



Mass Management Accreditation Guide

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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 stay qualified. It also explains where to find other important information about the scheme.

Mass Management accreditation on page 3 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 checklists detailing how you can meet them, start on page 4. The performance standards that you will be required to meet if you want to become an accredited operator are explained on these pages.

Page 13 lists the documents that you will need to create and keep in order to show that you meet the standards. These documents represent your firm's Mass Management System. There are also documents you need to carry in the vehicle to comply with transport law.

Page 14 covers the auditing process that will be carried out regularly and explains how to prepare for an audit. It also explains when an unscheduled audit may be required.

Other useful information and publications are listed on page 15. The publications provide more detail about accreditation and your responsibilities as an accredited operator.¹

¹ A



▶ 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 from mass offences. It should also lead to greater productivity and road safety.

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

The benefits to operators can include:

- improved 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. Mass management provides access to loading at concessional mass limits (CML). You need to keep a record of the loaded weight for each trip where the GVM or axle mass exceeds General Mass Limits 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 use 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.

As an accredited operator, you will be audited periodically by an independent NHVR-registered auditor to make sure that you are continuing to meet the standards of the scheme. To maintain your accreditation, you must pass these audits.

A failed audit would mean you must improve your system in some way before your accreditation is continued.

Remember, accreditation does not exempt you from the law. You can be audited at any time and your vehicles are subject to on-road compliance checks to make sure you conform to the performance standards.

As an accredited operator, you should have fewer and quicker checks. Vehicle labels tell inspectors that your vehicle is accredited under the Scheme.

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



Mass Management Standards and how you can meet them

There are eight Mass Management Standards that you need to meet. 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 you are complying with the standards. If you can tick all 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 10) and for an external audit (see 'The audit process' on page 14).

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 approved NHVAS auditor and others to gain a good understanding of your system and what to look for during the audit, reducing the time and cost of audit.

Use your MMS manual to record how you will meet the requirements. Make sure copies are available at all operational sites for all relevant staff members 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.



1

Standard 1: Responsibilities

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 and carried out accordingly.

What the standard means

Responsibility for each operation of the Mass Management System is to rest with an appropriate person within the road transport operation as nominated by the operator.

What you must do to comply

In your Mass Management System you must clearly identify:

- 1.1 The tasks in your Mass Management System, and who is responsible for carrying out each task listed in your Mass Management System Manual.

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 people involved in your Mass Management System and their responsibilities, 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 their responsibilities?
- Does your manual include procedures for ensuring you meet the standards and follow correct procedures?
- Have you appointed a person (or people) to ensure your Mass Management System is followed?



Standard 2: Vehicle control

All vehicles nominated by the accredited operator and all trailers used in combination with nominated vehicles must be operated in accordance with the Mass Management System.

What the standard means

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

What you must do to comply

- 2.1 You must have a method for keeping a record of all the trucks you have nominated for accreditation, including subcontractors' vehicles.
- 2.2 Your register of nominated vehicles must include the following details about each vehicle:
 - The name of the owner of the vehicle (identified as subcontracted if applicable)
 - Registration plate number
 - State of registration
 - Manufacturer
 - VIN unique identifier
 - Type of unit (e.g. primemover, trailer, dolly, rigid truck)
 - Date of construction/manufacture
 - Vehicle tare weight
 - Road Friendly Suspension Certification Number (if applicable)
 - Manufacturer's (technical) specifications of GVM and GCM or ATM
 - Allowable (authorised) axle and gross mass limits applicable to the mass concession (i.e. CML or HML)
 - NHVAS label number (when issued)
 - Date of joining and exiting the module.

You don't need to nominate every vehicle, owned or used. Only power vehicles of your choice need to be nominated. Trailers are not nominated for mass management.

- 2.3 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.

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

- 2.5 If you want to include subcontractors' trucks in your accreditation, the subcontractors can work only 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 work only 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 needs to do 'outside work' they should be accredited.

Example: If a six axle vehicle has a maximum GCM rating of 42.5 tonnes but you want to take advantage of the increased mass limit of 43.5 tonnes, you would need to have the manufacturer or a recognised engineer re-rate the vehicle to 43.5 tonnes, and provide a rating certificate.

