



# Maintenance Management Accreditation Guide

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## The purpose of this guide

This guide summarises what you need to do to qualify for Maintenance Management accreditation and how to stay qualified. It also explains where to find other important information about the National Heavy Vehicle Accreditation Scheme, referred to in this guide as the 'NHVAS' or 'the scheme'.



## Maintenance Management accreditation

Maintenance Management accreditation encourages heavy vehicle operators to take more responsibility for correctly maintaining their vehicles and ensuring they're always in good mechanical condition.

It also helps operators manage their business more efficiently, providing clear procedures to ensure vehicles are correctly maintained, thereby reducing the risk of penalty for having faulty vehicles or equipment.

Better maintenance also means fewer breakdowns and broken delivery deadlines and improved road safety.

Benefits to operators can include:

- productivity and efficiency improvements
- correct maintenance of your vehicles at all times, with consequent savings
- increased vehicle life
- reduced rejection of your vehicle(s) by customers because of perceived poor maintenance
- better driver confidence
- reduced impact of enforcement
- better relationships with enforcement agencies.

Benefits to the community include better and more consistent compliance with road safety standards.

If you're an accredited operator, you must know that your vehicles are always maintained in good mechanical condition, and that faults are noted, diagnosed and fixed whenever they arise. To provide proof of this, you'll need to keep accurate records of your maintenance program.

It is up to you to decide how you are going to prove your vehicles' maintenance condition. For example, you could use the service record book (signed by the service dealer) in each vehicle, or your own workshop records combined with dated stickers of last or next service/inspection details, which may be attached to the vehicles' windscreens.

The important thing is that you document the system you intend to use and explain how it works. This will be your Maintenance Management System - the written procedures you develop and document to qualify for accreditation.

To stay accredited, you need to have documents that prove your methods work, and your vehicles are properly maintained with any faults observed, recorded and repaired as necessary. In part, this means keeping your records of vehicle servicing and repairs. You must also be able to prove that you always follow your documented procedures.

Performance standards have been developed to ensure each operator in the scheme has properly maintained vehicles. Your Maintenance Management System must comply with these standards (see page 4).

Your methods for complying are up to you, but they must be reliable and verifiable.

The written procedures in your Maintenance Management System make up your **Maintenance Management System Manual**, which should contain all relevant supporting documentation. The value of this approach is that it will assist an auditor and others to gain a good understanding of your system and what to look for during an audit.

At its simplest, your manual could be a list of procedures in a folder. If your company has ISO certification, the Maintenance Management System Manual could be like your company's Quality Assurance Manual.

As an accredited operator, you will be audited periodically by an independent NHVR-approved auditor, to make sure you're continuing to meet the standards. To maintain your accreditation, you must pass these audits. If you fail an audit, you will need to improve your system in some way for your accreditation to be continued.

Remember, accreditation does not exempt you from the law. You can be audited anytime, and your vehicles may be subject to random on-road checks to make sure you conform to the performance standards and the law.

Routine roadside checks should be quicker than for operators without accreditation, because your participation in the scheme will be clear to inspectors and police from the Maintenance Management accreditation stickers on your vehicle.





## Maintenance Management Standards and how you can meet them

There are eight Maintenance Management Standards with which you need to comply. This section lists the standards and explains what they mean in practical terms. It also explains what you need to do to comply with them and how you can show you're complying.

Use documented procedures to say how you will meet the requirements.

There are checklists at the end of the explanation of each standard to help you see whether you're complying. If you can tick all the boxes in a standard's checklist, you will be complying with that standard. You will also be well prepared for an internal review and an external audit.

Make sure all relevant staff receive copies and read them.

The manual should contain all the relevant documentation that supports your Maintenance Management System. This will assist an approved NHVAS auditor and others to gain a good understanding of your system and what to look for during the audit, reducing the time and cost of audit.

Make sure all relevant staff receive copies and read them



## Standard 1: Daily check

Your Maintenance Management System must include a daily check for each vehicle when it's in use.

### What the standard means

The daily check is a documented instruction for basic safety checks. The operator must define when the inspection is carried out, by whom and how it is recorded. The person completing the daily check must acknowledge the vehicle to be safe to the limits of the inspection.

If you do it, document it (write it down).  
If you don't document it, how will you prove that you did it?

