

NATIONAL HEAVY VEHICLE ACCREDITATION SCHEME (NHVAS)

Maintenance Management Audit Matrix

Name of NHVAS Operator: McKenna Group Pty Ltd

Name of Auditor: Angela McKenna

Where was the audit conducted: Eatons Hill Qld 4037

Audit Date: 15/10/2025

Accreditation Number: NHVAS4072

Audit Matrix ID Name/ No. :

NHVAS Manual Version Number and Date of Issue:

V3 29/09/2025

Introduction

Using the Matrix

The Audit Matrix is designed to provide auditors with a clearer understanding of the systems expected of heavy vehicle operators to meet each of the Standards in the Maintenance Management module. It outlines the scope of each criterion in the Standards and explains the intent behind each. It also provides examples of the type of evidence that auditors may examine to indicate that the operator has the required system in place.

Explanation of Terms in Audit Matrix	
Scope	A description of the intent behind the criterion, to provide further direction to assist with interpretation of the criterion
Possible Evidence	Examples of possible sources of evidence that may indicate conformance with the criterion
Notes	Further assistance to guide auditors in the interpretation of the criterion and the evidence to be sought

This list of evidence is not exhaustive. Operators do not need to have everything on the list in place and may have other means by which the Criterion can be addressed.

The Matrix also provides space for the Auditor to explain:

- How the operator does (or does not) meet each criterion,
- The evidence sighted by the auditor to support that conclusion, and
- The audit Result of the audit for that criterion, using the following compliance codes:

NAP: Not Applicable

NA: Not Assessed at this Audit

V: Conformance Verified

NC: Non-conformance

SFI: Suggestion for Improvement

When conducting an audit on an organisation of substantial size the auditor should consider using an audit team.

Standard 1: Vehicle daily check

Criteria 1.1 & 1.2	Documented instruction/procedure to ensure that daily vehicle inspections are conducted.	
Scope	a) The documented instruction must indicate when the vehicle inspection will take place and should specify at what point the inspection takes place e.g. before the vehicle leaves the depot, or when the vehicle returns from shift, etc. b) The documented instruction must indicate who (i.e. which position/s) undertakes the vehicle inspection (e.g. individual drivers, a specific person appointed by the business, etc). The actual responsible position must be identified. c) There must be a method for recording the findings of each vehicle inspection. This may be in the form of an inspection checklist or other document. d) The instruction or checklist needs to include, as a minimum, inspection of the following items: 1. Wheels and tyres: • tyres for pressure (visual check) and tread integrity • wheels security. 2. Lights and reflectors: • all lights, including clearance lights (where applicable) are fitted and operating • all reflectors and lenses. 3. Windows, mirrors and wipers: • windows and mirrors for security, damage and grime • windscreen wipers and washers operate effectively ensuring clear forward vision. 4. Structure and bodywork: • all panels and readily visible structural members are secure and free from cracks • fluid or air leaks (For example, oil, fuel, water, refrigerant/coolant, hydraulic fluid, brake fluid or other). 5. Brakes: • brake failure indicators • pressure/vacuum gauges • drain air tanks. 6. Tow couplings and drawbars: • tow couplings and drawbars to be visually inspected for security and integrity. 7. NHVAS label and Intercept report book: • fitted	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. The operator has all required NHVAS forms available electronically to all drivers. In reference to the daily vehicle checks, each driver completes the required form when the vehicle is to be used. Examples of past forms completed have been supplied. This criteria is covered off in Section 9 - 9.A of the Maintenance Management System.

