

Mass Management Accreditation Guide

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Contents

- 3 The purpose of this guide
- 4 Mass Management Accreditation
- 5 Mass Management Standards and how you can meet them
- 18 Documents you must keep
- 19 Audit process
- 20 Applying for accreditation and other information to help you



The purpose of this guide

This guide is an introduction to Mass Management Accreditation. It summarises what you need to do in order to qualify for accreditation and to stay qualified. It also explains where to find other important information about the scheme.

Mass Management Accreditation on page 4 explains the purpose of accreditation so that you can see what it is intended to achieve, why performance standards are required, and the reason audits are carried out on accredited operators.

The Mass Management Standards and how you can meet them, starting on page 5, lists the performance standards that you will be required to meet if you want to become an accredited operator, and explains what they mean. It also explains what you need to do in order to meet the standards.

Documents you must keep on page 18 lists the documents that you will need to create and keep in order to show that you meet the standards. They represent your firm's Mass Management System. There are also documents you need to carry in the vehicle to comply with transport law.

The audit process on page 19 covers the auditing process that will be carried out regularly, and how to prepare for an audit. It also explains when an unscheduled audit may be required.

Other information to help you on page 20 is a list of papers, reports, and other useful information prepared by the National Heavy Vehicle Regulator (NHVR) and the National Transport Commission (NTC). These documents provide more detail about accreditation and your responsibilities as an accredited operator.

Mass Management Accreditation

Mass Management Accreditation encourages heavy vehicle operators to take more responsibility for loading their trucks correctly and ensuring that their trucks are not overloaded.

It helps you to manage your business more efficiently, partly because you will have clear procedures for ensuring that your trucks are not overloaded and partly because there will be reduced risk of penalties arising from mass offences. It should also lead to greater road safety.

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

The benefits to operators can include:

- improvements in productivity and efficiency
- correct loading of vehicles the first time, with consequent savings
- increased vehicle life and lower maintenance costs
- reduced rejection of vehicles by customers because of overloading
- improved driver morale
- better relationships with enforcement agencies
- reduced impact of enforcement.

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

If you are an accredited operator, you must know what your trucks weigh when they are loaded to ensure that they do not exceed the relevant mass limits. You need to keep a record of the loaded weight for each trip so that you can prove the trucks were within the relevant mass limits.

It is up to you to decide how you are going to prove your vehicles' weight when they are loaded. You could use a weighbridge, use on-board scales, estimate the weight from the volume of the load, or a combination of methods.

The important thing is that you write down the method you use and explain how it works. This will be your Mass Management System. To stay accredited you need to have documents that prove your method works and your trucks are not overloaded – this means keeping your records of vehicle weights. You must also be able to prove that you always follow your written procedures.

Performance standards have been developed to ensure that everyone in the scheme has achieved the same standard of compliance. Your Mass Management System must comply with these standards, which are explained later in this guide.

Accredited operators are audited every so often by independent auditors to make sure they are continuing to meet the standards required by the scheme. If your audit is successful, your accreditation will be renewed. Alternatively, you may be asked to improve your system in some way before your accreditation is renewed.

It is important to remember that even if you are an accredited operator you are still subject to the law and can be audited or inspected at any time in order to make sure that you are conforming to the performance standards.

As an Accredited operator you should undergo fewer and quicker road checks. Your vehicles' accreditation stickers will identify your status to inspectors.

Remember . . . accreditation does not put you above the law.



Accredited operators must document their procedures for loading vehicles.

Mass Management Standards and how you can meet them

There are eight Mass Management Standards that you need to comply with. This section lists what they are and what they mean in practical terms. It also explains what you need to do in order to comply with the standards and how you can show that you are complying.

There are checklists at the end of the explanations to help you see whether or not you are complying with the standards. If you can tick all of the boxes in each standard's checklist, you will be complying with the standard. You will also be well prepared for an internal review (see Standard 6 on page 13) and for an external audit (see The audit process on page 19).