### What you must do to comply

In your Maintenance Management System you must clearly identify the below:

- 1.1 Your Maintenance Management System must include a documented instruction detailing when the daily check is carried out, who carries it out and how the check is recorded.
- 1.2 The daily check must cover as a minimum, the inspection of:
  - Wheels and tyres
    - tread integrity
    - wheel security.
  - Lights and reflectors
    - all lights, including clearance lights (where applicable) are fitted and operating
    - all reflectors and lenses.
  - Windscreen, mirrors and wipers
    - windows and mirrors for security, damage and grime
    - windscreen wipers and washers operate effectively to ensure clear forward vision.
  - Structure and bodywork
    - all panels and visible structural members are secure and free from cracks

- fluid or air leaks (e.g. oil, fuel, water, refrigerant/coolant, hydraulic/brake fluid or other).

#### Brakes

- brake failure indicator(s)
- pressure/vacuum gauges
- drain contaminants from air tanks.

#### Pre-Trip Vehicle Fault Report

- any faults found during the daily check are to be recorded within the On-Road Vehicle Fault Report.

#### Tow couplings and drawbars

- tow couplings and drawbars to be visually inspected for security and integrity.

#### NHVAS Label and Intercept Report Book:

- fitted
- not obscured
- free of damage
- Intercept Report Book is kept with the vehicle.

- 1.3 The individual who carries out the check must understand they are certifying the vehicle is safe to the limits of the inspection prior to the vehicle being used on a road.

**Note:** Records of your daily check can be kept in any format.

### Your checklist for Standard 1

- Do you have a documented instruction detailing when the daily check is to be carried out, who will do it and how it is to be recorded?
- Does the daily check cover all minimum inspection requirements?
- Is an appropriate On-Road Vehicle Fault Report log available to drivers and maintenance personnel?
- Is there a procedure in the Maintenance Management System Manual that describes the full responsibilities of those carrying out the checks?
- Do relevant staff members understand their responsibilities when conducting daily checks and are they aware that, when signing off the daily check, they are certifying that the vehicle meets the basic safety check?

## Standard 2: Fault recording and reporting

Ensure that provision is made to record and report vehicle faults on both the hauling and trailing equipment.

### What the standard means

The driver should be able to record and report any recognisable fault occurring during the course of a journey, so it may be assessed and rectified.

Record it, verify it, keep records.

### What you must do to comply

- 2.1 Your Maintenance Management System must have a method for recording faults to both hauling and trailing equipment during a journey. These records must be retained in the vehicle.
- 2.2 A documented instruction must be included in your Maintenance Management System Manual to capture how drivers record faults occurring during a journey and how the faults are reported to the maintenance provider as soon as reasonably practicable.
- 2.3 A documented instruction must be included in your Maintenance Management System Manual to provide direction to fix major or serious faults as soon as reasonably practicable, even if the vehicle is away from home base.
- 2.4 A documented instruction must be included in your Maintenance Management System Manual to provide for faults occurring at any other time to be reported to the maintenance provider as soon as reasonably practicable.

### Your checklist for Standard 2

- Does an appropriate log exist for drivers to record the details of any faults, during their journey, in relation to the hauling and/or trailing equipment?
- Does the Maintenance Management System Manual include a procedure that details the requirements of drivers in relation to recording faults?
- Is there a procedure in the Maintenance Management System Manual for ensuring drivers know their fault recording and reporting requirements?
- Does the Maintenance Management System Manual include a procedure that details how faults occurring at a time other than on a journey, are to be reported to the maintenance provider?

Regular checks ensure your vehicles meet the requirements of the standards.

## Standard 3: Fault repair

The Maintenance Management System provides for the identification, assessment and action on reported faults.

### What the standard means

The Maintenance Management System has a method for identifying and assessing the risk, acting on reported faults from any source (i.e. driver, maintenance provider or manager), and determining the priority placed on repair of the fault.

- 3.1 Your Maintenance Management System must have a method to identify and assess the nature of the fault and place priority on its repair.
- 3.2 If a decision is made to defer repairing a fault, the person making the decision must be identified on the record.
- 3.3 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 to be repaired (e.g. at no more than 1,000 kilometres, when parts are received, or when the part's designated service limit is reached).
- 3.4 Where a decision is made to monitor a fault, the identity of the person who makes the decision must be recorded.
- 3.5 At the completion of the repair, a record will show when the fault was rectified and tested, when appropriate.

Regular checks ensure your vehicles meet the standards.