	- not obscured - free of damage - Intercept report book is kept with the vehicle. 8. On-Road Vehicle Fault Report: - Any faults found during the Daily Check are to be recorded within the On-Road Vehicle Fault Report.	
Possible Evidence	- Inspection Checklists - Driver Manuals	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	Records for completion of the Daily Check may be retained in any format.	Audit Result (Code):

Criterion 1.3	Vehicle is certified as safe to use to the limits of the daily inspection	
Scope	Evidence should be available to demonstrate that the staff have been trained in completing the vehicle inspection and the associated documentation. Persons completing the inspection must understand that they are certifying the vehicle is safe to the limits of the inspection. The Auditor should view the evidence of training and the date staff received this training should be noted. The Auditor should also interview a sample of staff to ensure that they have been trained in (and understand) the inspection procedure. The person certifying the vehicle is safe to the limits of the inspection is identifiable on the daily check record.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. All staff are trained on commencement of employment regarding their responsibilities and requirements under the NHVAS. A training register is kept of the training attained together with the employees training and qualification log. (Section 6 of Maintenance Management System)
Possible Evidence	- Daily check records - Training records - Training Register - Training Needs Analysis - Personnel records	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	Records for completion of the Daily Check may be retained in any format.	Audit Result (Code):

Standard 2: System to record and report vehicle faults

Criterion 2.1	A method to record faults is retained in the vehicle	
Scope	The auditor should identify the operator's system that identifies faults to individual vehicles. This system must include both hauling and trailing equipment. The Auditor should choose a random selection from the Accredited Vehicle List. The Auditor should check that this documentation is kept in the vehicle for the drivers' immediate use.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. Faults that have been identified on Machine Pre-Starts or otherwise are recorded on the Fault Repair Log. This is an electronic log accessible to all drivers. (Section 9.B of Maintenance Management System)
Possible Evidence	- Vehicle Defect Books - Other fault recording documentation	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	The driver should be able to record and report any recognisable fault occurring during the course of a journey so that it may be assessed and rectified.	Audit Result (Code):

Criterion 2.2	Documented instruction for drivers to record faults occurring during a journey and how the faults are reported to the maintenance provider as soon as possible.	
Scope	There must be a documented procedure outlining how drivers report faults detected "on the road". Auditors need to sight the documented procedure and to ensure that it provides instructions to drivers on how faults occurring "on the road" are to be reported to the person/area responsible for repairing the fault.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. This procedure is covered off in Section 9.B.1 and as shown in the Daily Plant Inspection/Vehicle Fault Management Process Flow Chart.
Possible Evidence	- Documented procedure - Driver Manual	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>

Notes	A single procedure covering the different circumstances in Criteria 2.2 to 2.4 is acceptable.	Audit Result (Code):
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Criterion 2.3	Documented instruction allowing for major or serious faults to be fixed as soon as possible, even if the vehicle is away from home base.	
Scope	There must be a procedure to ensure that all major/serious faults are fixed asap even if detected "on the road" or away from the depot. The procedure must specify: • what is a major/serious fault (this should at least include brake, steering and suspension faults) • communication process between driver and base • whether and how the vehicle will be safely transported for repair • the responsibilities of key parties including the driver and the party repairing the fault.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. As documented in manual (9.B.2) When a fault is discovered the driver must decide on the severity of the fault and instigate the appropriate actions. The following would be considered such faults: • Brakes • Steering • Suspension Any fault that the driver considers may compromise the safety or be of a serious nature should be reported to the workshop manager immediately. The driver is then to record and follow instructions given. The fault reporting method documented (and shown on the Daily Plant Inspections Vehicle Fault Management Process Flowchart) applies to the reporting of <u>all faults</u> detected either during the daily check, or while on the road or any other time. The workshop manager then decides on an appropriate actions.
Possible Evidence	• Documented procedure • Driver Manual • Emergency procedures including emergency contact numbers	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	A single procedure covering the different circumstances in criteria 2.2 to 2.4 is acceptable.	Audit Result (Code):

