

REPAIRCERT NZ UPDATE

Supporting New Zealand's Repair Certification Industry



UPDATE No. 11 | 5/08/2022

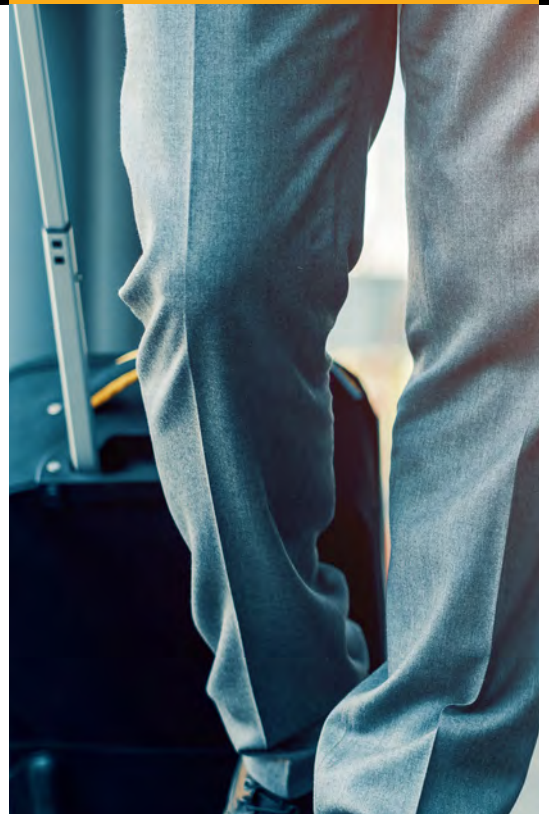
Roadshow Done and Dusted

We'd like to say a big thanks to all Repair Certifiers for participating in RepairCert NZ's first Roadshow, held throughout the country during July. Most of the Repair Certifiers were known to Marty Lane through his many I-CAR training courses over the years, but for Mike Gregory and Tony Johnson, many were new faces, and this was their first chance to begin the process of getting to know the Repair Certifiers.

“ From Tony: *“It can sound like a bit of a cliché, but it was genuinely great to meet you all at last. During my initial conversations with many of you late last year, the COVID lockdown put paid to a face-to-face meeting - especially with those further north – so it was really neat to meet up with the rest of you at last. I'm really confident that we'll resolve many of the problems you guys are constantly encountering – as long as we all understand that this is a five-year project. The key to success is working together, you guys constantly giving us good feedback and guidance, and all of us listening to each other's points of view. It's an exciting journey, and I'm really pleased to be a part of it.”*

“ From Mike: *“I really appreciated how engaged all the Repair Certifiers were with us. There was great interaction and great ideas from you all, and nice to meet you at last. And I'm really sorry if I gave any of you buggers COVID!”*

“ From Marty: *“I was always keen for the team at RepairCert NZ to get on the road and engage with our Repair Certifier community at the first available opportunity, and while it's been delayed somewhat by the COVID curse, to finally catch up with everyone was*



