

# NATIONAL HEAVY VEHICLE ACCREDITATION SCHEME (NHVAS) – AUDIT REPORT EXAMPLE

## Introduction

The purpose of this document is to demonstrate the level of detail and specificity required when completing the NHVAS Maintenance Management module's Audit Matrix, Audit Summary Report, and Corrective Action Request (CAR). Accurate and thorough documentation is critical to ensuring audit outcomes are clear, actionable, and compliant with NHVAS standards.

Auditors are expected to provide detailed observations and reference specific evidence in the Audit Matrix to substantiate whether each criterion has been met. The Audit Summary Report should succinctly summarise overall compliance, including specific examples of conformance or non-conformance, ensuring the information provided is clear and precise. For any CAR, auditors must describe non-conformances in detail, focusing on the issue rather than prescribing solutions, to allow operators the flexibility to determine their own corrective measures.

By adhering to these expectations, auditors can ensure their documentation is both comprehensive and specific, supporting consistency, regulatory compliance, and effective corrective action planning.

**Note:** This example focuses on a sample of criteria from Standards 4, 5, 7 and 8 from the Maintenance Management module; however, the same level of detail and specificity applies to all standards across all modules.

## Example: Nature of the Operator's Business (Summary):

Example Truck Co. is a small to medium-sized freight transport company operating a fleet of 30 heavy vehicles primarily used for interstate linehaul operations across QLD and NSW. The company specialises in time-sensitive deliveries, servicing industries such as retail, manufacturing, and agriculture. Operations are spread across two depots - in NSW and QLD.

**For this example, this is an initial compliance audit conducted on *Example Truck Co.* on 10 October 2025.**

## Maintenance Management Audit Matrix

### 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)                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 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). | <p><b>How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete.</b></p> <p>Example Truck Co. has implemented a structured and documented procedure for ensuring all fleet vehicles are certified roadworthy before being enrolled in NHVAS. The operator maintains a register of inspections for every vehicle in the fleet, ensuring compliance with NHVIM and ADR requirements. Inspection records confirm that vehicles were certified within 12 months prior to NHVAS entry.</p> <p>Auditor verified six nominated vehicles' inspection records, all showing clear compliance. The operator's system incorporates a calendar-based notification system to ensure inspections are scheduled and conducted on time.</p> |
| Possible Evidence | <ul style="list-style-type: none"> <li>Transport authority inspection reports.</li> </ul>                                                                                                                                                                                                                                                                                                   | <p><b>Evidence Sighted By Auditor:</b></p> <ol style="list-style-type: none"> <li>PDFs of transport authority-issued Heavy Vehicle Inspection Reports (HVI) for six vehicles, signed by an authorised inspector:             <ul style="list-style-type: none"> <li>#HVI-AB12345 Reg: RST123, 01 July 2025.</li> <li>#HVI-AB11214 Reg: UVW456, 17 July 2025</li> <li>#HVI-AB98765 Reg: XYZ789, 12 June 2025</li> <li>#HVI-AB25496 Reg: ABC123, 08 May 2025.</li> <li>#HVI-AB35741 Reg: DEF456, 23 April 2025</li> <li>#HVI-AB14963 Reg: GHI789, 16 April 2025</li> </ul> </li> <li>Completed NHVR Heavy Vehicle Inspection Checklists, version 3.0 (issued January 2025).</li> </ol>                                                           |

