

YOUR MTA **Repairer Membership Criteria**



Introduction

This booklet has been designed to provide members with the information needed to understand what the MTA Standards are, and to take maximum advantage from the MTA Membership Criteria, Customer Promise, and Warranty.

The MTA Standards, Membership Criteria, Customer Promise, and Warranty contain details of what membership of MTA will mean for you and your business. They outline your responsibilities and obligations, and what is expected from the various membership categories.

If you have any questions about how the various elements work, or how they affect you, please call our MTA National Office on (04) 385 8859/0800 001 144.

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MTA Strategic Principles

What does MTA stand for and what we can do for you as a member?

MTA aims to be the association that automotive businesses want to join. We want to be a key part of your business and help you create a sustainable business advantage. We also want to provide leadership for the industry.

MTA has four key areas of strategic focus:



MTA Brand

MTA is trusted and respected by consumers, members, industry, and government.



Advocacy

MTA influences and shapes policy and public opinion to the advantage of members.



Financial

MTA operates efficiently and is financially sustainable, so Members receive value for money.



Members

MTA is the “go to” place for members to make their business more successful and adaptive to change

MTA provides a range of products and services to help Members reach and maintain the MTA Standards:

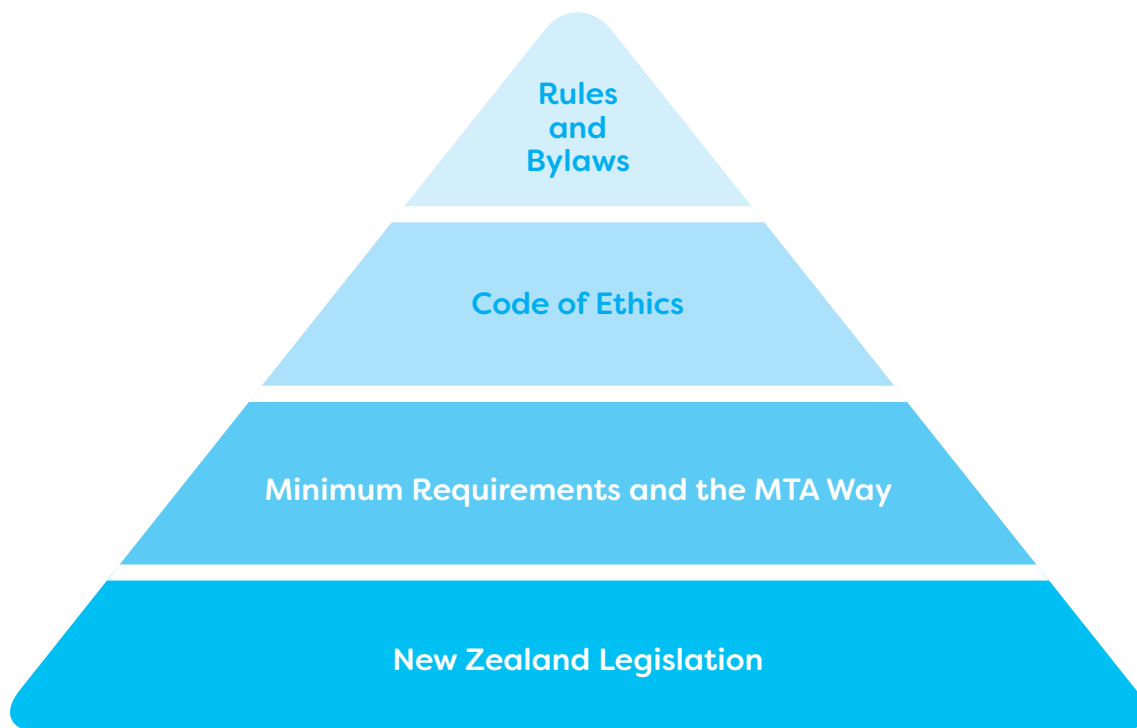
- **Mediation** – advice on dealing with customer complaints, along with direct interaction with customers to facilitate resolution to disputes
- **HR advice** – MTA advisors can help guide you on staff management and records
- **MTA Toolbox** – Members have access to a comprehensive library of great advice and business templates ready for you (e.g. standard employment contracts, health and safety information)
- **Local focus** – MTA Regional Coordinators work with MTA Regional Committees to ensure you get the help you need that is relevant to your region
- **Personal touch** – MTA Member Support Officers, that can help and guide you as part of your membership