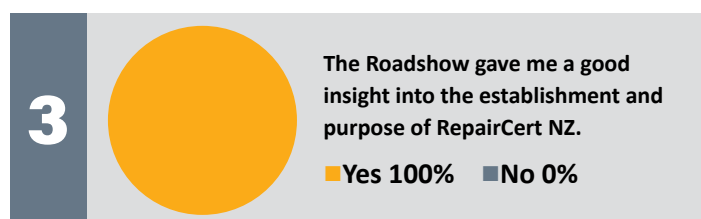
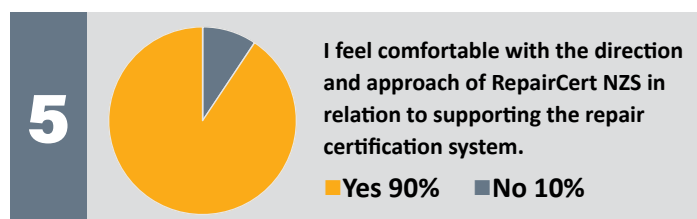
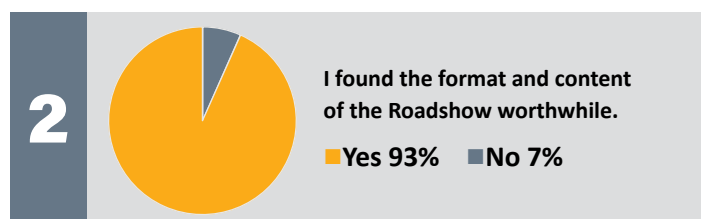
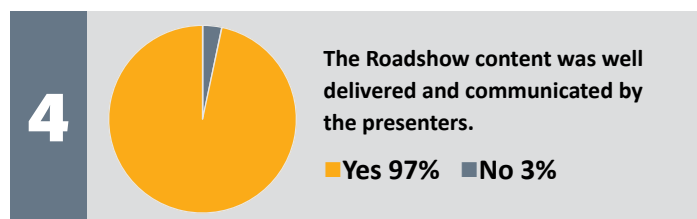
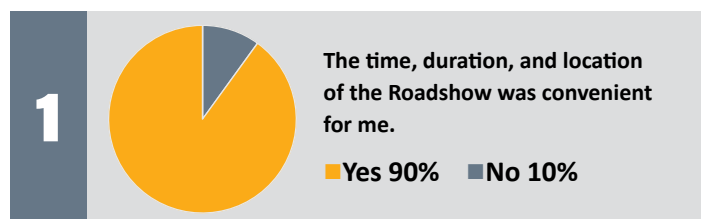
**NEW ZEALAND
ROADSHOW
DONE AND DUSTED**

hugely beneficial. In each of the regions visited, we received really good feedback and full engagement from all those in attendance, and we now have a really good understanding of what Repair Certifiers are crying out for, namely training and more training! I'm confident that our roadshow presentations have allayed many of the fears and misunderstandings that have crept into our industry over many years, and Repair Certifiers now understand that RepairCert NZ, in partnership with Waka Kotahi, is here to help and support Repair Certifiers to confidently provide consistent and appropriate outcomes for the benefit of all."



It's always hard to measure the success of things like this. We're all busy people, so there has to be good value in losing a day out of our lives. However, a quick survey we conducted after the training suggests that most Repair Certifiers found it useful. Many thanks to those who responded to the survey – thank you to those who provided positive feedback, and to those who indicated a lack of satisfaction, we'd be really pleased to understand how we could improve things for you into the future. Please feel free to let us know what we could do better – constructive criticism will help us all.

As stated during the Roadshow, from here-on, we'll be more focussed on technical subject matter for future training. ■



Learnings from the Roadshow for RepairCert NZ

There were four key areas where we were looking for specific feedback from Repair Certifiers, and we came away having learnt a lot. The topics were as follows:

LT308 Form

It became evident from the Repair Certifiers that there are a number of different forms used as a 'repair schedule' or 'work-instruction sheet', and that some Repair Certifiers used only an LT308, while others used some sort of repair schedule/work-instruction sheet in conjunction with an LT308.

