



AMBRA National Shop Grading Program



Foreword

To become an AMBRA accredited facility and meet the minimum requirements outlined in this document, your business should be a member of your state Trade Association.

To maintain the accreditation, your premises will be re-inspected at least every two years to ensure that compliance is maintained.

The Australian Motor Body Repairers Association believes that this document outlines a fair and equitable overview of the minimum compliance required to run a professional and well-equipped body repair business.

The Shop Grading process is as follows:

1. Read through the Shop Grading document
2. Choose the category you wish to apply for
3. Collect all the relevant information required as outlined in this self audit.
4. Contact your Association through an application Form or your Division Manager to arrange an audit of your business.
5. The Association will then invoice you for payment.
6. The audit will take place at your shop premises by an independent auditor.
A 100 per cent compliance is required.
7. Final approval will be made by the Body Repair Division Chairperson, the Body Repair Division Manager and one member of the Shop Grading Committee.
8. An agreement will be sent to members for signing together with a signage order form.

The audit will be conducted by a party approved by the state Association.

This agreement will commence for a two-year period from the date of the agreement being signed. The agreement will end after two years have expired from the date of the agreement being approved. The responsibility of renewing the agreement falls solely with the shop owner, at which point the process above must be followed.

At any point the member can apply for a higher or lower category. The Shop Grading process will need to be followed when applying for a different category.

Terms and Conditions

In applying and accepting the final approval (agreement) for your Shop Grading category, you are deemed to have read and agreed to the following terms and conditions:

Definition of Terms

1. **Agreement** refers to this agreement.
2. **Client, Member, you and your** refers to you, the person applying for the Shop Grading audit and accepting the terms and conditions.
3. **Independent auditor** means an auditor not in the employ of the MTA or the Member being audited.
4. **Party, parties or us** refers to both the client and ourselves, or either the client or ourselves.
5. **Privacy Law** means the Commonwealth Privacy Amendment (Private Sector) Act 2000 (CTH) and Regulations, and include any guidelines issued by the Privacy Commissioner from time to time.
6. **100 per cent compliance** – The program is designed to ensure both consumer and insurer confidence that the body repair shop grade applied for has been achieved and is being maintained. As such, to be successful in achieving a category, all requirements listed in the category must be satisfied. Throughout the document this is referred to as '100 per cent compliance'.

Privacy statement

We are committed to protecting your privacy. Only authorised employees of your state Association and Shop Grading Committee can use any information collected from individual members for the purpose of Shop Grading only.

All parties must observe Australian Privacy Laws.

Confidentiality

Client records are regarded as confidential and therefore will not be divulged to third parties unless legally required to do so by the appropriate authorities.

Charges and payment

The audit will incur an audit fee per visit. On the submission of the application form, an invoice from the Association will be sent to the Member. This invoice must be paid in full before the audit is to take place.

Signage

All signage must be displayed by the Member in a prominent position and may not be altered in any way. The Member will also be issued with a sign as appropriate. All signage remains the property of the Association.

Termination of agreements and refunds policy

Both the Member and the Association have the right to terminate the Shop Grading agreement. There will be no refund granted for monies paid during the agreement.

Availability

Unless otherwise stated, the Shop Grading process is only available to Members of the Association.

Copyright notice

Copyright and other relevant intellectual rights exist on all text to the Association services and the full content of the Shop Grading process.

Communication

Contact details for Shop Grading can be found on the Association's website.

Notification of changes

The Association reserves the right to change these terms and conditions from time to time as it sees fit. Updated Terms and Conditions will be outlined on the website

The member will notify the state Association in writing of any changes made to the shop if it affects the Shop Grading level.

Governing law

This agreement will be governed by any laws of the Commonwealth or State in which the business operates.

Motor Vehicle Insurance and Repair Industry (MVIRI) Code of Conduct

All Association Members are deemed signatories to the MVIRI Code of Conduct and must abide by the principles of the Code.

Complaints resolution

All Members must comply with the complaints resolution process as determined by the Association.

AGREEMENT FOR MTA SHOP GRADING LEVEL DETERMINATION

To be completed by the Association:

The Association has determined that the Shop Grade level for

_____ (name of shop)

is _____ (category achieved)

Association representative signature: _____

Association representative name: _____

Witness signature: _____

Witness name: _____

Date: _____

To be completed by the Association Member:

I _____ (member name)

accept the Shop Grading level determination made by the Association.