Criterion 2.4	Documented instructions on how faults detected at other times (i.e. when not detected “on the road”) are reported to the maintenance provider as soon as possible.	
Scope	There must be a documented procedure outlining how personnel (including drivers and other relevant personnel) will report faults detected at other times e.g. whilst the vehicle is at the depot or when starting or finishing a shift. Auditors need to sight the documented procedure and to ensure that it provides instructions to drivers on How faults occurring at times other than “on the road” are to be reported to the person/area responsible for repairing the fault. This criterion is targeted at the system that the operator has in place to record both vehicle faults and repairs. This documentation should: • Be capable of tracking the fault/repair history of each vehicle in the fleet • Include dates for both faults and repairs • Include details of the nature of the fault • Include details of how the fault was repaired and who undertook the repairs.	How Does Operator’s System Meet /Not Meet the Criterion – Auditor to complete. The process for fault reporting covers off all scenarios. All faults are recorded on the Fault Repair Log and are accessible to the driver. This log records information containing but are not limited to the date, vehicle registration number, description, a reference number (whether that be from a machine prestart, service report or any other source) nature of fault, the person who reported it and dated fault was closed.
Possible Evidence	• Documented procedure • Driver Manual	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	A single procedure covering the different circumstances in criteria 2.2 to 2.4 is acceptable. Records for completion of the fault repair may be in any format acceptable.	Audit Result (Code):

Standard 3: System for identifying faults, assessing severity and remedying them

Criterion 3.1	Method to identify and assess a fault and place a priority on its repair.	
Scope	There is a system for identifying faults and prioritising their repair according to severity. This system needs to include faults identified both during regular vehicle inspections (Standard 1), and whilst the vehicle is in operation (Standard 2). The operator’s documentation must include a method (e.g. list of critical faults) for determining vehicle faults that require immediate repair. This system should give reporting and repair priority to “safety critical elements” such as problems with brakes, steering and suspension.	How Does Operator’s System Meet /Not Meet the Criterion – Auditor to complete. The Workshop Manager assess the reported fault accordingly. Depending on the severity of the fault, it is categorised as a Minor, Major or needs to be Monitored/Deferred. (Section 9.B.2)

Possible Evidence	- Procedures and policies - Documented instructions - Staff Manuals	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	An operator's decision to defer a repair cannot apply to "safety critical faults" such as braking, steering and suspension.	Audit Result (Code):

Criterion 3.2 Where the repair is deferred, the person making the decision must be identified on the record.		
Scope	The deferral of repairs should be based on a clear process (e.g. risk assessment) and should not be applied to "safety critical elements" (except where the vehicle is being temporarily removed from service). This criterion requires the operator to have a defined process for classifying vehicle faults based on an assessed risk level/rating (e.g. high, medium or low), or a numerically based risk score (e.g. 1 to 5). The defined response to the fault (e.g. deferral/immediate repair) must be based on the assessed risk (e.g. tolerable risk or high risk). There must also be a clearly identified person/position responsible for making this decision (e.g. workshop manager) whose name /signature must appear on the record. That person should be competent to make the decision, and the decision and reasons to defer must be recorded. - The reasons for repair deferral, - The person making the decision	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. The deferred faults are recorded in the Fault Repair Log stating what is to be monitored/deferred, at what intervals and by whom (an upper limit must be set for repair i.e. every 1000kms or when parts are received) A grading of risk level (Low, medium & High) is assigned to the deferred fault. This grading should be used when the fault won't affect the roadworthiness of the vehicle, and the fault can wait until next service before repair is undertaken. If the roadworthiness is not affected, this grading can be used while waiting on parts or specialised facilities. (Section 9.B.2)
Possible Evidence	- Repair risk assessment documentation - Workshop manual/procedures - Position Descriptions - Signed Defect/repair reports	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	An operator's decision to defer a repair cannot apply to "safety critical faults" such as braking, steering and suspension.	Audit Result (Code):

Criteria 3.3 & 3.4	Where a decision is made to monitor the condition of a fault, the monitoring process must be recorded.	
Scope	Where a decision is made to monitor the condition of a fault, the decision to monitor must be recorded. The system must also set the time frames at which monitoring will occur and the upper limit for when a fault is repaired (e.g. at no more than 1000km, when parts are received or when the part's designated service limit is reached). There must also be a clearly identified person/position responsible for making this decision (e.g. workshop manager) whose name /signature must appear on the record. The Auditor will need to sight maintenance records including: • The process for monitoring the fault and • The upper limits for the fault's repair.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. Refer to Criteria 3.2 – Same process applies.
Possible Evidence	• Repair risk assessment documentation • Workshop manual/procedures • Signed Defect/repair reports	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	An operator's decision to monitor a fault cannot apply to "safety critical faults" such as braking, steering and suspension.	Audit Result (Code):