### Your checklist for Standard 3

- Do you have a procedure for recording fault repairs and testing?
- Does the Maintenance Management System Manual include a procedure that outlines how to identify and assess the nature of a fault to place a priority on its repair?
- Does the procedure outline the process for deferring a fault, including the requirement that a decision to monitor/defer repair must be recorded?
- Does the procedure outline the requirement that the person who makes the decision to monitor/defer a fault must be named on the record?
- Does the Maintenance Management System identify the upper limits for a monitored fault to be repaired (e.g. every 1,000 kilometres, when the parts are received, or when the part's designated service limit is reached)?





## Standard 4: Maintenance schedules and methods

The Maintenance Management System must include periodic maintenance schedules, with identified service periods, that describe the tasks to be completed.

### What the standard means

This standard provides evidence that a vehicle is being systematically maintained. This could be through a series of work schedules related to the various vehicle components. Within the maintenance schedules, or available to the maintenance provider, will be a description of the items for inspection, service, repair or the components to be replaced.

### What you must do to comply

- 4.1 Your Maintenance Management System must include 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 Roadworthiness Guidelines (Vehicle Standards) and the Australian Design Rules (ADRs). The evidence cannot be more than 12 months old.
- 4.2 The Maintenance Management System must include maintenance schedules that provide for the periodic maintenance of vehicles at defined intervals of time, distance or hours of use. Schedules must include a description of the tasks to be completed during the service.
- 4.3 A table of tolerances and wear limits for major components must form part of your Maintenance Management System

Manual, and it must comply with the manufacturer's specifications and the national vehicle standards.

- 4.4 Your nominated vehicles must undergo an annual mechanical inspection that is recorded using the NHVR Heavy Vehicle Inspection Checklist (available at [nhvr.gov.au](http://nhvr.gov.au)) or documents that cover the checks as identified on the NHVR Heavy Vehicle Inspection Checklist. The inspection must be conducted by a suitably qualified person or by a person supervised by a suitably qualified person.

### Your checklist for Standard 4

- Does your Maintenance Management System detail the frequency of periodic maintenance?
- Does your maintenance management schedule detail the tasks that need to be completed during the service?
- Do you have a table of tolerances and wear limits for major components?
- Does this table comply with at least the National Vehicle Standards?
- Are the personnel involved with vehicle maintenance in your company aware of the contents of this table and how to access it?
- Will the NHVR Heavy Vehicle Inspection Checklist be used, if not, does the alternative document cover all of the checks identified on the NHVR Checklist?

Clear procedures for staff to follow will ensure maintenance checks are completed as required.

## Standard 5: Records and documentation

Documented evidence must be maintained to demonstrate the effective operation of the Maintenance Management System in accordance with the Maintenance Management Standards.

### What the standard means

Keeping and preserving relevant records is essential to the maintenance system.

### What you must do to comply

- 5.1 You must have a documented procedure to record the details of each vehicle nominated in the module. You must describe the method that will be used to keep a record of the vehicles that you have nominated into the module.
- 5.2 Your register of nominated vehicles must, at a minimum, contain the following details:
  - name of the owner of the vehicle (identified as subcontracted if applicable)
  - registration plate number
  - state/territory of registration
  - manufacturer
  - VIN unique identifier
  - type of unit (e.g. prime mover, trailer, dolly, rigid truck)
  - date of construction/manufacture
  - vehicle tare weight
  - manufacturer's (technical) specifications of GVM and GCM or ATM
  - NHVAS label number (when issued)
  - date of joining and exiting NHVAS Maintenance Management module.
- 5.3 At a minimum, the records that must be kept to demonstrate the effective operation of your Maintenance Management System include the below:
  - The daily check is being completed according to your documented instructions
  - The faults occurring during a journey are being recorded and reported according to the documented procedures
  - The reported faults are being repaired in accordance with the appropriate method(s)
  - A register is kept for any notice issued against a vehicle for contravening a vehicle standards regulation. The register must include:
    - the registration and VIN number of the vehicle for which the notice was issued
    - the date, time and place the notice was issued
    - the nature of the contravention (description of the defect)
    - the deadline for the defect to be repaired
    - the name of the party who conducted the repairs
    - the date the repair was completed
    - the authorised entity that cleared the notice.
- 5.4 Ensure a register of everyone with a designated responsibility under the accreditation is kept and is regularly updated.
- 5.5 Maintenance Management System procedures include steps for making the procedures available to all relevant staff.