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|              |                                                 | <p>3. “<i>Fleet Inspection Register</i>” (internal document), version 2.1, last updated on 15 August 2025.</p> <p>4. Policy document titled “<i>Procedure for Roadworthy Certification</i>,” version 4.3, issued 01 March 2025.</p> |
| <b>Notes</b> | The evidence cannot be more than 12 months old. | <b>Audit Result (Code): V</b>                                                                                                                                                                                                       |

| <b>Criterion 4.2</b> | <b>Maintenance schedules that provide for appropriate periodic maintenance of accredited vehicles</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>Scope</b>         | <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Covers vehicle-defined intervals of time, distance or hours of use.</li> <li>• Describes the tasks to be undertaken at each interval.</li> </ul> <p>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.</p> | <p><b>How Does Operator’s System Meet /Not Meet the Criterion – Auditor to complete.</b></p> <p>Example Truck Co. has implemented a detailed “<i>Fleet Servicing Procedure</i>” policy, which applies to all heavy vehicles in the nominated fleet under the NHVAS scheme. The servicing procedure specifies:</p> <ul style="list-style-type: none"> <li>• Service intervals based on odometer readings (10,000 km for light servicing, 20,000 km for heavy servicing), including a 1000km +/- tolerance.</li> <li>• A clear list of tasks to be performed during servicing (e.g., brake wear inspection, lubrication of critical components, tyre checks).</li> <li>• Alignment with the manufacturer’s recommended service schedule and tolerances.</li> </ul> <p>The procedure is supported by a service planning calendar, curated for each vehicle, which is tracked using the FleetPro system (version 10.4). During the audit, staff demonstrated how service schedules are planned, executed, and recorded in compliance with NHVAS requirements.</p> |

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|                          |                                                                                                                                                                  | <p>Auditor reviewed service logs and verified that tasks listed in the policy are being consistently performed, with no overdue services identified for the audit sample of vehicles.</p> <p>The operator has a comprehensive and well-documented approach to vehicle servicing, supported by effective digital tools and meticulous record-keeping. Servicing tasks, intervals, and adherence to manufacturer specifications demonstrate full compliance with Standard 4.2. Evidence sighted aligns with NHVAS Maintenance Module requirements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Possible Evidence</b> | <ul style="list-style-type: none"> <li>• Manufacturer's Service Manuals</li> <li>• Scheduling service sheets</li> <li>• Table of Schedules by vehicle</li> </ul> | <p><b>Evidence Sighted By Auditor:</b></p> <ol style="list-style-type: none"> <li>1. Fleet Servicing Procedure policy document (ABC-FLEET-SERV-PROC v5.0, issued 01 March 2025), outlining service intervals and tasks.</li> <li>2. Service History Logs for three sampled vehicles:             <ul style="list-style-type: none"> <li>• Vehicle Registration XYZ123: 20,000 km service (completed 12 June 2025).</li> <li>• Vehicle Registration ABC789: 10,000 km service (completed 01 August 2025).</li> <li>• Vehicle Registration DEF456: 20,000 km service (completed 25 September 2025).</li> </ul> </li> <li>3. Technician-completed service checklists for each vehicle, signed, dated, and verified by the workshop supervisor. Example: DEF456 checklist 25/09/2025 covering all tasks in the Fleet Servicing Procedure.</li> <li>4. Copies of manufacturer service schedules for vehicles (e.g., Scania R Series – Maintenance Guide 2025), aligned with the servicing tasks in the operating procedure.</li> </ol> |

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|       |  | 5. Reports generated by FleetPro system (28/09/25) documenting completed services, overdue services (none identified), and next service schedules for the vehicles. |
| Notes |  | <b>Audit Result (Code): V</b>                                                                                                                                       |