Membership that meets the standard

All MTA Member businesses have an enduring obligation to:

- meet minimum requirements including complying with all relevant legislative requirements
- have written employment contracts for all staff
- respect minimum wage requirements
- have staff with the qualifications and experience reasonably expected for membership
- be insured
- be considerate to the environment
- be of good character. e.g.
 - no history of financial trouble (credit check on business and/or directors)
 - no history of serious customer disputes
 - no director or shareholder with a conviction for a serious offence (one involving deception, fraud, or violence)
- score at least 65% against the “MTA Way” standards.

What are the MTA Standards?



Rules and Bylaws

These are the core constitutional documents for the MTA.

The Rules and Bylaws give the MTA board the authority to set, monitor, and enforce standards for MTA membership.

Code of Ethics

Is a set of professional principles to guide MTA members in conducting their business with honesty and integrity.

Minimum Requirements and the MTA Way

The MTA Standards, described in the membership criteria, seek to ensure that MTA member businesses operate in line with (or better than) best practices for technical work, ethical behaviour, customer services, and commercial activities

Some elements of the standards have been specifically developed by MTA; while others reference external rules like New Zealand Legislation which all businesses would be expected to follow.

Sector-specific

Targeted standards by sector and sub-sector. These standards have developed according to the different needs of each sector: (broadly Repairers, Dealerships and Service Stations).

Minimum Equipment Lists by Sector
[MTA-Minimum-Equipment-List.pdf](#)

MTA Repairer Membership Criteria

MTA Customer Promise for Repairer Members

MTA Repairer Warranty

New Zealand Legislation


NZ law is the foundational element. As a legal entity trading in New Zealand, you are obliged to comply with all New Zealand Laws.

<http://www.legislation.govt.nz/>

How the MTA Standards assessment works

MTA prospects and members will be assessed against the MTA Standard using the criteria below to be able to say they passed the MTA Standard.

The table below outlines the standards assessment framework with the proportion that section contributes to the overall mark:

Requirements	Description	Prospect	Existing Member
Minimum Requirements	Six important Minimum Requirements: <ul style="list-style-type: none">• Compliance with legislation• HR Requirements• H and S Requirements• Min \$1M business liability insurance• Qualification Standards• No serious misconduct	No membership until standard is met 	Time to resolve will be proportional to the assessed gaps It will be agreed in advance between MTA and the Member
Premises, Operational and Environmental Excellence - The “MTA Way”	Physical site expectations <ul style="list-style-type: none">• Roadside and external appearance• Reception and customer areas• Work areas• Presentation of staff, vehicles, invoices and all non-fixed public facing material Operational and Environmental Excellence <ul style="list-style-type: none">• Living the MTA Code of Ethics• Treatment of the Environment• Treatment of customer and staff	<div>65%</div> <div>pass mark required</div>	
The MTA Board will take into consideration all prospects and members and consider any borderline cases under a separate exceptions process where appropriate.			

An MTA prospect or member:

- may be physically audited at any time and
- will be audited (at least) once every three years
- may be asked to provide examples / self-assess to show standard achievement periodically

What happens if a member does not score 65% or above?

- If the organisation applying is a new prospect, MTA may decide to offer them a probationary type of membership, to help them get up to standard as soon as is practicable.
- If a member scores below 65%, MTA will work with the member to give them a 'hand-up' to drive-up their score. If the score is significantly below 65%, then the member may receive a censure from the

Board (under s.7.1 of MTA Bylaws). MTA will create a remediation policy with the member and follow-up to ensure they can comply within an agreed time period.