### Your checklist for Standard 5

- For each vehicle, do you keep documentary evidence that shows:
  - the daily check is being completed in accordance with the instruction
  - faults occurring on the road are being recorded and reported in accordance with the procedures
  - reported faults are being repaired in accordance with the appropriate methods
  - your vehicles are maintained in accordance with the set periodic schedules
  - those responsible for maintaining vehicles under the Maintenance Management System are suitably qualified or experienced to do so
  - the Maintenance Management System Manual has procedures for ensuring all relevant staff can access or know how to access the Maintenance Management System Manual and all relevant documents
  - the records, procedures and methods in place under the system are regularly reviewed in accordance with the procedures?

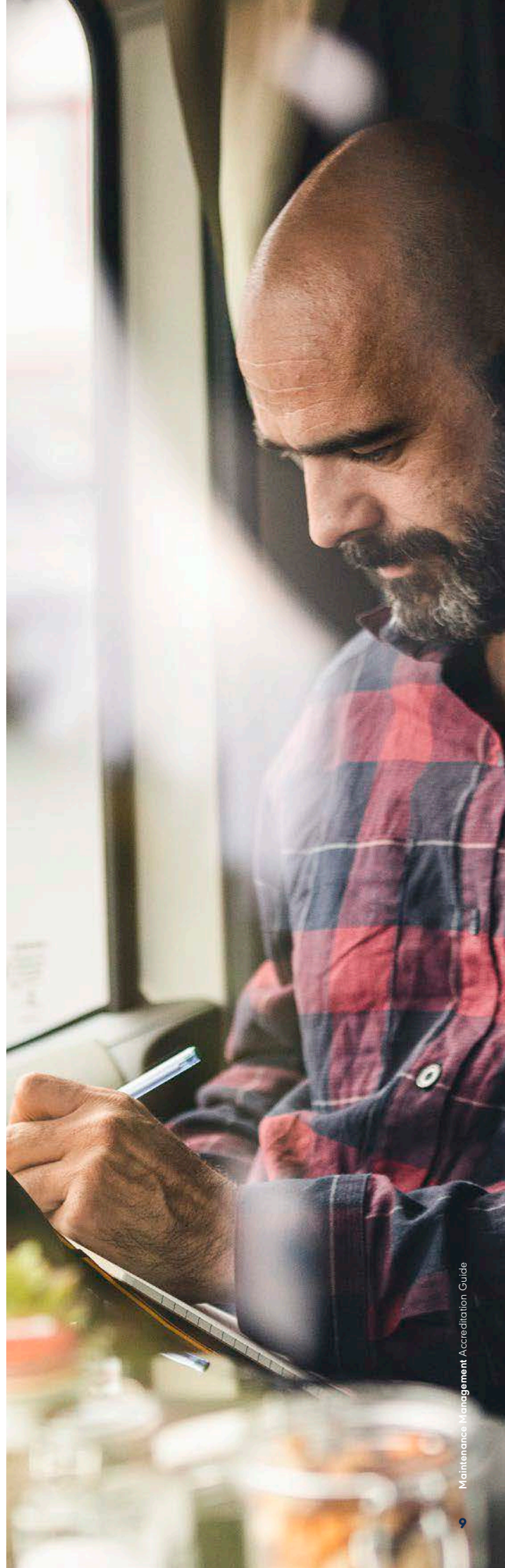


### Example

You could:

- issue specific work instructions to drivers and maintenance personnel
- have a distribution list for Maintenance Management System manuals and any amendments
- run training courses for staff.

- Do you have someone responsible and a method to keep an up-to-date register of the vehicles that you have nominated in the maintenance management module?
- Does the register you keep include:
  - name of the owner of the vehicle (identified as subcontracted if applicable)
  - registration plate number
  - state/territory of registration
  - manufacturer
  - VIN unique identifier
  - type of unit (e.g. prime mover, trailer, dolly, rigid truck)
  - date of construction/manufacture
  - vehicle tare weight
  - manufacturer's (technical) specifications of GVM and GCM or ATM
  - NHVAS label number
  - date of joining and exiting NHVAS Maintenance Management module.
- Do you have a register to record defect notices and infringements issued against your nominated vehicles, includes the following details?
  - The registration and VIN number of the vehicle for which the notice was issued
  - The date, time and place the notice was issued
  - The nature of the contravention (description of the defect)
  - The date repairs must be completed by
  - The name of who conducted the repairs
  - The date the repair was completed
  - The name for who cleared the notice.





## Standard 6: Responsibilities

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.

### What the standard means

Responsibility for each operation included in the Maintenance Management System is to rest with an appropriate person within the road transport operation, as nominated by the operator.