## Standard 5: Records & Documentation

| Criterion 5.3(e)         | Documented evidence that demonstrates compliance with the set maintenance schedules.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <b>Scope</b>             | <p>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 &amp; 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:</p> <ul style="list-style-type: none"> <li>• The date of maintenance</li> <li>• Odometer/ Hour Meter reading at time of maintenance,</li> <li>• Invoices (where work undertaken by externally)</li> <li>• Purchase records / receipts of parts replaced or serviced (where work has been undertaken by the operator),</li> <li>• An indication as to whether maintenance is in accordance with manufacturer's specifications</li> <li>• Signature / stamp of the person responsible for the maintenance.</li> </ul> <p>Where the operator has more than one site, the Auditor must ensure vehicles at each site are being maintained.</p> <p>Sample rates for the number of vehicle records to be checked are found in the NHVAS audit framework document.</p> | <p><b>How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete.</b></p> <p>Example Truck Co. utilises a digital fleet management system (FleetPro v10.4) to track and manage maintenance schedules. The system provides automated alerts for upcoming services and captures detailed records of completed tasks. Evidence shows these tasks align with the NHVAS-approved maintenance schedule. During the audit, the operator demonstrated the maintenance tracking process by presenting detailed service history reports for selected vehicles, highlighting compliance with periodic service requirements.</p> |
| <b>Possible Evidence</b> | <ul style="list-style-type: none"> <li>• Completed fault reports across a range of vehicles/sites</li> <li>• Repair orders</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p><b>Evidence Sighted By Auditor:</b></p> <ol style="list-style-type: none"> <li>1. FleetPro-generated "Vehicle Service History"</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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|       | <ul style="list-style-type: none"> <li>Invoices</li> </ul> | <p><i>Reports</i> for Vehicle Registration ABC456 and DEF789, listing services completed between January and August 2025.</p> <ul style="list-style-type: none"> <li><i>Vehicle Service History_ABC456</i><br/>Service: conducted on 18 May 2025 as part of scheduled 100,000 km maintenance.</li> <li><i>Vehicle Service History_DEF789</i><br/>Service: conducted on 07 May 2025 as part of scheduled 100,000 km maintenance.</li> </ul> <p>2. Physical copies of maintenance checklists signed by the servicing mechanic (dated 10 June 2025).</p> <p>3. Maintenance Policy Document titled “<i>Routine and Preventative Maintenance Schedule,</i>” version 3.2, issued 15 February 2025.</p> <p>4. Workshop repair records, including invoices from XYZ Mechanical Pty Ltd, dated 04 August 2025.</p> |
| Notes |                                                            | <b>Audit Result (Code): V</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Criterion 5.3(f) | Persons maintaining vehicles under the Maintenance Management System are suitably qualified or experienced to do so.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| Scope            | <p>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.</p> <p>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.</p> <p>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.</p> | <p><b>How Does Operator’s System Meet /Not Meet the Criterion – Auditor to complete.</b></p> <p>During the audit, Example Truck Co. failed to provide evidence that all individuals performing vehicle maintenance meet the required qualifications or demonstrate sufficient experience to fulfill their roles under the Maintenance Management System. Specific issues identified include:</p> <p>1. <b>Qualification Records:</b> The operator was</p> |

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|                          |                                                                                                                                                                                                                                                                        | <p>unable to produce trade certificates or evidence of formal qualifications for two mechanics employed at their main workshop.</p> <p>2. <b>Experience Evidence Missing:</b> While the operator claims these mechanics have over five years of practical experience, no documentation (e.g., resumes, reference letters, or performance appraisals) was provided to support this assertion.</p> <p>3. <b>Subcontractor Compliance:</b> Two subcontracted mechanics assigned to handle a scheduled service in August 2025 were also noted to lack documented qualifications. Contracts with the subcontractor did not include clauses requiring adherence to NHVAS standards for suitably qualified or experienced maintenance personnel.</p> <p>4. <b>Training and Upskilling:</b> No records were available to demonstrate that maintenance staff had undergone recent training or upskilling in line with modern heavy vehicle standards or technology.</p> <p><b>CAR-01-MAINT-5.3f:</b><br/>The audit identified a nonconformance due to incomplete training and competency records for maintenance staff.</p> |
| <b>Possible Evidence</b> | <ul style="list-style-type: none"> <li>• Trade Certificates</li> <li>• Mechanic/Contractor's Record</li> <li>• Maintenance Agreement /Contract (e.g. between operator and garage)</li> <li>• Training Records</li> <li>• Letters of reference or assessment</li> </ul> | <p><b>Evidence Sighted By Auditor:</b></p> <ol style="list-style-type: none"> <li>1. Employee files for Maintenance Employees A and B: did not contain proof of qualifications (certificates in automotive or heavy vehicle mechanics).</li> <li>2. Subcontractor agreement with ABC Workshop Pty Ltd (dated 01 January 2025) did not include specific requirements for trade qualifications or minimum experience criteria for maintenance personnel.</li> <li>3. Recent service record for Vehicle XYZ678</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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|       |  | (dated 10 August 2025), showing maintenance was performed by subcontractors, but the subcontractors' qualifications were not verified.<br>4. <i>Staff training policy</i> document (version 1.1, issued 01 January 2023), which did not include a process for upskilling or competency checks for maintenance employees. Refer to 8.1 |
| Notes |  | <b>Audit Result (Code): NC: CAR-01-MAINT-5.3f</b>                                                                                                                                                                                                                                                                                     |