In the explanations of the standards on the following pages, the term 'Mass Management System' means the procedures that you develop and record in order to qualify for accreditation. For convenience, we will call your written Mass Management System procedures your MMS manual. The manual should contain all the relevant documentation that supports your Mass

Management System. This will assist an 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.

Use your MMS manual to record how you will meet the requirements. Make sure all relevant staff members are given copies to read.

Example

The manual could be a list of procedures in a folder, or a computer-produced manual similar to the company's Quality Assurance Manual.

Standard 1: Responsibilities

1.0 The authorities, responsibilities and duties of all positions involved in the management, operation, administration, participation in, and verification of the Mass Management System are current, clearly defined and documented.

What the standard means

Although this standard is listed first, it is like a summary of all the others. If you have met and documented all of the other standards then you will meet this one.

What you must do to comply

- 1.1 In your Mass Management System you must clearly identify:
- what the tasks in your Mass Management System are
 - who is responsible for carrying out each task listed in your mass management manual MMS manual.
- 1.2 The people assigned to the listed tasks must be appropriate for those tasks. There is no point in allocating a task like issuing delivery dockets to the sales manager. The sales manager may ultimately be responsible for delivery dockets, but the weighbridge clerk or sales clerk is more likely to actually do the issuing.

If you do it, write it down.

If you don't write it down how can you prove that you have done it?

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

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 and the way work is allocated.

Example

An owner-driver may be responsible for almost all tasks in his or her Mass Management System.

In a bigger firm:

- a workshop manager may be responsible for calibration of scales
- a forklift driver may be responsible for recording the weight of pallets loaded on certain types of trucks
- a truck driver may be responsible for checking a weighbridge's digital display to ensure that the vehicle's axle weights are shown correctly
- a yard supervisor may be responsible for ensuring there are maintenance contracts for all weighbridges
- the depot manager may be responsible for ensuring that the firm's Mass Management System procedures are followed at his or her depot.

Your checklist for Standard 1

- Have the Mass Management System tasks been fully documented in the MMS manual?
- Are the tasks clearly described? (Could another person follow the steps to do the work?)
- Have responsibilities for the tasks been allocated and written down?
- Have all the relevant staff members been told what their responsibilities are?
- Do all the relevant staff members know how to access the written record of what their responsibilities are?
- Does your manual include procedures for ensuring that the standards are met and correct procedures followed?
- Have you appointed a person (or people) whose job is to ensure that your Mass Management System is followed?

Standard 2: Vehicle control

2.0 All vehicles nominated by the operator must be operated in accordance with the Mass Management System.

What the standard means

You must be able to prove that the vehicles in your Mass Management System meet the necessary Mass Management Standards.

What you must do to comply

2.1 You need to keep a list of all the trucks you want to register for accreditation, including subcontractors' vehicles.

- You don't need to nominate every truck used by your firm, just the ones that you want accreditation for.

The list must include the following details about each vehicle:

- date of accreditation
 - registration number
 - registered owner
 - registered GVM or GCM
 - manufacturer's GVM or GCM
 - tare weight (including full fuel tank and any normal operating equipment or other materials)
 - accreditation label's serial number (if accreditation has already been granted for the vehicle)
 - date of deletion (applies to vehicles that are removed from the register).
- 2.2 You need to be able to show that each vehicle has the manufacturer's rating to carry the mass allowed.

A vehicle's compliance plate or technical specifications usually show the manufacturer's rating.

Example

If a six axle vehicle has a GCM rating of 42.5 tonnes but you want to take advantage of the higher mass limit of 45.5 tonnes, you would need to have the manufacturer or a recognised engineer re-rate the vehicle to 45.5 tonnes, and provide a rating certificate.

2.3 Sometimes mass permits or gazette notices are issued for specific vehicle loadings. You must make sure that any vehicles needing a mass permit do actually have one in addition to their normal registration certificate.

If you need a permit, make sure you get it and keep the paperwork as required by law.