I have read and accept the terms and conditions of Shop Grading.

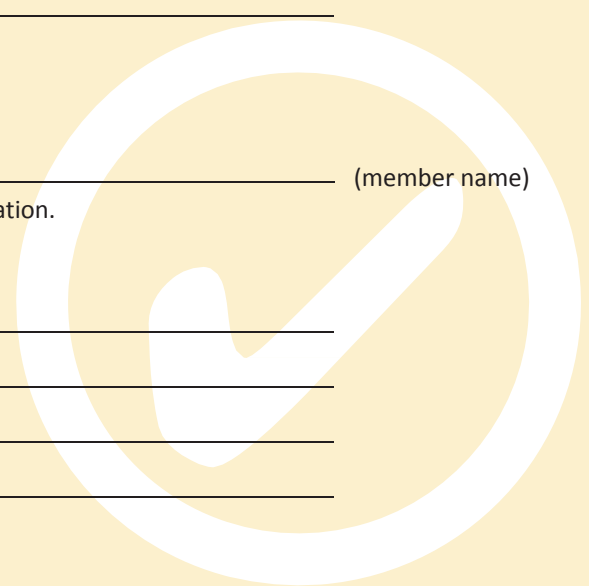
Member signature: _____

Member name: _____

Witness signature: _____

Witness name: _____

Date: _____



Category 1

This business can return vehicles to pre-accident condition which involves bolt-on panels, welded quarter panels, outer sill and outer beaver panels, radiator supports that require repair or replacement.

This business cannot repair or replace any:

- ☐ Structural area including rails and skirts, inner quarter panels, boot floors or rails, inner A and B pillars OR roof skin
- ☐ 4WD chassis
- ☐ Any aluminum panels including structural welded, bonded, riveted panels or carbon fibre
- ☐ Mechanical suspension components

100 per cent compliance to all sections must be achieved to receive Category 1 status.

GENERAL CRITERIA	YES	NO
That the business is appropriately registered in the state in which it operates.		
Meets Work, Health and Safety requirements. (repairer must have a documented or electronic WHS system)		
Meets environmental legislative requirements. (Green Stamp Plus Accreditation Level 2 or accredited equivalent)		
Has a fully ventilated and filtered booth.		
<p>Training Courses - minimum requirements.</p> <ul style="list-style-type: none"> ➤ Must have pass in selected course for each nominated technician ➤ Tradesperson to achieve I-Car Platinum Level, with an Estimator having 2 years. ➤ I-Car or equivalent training courses by an AMBRA recognised RTO. <p><u>COURSE Non-Structural</u></p> <p>FCR01 Fundamentals of Collision Repair</p> <p>CPS01 Corrosion Protection</p> <p>PLA03 Plastic and Composite Repair</p> <p>WSC04 Squeeze Type Resistance Spot Welding</p> <p>ADH01 Adhesive Bonding</p> <p>WSCA3 Welding Qualification Test – 3 Genre</p> <p><u>COURSE Estimator</u></p> <p>FCR01 Fundamentals of Collision Repair</p> <p>DAM10 Exterior Panels Damage Analysis</p> <p>BLU01 Blueprinting Process and Damage Discovery</p> <p><u>Must be completed within 2 years:</u></p> <p>DAM07 Damage Analysis of Advanced Automotive Systems</p> <p>DAM08 Advanced Material Damage Analysis</p> <p>CPS01 Corrosion Protection</p> <p>FOM01 Automotive Foams</p> <p>CYC01 Overview of Cycle Time Improvements for the Collision Repair Process</p> <p>DAM11 Restraint Systems Damage Analysis</p> <p>POP01 Collision Repair for Select High Volume Vehicles</p>		
<p>Has chassis aligning equipment that is capable of a simple pull and can measure at least six points of a simultaneously, and of using a universal jig system.</p> <p><input type="checkbox"/> Type, model number, etc.</p>		
Access to the documented manufacturer's technical specifications including those supplied by other industry recognized agencies or authorities.		
Access to a realistic times guide.		
Welding certification – if at audit less than two years advance license then proof supplied with follow up at license expiry required.		
<p>Bonded glass removal equipment or appropriate licensed company.</p> <p>License number _____</p>		
Basic scan tool.		
Has infra-red drying capabilities.		