## Standard 7: Annual internal review of maintenance system

| Criterion<br>7.1 ,7.2 &<br>7.3 | Procedures exist that define how the annual internal review is to be undertaken.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| Scope                          | <p>The operator must have a documented procedure for how an annual internal review is to be undertaken.</p> <p>The procedure must clearly define:</p> <ul style="list-style-type: none"> <li>the scope of activities to be undertaken as part of the internal review</li> <li>the responsibilities of staff as part of those reviews</li> <li>the documentation to be generated as part of that review (e.g. a report, list of non-conformances, recommendations for improvements, etc)</li> <li>a schedule for when the review is to take place</li> </ul> <p>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.</p> | <p><b>How Does Operator's System Meet /Not Meet the Criterion – Auditor to complete.</b></p> <p>Example Truck Co. has a comprehensive and well-documented procedure in place for conducting annual internal reviews, meeting the requirements of this criterion. The procedure specifies the scope of the review, including checks on maintenance records, NHVAS compliance, and operational procedures. Responsibilities are clearly defined, with tasks assigned to independent personnel whenever possible. For example, administrative staff conduct reviews on workshop repair activities, and compliance officers review driver daily checks. Additionally, the procedure includes a schedule for reviews and outlines the documentation to be generated, such as review reports, lists of non-conformances, and recommendations for improvement.</p> |



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|                          |                                                                                                                                                                                                                                       | Independence in review activities has been achieved wherever practicable. For instance, drivers do not review their own pre-departure checks, and workshop staff are not involved in reviewing repair activities related to their work. This ensures unbiased and effective internal review processes.                                                                                   |
| <b>Possible Evidence</b> |                                                                                                                                                                                                                                       | <b>Evidence Sighted By Auditor:</b> <ul style="list-style-type: none"> <li>• <i>Internal Review Procedure</i> Doc No. IRP-2025 dated 01/01/2025.</li> <li>• Review reports for 2023 and 2024, including detailed non-conformance lists and corrective action plans.</li> <li>• Review schedule for 2025, with evidence of adherence to timelines and independent assignments.</li> </ul> |
| <b>Notes</b>             | 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. | <b>Audit Result (Code): V</b>                                                                                                                                                                                                                                                                                                                                                            |

## Standard 8: Training and Education

| <b>Criterion 8.1</b> | <b>Persons who hold a position of responsibility under the Maintenance Management System are trained and familiar with policy procedures</b>                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>Scope</b>         | 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. | <b>How Does Operator’s System Meet /Not Meet the Criterion – Auditor to complete.</b><br>Example Truck Co. has a documented Staff Training Policy (version 1.1, issued 01 January 2023), which outlines the onboarding process and initial training provided to staff in responsible positions under the Maintenance Management System. While the policy details a structured program for familiarising new staff |