- If a member fails to make progress within a reasonable period, then the Board may notify the member of misconduct, either minor or serious (under s.5 of MTA Bylaws). A 'reasonable time period' will be determined by the type of problem that needs rectification – a legal requirement for example will need amending faster than something requiring time and cost but is not a legal requirement.
- The Board have the power to either grant or refuse membership and determine the basis on which it is granted, without having to give a reason. This decision will be final.

MTA Prospects and Members will be assessed in the following way

Minimum Requirements	
Checklist Form Requirements	Relevant authority
Compliance with NZ Legislation Y/N <ul style="list-style-type: none"> All relevant NZ Laws (including regulations and rules) 	http://legislation.govt.nz/
Human Resources <ul style="list-style-type: none"> Written contracts of employment for all staff Y/N Evidence of wage records Y/N Minimum wage is respected Y/N Have a time sheeting system and leave records that are kept up to date for all employees Y/N 	https://www.employment.govt.nz/
Health and Safety <ul style="list-style-type: none"> Applicants understand their health and safety requirements, ensure staff safety? Y/N A health and safety policy is in place Y/N A risk register is kept Y/N An incident reporting system Y/N Evidence that the system is being engaged with e.g. meetings held and minutes are kept Y/N 	https://worksafe.govt.nz/
Statutory \$1M public liability insurance <ul style="list-style-type: none"> Business has minimum \$1M public liability insurance? Y/N 	https://www.business.govt.nz/
Qualification Standards <ul style="list-style-type: none"> Services offered (mix of sub-sector and MTA product info) Qualifications and tools required Does business have qualified staff? (action list to rectify issues) - Y/N Does business have mandatory equipment/tools for services offered 	MTA Bylaws: <ul style="list-style-type: none"> s.3.10 Qualifications of staff s.3.11 Equipment Criteria Booklets: <ul style="list-style-type: none"> Collision, Repairer and Service Station: s.3.0 People Dealer: s.5.0 People
Evidence of serious misconduct? Y/N <ul style="list-style-type: none"> Breaches of MTA Rules and/or standards Failure to participate or adhere to MTA mediation Failure to adhere to tribunal ruling Illegal vehicle trading from premises Conviction of an offence punishable by imprisonment Declaration of bankruptcy / insolvency Become an unfit or improper person Suspension or revocation of an authority, license or approval issued by a government agency or Ministry Abuse of a customer or staff member Failure to pay annual membership fees but continuing to use MTA branding and/or MTA services 	MTA Bylaws s.5.2 Serious Misconduct
MINIMUM REQUIREMENTS MET? <input type="radio"/> Y <input type="radio"/> N	

MTA Prospects and Members will be assessed in the following way

Scored Requirements – The MTA Way		
Checklist Form Requirements		Relevant authority
Roadside and External Appearance (score must be 12/30)		
<ul style="list-style-type: none">• signage (8 points) - condition assessment• external building condition (8 points) - condition assessment• external building appearance (8 points) - condition assessment• access, parking and site surface condition (6 points) - condition: access, parking, surface condition, etc	MTA Rules and Bylaws <ul style="list-style-type: none">• Rules: s.9.0 Use of MTA Brand/Logo• Bylaws: s.3.12 Premises Criteria Booklets: <ul style="list-style-type: none">• Collision, Repairer and Service Station: s.4.0 Premises• Dealer: s.6.0 Premises	
Reception and customer areas (score must be 12/30)		
<ul style="list-style-type: none">• reception (24 points) - condition assessment• customer areas (design construction/facilities purpose/use) (6 points) - condition assessment	Criteria Booklets As above.	
Work areas (score must be 8/20)		
<ul style="list-style-type: none">• clean, well-organised, tidy and uncluttered (10 points) - condition assessment• permanent construction and suitable (4 points) - condition assessment• maintained in good condition and easily accessible (4 points) - condition assessment• complies with legislation (2 points) - ‘visual’ condition assessment	Criteria Booklets As above.	
Staff, vehicles, invoices and all non-fixed public facing material (score must be 8/20)		
<ul style="list-style-type: none">• staff (5 points) - condition assessment• vehicles (5 points) - condition assessment• invoices (5 points) - condition assessment• other (public facing material) (5 points) - condition assessment	Criteria Booklets: <ul style="list-style-type: none">• Collision, Repairer and Service Station: s.2.0• Dealer: s.4.0 Services honest, helpful, courteous and professional• Collision, Repairer: MTA Customer Promise, Code of Ethics and (Collision) Repairer Warranty	
Environmental (score out of 30)		
<ul style="list-style-type: none">• Section A: Water, Air Quality and spill procedures (20 points)• Section B: Waste Management, Energy Efficiency and Noise Pollution (10 points)	Environmental Standards: MTA Membership Standards Review Checklist	
Operational Excellence (score out of 20, no minimum)		
<ul style="list-style-type: none">• Customer complaints process (10 points)• Staff Training (10 points)	Criteria Booklets: <ul style="list-style-type: none">• Collision, Repairer: s.6.0, Service Station: 5.0, Dealer: s.7.0• Collision, Repairer and Service Station: s.3.0, Dealer: s.5.0	
Multiply Total By 0.66 (to get %)	Scored total:	/150
65% pass mark required to meet the standard.	Total Audit score:	%