INSPECTION CHECKLIST

Workshop Equipment

Assessment		Criteria	Additional Information
WELDING AND PANEL BONDING EQUIPMENT			
(Ensure power supply is sufficient to enable welder to work at maximum efficiency.)			
Yes	No	Invertor spot welder, which is fully automated.	Type: _____ Serial number: _____
Yes	No	Bronze silica welder.	Type: _____ Serial number: _____
Yes	No	Invertor MIG welder.	Type: _____ Serial number: _____
GENERAL EQUIPMENT			
Yes	No	A current Refrigerant Handling License or contract air conditioning work to an appropriately licensed individual or company.	Accreditation No: _____
Yes	No	Hoist.	Type: _____ Serial No: _____
Yes	No	A radiator pressure tester	
Yes	No	One welding screen, as appropriate	
Yes	No	Storage facilities for vehicle parts when removed from vehicles, once under repair.	
AIR SUPPLY EQUIPMENT			
Yes	No	Air purifying equipment that is certified as per regulations. (attach appropriate State Legislation paperwork)	
PREPARATION AREA			
Yes	No	Preparation area set aside from booths.	
CLEANING EQUIPMENT			
Yes	No	General cleaning equipment.	
Yes	No	An approved solvent disposal system documented disposal/licensed contractor.	
Yes	No	A dedicated detailing area with high pressure cleaner.	
PAINT MIXING EQUIPMENT			
Yes	No	Access to data reference service from paint supplier.	
Yes	No	Electronic tinting machine and manuals.	
Yes	No	MSDS should be made available in hardcopy where it is provided from the supplier or readily accessible electronically at all times. (MSDS remain subject to ongoing legislative changes)	

SAFETY AND PROTECTION EQUIPMENT			
Yes	No	As per PPE register.	
Premises			
Assessment	Criteria		Additional Information
PANEL BEATING AREA			
Yes	No	A weatherproof concrete-floored building.	
Yes	No	Dust Extraction System. (area to be well ventilated sufficient to remove dust and toxic fumes)	
Yes	No	Sufficient lighting to cope with normal and predictable circumstances. (artificial lighting)	
Yes	No	Suitable means of localising sparks (splatter mats or screens), fire blanket.	
PAINT SHOP AREA			
Yes	No	To be weatherproof/concrete floored building.	
Yes	No	Work in progress shall have convenient access to natural light for colour matching.	
Yes	No	Ventilated and secured paint storage and mixing area that complies with Occupational Safety and Health requirements.	
Yes	No	Cleaning activities that ensure used areas are well maintained.	
Yes	No	Spray-gun cleaning machine.	
SECURITY			
Yes	No	The accreditation requires Members to provide a facility that ensures every effort is made to provide safe and secure storage of vehicles as required to meet insurance compliance.	
Refinish			
Assessment	Criteria		Additional Information
Yes	No	In line breathable air filters as per regulations	
Yes	No	Booth maintenance as per manufacturers specifications. (documented evidence required)	
Yes	No	Automated stirring facility. (Allowance is made for waterborne and non-stir solvents)	
Yes	No	Tinting formula reference guides.	
Yes	No	Comprehensive product range reference material.	

ADMINISTRATION			
Yes	No	Fully integrated computerised quoting package designed to effectively suit the requirements of the business. Consideration shall be given to quoting, invoicing, record retention, data backup.	
Yes	No	ABN or ACN Number: _____	
Yes	No	Current copy of WorkCover certificate.	
CUSTOMER FACILITIES			
Yes	No	Reception access shall ensure that the customer is not required to enter restricted or dangerous areas.	
Yes	No	The presentation and decorum of staff in contact with the customer shall project the company's professional image.	
Yes	No	Sufficient control over noise level will be maintained to ensure suitable customer comfort when reading, writing, talking, listening or using the telephone.	
Yes	No	Shall provide a designated waiting area that is clean, neat, tidy, presentable, and well lit. It shall also have floor coverings, window treatments, reception-quality tables and chairs and be well ventilated.	
Yes	No	The premises and surrounding areas should be neat and well maintained.	
Yes	No	Provide clean and easily accessible toilets for clients.	
Yes	No	Shall provide customer parking.	
Parts Receiving Area			
Assessment	Criteria		Additional Information
Yes	No	Shall have a parts receipting system.	
Insurance			
Assessment	Criteria		Additional Information
Yes	No	Shall have Public Liability Insurance minimum cover of \$10 million. Minimum shall be the equivalent required to meet Government contracts.	A certificate of currency is required to be available for inspection.