Criterion 3.5	Records show that the fault has been rectified and where appropriate, tested.	
Scope	The operator must be able to demonstrate that all vehicle faults have been rectified. This includes vehicle faults that are immediately repaired, and those deferred for later repair (criteria 3.2 and 3.3). The Auditor should examine the paper trail for a selection of accredited vehicles from initial fault identification (e.g. internal defect report) to the repair of those faults. Where the fault involves a "safety critical" element such as brakes, the repair should be tested prior to the vehicle returning to service. These test records where possible (e.g. brake roller test) should be sighted by the Auditor.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. Once recorded faults are rectified, the log is updated accordingly, stating when it was closed, related service report where applicable &/or Company who rectified the fault if required (Eg – Tyre Company, Air Conditioning etc) (Section 9.B.3)
Possible Evidence	• Workshop manual/procedures • Signed Defect/repair reports • Test records	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>

Notes	Records for completion of the fault repair may be in any format acceptable.	Audit Result (Code):

Standard 4: Periodic maintenance schedules identifying service periods and tasks

Criterion 4.1	Entry to NHVAS - Nominated vehicles certified Roadworthy within the last 12 months (Entry audit only)	
Scope	Evidence that at the time of entry into the scheme, the nominated fleet has been certified roadworthy with a Heavy Vehicle Inspection Report issued by a road transport authority or where applicable by a qualified person experienced in the inspection of heavy vehicles in accordance with the National Heavy Vehicle Inspection Manual (NHVIM) and the Australian Design Rules (ADRs).	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete.
Possible Evidence	transport authority inspection reports.	Evidence Sighted By Auditor:
Notes	The evidence cannot be more than 12 months old.	Audit Result (Code):

Criterion 4.2	Maintenance schedules that provide for appropriate periodic maintenance of accredited vehicles	
Scope	The operator must maintain vehicles to a level that is not less than manufacturers specifications. This requires the operator obtaining maintenance/service manuals or similar documentation from the manufacturer for each make of vehicle in their fleet and developing a maintenance schedule for their vehicles that is at least equal to or better than the required service intervals in that documentation. Auditors should examine the operator's service sheets for a random sample of the operator's vehicles and ensure that the scheduling of periodic vehicle service: - Covers vehicle-defined intervals of time, distance or hours of use. - Describes the tasks to be undertaken at each interval. Auditors should ask the operator to demonstrate (via the manufacturer's service manuals, etc) that the tasks at each service interval are at least equal to or better than the manufacturer's specifications.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. Manufacture Service Manuals for all vehicles & plant are in the workshop for reference if/when required. A Service Schedule Report exists for both Trucks & Trailers.
Possible Evidence	- Manufacturer's Service Manuals - Scheduling service sheets - Table of Schedules by vehicle	Evidence Sighted By Auditor:

		<i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Criterion 4.3 Table of tolerances and wear limits for major components		
Scope	The operator's maintenance system should ensure that all major components remain within the recommended tolerances and wear limits. To meet this Criterion, the operator must be able to produce a table of tolerances/wear limits for components (as outlined in the NHVR's National Heavy Vehicle Inspection Manual, or comparable guidance e.g. manufacturer's specifications): The table of tolerances can be used in conjunction with the risk assessment that would be carried out as part of standard 3.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. A table of tolerances is included in the Maintenance management system. (Section 9.F)
Possible Evidence	- Table/s of Tolerances and Wear Limits - Inspection/service manuals incorporating tolerances and wear limits	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Criterion 4.4 Annual mechanical inspection that is recorded using the NHVR Heavy Vehicle Inspection Checklist.		
Scope	Documented procedures must include instruction for all nominated vehicles to undergo an annual mechanical inspection that is recorded using the NHVR Heavy Vehicle Inspection Checklist or another document or documents, provided that the alternative documents record the results of each of the required checks (as identified on the NHVR Heavy Vehicle Inspection Checklist) and the record of results is capable of being clearly identified upon review.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. Annual Roadworthy Inspection procedure is documented under Section 9D of manual.