Where a prospect or member is having trouble achieving the standard, MTA staff will do all they can to support and help you achieve it. They will provide hands-on help, guidance and support to get you above the line.

New Zealand Legislation

This list broadly covers the basics and is indicative of legislative requirements for businesses in the automotive sector. It is the responsibility of each member to determine their own legislative compliance requirements. For more general information visit <https://www.business.govt.nz/>

NZ Legislation	What does it cover?	Link	Responsible Crown Entity
Building Act (2004)	Sets out the rules for the construction, alteration, demolition and maintenance of new and existing buildings in New Zealand. It aims to improve control, encourage better design and construction and provide greater assurance for consumers.	Building Act	Building Performance guidance (Part of MBIE)
Consumer Guarantees Act (1993)	Consumer rights if there is a problem or service, they have purchased.	Consumer Guarantees Act	Ministry of Business Innovation and Employment www.mbie.govt.nz
Employment Relations Act (2000)	Provides the legal backdrop for all relationships between employees, employers and unions.	Employment Relations Act	Ministry of Business Innovation and Employment www.mbie.govt.nz
Fair Trading Act (1986)	Consumer rights if a business acts in an unfair or misleading way, including sales tactics and selling unsafe products.	Fair Trading Act	Ministry of Business Innovation and Employment www.mbie.govt.nz
Goods and Services Tax Act (1985)	GST is a tax of 15% on all goods, services and other items sold or consumed in New Zealand.	Goods and Services Tax Act	Inland Revenue Department https://www.ird.govt.nz/gst
Health and Safety at Work Act (2015)	A balanced framework to secure the health and safety of workers and the workplaces by protecting workers and other persons against harm to their health, safety and welfare by eliminating or minimising risks arising from work.	Health and Safety at Work Act	Worksafe NZ guidance
Hazardous Substances and New Organisms Act (1996)	Aim is to protect the environment, and the health and safety of people and communities, by preventing or managing the adverse effects of hazardous substances and new organisms.	Hazardous Substances Act	Worksafe NZ guidance
Food Act (2014)	Helps make sure that food sold throughout New Zealand is safe. A central feature of the Act is a sliding scale according to different business risk.	Food Act	Ministry of Primary Industries guidance
Mandatory RPSS waste products	Mandatory products under the Regulated Product Stewardship scheme.	Regulated Product Stewardship Scheme	Ministry for the Environment https://www.mfe.govt.nz/

Note: MTA members should seek professional advice where they are not sure of their responsibilities.

MTA Code of Ethics

MTA members have an enduring responsibility to operate their business in accordance with the MTA Code of Ethics:



THE MTA CODE OF ETHICS

Provide customers with high quality and honest service.

Work with integrity and adhere to MTA rules, by-laws and policies.

Ensure all business activities comply with relevant environmental laws and regulations.