Record it. Verify it. Keep records.

Your checklist for Standard 2

- Do you have a list of all the vehicles you want accredited?
- Does the list show all required details for each vehicle, including trailers?
- Do all documents verify 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?
- Are there documents to show that subcontractors have agreed to meet the Mass Management Standards?
- Have you written down where all the various documents are stored?
- Is someone responsible for keeping the list of vehicles up to date?
- Does the MMS manual describe how the list is to be kept and when it 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?
- In the Mass Management System, is there a procedure for ensuring that all drivers know the mass limits for the accredited vehicles they drive?

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

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

Using checklists will help verify that you are complying.



Standard 3: Vehicle use

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

How to calculate weight

- 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 9).

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 the load weight and location. 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 circumstances that may occur.

Each method that you write down must include the following:

- The vehicle's loading limits
- The type of load
- The way the loading of the vehicle is controlled in ensuring correct axle weights (when applicable)
- The way to verify your weighing method (e.g. 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)
- The way 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 (e.g. 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.

Your checklist for Standard 3

- Does your MMS manual have a procedure for weighing each type of vehicle load, and including the following?
 - what the vehicle's loading limits are
 - what 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
 - what procedures are needed to cater for different loading conditions or variations in density, specific gravity, water content
 - 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

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

What the standard means

Your Mass Management System must include procedures for ensuring that records of weights are produced for each trip involving an axle or gross mass above GML, and that those records are kept for audits. It must also include procedures for ensuring all relevant staff know the Mass Management System procedures and the way to access written copies of them.

What you must do to comply

- 4.1 Have a method to keep records for any trip that involves vehicle masses above GML (axle or gross) that identify the trip and vehicles involved.
- 4.2 For any trip where the axle or gross mass is above GML, you must keep an accurate and legible record of the weight of the vehicles involved and include:
 - the vehicle's registration number or fleet number, hauling and trailing units
 - the established gross mass (both axle and gross mass records are to be kept when practical)
 - the date and time of the trip
 - the loading and destination locations.
- 4.3 A register is kept for every infringement or defect notice because the vehicle or its load breached the HVNL, or the mass dimension and loading regulations, or a vehicle standards regulation that relates to the suspension components of a vehicle. The register must contain specified details:
 - the registration and VIN number of the vehicle that was issued the notice
 - the date, time and place the notice was issued
 - the nature of the contravention (description of the notice and or defect)

- if the notice is in relation to vehicle standards, also:
 - the latest date the defect must be repaired
 - the name of the repairer
 - the date the repair was completed
 - the authorised entity that cleared the notice.

- 4.4 A register of all persons with a designated responsibility under the accreditation is kept and regularly updated.
- 4.5 Ensure that your Mass Management System procedures include steps for making Mass Management System procedures available to relevant staff members.
- 4.6 Documents are approved, issued, reviewed, modified and accounted for in accordance with the operator's prescribed control procedures.

Your checklist for Standard 4

- Do you keep documentary evidence of the following for each trip?
 - the vehicle's registration number or fleet number
 - the measured weight (mass) of the vehicle
 - the date and time of the trip
 - where the load came from
 - the destination for the load
- Do you keep a register of the notice, and what was done so it would not reoccur, for any overloading infringements?
- Do you keep a register of the defect (including how and when the defect was rectified) for any defect notices received for vehicle suspension problems?
- Does your MMS manual include a register that identifies any person with a designated responsibility?
- Does your MMS manual have procedures to ensure all relevant staff can access your MMS manual and other relevant documents?
- Does your MMS manual include procedures for controlling and reviewing document approval, and document version control?



Standard 5: Verification

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 with 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, potentially by periodically weighing vehicles and loads to confirm the relationship between the volume and weight.

If your loading and assessment methods documented in Standard 3 of your MMS manual provide evidence that the mass of the vehicle is always within the allowable limits for every load and trip, then the criteria for this standard can be considered as being met.

Example

- If a load is weighed using on-board scales, the weight could be verified by a weighbridge measurement.
- Carriers of premixed concrete or bulk fuels may be able to show their loading methods for Standard 3 satisfy this standard.