### What you must do to comply

In your Maintenance Management System, you must clearly identify

6.1 The tasks in your Maintenance Management System, and who is responsible for carrying out each task listed in your Maintenance Management System Manual.

The people assigned to the tasks must be appropriate for those tasks.

### Your checklist for Standard 6

- Have the Maintenance Management System tasks been fully documented in the Maintenance Management System Manual?
- Are the tasks clearly described? Could another reasonably competent person follow the steps to do the work?
- Have responsibilities for the task been allocated and documented?
- Have all relevant staff been told their responsibilities?

- Do all relevant staff know how to access the written record of their responsibilities?
- Does your manual include procedures for ensuring the standards are met and the correct procedures followed?
- Have you nominated a person (or people) to ensure that your Maintenance Management System is followed?

#### Example

An owner-driver may be responsible for almost all tasks in the Maintenance Management System.

In a bigger firm, however:

- a workshop manager may be responsible for ensuring the periodic maintenance schedule is followed and all faults repaired
- a mechanic may be responsible for carrying out maintenance checks and acting on fault reports
- a truck driver may be responsible for conducting the daily check, and reporting any faults discovered during the check or during a journey
- a depot manager may be responsible for ensuring the firm's Maintenance Management System procedures are followed at that depot.

You could choose to have a separate list of all the people involved in your Maintenance Management System and what they are responsible for, or you could simply name the positions or people responsible for the tasks as you describe those tasks in your manual.

The important thing is that somewhere you clearly identify the tasks to be carried out and who is responsible for performing each task.

There may well be overlaps. Some people may be responsible for several (or almost all) tasks, depending on the size of the firm or the way work is allocated





## Standard 7: Internal review

The Maintenance Management System must be subject to quarterly and annual internal review to verify that all results and activities comply with the system's policies, procedures and instructions, and reflect current business activities.

### What the standard means

Every quarter the operator prepares a report or compliance statement that accounts for how well you have complied with your adopted policies and procedures. Once each year the Maintenance Management System is examined against the standards to confirm it complies and is consistent with current business practices.

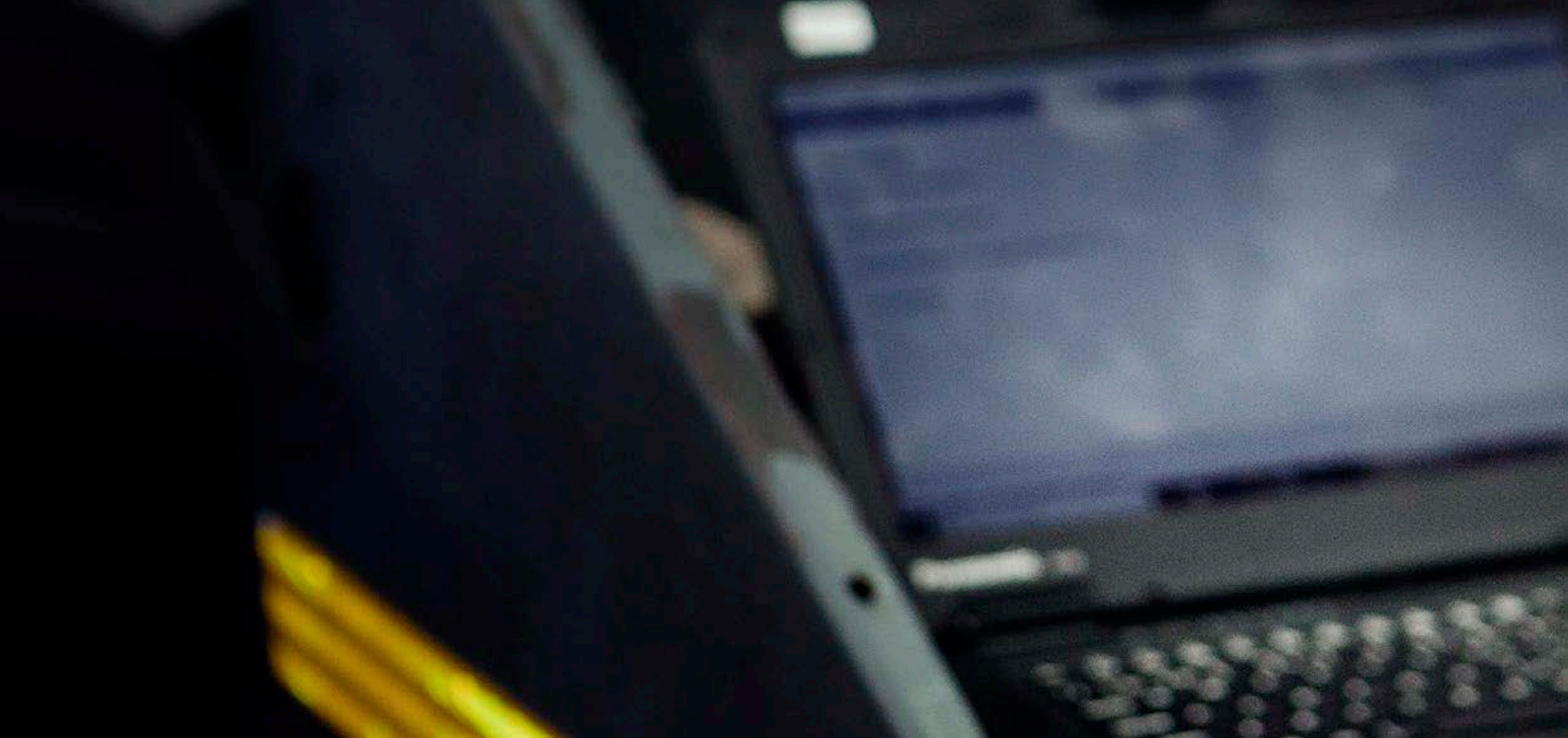
An effective internal review will pick up problem areas in the basic requirements, show failures to comply with procedures, and identify non-compliances, which should be fixed as soon as possible.