Category 2

This business can return vehicles to pre-accident condition which involves bolt -on panels, repair and replace welded panels including all structural skirt rails, A and B inner and outer quarter panels and floors.

This business can bolt on aluminum panels and repair mechanical suspension; 4WD chassis.

This business can not repair or replace any aluminum welded, bonded or riveted, including carbon fibre.

100 per cent compliance to all sections must be achieved to receive Category 2 status.

GENERAL CRITERIA	YES	NO
That the business is appropriately registered in the state in which it operates.		
Meets Work, Health and Safety requirements. (repairer must have a documented or electronic WHS system)		
Meets environmental legislative requirements. (Green Stamp Plus Accreditation Level 3 or accredited equivalent)		
Has a fully ventilated and filtered booth.		
<p>Training Courses - minimum requirements.</p> <ul style="list-style-type: none"> ➤ Must have pass in selected course for each nominated technician ➤ Tradesperson to achieve I-Car Platinum Level, with an Estimator having 2 years. ➤ I-Car or equivalent training courses by an AMBRA recognised RTO. <p><u>COURSE Structural</u></p> <p>SPS07 Steel Unitised Structures Technology and Repair</p> <p>SPS09 Best Practices for High Strength Steel Repairs</p> <p>ADH01 Adhesive Bonding</p> <p>WSC04 Squeeze Type Resistance Spot Welding</p> <p>SSS01 Structural Straightening Steel</p> <p>WSCA3 Welding Qualification Test – 3 Genre</p> <p><u>COURSE Estimator</u></p> <p>Must be completed within 1 year:</p> <p>FCR01 Fundamentals of Collision Repair</p> <p>DAM10 Exterior Panels Damage Analysis</p> <p>DAM08 Advanced Material Damage Analysis</p> <p>BLU01 Blueprinting Process and Damage Discovery</p> <p>DAM07 Damage Analysis of Advanced Automotive Systems</p> <p>Must be completed within 2 years:</p> <p>SPS07 Steel Unitised Structures Technology and Repair</p> <p>CPS01 Corrosion Protection</p> <p>DAM12 Steel Structures Damage Analysis</p> <p>SPS09 Best Practices for High Strength Steel Repairs</p> <p>RES02 Advanced Restraint Systems</p>		
Has chassis alignment capabilities include multi pulling, universal jig system with compatible print-outs, web-based access to data including current updates.		
Welding certification – if at audit less than two years advance license then proof supplied with follow up at license expiry required.		
Access to the documented manufacturer's technical specifications including those supplied by other industry recognized agencies or authorities.		
Access to a realistic times guide.		
Has infra-red drying capabilities.		
Bonded glass removal equipment or appropriate licensed company. License number _____		
Scan tool.		

INSPECTION CHECKLIST

Workshop Equipment

Assessment	Criteria	Additional Information
WELDING AND PANEL BONDING EQUIPMENT (Ensure power supply is sufficient to enable welder to work at maximum efficiency.)		
Yes	No	Invertor spot welder, which is fully automated. Type: _____ Serial number: _____
Yes	No	Bronze silica welder. Type: _____ Serial number: _____
Yes	No	Invertor MIG welder. Type: _____ Serial number: _____
GENERAL EQUIPMENT		
Yes	No	A current Refrigerant Handling License or contract air conditioning work to an appropriately licensed individual or company. Accreditation No: _____
Yes	No	Hoist. Type: _____ Serial No: _____
Yes	No	A radiator pressure tester.
Yes	No	One welding screen.
Yes	No	Storage facilities for vehicle parts when removed from vehicles once under repair.
Yes	No	Induction heater.
AIR SUPPLY EQUIPMENT		
Yes	No	Air purifying equipment that is certified as per regulations. (attach appropriate State Legislation paperwork)
PREPARATION AREA		
Yes	No	Preparation area set aside from booths.
CLEANING EQUIPMENT		
Yes	No	General cleaning equipment.
Yes	No	An approved solvent disposal system documented disposal/ licensed contractor.
Yes	No	A dedicated detailing area with high pressure cleaner.