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

How frequently 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 for each load. You must also write down how this measurement method can be verified, including:
 - 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 At least twice each year, you must check that the loading procedure (as part of Standard 3) is reliable. The mass of the vehicle is verified using a calibrated weighing device to check loading is within legal limits.

Your checklist for Standard 5

- Does your MMS manual have procedures for verifying that the procedures for assessing the mass of a vehicle before each trip are reliable?
- Does your MMS manual provide instruction on what record is kept as evidence that verification of system loading has occurred?

Standard 6: Internal review

The Mass Management System must be subject to quarterly and annual internal review to verify that all results and activities comply with the systems policies, procedures, instructions and current business activities.

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.

What you must do to comply

- 6.1 Nominate who is to conduct the review and how
- 6.2 Schedule when the review is to take place
- 6.3 Ensure the person or people carrying out your internal reviews are independent of the procedures being reviewed. The NHVR recognises that, for small firms, it may be hard to find somebody completely independent of the process, but you must do the best you can. If you work in an ISO certified company, the internal auditor(s) could be asked to do it.

The checklist of documents that you must keep (see page 13) 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 the mass management system
- the required axle weight checks haven't been verified for some 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, potential responses include the following:

- Counselling the person responsible for giving drivers their work instructions
- 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.

Conduct an internal review before your external audit.

- 6.4 Quite apart from your annual internal review, you must have written procedures for ensuring all non-compliances are corrected. This means identifying the people who are to be responsible for taking action, so instances of non-compliance are not repeated.

The procedures for handling non-compliances should include:

- How non-compliances can be detected
 - Who is responsible for detecting them
 - Who else should be told about them
 - What corrective action should be taken
 - What timeframes apply to reporting identified non-compliances
 - How the responsible person is to document the process, so that the non-compliance doesn't reoccur.
- 6.5 Responsibilities for identifying and correcting all non-conformances are current, clearly defined and documented.
 - 6.6 Evidence of non-conformances and the action taken to correct them must be retained. This is done in the form of a non-conformance register.
 - 6.7 Every three months you must write a compliance report that lists:
 - the number of vehicles in your nominated fleet
 - the total number of trips undertaken by those vehicles when above GML
 - the total number of trips that were not compliant with the relevant vehicles' mass limits
 - the amount of mass excess for each non-compliant trip
 - the number of defect and infringement notices received for vehicles not complying with a vehicle standards regulation in relation to the suspension components of the vehicle
 - the number of notices received for breaching the mass, dimension and loading regulation.
 - 6.8 You must keep a record of any changes to documents and procedures. The original documents and procedures must be kept for a minimum period of three years.

Example: If a weighbridge measurement indicates that an air-gauge is recording inaccurately, it must be someone's responsibility to identify it, record it and take corrective action.

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 falsify figures for your firm's benefit. Inevitably, an external audit will find evidence of inaccuracies, so it is best to prepare accurate reports and act on them. You should then be able to demonstrate an improvement in your next quarterly report.

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 / independent people?
- Do you have written procedures for ensuring that all non-compliance is corrected?
- Have all staff members been identified for taking action so that instances of non-compliance are not repeated?
- Have you identified the person/people responsible for updating your Mass Management System procedures, when necessary?
- Do you have a register of all non-conformances and the action taken to correct the problem?
- Do you have a documented procedure for producing a quarterly compliance report?
- Have you documented a procedure for ensuring all superseded policies, procedures and documents are retained for a minimum of three years?
- Do you have a documented procedure for producing a quarterly compliance report?

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

Standard 7: Training and education

Persons who hold positions of responsibility under the Mass Management Systems 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

- 7.1 You must have documented procedures that detail how those assigned to a role of responsibility within the Mass Management System are trained in the specific policies, the procedures and their responsibilities.
- 7.2 You need to keep evidence of relevant Mass Management System training provided to your staff and detail:
 - the name and signature of the person who received the training and the training date
 - the material covered during the training
 - the name and signature of the person who delivered the training and the delivery date.

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 the training?
- Do you run refresher training when identified non-compliances highlight the need?

Drivers need to understand their role in mass management.





Standard 8: Maintenance of suspension

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 in line with the ARTSA Air Suspension Code (when applicable).