Are good employers: complying with employment laws and providing training.

Ensure all advertising is accurate and not misleading.

Ensure all business dealings meet industry best practice.

Always work to positively promote the interests of the MTA brand.

Maintain accurate and proper financial and legal records and carry out all business transactions in a professional manner.

Price goods and services fairly and avoid deceptive pricing - adhere to relevant consumer laws.

Respond to all customer enquiries and seek to resolve any complaints.

Provide a safe work environment: considering staff wellbeing; managing stress; providing safe facilities, equipment and protection from hazardous substances; and providing safe work practices and ensuring they are always used and adhered to.

Proactively uphold MTA Standards and actively engage with requests by MTA to measure and maintain these standards.



MTA Repairer Membership Criteria

1. Advertising and information about services, vehicles and products is full, accurate and meets all statutory requirements

- 1.1 Advertising and signage clearly identifies the business as an MTA member.
- 1.2 All advertising, whether in media, websites, on-site information or in sales representations, is complete and accurate. Descriptions of vehicles, services and products are clear, in plain English, and are not ambiguous or misleading.

2. All services given are honest, helpful, courteous and professional. All business dealings are fair and ethical

- 2.1 Customer needs and budget are clearly identified. Where there are options for services or repairs, they are clearly explained. A clear estimate is provided to, and the target completion time is agreed with the customer.
- 2.2 When the customer requests temporary repairs (or limited repairs on a restricted budget) the limitations and implications of these repairs are fully explained and noted on the invoice. The scope of the warranty for these repairs is also explained. The customer's responsibilities are also explained (e.g., servicing obligations and costs of consumables).
- 2.3 The repairer only accepts jobs that they (i) have the qualifications, competence and equipment to do to a professional standard or (ii) subcontracts to a competent repairer.
- 2.4 All work and any variations are recorded and authorised by the customer before the work commences.
- 2.5 All services and repairs are to a professional standard.
- 2.6 Where second-hand parts are fitted by the MTA member the use of second-hand parts is authorised by the customer and the source is recorded on the worksheet and customer invoice
- 2.7 The invoice adequately explains who the work was undertaken for, the vehicle details and details of the work undertaken. The detail is proportionate to the cost and complexity of the job. If the warranty provided by the MTA repairer for repair is less

than the standard MTA Repairer Warranty (e.g. temporary work), the revised warranty will be recorded on the invoice.

- 2.8 Payment terms are clearly communicated.

Note – a sign in the reception area that is brought to the customer's attention is adequate.

- 2.9 Posters advertising the MTA Customer Promise are prominently displayed or available in the reception area.
- 2.10 Criticisms of colleagues: repairers and their staff are loyal to MTA and other MTA members. Where necessary, concerns are made to each other or through MTA, and not directly to customers.
- 2.11 All business transactions are fair, ethical and clear.
- 2.12 Any faults and complaints are discussed openly and, if justified, are fixed promptly. The member participates in good faith in the MTA mediation process and complies with MTA complaint and mediation policies.

3. People – members and their staff are competent and professional

- 3.1 All staff must be competent, as demonstrated by their qualifications or experience and be aware of the business's responsibilities under relevant consumer law.
- 3.2 The majority of businesses must employ at least one qualified person. For a general repair member, the default is at level 4 on the NZQA system, and/or an equivalent overseas qualification that has been cross referenced to the NZQA framework. The qualification must be appropriate to the services being offered by the business. In the case of a member category that may only require an alternate qualification, the services undertaken by that member will need to adhere to the qualification approved, e.g. where a Level 3 is accepted, the member shall not undertake work that requires the Level 4 qualification as a prerequisite of being approved as a general repairer. Where a qualification is from overseas and cannot be cross referenced by NZQA, it is up to the member to provide evidence of equivalency and/or competency for the overseas employee.

- 3.3 The member ensures positive staff management and development through:
- pre-employment checks
 - induction and initial training
 - supervision
 - demonstrating all staff members receive ongoing training and development opportunities where relevant and where they arise in the future
 - familiarity with obligations of MTA standards.