2.4 If you want to include subcontractor's trucks in your accreditation, the subcontractors can only work for the accredited company. If they wish to work for others they must be accredited in their own right.

Important Note:

A sub-contractor accredited to your Mass Management System can only work for you under your scheme requirements. If they work for themselves or others it will put your accreditation at risk, even though you are not involved in the other work. If the subcontractor requires to do 'outside work' they are best being accredited in their own right.

Record it.

Verify it.

Keep records.



A well-managed system can give you a competitive advantage.

Your checklist for Standard 2

- Do you have a list of all the vehicles you want accreditation for?
- Does the list show all of the required details for each vehicle?
- Are all the documents verifying those details e.g. registration or engineering certificates, mass permits, gazetted mass limits) stored in an identified place?
- Are subcontractors' vehicles included in the list and identified separately in some way?
- Are there documents to show that subcontractors have agreed to meet the Mass Management Standards?
- Have you written down where all of the various documents are stored?
- Is someone responsible for keeping the list of vehicles up to date?
- Does the MMS manual describe when the list is to be updated?
- Does the Mass Management System specify who notifies the NHVR that a new vehicle is to be included or deleted and who removes accreditation labels?
- Is there a procedure in the Mass Management System for ensuring that all drivers know the mass limits for the accredited vehicles they drive?

Using checklists will help verify that you are complying.

Standard 3: Vehicle use

3.0 The vehicle mass must be determined by weighing or by a method of assessment prior to departure that allows for any variation.

What the standard means

Before a loaded vehicle departs it must be weighed, or have its weight assessed by other means. You need to be able to show that your loading system is objective and delivers axle and gross loading within the relevant limits before the vehicle goes on the road.

If third parties (for example, customers) are involved in the loading, you will need to explain to them what your vehicle's mass limits are for each trip.

Example

- using a weighbridge
- on-board scales
- air pressure gauges
- documentation from a customer for a chemical load showing that it has a known specific gravity and volume
- where pallets are of a consistent and documented weight, the load could be calculated by multiplying the weight of one pallet by the total number of pallets in the load.

It is important that your system is objective, which means that it can be verified by another method. For instance, if your primary method of assessment is to use on-board scales, you could verify this by weighing. Standard 5: Verification requires you to verify your methods for assessing the weight of loads, and to show how this is done. (Standard 5 is explained on page 11)

What you must do to comply

3.1 You need to have a written list of the methods that you use to load your trucks in order to establish what and where the load weight is. As mentioned earlier, you could use different methods in different circumstances, or a combination of methods. The important thing is that your MMS manual must describe the methods to be used for each different type of load for each different type of vehicle, in all of the circumstances that may occur.

Each method that you write down must include the following:

- what the vehicle's loading limits are
- the type of load this method is used for
- how the loading of the vehicle is controlled to ensure correct axle weights (where applicable)
- how the weighing method can be verified (for example, if you write down a procedure for arriving at a weight that involves using air pressure gauges, the verification method could be to use a weighbridge)
- how the measurement is recorded and where that record is kept.

3.2 For each method you must also describe any variations needed because of special conditions, for example to allow for differences between wet and dry gravel. There may be variations in load density, number, volume or mass that could affect the method you use to do the loading and to gauge the weight. These also need to be documented.

Example

- some loads will weigh more when they are wet
- the specific gravity of fuel can be affected by the ambient temperature during loading
- the mass per volume of concrete can vary, depending on the water content and mixture used.

Your checklist for Standard 3

- Does your MMS manual have a procedure for weighing each type of vehicle load that includes:
 - what the vehicle's loading limits are
 - the type of load this method is used for
 - how the loading of the vehicle is controlled to ensure correct axle weights (where applicable)
 - how the weighing method can be verified
 - any procedures needed to cater for different loading conditions or variations in density, specific gravity, water content and so on
 - how the measurement is recorded and where that record is kept.
- If special equipment or facilities are required for any loads, are they listed in the procedure for that type of vehicle load?
- If a third party is involved in loading your vehicles, does the procedure describe how you convey your mass limits to that third party?
- If a third party is involved in loading, does the procedure describe how you verify their weighing method?