What the standard means

For all vehicles operating under the accreditation, including trailers being hauled by nominated vehicles, evidence is kept that shows that the suspension has been properly maintained in accordance with either manufacturer specifications, the ARTSA Air Suspension Code of Practice or the National Heavy Vehicle Inspection Manual (NHVIM).

What you must do to comply

- 8.1 You need to document procedures that detail the instruction and specifications for the maintenance and repair of the suspension systems used in the nominated vehicles and evidence of certification for any suspension claimed to be road friendly under VSB 11.
- 8.2 Develop a procedure that specifies when the suspension should be checked, by whom, and how the check is to be recorded.
- 8.3 Develop instructions for recording faults with the suspension during a journey, also noting how those faults are reported.
- 8.4 Keep records of suspension maintenance, including the final sign-off after the repair is completed.
- 8.5 Keep evidence that suspension maintenance and repairs are conducted only by people who have suitable qualifications or experience to competently complete any maintenance tasks or to do so under supervision.

- 8.6 For a vehicle supplied by another party, you must have a statement of compliance showing the suspension is maintained as required by the suspension maintenance standard for each vehicle, and that the vehicle supplier is able to demonstrate compliance with the above criteria.

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 intervals)?
- 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?
- Do you have a current statement of compliance for any vehicle that you do not own and that is used in combination with your mass management nominated vehicle?

Note: For vehicles supplied by another party, and that are nominated under the maintenance management module, a statement of compliance is not required.



Documents you must keep

The items marked below should be included in your MMS 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. The documents and evidence you must keep are listed below.

- 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 MMS manual or it could be in a separate list. See 'Standard 1: Responsibilities' on page 5.
- A register of vehicles (including subcontractors' vehicles) that you have nominated for accreditation. See 'Standard 2: Vehicle' control on page 6.
- All documents verifying vehicle details (e.g. registration or engineering certificates, mass permits, gazetted mass limits). See 'Standard 2: Vehicle' control on page 6.
- Documents showing that subcontractors have agreed to meet the Mass Management Standards. See 'Standard 2: Vehicle' control on page 6.
- Procedures for determining the weight of each vehicle load before the vehicle starts a trip. See 'Standard 3: Vehicle use' on page 7 and 'Standard 4: Records and documentation' on page 8.
- Documentary evidence of the weight of each vehicle for each trip where axle or gross mass exceeds GML. See 'Standard 4: Records and documentation' on page 8.
- Procedures for ensuring that all relevant staff can access your MMS manual. See 'Standard 4: Records and documentation' on page 8.
- Procedures for verifying your measurement methods. See 'Standard 5: Verification' on page 9.
- Evidence of measurement verification. See 'Standard 5: Verification' on page 9.
- Procedures for correcting measurement methods identified as inaccurate during the verification process. See 'Standard 5: Verification' on page 9.
- Procedures for calibrating and proving calibration of your equipment. (If applicable.) See 'Standard 5: Verification' on page 9.
- Procedures for carrying out internal reviews. See 'Standard 6: Internal review' on page 10.
- Internal review reports. See 'Standard 6: Internal review on page 10'.
- Procedures for ensuring that all non-compliances, at any time during the year, are corrected. See 'Standard 6: Internal review' on page 10.
- Copies of superseded procedures that your internal review has identified for updating. See 'Standard 6: Internal review on page 10'.
- Quarterly compliance reports. See 'Standard 6: Internal review' on page 10.
- Evidence of training provided to staff members involved in the Mass Management System. See 'Standard 7: Training and education' on page 11.
- Evidence of suspension maintenance. See 'Standard 8: Maintenance of suspension' on page 12.



Audit process

To qualify for accreditation, you must be audited by an NHVAS-approved auditor, registered with the NHVR, 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.

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

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

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

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

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

What is an audit?

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

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

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

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

Applying for accreditation and other information to help you

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

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

Applications and approvals through the NHVR

To apply for Mass Management Accreditation the application is submitted through the NHVR Portal using the internet link www.service.nhvr.gov.au

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

NHVR staff are available to assist with applications and queries.

The NHVAS Accreditation labels and interception report books

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

Fee Schedule

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

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



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