PAINT MIXING EQUIPMENT			
Yes	No	Access to data reference service from paint supplier.	
Yes	No	Electronic tinting machine and manuals.	
Yes	No	MSDS should be made available in hardcopy where it is provided from the supplier or readily accessible electronically at all times. (Note: MSDS remain subject to ongoing legislative changes.)	
SAFETY AND PROTECTION EQUIPMENT			
As per PPE register.			
Premises			
Assessment	Criteria		Additional Information
PANEL BEATING AREA			
Yes	No	A weatherproof concrete-floored building.	
Yes	No	Dust Extraction System. (area to be well ventilated sufficient to remove dust and toxic fumes)	
Yes	No	Sufficient lighting to cope with normal and predictable circumstances (artificial lighting).	
Yes	No	Suitable means of localising sparks (splatter mats or screens), fire blanket.	
Yes	No	Sealed concrete floor with suitable areas specially characterised for major body alignment and accurate body measurement.	
PAINT SHOP AREA			
Yes	No	To be weatherproof/concrete floored building.	
Yes	No	Work in progress shall have convenient access to natural light for colour matching.	
Yes	No	Ventilated and secured paint storage and mixing area that complies with Occupational Safety and Health requirements.	
Yes	No	Cleaning activities that ensure used areas are well maintained.	
Yes	No	Spray-gun cleaning machine.	
SECURITY			
Yes	No	The accreditation requires Members to provide a facility that ensures every effort is made to provide safe and secure storage of vehicles as required to meet insurance compliance.	
Refinish			
Assessment	Criteria		Additional Information
Yes	No	In line breathable air filters as per regulations	
Yes	No	Booth maintenance as per manufacturers specifications. (documented evidence required)	

Yes	No	Automated stirring facility. (allowance is made for waterborne and non-stir solvents)	
Yes	No	Tinting formula reference guides.	
Yes	No	Comprehensive product range reference material.	
ADMINISTRATION			
Yes	No	Fully integrated computerised quoting package designed to effectively suit the requirements of the business. Consideration shall be given to quoting, invoicing, record retention, data backup.	
Yes	No	ABN or ACN Number: _____	
Yes	No	Current copy of WorkCover certificate.	
CUSTOMER FACILITIES			
Yes	No	Reception access shall ensure that the customer is not required to enter restricted or dangerous areas.	
Yes	No	The presentation and decorum of staff in contact with the customer shall project the company's professional image.	
Yes	No	Sufficient control over noise level will be maintained to ensure suitable customer comfort when reading, writing, talking, listening or using the telephone.	
Yes	No	Shall provide a designated waiting area that is clean, neat, tidy, presentable, and well lit. It shall also have floor coverings, window treatments, reception-quality tables and chairs and be well ventilated.	
Yes	No	The premises and surrounding areas should be neat and well maintained.	
Yes	No	Provide clean and easily accessible toilets for clients that are separate from workshop employee facilities.	
Yes	No	Shall provide customer parking.	
Yes	No	Must provide undercover pick-up and quoting area.	
Parts Receiving Area			
Assessment		Criteria	Additional Information
Yes	No	Shall have a parts receipting system.	
Yes	No	Shall have a designated parts area.	
Insurance			
Assessment		Criteria	Additional Information
Yes	No	Shall have Public Liability Insurance minimum cover of \$10 million. Minimum shall be the equivalent required to meet Government contracts.	A certificate of currency is required to be available for inspection.

Category 3

This business can return vehicles to pre-accident condition which involves bolt -on panels, repair and replace welded panels including all structural skirt rails, A and B inner and outer quarter panels and floors.

This business can replace and/or repair mechanical suspension; 4WD chassis and non-structural aluminum panels.

This business can not repair or replace structural aluminum including carbon fibre.

100 per cent compliance to all sections must be achieved to receive Category 3 status.

