

## IPAC-21 | New Process for Assessor Sign-Off (ASO) Verification

Audience: PBS Assessors and Certifiers  
Effective Date: 30 June 2025

The NHVR is introducing a new verification process for Assessor Sign-Off (ASO) documents submitted as part of a PBS Vehicle Approval (VA) application. All ASO documents received by the NHVR will be forwarded to the signing Assessor for assurance purposes.

This process aims to ensure transparency, verify the authenticity of the ASO, and provide the Assessor with a record of the final version submitted to the NHVR as part of the VA application.

### Assessor Sign-Off (ASO) assurance check

This process has been implemented following recommendations from an NHVR audit conducted by Ernst & Young, aimed at improving the method of verifying the origin of ASO documents.

In the current manual checking system, accurately verifying the source of an ASO document presents a challenge. To address this, the NHVR will forward a copy of the submitted ASO document to the issuing Assessor via email.

### A copy of the ASO will be forwarded to the Assessor

Upon receipt of an ASO document—whether as part of the initial VA application portal submission or in response to an Information Request (IR)—a copy will be forwarded to the signing Assessor. This is to ensure the Assessor has a record of the submitted ASO and is provided an opportunity to raise any concerns regarding its content or authenticity. The submitting Certifier will also be copied on this correspondence.

Refer to **Appendix A** for a sample email.

### Important

To avoid processing delays, neither the Assessor nor the Certifier is required to respond to this email unless there is a potential issue with the ASO document.

Assessors are encouraged to review the email and the attached ASO document as soon as possible. If any concerns arise, these should be raised immediately to prevent any invalid VA applications from proceeding through NHVR processes.

### Further investigation

If an Assessor has raised concerns with the NHVR about a provided ASO document, the relevant VA application will be placed on hold for investigation.

Each case will be reviewed individually, and the NHVR may request additional information from relevant parties as required.

The processing of the VA application will only proceed once the Assessor has confirmed and provided their formal sign-off.

### Contact and feedback

This IPAC was produced by the PBS Vehicle Approvals Team. For any queries and feedback, please contact [pbs@nhvr.gov.au](mailto:pbs@nhvr.gov.au).

#### IPAC-21 Revision history

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#### For more information:

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Phone: 13 NHVR\* (13 64 87)

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## Appendix A

### ASO Assurance check email example

**Email Subject: Assessor Copy of ASO – VA number – Job number – Portal ID – ASO ID**

Hi Assessor,

For your information, the attached ASO has been received as part of a Vehicle Approval application. Please review and file for your records.

**Important:** If there is any reason this submission should not proceed, please contact the Vehicle Approvals team as soon as possible.

Please **do not reply to this email unless there is an issue**. Should you need to respond, please reply directly to this email.

If you have any questions, please contact the PBS Vehicle Approvals Team at [pbs@nhvr.gov.au](mailto:pbs@nhvr.gov.au).

Application details:

ASO ID:

Portal ID:

Vehicle Approval Number:

Design Application number:

Vehicle Type:

PBS Certifier:

Certifier Job Number:

Kind regards,

**PBS Team**

Productivity and Freight

National Heavy Vehicle Regulator

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