4. Premises are safe, professional, well presented, reflect positively on the MTA brand and allow for the quality servicing and repair of vehicles

- 4.1 The member must operate from premises, or part(s) thereof, that are of permanent construction and suitable for a motor industry activity. These premises must always be maintained to an acceptable standard throughout MTA membership.
- 4.2 The premises must comply with all health and safety, and all national and local authority requirements, including those for hazardous substances, resource consents and the environment.
- 4.3 Shared premises:
- where the member operates another motor industry business entity from the same premises, that business entity must also be an MTA member
 - where the member operates other nonmotor industry business/es from the same premises the other business/es must be easily identifiable as separate business/es with the MTA business entity displaying all relevant MTA signage
 - where other business/es not owned by the member, whether motor industry or not, are operated from the same premises, the other business/es must be easily identifiable as separate business/es with the MTA business entity displaying all relevant MTA signage
 - other businesses must not have a material effect upon or prevent the MTA business meeting all MTA standards.
- 4.4 Adjoining premises: the signage must clearly indicate which business(es) are MTA members.

- 4.5 The buildings are clean, well-organised, tidy, uncluttered, maintained in good condition and easily accessible. Up to date MTA signage should be prominently displayed and maintained in good condition.

- 4.6 Customer facilities:
- signage is professional and clear. For larger businesses, clear signposting directs customers to appropriate services
 - if practicable, customer facilities are provided and could include a reception area, car parking and clean customer toilets.
- 4.7 Equipment: the repairer meets the minimum equipment requirements for the appropriate specialty group(s). Tools and equipment are in good condition. Relevant equipment is maintained and certificated at the intervals recommended by the manufacturer.
- 4.8 Vehicles: any loan vehicle or vehicle displaying MTA or business signage must be tidy, licensed, warranted and insured. Any vehicle displaying MTA signage must comply with MTA brand guidelines.

5. Mobile services

- 5.1 Are adequate for the scope of work undertaken.
- 5.2 Have necessary equipment and parts.
- 5.3 Have necessary safety equipment.
- 5.4 Meet the national and local authority guidelines/requirements.
- 5.5 Have a written agreement with an MTA member allowing them to use that member's fixed premises for major repairs.

6. General requirements

- 6.1 Financial viability: The member is credit worthy.
- 6.2 If an MTA repairer is found against in any disputes tribunal or court, and an appeal is not lodged, the MTA repairer must abide by any order made by that tribunal or court.
- 6.3 The MTA Repairer Warranty in no way removes the customer's rights in terms of the Consumer Guarantees Act 1993.
- 6.4 Evidence of a process for handling customer complaints must be shown to MTA.



MTA Customer Promise for Repairer Members

1. We provide superior service

- We will only undertake work that has been authorised. You will be contacted should any additional work be required to complete your repair
- Your repair job will be completed on time – or you will be advised as early as possible of any delay and the reasons for it.

2. We stand by our work

- The MTA Repairer Warranty means that the MTA repairer will ensure that, during the period that the MTA Repairer Warranty is valid, any defects arising directly from a repair are remedied promptly.
- Validity periods are set out in the Warranty.

3. We work ethically

- We are backed up by the reputation of MTA, New Zealand's largest body of automotive businesses, including dealers, repairers, and fuel retailers
- MTA monitors our delivery of the above promises. Our membership depends on our performance
- Both you and your repairer have access to MTA's free and independent complaints mediation service, 0508 682 633.



MTA Repairer Warranty

1. What does the MTA Repairer Warranty mean?

The MTA Repairer Warranty is a **no-cost extra** provided to customers to give you confidence in the soundness of repairs carried out by MTA repairers. It is provided for a period lasting **the earlier of six months or 10,000km from the date of repair**. You have this in conjunction **with your rights under the Consumer Guarantees Act 1993**.

The MTA repairer will **remedy any defects arising directly from a repair** during the period that the MTA Repairer Warranty is valid (this may involve the MTA repairer covering the reasonable cost of parts and labour to remedy any defects in the repair or arising directly from the repair).