Standard 4: Records and documentation

- 4.0 Documented evidence must be maintained to demonstrate the effective operation of the Mass Management System.

What the standard means

Your Mass Management System must include procedures for ensuring that records of weights are produced for each trip and that those records are kept for audits. It must also include procedures for ensuring that all relevant staff know what their Mass Management System procedures are and how to access written copies of them.

What you must do to comply

- 4.1 Keep an accurate and legible record of the weight of nominated vehicles that includes:
- the vehicle's registration number or fleet number
 - the measured axle and gross mass of the vehicle
 - the date and time of the trip.
- 4.2 Ensure that your Mass Management System procedures include steps for making Mass Management System procedures available to relevant staff members.

Verification is vital.

Your checklist for Standard 4

- For each trip, do you keep documentary evidence of the following:
 - the vehicle's registration number or fleet number
 - the measured weight (mass) of the vehicle
 - the date and time of the trip?
- Does your MMS manual have procedures for ensuring that all relevant staff can access and know how to access the MMS manual and other relevant documents?



A reliable method of checking vehicle weights is essential for Mass Management Accreditation.

Standard 5: Verification

5.0 The weight of the vehicle and load must be verified to produce an auditable record.

What the standard means

You must be able to prove that your methods are accurate for assessing the weight of vehicle loads.

If you have a record of each measurement you need to be able to check the measurement by a different method to verify that the original method is sound. For instance, if loading is controlled by volume rather than weight, every so often you need to verify that the volume limits being used still fall within the allowable weight limits, perhaps by periodically weighing vehicles and loads to confirm the relationship between the volume and weight.

Example

- if a load is weighed using on-board scales, the weight could be verified by a weighbridge measurement
- if the load is premixed concrete, the customer's documentation could be verified by periodic weighbridge measurement
- if the primary method of weighing is to use a weighbridge, its calibration certificate could be used for verification.

The frequency with which you verify your measurement methods depends on the loads carried and the operating conditions.

What you must do to comply

- 5.1 As indicated in Standard 3: Vehicle use, you must write down a Mass Management System procedure for producing evidence of the weighing method used for each load. You must also write down how this measurement method can be verified:
- how often it is to be verified
 - what documentary evidence of the verification is required
 - where the evidence of verification is to be stored.
- 5.2 You need to have a procedure for corrective action so that if a verification procedure shows up a deficiency in the original measurement method, that method is corrected.
- 5.3 In case your usual method of weighing becomes impossible, you must have a back-up procedure to use instead.



Your system should specify how and when axle weights are to be checked.

These alternative procedures must also be written down, and your staff members must be made aware of what they are and when they are to be used.

5.4 Your Mass Management System procedures must include information about calibration of your measuring equipment. These procedures should include:

- the equipment to be checked
- how it is to be checked
- who is to check it
- how often it is to be checked
- what records of the calibration are to be produced and where they are to be kept. A maintenance contract could be used as evidence of calibration, if you have one.

You do not need to have evidence of calibration of other firms' or public weighbridges, if they are what you use.

Your checklist for Standard 5

- Does your MMS manual have procedures for verifying all of the different measurement methods that you use?
- Do the procedures explain what documentary evidence of the verification is required?
- Do the procedures explain how often each method is to be verified?
- Do the procedures explain where the evidence of verification is stored?
- Do you have procedures for correcting measurement methods found to be inaccurate by the verification process?
- Do you have a back-up weighing system?
- Do you have documented procedures for your back-up weighing system?
- Do staff members know when the back-up system is to be used?
- Do you have procedures for calibrating and proving calibration of your equipment?

Standard 6: Internal review

6.0 The Mass Management System must be subject to annual internal review to verify that all results and activities comply with the system's policies, procedures and instructions.