	The inspection must be conducted by a suitably qualified person or by a person supervised by a suitably qualified person.	The NHVR Heavy Vehicle Inspection Form is used and completed accordingly. (Refer to Vehicle History attachments as Roadworthy Examples have been provided on required NHVR Form)
Possible Evidence	Documented procedures NHVR Heavy Vehicle Inspection Checklist template and completed inspection checklists	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Standard 5: Records & Documentation

Criterion 5.1	Documented procedure for how the details of nominated vehicles are to be recorded that complies with 5.2	
Scope	What is the method and procedure for recording the details of all nominated vehicles? The procedure must able to record the vehicle make, type of unit, date of construction, GVM, registration number and unique identifier. The auditor should determine is the method reliable suitable and auditable.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. All nominated vehicles under the NHVAS are listed in the vehicle register. An example of the vehicle register information has been provided in the vehicle document examples.
Possible Evidence		Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	There is no restriction on the method used to record the vehicle details as long as the method can be relied upon, retained, retrieved, maintained and is auditable.	Audit Result (Code):

Criterion 5.2 A register of nominated vehicles is kept and regularly updated.		
Scope	The register of nominated vehicles must at a minimum include: a) the name of the owner of the vehicle (identified as subcontracted if applicable) b) registration number c) state of registration d) manufacturer e) VIN unique identifier f) type of unit (For example, prime mover, trailer, dolly, rigid truck) g) date of construction/manufacture (year is enough) h) vehicle tare weight i) manufacturer's (technical) specifications of GVM and GCM or ATM Note : Prime movers Have both a GVM & GCM to be recorded j) NHVAS label number k) date of joining and exiting NHVAS Maintenance Management Scheme.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. As evident on the Vehicle Register, all requested information has been included under the registration for any vehicle or trailer that is included under the NHVAS.
Possible Evidence		Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Criterion 5.3(a) Documentary evidence that demonstrates daily checks are completed.		
Scope	The minimum, documentary evidence will include: Daily checks being completed in accordance with the documented procedure. Auditors should review the checklists/inspection records of a random selection of vehicles from the nominated vehicle List. The Auditor should also interview drivers (or other relevant personnel) and ask to see the daily inspection checklists completed by them.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. Daily checks or Machine Pre-Starts as they are known in our company are complete daily for any piece of plant or vehicle that our staff go to operate. Sporadic copies of Machine Pre-Starts have been included in the vehicle documentation examples provided.

Possible Evidence	Completed inspection checklists across a range of vehicles/sites	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	Records for completion of the Daily Check may be retained in any format.	Audit Result (Code):

Criterion 5.3 (b), (C)	Documentary evidence that demonstrates faults occurring on the road are being recorded, reported and repaired.	
Scope	Faults occurring on the road are being recorded and reported in accordance with the documented procedures. Auditors should review the fault reporting and repair records of a random selection of vehicles from the list of nominated vehicles. The auditor should ensure that the fault reports and repair records have been completed as per documented procedures. The Auditor should also interview drivers (or other relevant personnel) and ask to see the fault report documentation completed by them.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. As mentioned previously, all identified faults are logged on the faults register. These faults are then dealt with accordingly. Most faults that are usually minor are highlighted on the service reconciliation, so the mechanic is aware of them. He also has access to the complete listing and can see any open (and previously closed faults for that matter) that relate to any vehicle or trailer.
Possible Evidence	- Completed fault reports and repair records across a range of vehicles/sites - Repair orders - Invoices	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Criterion 5.3(d)	A register is kept for any notices issued against a vehicle for contravening a vehicle standards regulation.	
Scope	A register must be kept for any notices issued against a NHVAS nominated vehicle for contravening a vehicle standards regulation, that details: I. the registration and VIN number of the vehicle to which the notice was issued	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete.