If you are applying for accreditation, you need to review your proposed Maintenance Management System before it is externally audited, so you can be sure you meet the required standards.

### What you must do to comply

Your Maintenance Management System must include procedures for carrying out internal reviews that cover the below:

- 7.1 Who is to conduct them and how
- 7.2 A schedule for when the review is to take place
- 7.3 As far as possible, you must ensure the person/people carrying out your internal reviews is/are independent of the procedures being reviewed. The NHVR recognises that, for small firms, it may be hard to find somebody completely independent of the process, but you must do the best you can. If you work in an ISO-certified company, the internal auditor could be asked to do it
- 7.4 Quite apart from your annual internal review, you must have written procedures for ensuring all non-compliances are corrected. This means identifying the people who are to be responsible for taking action, so instances of non-compliance are not repeated  
  
The procedures for handling non-compliances should include:
  - how non-compliances can be detected
  - who else should be told about them
  - what corrective action should be taken
  - what time frames exist for reporting identified non-compliances
  - how the responsible person is to document the process, so the non-compliance does not reoccur.
- 7.5 Responsibilities for identifying and correcting all non-conformances are current, clearly defined and documented.
- 7.6 Evidence of non-conformances and the action taken to correct them must be retained. This is done in the form of a non-conformance register.
- 7.7 Every quarter, you must write a compliance report that lists:
  - the number of nominated vehicles in your fleet
  - the number of daily checks on nominated vehicles and the number of daily checks that were missed. Daily checks are counted on a per vehicle basis, not vehicle combination basis (e.g. for a B-double combination, this comprises three daily checks)
  - the number of services completed and the number of services that were missed
  - the total number of fault repairs and total incidences when faults were not rectified
  - the number of notices issued for a vehicle not complying with vehicle standards regulations.
- 7.8 You must keep a record of any changes to documents and procedures. The original documents and procedures must be kept for a minimum of three years.



### Your checklist for Standard 7

- Does your Maintenance Management System have procedures for carrying out internal reviews and details including:
  - when the reviews are to take place
  - who is to conduct them
  - how the reviews are to be conducted.
- Are internal reviews carried out by an independent person/people?
- Do you have written procedures for ensuring all non-compliances are brought to light at any time?
- Have staff been identified for taking action, so instances of non-compliance are not repeated?
- Do you have a register of all non-conformances and the action(s) taken to correct the problem?
- Do you have a documented procedure for producing a quarterly compliance report?
- Have you identified the person/people responsible for updating your Maintenance Management System procedures when necessary?
- Have you documented a procedure for ensuring all superseded policies, procedures and documents are retained for a minimum of three years?

Items that must be included in the quarterly report are contained in the NHVAS Audit Framework (e.g. how many daily checks were completed or missed).