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|                   |  | <p>with responsibilities, procedures, and policies, it does not include a process for continuous training, upskilling, or maintaining competencies for maintenance employees.</p> <p>This creates a risk of gaps in staff knowledge as industry standards or technology evolve, representing a minor non-conformance with the criterion.</p> <p><b>CAR-02-MAINT-8.1:</b> The Staff training policy document (version 1.1, issued 01 January 2023), did not include a process for upskilling or maintaining competencies for maintenance employees.</p> |
| Possible Evidence |  | <p><b>Evidence Sighted By Auditor:</b></p> <ul style="list-style-type: none"><li>• Staff Training Policy (version 1.1, issued 01 January 2023).</li><li>• Employee training logs for personnel in managerial and maintenance roles showing completed induction training.</li></ul>                                                                                                                                                                                                                                                                     |
| Notes             |  | <b>Audit Result (Code): NC: CAR-02-MAINT-8.1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## Summary of Audit findings

**Provide a summary of findings based on the evidence gathered during the audit. Refer to audit matrix for details of evidence that supports the opinion represented in this report.**

| MAINTENANCE MANAGEMENT                                                                                                                                                                                                                                                                                                                                                                                                                                    | DETAILS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <b>Std 4. Maintenance Schedules and Methods</b><br>(Review procedures/policy, evidence of roadworthiness certification, when applicable, maintenance schedules, tables of tolerance, identification of responsible person, evidence that maintenance is conducted with scheduled timeframe)                                                                                                                                                               | Example Truck Co. demonstrated full compliance with maintenance schedules under Standard 4.2. The operator utilises a comprehensive digital system (FleetPro v10.4) that provides automated alerts, tracks servicing intervals, and ensures adherence to manufacturer specifications. Evidence presented during the audit confirmed alignment with the NHVAS Maintenance Module requirements.                                                                                                                                                                                                                 |
| <b>Std 5. Records and Documentation</b><br>(Review availability of the documented maintenance system, and ensure the following is maintained: <ul style="list-style-type: none"> <li>- Fleet register</li> <li>- Daily checks</li> <li>- Fault recording and reporting</li> <li>- Fault repairs</li> <li>- Scheduled maintenance</li> <li>- Authorities and responsibilities</li> <li>- Register of contraventions</li> <li>- Internal review)</li> </ul> | While Example Truck Co. provided detailed service history reports that met the documentation requirements under Criterion 5.3(e), gaps were identified in staff training and upskilling. The absence of a process to track and maintain staff qualifications lead to recent training records for maintenance staff being unavailable. This poses risks to the overall effectiveness of the Maintenance Management System and compliance with NHVAS standards.<br><br><b>CAR-01-MAINT-5.3f:</b> The audit identified a nonconformance due to incomplete training and competency records for maintenance staff. |
| <b>Std 7. Internal Review</b><br>(Review procedures/policy, evidence of completion of Compliance Statements and Internal Reviews, including records of any Interception Reports, NCRs raised and CARs to eliminate recurrence)                                                                                                                                                                                                                            | Example Truck Co. has fully implemented a comprehensive and compliant annual internal review process that meets the requirements of NHVAS Standards 7.1, 7.2, and 7.3. The procedure ensures clear scope, defined responsibilities, independent reviews wherever practicable, and proper documentation of outcomes.                                                                                                                                                                                                                                                                                           |
| <b>Std 8. Training and Education</b><br>(Review procedures/policy, appropriateness of training, evidence of training records and identification of responsible person)                                                                                                                                                                                                                                                                                    | While the initial training procedures appear compliant, the lack of a formalised process for ongoing upskilling and competency maintenance is a gap that must be addressed to ensure long-term compliance with NHVAS standards.<br><br><b>CAR-02-MAINT-8.1:</b> The Staff training policy document (version 1.1, issued 01 January 2023), did not include a process for upskilling or maintaining competencies for maintenance employees.                                                                                                                                                                     |