	II. the date, time and place the notice was issued III. the nature of the contravention (description of the notice or the defect) IV. the date the defect must be repaired by V. who conducted the repairs VI. the date the repair was completed VII. the authorised entity that cleared the notice.	An Infringement/Defect Register is kept as part of the Maintenance Management System covering the detailed points listed.
Possible Evidence	- Completed fault reports across a range of vehicles/sites - Repair orders - Invoices	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Criterion 5.3(e)	Documented evidence that demonstrates compliance with the set maintenance schedules.	
Scope	Documented evidence must be sighted indicating all nominated vehicles are maintained in accordance with set periodic schedules. Auditors should review service records of a random selection of vehicles from the list of nominated vehicles. The auditor should ensure that service records have been completed as per documented procedures. The auditor should also interview repair staff (or other relevant personnel) to assess the level of knowledge involved parties have of the correct recording procedures. The operator must be able to demonstrate that maintenance & inspections have occurred in accordance with the procedure/policies outlined in 4.2- 4.4. The Auditor should review the operator's documentation and verify that it contains: - The date of maintenance - Odometer/ Hour Meter reading at time of maintenance, - Invoices (where work undertaken by externally) - Purchase records / receipts of parts replaced or serviced (where work has been undertaken by the operator), - An indication as to whether maintenance is in accordance with manufacturer's specifications - Signature / stamp of the person responsible for the maintenance.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. Records are kept for all truck and trailer maintenance and repairs. Entries are added to a service report listing for each vehicle. Copies of relevant repair information, annual inspection and service reports are all contained in the service report register. Copies of this information has been included in the examples provided.

	Where the operator has more than one site, the Auditor must ensure vehicles at each site are being maintained. Sample rates for the number of vehicle records to be checked are found in the NHVAS audit framework document.	
Possible Evidence	- Completed fault reports across a range of vehicles/sites - Repair orders - Invoices	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Criterion 5.3(f)		Persons maintaining vehicles under the Maintenance Management System are suitably qualified or experienced to do so.
Scope	Vehicle maintenance may be done internally or outsourced. In either case, operators must provide evidence of the qualifications of the maintenance provider. In the case of internal staff completing repairs evidence of mechanical qualifications or letter of assessed suitable experience need to be retained by the operator. Where professional workshops are used a letter of authority from the business stating suitably qualified persons are used to conduct the repairs should be obtained from the repairer. While other “routine” servicing of the vehicle (e.g. oil changes, etc) may be undertaken by a person other than a mechanic, the Auditor should be satisfied that the person has sufficient competence achieved through experience, training or other qualifications.	How Does Operator’s System Meet /Not Meet the Criterion – Auditor to complete. Copies of Trade Certificates are listed in the Maintenance Management System.
Possible Evidence	- Trade Certificates - Mechanic/Contractor’s Record - Maintenance Agreement /Contract (e.g. between operator and garage) - Training Records - Letters of reference or assessment	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Criterion 5.3(g)	Documented evidence that demonstrates records, procedures and methods are regularly reviewed
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Scope	Records procedures and methods must be kept up to date and preserved for the minimum prescribed time. A documented instruction for who, when and how procedures are to be reviewed needs to be sighted. How are records kept up to date and preserved? Have adequate record preservation methods been used against flood & fire? What archiving processes are used and are records retrievable when required?	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. Records are kept in accordance with the Maintenance Management System. Procedures are reviewed by the Director and any changes, if any, are communicated to staff accordingly. (Refer Section 7 of Maintenance Management System)
Possible Evidence		Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	For larger organisations specific procedures for record archiving and retrieval may be required.	Audit Result (Code):

Criterion 5.4	A register of all persons with a designated responsibility under the accreditation is kept and regularly updated.	
Scope	The name of persons that have a delegated responsibility under the maintenance management system appears in a register that is kept up to date.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. A register exists in the Maintenance Management System. (Refer Section 5 of Maintenance Management System)
Possible Evidence		Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	The register of people with a designated responsibility may be kept in any format.	Audit Result (Code):