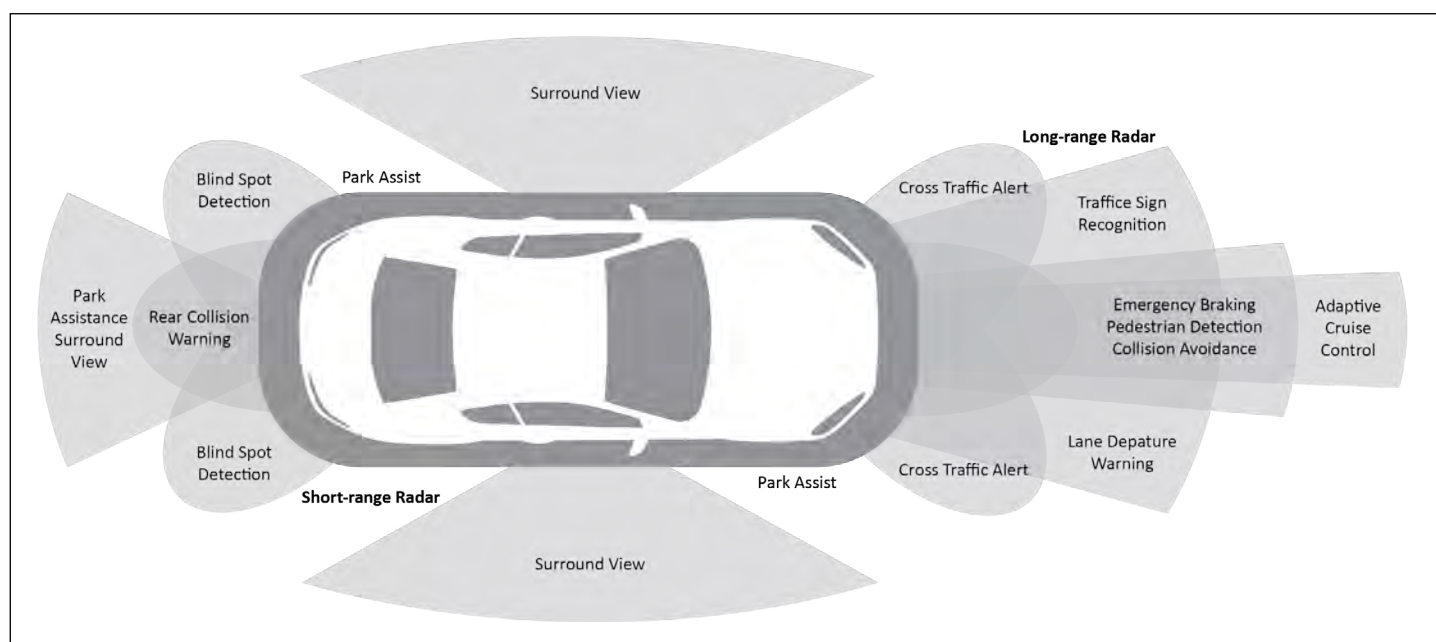
However, the great majority of Repair Certifiers were in favour of the idea of having a single page LT308 'statement of compliance', and then a separate repair schedule/work instruction sheet. For instance, In Auckland, every one of the 14 Repair Certifiers in attendance use a repair schedule/work-instruction sheet in addition to the LT308.

Many Repair Certifiers are frustrated with the duplication the current system creates, and are keen to have it streamlined.

The majority of Repair Certifiers were also in favour of standardised documents, rather than the many differing documents currently in use.

Great feedback from the Repair Certifiers on this subject – thanks very much. RepairCert NZ now has a clear direction on the best way to move forward on this project.

Training Content



There were common themes from Repair Certifiers in response to the question 'what are your priorities for training content'? The most commonly requested topics throughout the country were:

- ADAS (practical lets-see-what-it-looks-like training).
- Future technology that's coming (we need to stay a step ahead).
- Repairs to full-frame chassis (old vehicles and modern vehicles).
- Safe handling of high-voltage systems in electric and hybrid vehicles.
- Dealing with corrosion (particularly in old vehicles).
- MIG-steel welding, including practical tuition.
- Dealing with water-damage – with focus on sensible outcomes.
- Best-practice every-day repair work.

- The basics:
 - how to carry out an inspection
 - what a good certification file looks like
 - what are common mistakes, and how to avoid them.
- Detailed explanation of what requires repair certification (resolving current misalignment).
- Balancing safety with sensible, pragmatic, and cost-effective outcomes.
- Understanding PPSR documents.

This is great information, and it will enable us to start work straight away on building useful training content for future training sessions for Repair Certifiers. Thanks for the excellent feedback in this important area.

Training Format for the Future

As expected, there were mixed views on the frequency, duration, and time of day for future training sessions, but the majority of Repair Certifiers favoured two training sessions per year, each of one day's duration, and most had a preference to make it a full day each time. The view is that there's time and cost for Repair Certifiers associated with attending training, so let's get the most out of it by having a whole day rather than half a day. Again, great feedback.