What the standard means

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

If you are already accredited, you need to review your Mass Management System annually (and before an external audit) in order to ensure that it is working and that your firm continues to meet the necessary standards. By reviewing your Mass Management System internally first, you can save the cost of a potentially unsuccessful external audit later.

An effective review will pick up problem areas, show where procedures don't work or are not being followed properly, and identify all areas of non-compliance with the standards that must be corrected.

Conduct an internal review before your external audit.

What you must do to comply

6.1 Your MMS manual must include procedures for carrying out internal reviews that cover:

- when the reviews are to take place
- who is to conduct them
- how the reviews are to be conducted
- checklists to be used for the review.

The checklist of documents that you must keep (see page 15) will be used by your internal reviewer(s).

Example

An internal review may pick up that:

- some drivers don't have Mass Management System procedures or work instructions in their vehicles
- a driver hasn't had any training in mass management
- the required axle weight checks haven't been done for a period of time. The reviewer will raise a non-conformance report that describes the non-conformance and what should be done about it, and by when. The reviewer will then check to make sure that corrective action has been taken.
- In the examples above, it could be a matter of ensuring that:
 - the person responsible for giving drivers their work instructions is counselled
 - checking periodically to ensure that the required procedures are being followed
 - arranging appropriate training for the driver who hasn't had any
 - counselling the driver who has not been carrying out axle-weight checks to ensure that he or she understands the importance of this task
 - checking periodically that it is now being carried out.

6.2 As far as possible, you must ensure that the person or people carrying out your internal reviews are independent of the procedures being reviewed. If you are an owner-operator, you could ask a trade colleague or a relative to do it for you. If you work in an ISO certified company, the internal auditor(s) could be asked to do it. The NHVR recognises that for small firms it may be hard to find someone completely independent of the process, but you must do the best you can.

6.3 Apart from your annual internal review, you must have written procedures for ensuring that all non-compliances brought to light at any time during the year are corrected. This means identifying the people who are to be responsible for taking action so that instances of non-compliance are not repeated.

The procedures for handling non-compliances should include:

- how non-compliances can be detected
- who is responsible for detecting them
- who else should be told about them
- corrective action to be taken
- time frames for reporting identified non-compliances
- how the responsible person is to document the process so that the non-compliance doesn't recur.

Example

If a weighbridge measurement indicates that an air-gauge is recording inaccurately, it must be someone's job to notice this, record the fact and take corrective action.

Non-compliances show where you can make improvements to your system.

- 6.4 Every three months you must write a compliance report that lists:
- the number of vehicles in your accredited fleet
 - the total number of trips undertaken by those vehicles
 - the total number of trips that were not compliant with the relevant vehicles' mass limits, and
 - the amount of mass excess for each non-compliant trip.
- 6.5 Where changes to procedures are required in order to correct non-compliances, appropriate staff must be named to update the procedures.
- 6.6 You must retain copies of superseded procedures, along with all other documentation relevant to the review, for later audit.

Important Note:

If your quarterly compliance reports are accurate, they give a good indication of how well you are doing and of where corrective action may be needed. It is much better to be honest in these reports and show that you are making efforts to improve your operations, rather than to 'fudge' the figures in the hope that your firm will look better. Inevitably, an external audit will find evidence of inaccuracies, so it is best to prepare accurate reports and act on them. That way you will be able to demonstrate an improvement in your next quarterly report.



Regular reviews will help to improve your system and keep everyone informed.

Your checklist for Standard 6

- Does your MMS manual include procedures for carrying out internal reviews that cover:
 - 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 that all non-compliances brought to light at any time during the year are corrected?
- Have all staff members been identified for taking action so that instances of non-compliance are not repeated?
- Do you produce a quarterly compliance report?
- Have you identified the person/people responsible for updating your Mass Management System procedures, when necessary?



Drivers need to understand their role in mass management.

