decreases in vehicle certification (label) fees
 - the withdrawal of fees relating to the routine auditing of inspecting organisations and vehicle inspectors, and the introduction of an hourly rate for non-routine reviews
 - the introduction of single generic application fees for all types of inspecting organisation and vehicle inspector
 - a broadening in the scope of when an hourly rate is charged and a revision of the hourly rate
 - a revision of the fees relating to other certification services and the fees paid by vehicle importers

PERFORMANCE MONITORING AND REVIEW PROCESS

The current IO and VI auditing system incorporating PRS is finishing on 30 October 2014.

We are replacing it with a new performance monitoring and review process that takes account of and targets to risk. The new process is designed to:

- address under and over inspecting
- promote consistent inspection of vehicles
- provide timely and accurate method for identifying poor performers
- promote willing compliance and enable resources to be available to respond to non-compliance

The performance monitoring and review process

The new performance monitoring and review process comprises of the following:

- a risk assessment of IOs, in the form of a desktop review, to evaluate performance
- inform, educate and deter visit(s) resulting in:
 - A full or partial audit assessing:
 - practical VI performance
 - technical VI performance
 - VI knowledge and application of set requirements
 - IO QMS performance

- follow-up assessment to monitor and confirm corrective action has been taken

In practice, this means the performance monitoring and review process

- targets our resources at IOs and VIs that are identified as higher risk
- encompasses quality management, inspection processes and technical requirements
- ensures regular assessments of all VIs
- replaces scheduled visits with unannounced visits
- involves more targeted output inspections of vehicles by transport officers
- requires IOs to operate a QMS which may be your existing PRS.

Impact on existing WoF IOs

For existing WoF IOs, the key differences between the old and new systems are:

- all WoF IOs will be transitioned to the new performance monitoring and review process from 1 December 2014
- there will no longer be regular scheduled audits based on PRS scores.
 - Audits (or reviews, now referred to as performance assessments) will be unannounced.
 - whether a full or partial audit is conducted will depend on the Transport Agency's risk assessment of the IO.
- existing WoF IOs may continue to use their current PRS as their QMS.
- transport officers will discuss the new process in more detail when they visit you for the first time after 1 December 2014

QUALITY MANAGEMENT SYSTEMS

DOWNLOAD>> [THE MODEL QUALITY MANAGEMENT SYSTEM](#)

DOWNLOAD >> [QUALITY MANAGEMENT SYSTEM REQUIREMENTS](#)

IOs have a choice of quality management systems:

- existing WoF IOs can continue to use their current PRS as their QMS.
- Continue to, or choose to, use ISO17020
- implement the Transport Agency's model QMS
- choose another QMS
- The Agency has provided QMS requirements that outline the minimum requirements

NEW SITE AND EQUIPMENT REQUIREMENTS

DOWNLOAD>> [SITE AND EQUIPMENT REQUIREMENTS](#)

IOs that apply after 1 December 2014 to conduct WoF or CoF inspections will be assessed against the new site and equipment requirements.

For existing WoF IOs, any new sites that are added after 1 December 2014 will also be assessed using the new requirements.

Summary of changes

- Prescriptive requirements that are not directly related to the inspection outcome have been removed, such as access dimensions of the inspection area
- We will be assessing the ability of the IO/VI to carry out a robust inspection at the site for vehicles they wish to inspect.
- All sites will have an ID number as they do currently.
- You may be required to demonstrate how you will inspect all or parts of the largest vehicle that you will be offering certification services for.

IO RESPONSIBILITIES FOR VEHICLE INSPECTORS (VIs)

Culture of willing compliance

IOs are required to develop and foster a culture of willing compliance, a key aim of which is to ensure that all staff involved in the vehicle certification process consistently meet our requirements. Refer to the [QMS requirements](#) for more information.

VI skills, qualifications and experience

We will continue to conduct Police fit and proper checks on all WoF VI applicants. However it is now the responsibility of the IO to confirm that the VIs who will be conducting inspections on their behalf have the required technical skills, qualifications and work history and experience as outlined in the VIRM (the technical skills/qualifications remain unchanged) prior to submitting an application. This includes reference checking.

VI Code of Conduct

[DOWNLOAD>> VEHICLE INSPECTOR CODE OF CONDUCT](#)

We have introduced a code of conduct for VIs which outlines the minimum ethical and behavioural standards that are expected of all VIs whom we appoint.

Your VIs will be asked to agree to and sign the code when we next visit you as part of the new performance monitoring and review process and, or transitioning you onto the Notice of Appointment.