This Warranty is valid on the condition that, following the MTA Repairer's work, the **vehicle is not modified** beyond the manufacturer's original specifications and it has only been **used in an appropriate manner** considered normal use for that motor vehicle. The Warranty only applies to **parts supplied by the MTA Repairer**. **No further work** should be carried out to the initial repair **by another repairer** without first obtaining the MTA repairer's approval as this will invalidate the Warranty. Using the vehicle in **any form of racing competition also cancels coverage**.

Application to Heavy Vehicles

Large Heavy Vehicle (greater than 18 tonne GVM)

The period of validity of the Warranty where repairs are performed on a large heavy vehicle will be the earlier of six months, 30,000km, or 1,000 hours of engine running hours.

Small to Medium Heavy Vehicle (greater than 3,500kg GVM and less than 18 tonne GVM)

The period of validity of the Warranty where repairs are performed on a small to medium heavy vehicle will be the earlier of six months, 15,000km, or 500 hours of engine running hours.

2. Defining customer responsibilities

The customer must:

- ensure that the motor vehicle that has been repaired is not used in an inappropriate manner or used in any way that is considered 'not normal' use for that qualifying motor vehicle
- comply with the manufacturer's recommendations as to safety, maintenance and the operation of the motor vehicle that has been repaired
- contact the MTA Repairer immediately should a defect arise.

3. Process for remedying defects

- In the event that the MTA Repairer Warranty is valid and applicable and none of the exclusions apply so as to invalidate the warranty, the MTA Repairer may either carry out the remedial work themselves or nominate an MTA Repairer to carry it out
- If a defect arises in the motor vehicle that has been repaired the customer must immediately contact the MTA Repairer. The customer cannot have the qualifying motor vehicle repaired elsewhere without prior consent of the original Repairer. Failure to seek approval before the repairs commence will invalidate the MTA Repairer Warranty
- If the MTA Repairer is located in excess of 50 kilometres from the customer's home the original MTA Repairer will meet reasonable costs of transporting the vehicle
- If dismantling is required to assess whether the MTA Repairer Warranty applies, the customer will be reimbursed if the claim is valid. This means that the customer must initially authorise and pay for any dismantling and fault diagnosis
- Where work is carried out by any MTA Repairer, other than the original MTA Repairer, the customer, having obtained approval of the original MTA Repairer, must submit complete invoices to the original MTA Repairer which detail repairs, parts and labour together with any outwork.

4. If the warranty is disputed?

- In the event that the applicability of the MTA Repairer Warranty is disputed, or the customer is not satisfied with a repair, either party can contact the MTA Mediation Centre to outline the nature of the dispute. If it is not clear whether the MTA Repairer Warranty applies, or a customer is not satisfied with the repair, or the matter is complicated, the complaint will be considered by a panel appointed by MTA's CEO. The panel will consider all legislation relating to the dispute
- If it is not clear whether the MTA Repairer Warranty applies, or a customer is not satisfied

with the repair, or the matter is complicated, the complaint will be considered by a panel appointed by MTA's CEO. The panel will consider all legislation relating to the dispute

- If the panel concludes that the MTA Repairer Warranty applies, then the Repairer must honour the MTA Repairer Warranty. If the Repairer fails to do so then their MTA membership will be reviewed by the Board of Directors.

Note – the MTA Repairer Warranty in no way removes the customer's rights to repair, refund or replacement in terms of the Consumer Guarantees Act 1993.





National Contact Details

Members' toll free phone

0800 001 144

Phone

04 385 8859

Mediation Line

0508 682 633

Email

mta@mta.org.nz

Website

www.mta.org.nz

Facebook

[www.facebook.com/
motortradeassociation](http://www.facebook.com/motortradeassociation)

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13-27 Manners Street
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PO Box 9244
Marion Square
Wellington 6141

While we have done our best to ensure all information is correct, this is subject to change – we're always working on ways to bring you more value for your membership. If things do change, the latest details will be at **www.mta.org.nz**