Standard 7: Training and education

7.0 The persons who hold positions of responsibility under the Mass Management System are trained in and familiar with the specific policy, procedure and Instruction they are to carry out.

What the standard means

For Mass Management Systems to work, everyone who has a role to play (whether a manager, a driver, a sales manager or a weighbridge clerk) must have proper training in the system and know how to carry out their specific tasks.

What you must do to comply

You need to keep evidence of relevant Mass Management System training provided to your staff.

Your checklist for Standard 7

- Have you provided training to all relevant staff members who are involved in your Mass Management System?
- Do you have evidence of this?
- Do you run refresher training when identified non-compliances highlight the need?

Standard 8: Suspension maintenance

- 8.0 All vehicles subject to this accreditation, including trailers supplied by other parties, must have their suspension systems maintained and replaced according to manufacturer's or a qualified mechanical engineer's specification and taking into account the ARTSA *Air Suspension Code*.

For hire trailers, a certificate of compliance to the Suspension Maintenance Standard must be carried in the hauling unit.

What the standard means

All vehicles accredited under NHVAS Mass Management, including trailers being hauled by vehicles operating under NHVAS Mass Accreditation, must have their suspension systems maintained and replaced according the manufacturer's or a qualified mechanical engineer's specification.

What you must do to comply

- 8.1 You need to document the manufacturer's or qualified mechanical engineer's specification for the suspension for all vehicles operating under accreditation, and for all trailers being hauled by a vehicle operating under accreditation.
- 8.2 Road friendly suspensions must be certified under VSB 11.
- 8.3 Develop a procedure that specifies when the suspension should be checked, by whom, and how the check is to be recorded
- 8.4 Develop instructions for recording faults with the suspension during a journey, and how those faults are reported.
- 8.5 Keep records of suspension maintenance being carried out, including the final sign-off after the repair is completed.
- 8.6 Keep evidence that suspension maintenance and repairs are only undertaken by persons having suitable qualifications or experience to competently complete any maintenance tasks or to do so under supervision.
- 8.7 Document a table of tolerances and wear limits for major components within the suspension systems.



Your checklist for Standard 8

- Do you have a copy of the manufacturer's or qualified mechanical engineer's specification for the suspension systems on all your vehicles/trailers?
- Is there an instruction detailing when the suspension should be checked (time/distance)?
- Does that instruction include who should perform the check and how the check is recorded?
- Is there a procedure for recording and reporting faults during a journey?
- Are there documents that show the decisions with respect to suspension maintenance, including sign off when the repair is completed?
- Is there evidence to show repairs to suspensions are only carried out by qualified or competent people, or by people supervised by suitably qualified or competent persons?

Documents you must keep

The items with a colour codes could be included in your Mass Management System manual in order 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 superseded procedures. Your manual must be kept (and updated) for as long as you participate in the scheme.

- A list of all tasks in your Mass Management System and the names (or position titles) of those responsible for carrying out the tasks. The information could be incorporated in your Mass Management System manual or it could be in a separate list. See Standard 1: Responsibilities on page 6.
- A list of vehicles (including subcontractors' vehicles) that you want to get or maintain accreditation for. See Standard 2: Vehicle control on page 7.
- All documents verifying vehicle details (e.g. registration or engineering certificates, mass permits, gazetted mass limits). See Standard 2: Vehicle control on page 75.
- Documents showing that subcontractors have agreed to meet the Mass Management Standards. See Standard 2: Vehicle control on page 7.
- Procedures for determining the weight of each vehicle load before the vehicle starts a trip. See Standard 3: Vehicle use on page 6 and Standard 4: Records and documentation on page 9.
- Documentary evidence of the weight of each vehicle for each trip. See Standard 4: Records and documentation on page 10.
- Procedures for ensuring that all relevant staff members can access and know how to access Mass Management System procedures. See Standard 4: Records and documentation on page 10.
- Procedures for verifying all of the different measurement methods that you use.
- See Standard 5: Verification on page 11.
- Evidence of measurement verification. See Standard 5: Verification on page 11.
- Procedures for correcting measurement methods found to be inaccurate by the verification process. See Standard 5: Verification on page 11.
- Procedures for a back-up weighing system. See Standard 5: Verification on page 11.
- Procedures for calibrating and proving calibration of your equipment. See Standard 5: Verification on page 11.
- Procedures for carrying out internal reviews. See Standard 6: Internal review on page 13.
- Internal review reports. See Standard 6: Internal Review on page 13.
- Procedures for ensuring that all non-compliances brought to light at any time during the year are corrected. See Standard 6: Internal review on page 13.
- Copies of superseded procedures that your internal review has identified for updating. See Standard 6: Internal review on page 13.
- Quarterly compliance reports. See Standard 6: Internal Review on page 13.
- Evidence of training provided to staff members involved in the Mass Management System. See Standard 7: Training and education on page 16.
- Evidence of suspension maintenance. See Standard 8: Suspension Maintenance on page 17.