Repair VIRM

We didn't get the detail we were hoping for in relation to the specific problems with the Repair VIRM, but there were a number of very general themes that came through loud and clear (and general themes are probably more important at this early stage), including that:

- The Repair VIRM is very difficult to use – it's too hard to find what you're looking for, it's not logically set out, the numbering system is confusing, and a lot of content is in the wrong place. All Repair Certifiers were very keen on any ways that could be found to make it easier to find what they're looking for in the Repair VIRM.
- There was wide-spread enthusiasm for the idea of separating the VIRM out into sections, or separate folders, such as Operational Documents, Technical Requirements, Forms, and Technical Bulletins.
- A lot of the Repair VIRM's technical requirements force the Repair Certifiers into making decisions which aren't sensible or logical, and which, in some cases, result in perfectly good vehicles becoming uneconomic to repair.
- Most Repair Certifiers agreed that the Repair VIRM would be more helpful if it was 'requirements-based' rather than 'reasons for rejection-based'.
- Most Repair Certifiers want the Repair VIRM in hard-copy form as well as an electronic copy.

These views and opinions match the experience of the RepairCert NZ staff also, so no-one is arguing with what you guys are saying about the Repair VIRM! ■

Glass Bonding Technical Bulletin Under Development



Marty Lane is in the early stages of developing a Glass Bonding Technical Bulletin, which is intended to provide best-practice guidance to Repair Certifiers and the repair industry on preparing for, and carrying out, the bonding of any bonded glazing (also known as 'fixed glazing').

It is intended that we will have a first draft of the Glass Bonding Technical Bulletin out to Repair Certifiers for review and comment within the next month.

In the meantime, if any Repair Certifiers have any particular thoughts about glass bonding (which could include problems you've experienced, clarification that's required, or aspects that you'd like to see guidance on) that you'd like to share with us for inclusion in the Technical Bulletin, please forward your comments through to NJ at nj@repaircert.nz by August 19, 2022. ■

Introducing New Nelson Repair Certifier Shane Chapman



We are pleased to announce the appointment of Shane Chapman to the Repair Certifier community. Shane is taking over from long-time Repair Certifier Neville Simpson, who will no doubt be looking forward to a stress-free retirement! Thanks for all you've done for the repair certification industry over the years Neville.

Shane is providing repair certification services in the Nelson-Marlborough region and is well-known amongst the local autobody repair industry as a highly-skilled 'hands on' structural repair technician. It's somewhat of a dilemma for the Nelson collision repair community though, as while Shane's appointment as a Repair Certifier in the region is welcomed, it also means that several local body shops that previously engaged Shane to repair some of their more complex structural jobs, will now have to look elsewhere!

Shane grew up in the Christchurch suburb of Aranui (also lovingly known as 'A Town'), and left school at the tender age of 15 to sign up with the Southern Institute of Technology (SIT) as a pre-trade student in panelbeating. Part of that pre-trade course was to gain work experience, and this was provided by Perfect Auto Body Ltd – a large, well-respected collision repair facility in the Sockburn area of Christchurch. They immediately recognised his potential and natural ability, and he was duly signed up as an apprentice at the completion of his entry course.

He remained with Perfect Autobody for five years before being lured away to the nearby Holden dealership (Blackwell Motors Ltd), which ran a large panel and paint shop that included truck repairs and painting. He would remain there for seven years before venturing out on his own and opening Chapman Auto Surgery in the North Canterbury township of Kaiapoi. He would work out of this site for a further three years before moving to sunny Nelson and contracting to Guthrie's Collision Repair Specialists, in addition to continuing to run his own business after hours.

Eventually, the Chapman Auto Surgery business developed into a contracting service for several of the larger collision repairers in Nelson, as well as repairing many insurance write-offs, and this is when Shane would meet and work closely with Neville Simpson.

After six busy years, and the imminent retirement of Neville as a Repair Certifier, in 2021 Shane made the brave decision to apply to be a Repair Certifier, and the rest, as they say, is history.

Shane has a passion for rugby league and is unashamedly addicted to old-school Holdens, and (currently) has eight in his collection. He and his partner have six children between them, ranging from four to 16 years in age, which would suggest that the challenges repair certification brings would pale into insignificance, in comparison to raising what is nowadays seen as a large family group!

“ Welcome aboard Shane ” ■