

# Notice of Appointment

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## Summary

### What is this Notice of Appointment and what does it do?

This Notice of Appointment provides details of your roles and responsibilities when you are appointed as an Inspecting Organisation. It describes what you can expect of us, the NZ Transport Agency, and what we expect of you. Please be aware that this document imposes legally enforceable obligations on you and you are advised to seek independent legal advice before becoming an Inspecting Organisation.

### What are we trying to achieve?

The changes we are making to the Certificate of Fitness and Warrant of Fitness regulatory systems are designed to reduce the compliance burden and costs to the transportation and inspection industries, while maintaining or improving safety standards. By clearly stating our expectations of you, the Transport Agency views this Notice of Appointment and its contents as key to achieving these safety goals.

### What are some of your key responsibilities?

As an Inspecting Organisation you are responsible for carrying out the activities detailed in your Notice of Appointment - you can't make someone else responsible for your obligations under this notice (delegation).

You can only inspect the classes of vehicle specified under your Notice of Appointment and only use authorised staff to carry out inspection-related activities.

You must comply with all relevant legislation, rules, guidelines and the Agency's In-Service Vehicle Inspection Requirements Manuals (VIRM).

You are required to have appropriate systems in place to manage your inspection activities, including quality management systems.

You cannot inspect a vehicle if you have a 'financial interest' in the operation of that vehicle. The only exception to this is a vehicle that you are only using for the purpose of delivering inspection and certification services.

You must actively avoid situations that may lead to conflicts of interest. However you must also show, in your quality management systems, how you will manage any conflicts. The most common situations are likely to be where friends and family are involved.

### What are some of your other responsibilities?

We are not just concerned about what you do, but also about how you do it - the culture you create within your organisation. As a responsible Inspecting Organisation, we expect that you will create a culture and operational environment which encourages:

- a) effective contribution to the Inspecting Organisation's, the industry's and the Agency's objectives of safer vehicles and safer drivers;
- b) good customer service and provides a positive customer experience;
- c) respect for the privacy and confidentiality of customers, ensuring no misuse of any personal information;
- d) a high degree of honesty and integrity;
- e) all inspection-related staff to respect and abide by all legislation and act in a way that enhances the reputation of the organisation and the industry within the community;
- f) all inspection-related staff to promote the concepts of vehicle safety and willing compliance to the Inspecting Organisation's Customers.

As part of this, we expect you to ensure that all of your Vehicle Inspectors have fully understood and signed a current Code of Conduct, as supplied by us.

### **Where to go for more information**

If any of the information in this Notice of Appointment is not clear, or you would like to discuss any aspect of it in more detail, please email the Transport Agency at [vlr@nzta.govt.nz](mailto:vlr@nzta.govt.nz)

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