## CORRECTIVE ACTION REQUEST (CAR)

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| <b>Operator's Name (legal entity)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Example Truck Co. |                                      |              |
| <b>Non-conformance type</b> <i>(please tick)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |                                      |              |
| Un-conditional <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                   | Conditional <input type="checkbox"/> |              |
| <b>Non-conformance Information</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                   |                                      |              |
| <b>Non-conformance agreed close out date</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                   | 10 November 2025                     |              |
| <b>Module and Standard</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                   | Maintenance Standard 5.3(f)          |              |
| <b>Corrective Action Request (CAR) Number</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   | CAR-01-MAINT-5.3f                    |              |
| <b>Non-conformance and action taken</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                   |                                      |              |
| <b>Observed Non-conformance:</b><br><br><b>Training evidence not provided</b><br>The audit identified a nonconformance due to incomplete training and competency records for maintenance staff.                                                                                                                                                                                                                                                                                                   |                   |                                      |              |
| <b>Corrective Action taken or to be taken by operator:</b> <b>(determined by the operator)</b><br><br><ol style="list-style-type: none"> <li>1. Conduct a review of all training and competency records for maintenance staff to identify any gaps or outdated qualifications.</li> <li>2. Arrange for appropriate training or upskilling programs to align staff competencies with NHVAS requirements, ensuring they are familiar with modern heavy vehicle standards and technology.</li> </ol> |                   |                                      |              |
| <b>Operator or Representative Signature</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                   | <b>Position</b>                      |              |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                   | <b>Date</b>                          | __ / __ / __ |
| <b>Corrective Action Accepted and Recommended</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                   |                                      |              |
| <b>Comments:</b><br>The proposed actions to review training records and upskill staff adequately address the identified nonconformance and demonstrate a commitment to meeting NHVAS standards.                                                                                                                                                                                                                                                                                                   |                   |                                      |              |
| <b>Auditor signature</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                   | <b>Date</b>                          | __ / __ / __ |

## CORRECTIVE ACTION REQUEST (CAR)

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| <b>Operator's Name (legal entity)</b>                                                                                                                                                                                                                                                                                                                     |  | Example Truck Co.                    |              |
| <b>Non-conformance type</b> <i>(please tick)</i>                                                                                                                                                                                                                                                                                                          |  |                                      |              |
| Un-conditional <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                   |  | Conditional <input type="checkbox"/> |              |
| <b>Non-conformance Information</b>                                                                                                                                                                                                                                                                                                                        |  |                                      |              |
| <b>Non-conformance agreed close out date</b>                                                                                                                                                                                                                                                                                                              |  | 10 November 2025                     |              |
| <b>Module and Standard</b>                                                                                                                                                                                                                                                                                                                                |  | Maintenance Standard 8.1             |              |
| <b>Corrective Action Request (CAR) Number</b>                                                                                                                                                                                                                                                                                                             |  | CAR-02-MAINT-8.1                     |              |
| <b>Non-conformance and action taken</b>                                                                                                                                                                                                                                                                                                                   |  |                                      |              |
| <b>Observed Non-conformance:</b><br><br><b>Training procedure</b><br>The Staff training policy document (version 1.1, issued 01 January 2023), did not include a process for upskilling or maintaining competencies for maintenance employees.                                                                                                            |  |                                      |              |
| <b>Corrective Action taken or to be taken by operator:</b> <b>(determined by the operator)</b><br><br>1. Implement a system for tracking and maintaining up-to-date training records for all staff involved in maintenance activities that involves periodically auditing personnel records to ensure ongoing compliance with documentation requirements. |  |                                      |              |
| <b>Operator or Representative Signature</b>                                                                                                                                                                                                                                                                                                               |  | <b>Position</b>                      |              |
|                                                                                                                                                                                                                                                                                                                                                           |  | <b>Date</b>                          | __ / __ / __ |
| <b>Corrective Action Accepted and Recommended</b>                                                                                                                                                                                                                                                                                                         |  |                                      |              |
| <b>Comments:</b><br>The proposed actions to implement a system to identify training needs and maintain them, and ensure ongoing documentation compliance adequately address the identified nonconformance and demonstrate a commitment to meeting NHVAS standards.                                                                                        |  |                                      |              |
| <b>Auditor signature</b>                                                                                                                                                                                                                                                                                                                                  |  | <b>Date</b>                          | __ / __ / __ |