The audit Framework document is located on our website [www.nhvr.gov.au/safety-accreditation-compliance/national-heavy-vehicle-accreditation-scheme/audit-framework-and-requirements](http://www.nhvr.gov.au/safety-accreditation-compliance/national-heavy-vehicle-accreditation-scheme/audit-framework-and-requirements)

If your quarterly compliance reports are accurate, they give a good indication of how well you are doing and where corrective action may need to be taken. It is much better to be honest in these reports and show that you are making an effort.

Inevitably, an external audit will find evidence of inaccuracies, so it's best to prepare accurate reports and act on them. Accurate reporting will help ensure you demonstrate an improvement in your next quarterly report.

An internal review may pick up that a driver hasn't had any training in the Maintenance Management System or hasn't been recording faults correctly. The reviewer will raise a non-conformance report that describes the non-conformance and what should be done about it, by whom and by when. The reviewer will then check to make sure corrective action has been taken.

It could be a matter of:

- ensuring the person responsible for giving drivers their work instructions is counselled and periodic checks undertaken to ensure compliance
- arranging appropriate training for the driver who has not had any
- counselling the driver to ensure they understand the importance of the task and checking periodically that it is now being carried out.





## Standard 8: Training and education

People who hold a position of responsibility under the Maintenance Management System are trained in, and familiar with, the specific policy, procedure and instructions they are to carry out.

### What the standard means

Training and education are essential to ensure all employees, including managers, and other people who are not employees (e.g. subcontractors, agency staff), understand the Maintenance Management System, and have the appropriate knowledge and skills to carry out the tasks given to them.

### What you must do to comply

- 8.1 Your Maintenance Management System Manual must include instructions on how those people assigned a role of responsibility within the Maintenance Management System are trained in the specific policies, procedures and responsibilities they are to carry out.
- 8.2 You must keep evidence of relevant Maintenance Management System training provided to your staff that details the:
  - name and signature of the person who received the training and on what date

- subject material covered during the training
- name and signature of the person who delivered the training, and the date of the training.

### Your checklist for Standard 8

The persons who hold a position of responsibility under the Maintenance Management System are trained in and familiar with the specific policy, procedure and instruction(s).

- Do you have a documented procedure for how those assigned a role of responsibility within the Maintenance Management System are trained?
- Do you have records of training for those assigned a role of responsibility within the Maintenance Management System?

### Examples of records of training

Work instructions issued to drivers and maintenance personnel

Distribution lists for Maintenance Management System Manuals and any amendments

Records of training, the type of training and who attended.



## Documents you must keep

The items listed below should be included in your Maintenance Management System Manual to consolidate all your procedures for meeting the standards.

All documents must be kept for a minimum of three years for audit purposes. This includes your Maintenance Management System and any superseded procedures. Your manual must be kept (and updated) for as long as you participate in the scheme.

- Procedures detailing when a daily check is to be carried out and how the check is recorded (Standard 1: Daily check)
- A daily checklist (Standard 1: Daily check)
- Procedures for how faults are recorded and reported (Standard 2: Fault recording and reporting)
- A fault recording method (Standard 2: Fault recording and reporting)
- Procedures for dealing with faults and their repair (Standard 3: Fault repair)
- Procedures that detail the frequency of periodic maintenance schedules and the tasks that need to be undertaken during each service (Standard 4: Maintenance schedules and methods)
- A table of tolerances and wear limits for major components (Standard 4: Maintenance schedules and methods)
- A list of vehicles for which you want to get or maintain accreditation (Standard 5: Records and documentation).
- Evidence of the qualifications and experience of those undertaking maintenance tasks (Standard 5: Records and documentation)
- Procedures for ensuring all relevant staff can access, and know how to access, Maintenance Management System procedures at all operational locations (Standard 5: Records and documentation)
- Evidence of vehicles being checked and maintained as per the approved schedules (Standard 5: Records and Documentation)
- Defective vehicle notice register (Standard 5: Records and Documentation)
- A list of all the tasks in your Maintenance Management System and the names (or positions and titles) of those responsible for carrying out the tasks (Standard 6: Responsibilities).
- Procedures for carrying out internal reviews and reports (Standard 7: Internal review)
- Procedures for ensuring all non-compliances brought to light at any time during the accreditation period are recorded (Standard 7: Internal review)
- Non-conformance register (Standard 7: Internal review)
- Copies of superseded procedures your internal review has identified for updating (See Standard 7: Internal review)
- Quarterly compliance reports. (Standard 7: Internal review)
- Evidence of training provided to staff involved in your Maintenance Management System (Standard 8: Training and education).