Audit process

To qualify for accreditation you must be audited by an independent auditor to verify that your record-keeping and procedures ensure you can comply with the Mass Management Standards. This is called an On-Entry Accreditation Audit.

You must also be audited at specified intervals after you qualify so that your accreditation can be renewed. These are called Scheduled Compliance Audits, and they are to check that you are doing what you said you would do. The Scheduled Compliance Audit will be conducted six months after your first accreditation. After that, Scheduled Compliance Audits are required within the last twelve months of your current accreditation period.

An additional audit (Triggered Compliance Audit) may be required if, for instance, it seems that you are not fully meeting all of the Mass Management Standards.

Your accreditation lasts for two years unless a Compliance Audit recommends that it be terminated sooner or extended.

It is up to you to arrange and pay for these audits before you apply.

You can get a list of accredited auditors from the NHVR website, RABQSA, or by calling the NHVR on 1300 MYNHVR (1300 696 487).

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

What is an audit?

An audit is simply a check to make sure that your Mass Management System works and that you are complying with the Mass Management Standards.

If your records and procedures are all correctly in place, the auditor will recommend that your application be granted or that your accreditation be renewed.

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

The auditor may find 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 renewed.

Applying for accreditation and other information to help you

Applying for accreditation and other information to help you.

These publications are all available from the NHVR website www.nhvr.qld.gov.au or by calling 1300 MYNHVR (1300 696 487):

- Business Rules 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
- Fatigue Management Accreditation Standards
- Fatigue Management Accreditation Guide
- Basic Fatigue Management (BFM) Module Matrix
- Advanced Fatigue Management (AFM) Module Matrix.

Information can also be found at rabqsa.com

Applications and approvals through the NHVR

To apply for Mass Management Accreditation you can apply and pay through the NHVR, with NHVR staff ready to assist with applications and queries. Applications and payments can be submitted to the NHVR online through web-based 'smart forms', or writing by email fax or post.

All NHVAS accreditation granted or renewed before 21 January 2013 under state or territory legislation or business rules will be preserved under the expiry date on the accreditation certificate, which in most cases will not exceed three years. NHVAS participants will receive a reminder before their accreditation expires and, for 21 January 2013 that accreditation must be renewed with the NHVR.

National Heavy Vehicle Accredited Scheme Accreditation labels, nominated vehicles 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. Changes must be notified within 14 days.



Fee Schedule

Information on the relevant fees for accreditation are located on the NHVR website under the laws and policies section.



This information is provided by the National Heavy Vehicle Regulator (NHVR) (ABN 48 557 596 718). The content and some images have been provided by VicRoads and in consultation with other states and territory. As a result, you should consider the appropriateness of the information for your organisation and staff members for your circumstances. You can obtain further information at nhvr.qld.gov.au or by calling us on 1300 MYNHVR (1300 696 487).



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7am to 7pm (AEDT)
Standard 1300 call charges apply.
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