Once the code has been signed, it is your responsibility to ensure that your VIs understand and abide by the VI Code of Conduct.

Training of new VIs

Anyone wanting to become a CoF-Light or CoF-Heavy VI will need to complete a Motor Industry Training Organisation (MITO) training programme which commences in the middle of September 2014.

In 2015, the Transport Agency will announce an equivalent training programme for WoF VIs. More information will be available from www.nzta.govt.nz/wof. In the meantime there are no changes to the current process.

NOTICE OF APPOINTMENT

[DOWNLOAD >> NOTICE OF APPOINTMENT - SUMMARY](#)

WoF IOs will be transitioned from their current authority agreement to the new Notice of Appointment when they are first visited as part of the new performance monitoring and review process.

These visits will be booked in advance and will start from 1 December 2014. It is recommended that IOs review and familiarise themselves with the sample notice of appointment that can be [downloaded from www.nzta.govt.nz/cof/io](http://www.nzta.govt.nz/cof/io).

The Notice of Appointment details the IO's roles and responsibilities, describes what is expected of them and what they can expect from the Transport Agency.

CONFLICT OF INTEREST

One of the ways the Transport Agency will be working to maintain the integrity of the inspection process is the minimisation and management of conflicts of interest.

When IOs transition to the new performance monitoring and review process and quality management system, they will need to demonstrate that they understand what a conflict of interest is and their plan for managing them if they occur.

Conflict of interest definition

A conflict of interest means where there is, could be, or may be perceived to be, a conflict between the financial or professional interests or obligations of the inspecting organisation or vehicle inspector and their obligations under the terms of the IOs Notice of Appointment.

It means that the impartiality, independence or objectivity of the IO and/or VI may be called into question. The conflict may be (a) actual: where the conflict currently exists; (b) potential: where the conflict is about to happen or could happen; (c) perceived: where other people may reasonably think a person is compromised.

Financial interest definition

"Financial Interest" in a vehicle means, but is not limited to operating a vehicle, or deriving a benefit or making an income, directly or indirectly, from the operation of that vehicle; but, does not include where such a vehicle is being used only for the purpose of delivering Inspection and Certification services.

Conflict of Interest Scenarios

[DOWNLOAD >> CONFLICT OF INTEREST SCENARIOS](#)

To help IOs understand their obligations around conflict of interest, the Transport Agency has put together some guiding principles and some examples of situations IOs may find themselves in, together with some high-level guidance about what to do to in these situations.

VEHICLE CERTIFICATION ADMINISTRATION FEES

DOWNLOAD >> [VEHICLE CERTIFICATION ADMINISTRATION FEES GUIDE](#)

DOWNLOAD >> [VEHICLE CERTIFICATION ADMINISTRATION FEES QUESTION AND ANSWERS](#)

A review of vehicle certification administration fees occurred as part of the vehicle licensing reform (VLR) programme.

The review, which included a public consultation period from December 2013 to February 2014, resulted in the fees being revised to reflect changes to WoF and CoF services, to help recover the one-off costs associated with making the service changes and to ensure that the ongoing delivery of certification services is cost effective and sustainable.

The changes include:

- a range of increases and decreases in vehicle certification (label) fees
- the withdrawal of fees relating to the routine auditing of inspecting organisations and vehicle inspectors and the introduction of an hourly rate for non-routine audits
- the introduction of single generic application fees for all types of inspecting organisations and vehicle inspectors
- a broadening in the scope of when an hourly rate is charged and a revision of the hourly rate
- a revision of the fees relating to processing applications for exceptions to land transport rules, and the fees paid by vehicle importers.

[Click here](#) or visit www.nzta.govt.nz/vehicle-cert-fees for more information including a guideline that explains the changes and a questions and answers document.

More information and downloads

If you have any questions please call our certified help desk on 0800 699 000 or email info@nzta.govt.nz.

DOWNLOADS

- [Vehicle Inspector Code of Conduct](#)
 - [Quality Management System Requirements for CoF and WoF Inspecting Organisations](#)
 - [Model Quality Management System for CoF and WoF Inspecting Organisations](#)
 - [Conflict of Interest Scenarios](#)
 - [Inspecting Organisation Notice of Appointment](#)
 - [CoF and WoF site requirements](#)
 - [Fit and Proper Guidelines for IOs and VIs](#)
 - [Vehicle Certification Administration Fees Question and Answers](#)
 - [Vehicle Certification Administration Fees Guide](#)
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