## Audit process

To qualify for accreditation, you must be audited by an NHVR-registered, NHVAS-approved, auditor. The purpose is to verify that your record-keeping and procedures allow you to comply with the Maintenance Management Standards. This is called an On-Entry Accreditation Audit.

When granted accreditation, your system will be audited at specified intervals for accreditation to be maintained. These are called scheduled compliance audits, and they are to check that you are doing what you said you would do. The first scheduled compliance audit must be conducted sixth months after your accreditation has been granted. Afterwards, compliance audits are required within the last nine months of your current accreditation period.

Operators arrange and bear the costs for on-entry and scheduled compliance audits.

An additional audit (triggered compliance audit or spot check) may be required if, for instance, it seems that you are not fully meeting all of the Maintenance Management Standards.

Findings from these types of audits may indicate that additional controls are required or that the accreditation should be terminated. For these types of audits, operators can be required to cover the cost.

You can get a list of NHVAS-approved auditors from the NHVR website.

### What is an audit?

An audit is simply a check to make sure that your Maintenance Management System works and that you are complying with the relevant business rules and standards.

There are strict guidelines for NHVAS-approved auditors, but if you have successfully completed your own internal review first, the external audit shouldn't be a problem for you.

The NHVAS-approved auditor may identify some evidence of non-compliance and recommend that you take corrective action. Unless the non-compliance is persistent and serious, it won't necessarily affect your re-accreditation in the long term, but you will have to demonstrate that you have taken successful corrective action before your accreditation will be maintained.

An audit shows how your system is working and where it can be improved.



## ▶ Applying for accreditation and other information to help you

The below publications are all available from the NHVR website [www.nhvr.qld.gov.au](http://www.nhvr.qld.gov.au) or by calling 1300 MYNHVR (1300 696 487):

- Business Rules and Standards of the National Heavy Vehicle Accreditation Scheme
- Maintenance Management Accreditation Guide
- Mass Management Accreditation Standards
- Maintenance Management Accreditation Standards
- Mass Management Module Audit Matrix
- Maintenance Management Module Audit Matrix
- The NHVAS Audit Framework Document
- Fatigue Management Accreditation Standards
- Fatigue Management Accreditation Guide
- Basic Fatigue Management (BFM) Module Matrix
- Advanced Fatigue Management (AFM) Module Matrix.

### Applications and approvals through the NHVR

To apply for Maintenance Management Accreditation the application is submitted through the NHVR Portal, using the internet link [www.service.nhvr.gov.au](http://www.service.nhvr.gov.au)

Hard copy applications may be sent via Australia Post or fax to 1300 736 798.

NHVR staff are available to assist with applications and queries.

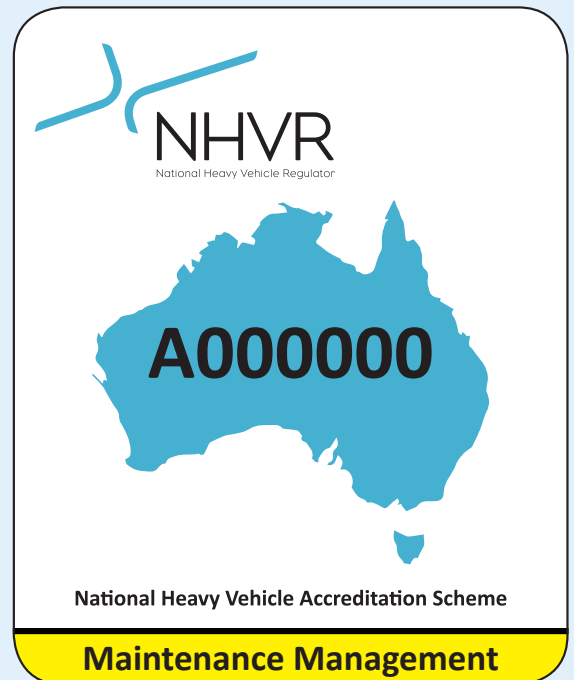
### The NHVAS accreditation labels and Interception Report Books

Under the National Heavy Vehicle Accreditation Scheme (the Scheme), it is a requirement that each nominated vehicle displays an accreditation label and carries an Interception Report Book.

### Fee Schedule

Information on the relevant fees is located on the NHVR website, under the laws and policies section.

Operators must notify the NHVR within 14 days of any changes relating to the accreditation.



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