Criterion 5.5 Documentation is current and available to all relevant personnel at all relevant locations.		
Scope	Current documentation must be available for all relevant staff and at all locations where the vehicle would need to be inspected or repaired. Documents must be identifiable as current by version numbering. The policy & procedure manual should identify the latest form or procedure and if changes have been made the details have been recorded in the amendment schedule. Where the operator has more than one site, the Auditor must ensure that repair staff at all sites have access to all current procedures and documentation.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. Whilst the physical hard copy and current version of the Maintenance Management System reside in the head office, any other location can access all documentation electronically via a "read only" version.
Possible Evidence		Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	Versions of procedures and documents through all depots must be the same. Version control critical for this criterion.	Audit Result (Code):

Standard 6: Responsibilities

Criterion 6.1 The appropriateness of each person's position, qualifications or training for the responsibilities allocated to him or her.		
Scope	Responsibility for the operation of the Maintenance Management System rests with appropriate people within the road transport operation, as nominated by the operator. The authorities, responsibilities and duties of all positions involved in the management, operation, administration, participation and verification of the Maintenance Management System are current, clearly defined and documented and carried out accordingly. A documented procedure for providing notification of a notifiable occurrence is included in the management system. The procedure is to identify who is responsible and instruction that the NHVR Portal is used to submit the report along with the required timeframes for submitting a report.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. This information is contained in the Maintenance Management System under sections: Key Responsibilities & Training and Education. (Refer Section 5 & 6 of Maintenance Management System)
Possible Evidence	- Position descriptions - Duty statements - Role descriptions - Organisational chart showing company structure	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>

	The aim is to establish how management ensures that the maintenance management system procedures as documented are being complied with in practice. For a small operation, management will have a hands-on role, which enables them to be satisfied that procedures are being followed. In larger organisations, particularly those which span multiple locations, management will require specific mechanisms to ensure that the authorised procedures are being followed correctly and consistently at all locations.	
Notes	This section may not be highly detailed for a small operator where all roles are performed by the accreditation holder and a formal management structure specifically for Maintenance Management is not appropriate. However, for a larger organisation, particularly one spanning locations, a formal structure may be appropriate to define roles and responsibilities in respect of maintenance management of persons at both head office and at individual locations. The auditor should consider the level of detail to which documented procedures should be prepared in order to clearly convey how tasks should be performed in order to avoid misinterpretation or misunderstanding. The level of detail provided for each task should be appropriate for the complexity of the task being described. As well as reflecting the complexity of the task, the detail necessary should also consider the training and experience of the person performing the task.	Audit Result (Code):

Business Rule	There is a documented procedure for Notifiable Occurrences to be reported.	
Scope	A documented procedure for providing notification of a notifiable occurrence is included in the management system. The procedure is to identify who is responsible and instruction that the NHVR Portal is used to submit the report along with the required timeframes for submitting a report.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. A documented procedure is included in the Maintenance Management System. (Refer Section 5.C.1 of Maintenance Management System)
Possible Evidence		Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Standard 7: Annual internal review of maintenance system

Criterion 7.1 ,7.2 & 7.3	Procedures exist that define how the annual internal review is to be undertaken.	
Scope	The operator must have a documented procedure for how an annual internal review is to be undertaken. The procedure must clearly define: - the scope of activities to be undertaken as part of the internal review - the responsibilities of staff as part of those reviews - the documentation to be generated as part of that review (e.g. a report, list of non-conformances, recommendations for improvements, etc). - a schedule for when the review is to take place Wherever practicable, the review should be undertaken by persons independent of the activity being reviewed. For example, someone other than a driver should review the process for daily vehicle checks; someone other than the workshop should review the process for repair of vehicles.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. This procedure is located in the Maintenance Management System. (Refer Section 8 and Appendix 5 In Maintenance Management System)
Possible Evidence		Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	While the responsibilities of parties conducting reviews MUST be documented, it may be difficult for very small operators to ensure “independent” internal reviews. For all other operators, independent reviews should be mandatory.	Audit Result (Code):

Criterion 7.4 & 7.5	There is a documented method to identify and correct all non-conformances	
Scope	A documented procedure must be sighted for how non-conformances are to be detected and corrected. The procedure must include the controls for ensuring the incidents are not repeated. The position responsible for the management of non-conformances is to be identified. The procedure must be current and have the responsibilities clearly defined.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. A procedure is outlined in the Maintenance Management system. (Refer Appendix 7 & 8 of Maintenance Management System)
Possible Evidence		Evidence Sighted By Auditor:

		<i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Criterion 7.6	All non-conformances and action taken to correct them are recorded	
Scope	Evidence that all non-conformances identified have been recorded and the corrective action nominated was implemented and reviewed for its success or otherwise.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. A procedure is outlined in the Maintenance Management system. (Refer Appendix 7 & 8 of Maintenance Management System)
Possible Evidence		Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Criterion 7.7	A quarterly compliance statement is produced and accepted by the responsible party.	
Scope	A documented procedure for the completion of Quarterly compliance statements must be sighted. Quarterly compliance statements must be signed as being accepted by the responsible person in the organisation. Up to date statements must be sighted and retained for a minimum of three years. The statement must record; - the number of vehicles in the nominated fleet, and - the total number of daily checks conducted over the period, and - the total number of incidences where the check was not completed, and - the total number of services and the total number of incidences where services were not carried out at the recorded intervals, and	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. An electronic quarterly compliance statement is kept on file recording all mandatory requirements. A copy of the recent compliance statement has been supplied for your reference.

	- the total number of fault repairs and total incidences when faults were not closed out. - the total number of defect notices issued for vehicles not complying with vehicle standards regulations - the total number of infringements notices received relating to vehicle standards regulations.	
Possible Evidence		Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	Daily checks are counted on a per vehicle basis, not per vehicle combination basis. For example, a B-Double combination comprises three (3) daily checks.	Audit Result (Code):

Criterion 7.8	Changes to documents and procedures are recorded and the original documents and procedures are kept for a minimum of three (3) years	
Scope	Sight the documented procedure for amending policy and procedures as well as changes to any forms used. The auditor should check the amendment register to identify any changes that have been made to the system and that documents relevant to before changes were made have been kept for a minimum of three years.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. An Amended Policy & procedure exists in the Maintenance Management module. (Refer Section 3 and Appendix 4 of Maintenance Management module)
Possible Evidence	- Amendment Register - Document version control procedures - Version control detail included with documents.	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes	Documentation and records must be kept for a minimum of three years, including superseded procedures.	Audit Result (Code):

Standard 8: Training and education

Criterion 8.1 Persons who hold a position of responsibility under the Maintenance Management System are trained and familiar with policy procedures		
Scope	Sight a documented instruction that details how persons assigned a role of responsibility within the Maintenance Management System are trained in the specific policies, procedures and responsibilities they are to carry out.	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. This is covered off in the Maintenance Management System under Section 6.
Possible Evidence		Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):

Criterion 8.2 Relevant training records for those in a role of responsibility within the Maintenance Management System are maintained.		
Scope	Sight documented evidence for the training of all involved parties. The training should be relevant to the responsibility of the role performed. Training records need to identify the trainer, trainee, date the training was completed, and the subject material covered during the training. The operator must have evidence that all persons involved in identifying and rectifying faults have been trained in the relevant procedures. This training must include the process for reporting/remedying: • Major (critical) faults • Faults detected away from the vehicle's home base, including "on the road" Staff involved in vehicle fault/repair process need to be trained to undertake the tasks they have been assigned. The Auditor should review evidence that this training has occurred. The Auditor could verify training by examining the training package/s (to verify the content of the training) and the Training Register (to verify who has been trained). Where there is no Training Register, the Auditor may need to review the personnel files of a selection of staff from the relevant groups (e.g. drivers/workshop staff, etc).	How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete. All training records are kept within the Maintenance Management System. They include but are not limited to the training register, induction records, employee information. (Refer Appendices 1, 2 & 3 in Maintenance Management System)

	The training should match the responsibilities of the particular role within the system.	
Possible Evidence	• Training register • Induction records • Personal training records • Training needs analysis	Evidence Sighted By Auditor: <i>Records sighted by NHVR Auditor & confirmed Compliant on 26/02/2025</i>
Notes		Audit Result (Code):