GENERAL CRITERIA	YES	NO
That the business is appropriately registered in the state in which it operates.		
Meets Work, Health and Safety requirements. (repairer must have a documented or electronic WHS system)		
Meets environmental legislative requirements. (Green Stamp Plus Accreditation Level 3 or accredited equivalent)		
Has a fully ventilated and filtered booth.		
Training Courses - minimum requirements. ➤ Must have pass in selected course for each nominated technician. ➤ Need I-Car Platinum Level in each category (Structural, Aluminium & Estimator). ➤ I-Car or equivalent training courses by an AMBRA recognised RTO. <u>COURSE Structural</u> SPS07 Steel Unitised Structures Technology and Repair ADH01 Adhesive Bonding WSC04 Squeeze Type Resistance Spot Welding SPS10 Replacement of Steel Unitised Structures SSS01 Structural Straightening Steel WSCA3 Welding Qualification Test – 3 Genre <u>COURSE Aluminium</u> DAM05 Aluminium Panels and Structures Damage Analysis APR01 Aluminium Panel Repair and Replacement MEA01 Measuring ALI01 Aluminium Intensive Vehicle Repairs WCA03 Welding Training & Certification: Aluminium GMA (MIG) Welding <u>COURSE Estimator</u> FCR01 Fundamentals of Collision Repair DAM10 Exterior Panels Damage Analysis DAM08 Advanced Material Damage Analysis BLU01 Blueprinting Process and Damage Discovery SPS09 Best Practices for High Strength Steel Repairs DAM07 Damage Analysis of Advanced Automotive Systems RES02 Advanced Restraint Systems DAM05 Aluminium Panels and Structures Damage Analysis ADH01 Adhesive Bonding APR01 Aluminium Panel Repair and Replacement		
Self-piercing riveting tool		
Has chassis alignment capabilities include multi pulling, manufacturer-specific or universal jig system with compatible print-outs, web-based access to data including current updates.		
Welding certification – if at audit less than two years advance license then proof supplied with follow up at license expiry required.		

Access to the documented manufacturer's technical specifications including those supplied by other industry recognized agencies or authorities.		
Access to a realistic times guide.		
Has infra-red drying capabilities.		
Bonded glass removal equipment or appropriate licensed company. License number _____		
Scan tool.		
Aluminium bay can be dedicated or a suitable area partitioned by plastic curtains. Tools include aluminium dent puller, aluminium vacuum system. Full set of dedicated aluminium hand tools only and a crack detection kit.		

INSPECTION CHECKLIST

Workshop Equipment

Assessment	Criteria	Additional Information
WELDING AND PANEL BONDING EQUIPMENT (Ensure power supply is sufficient to enable welder to work at maximum efficiency.)		
Yes	No	Invertor spot welder, which is fully automated. Type: _____ Serial number: _____
Yes	No	Bronze silica welder. Type: _____ Serial number: _____
Yes	No	Invertor MIG welder. Type: _____ Serial number: _____
Yes	No	Aluminium welder. Type: _____ Serial number: _____
GENERAL EQUIPMENT		
Yes	No	A current Refrigerant Handling License or contract air conditioning work to an appropriately licensed individual or company. Accreditation No: _____
Yes	No	Hoist. Type: _____ Serial No: _____
Yes	No	A radiator pressure tester.
Yes	No	One welding screen.
Yes	No	Storage facilities for vehicle parts when removed from vehicles once under repair.
Yes	No	Induction heater.

AIR SUPPLY EQUIPMENT			
Yes	No	Air purifying equipment that is certified as per regulations. (attach appropriate State Legislation paperwork)	
PREPARATION AREA			
Yes	No	Preparation area set aside from booths.	
CLEANING EQUIPMENT			
Yes	No	General cleaning equipment.	
Yes	No	An approved solvent disposal system documented disposal/ licensed contractor.	
Yes	No	A dedicated detailing area with high pressure cleaner.	
PAINT MIXING EQUIPMENT			
Yes	No	Access to data reference service from paint supplier.	
Yes	No	Electronic tinting machine and manuals.	
Yes	No	MSDS should be made available in hardcopy where it is provided from the supplier or readily accessible electronically at all times. (Note: MSDS remain subject to ongoing legislative changes.)	
SAFETY AND PROTECTION EQUIPMENT			
Yes	No	As per PPE register.	
Premises			
Assessment	Criteria		Additional Information
PANEL BEATING AREA			
Yes	No	A weatherproof concrete-floored building.	
Yes	No	Dust Extraction System. (area to be well ventilated sufficient to remove dust and toxic fumes)	
Yes	No	Sufficient lighting to cope with normal and predictable circumstances (artificial lighting).	
Yes	No	Suitable means of localising sparks (splatter mats or screens), fire blanket.	
Yes	No	Sealed concrete floor with suitable areas specially characterised for major body alignment and accurate body measurement.	
Yes	No	Cleaning activities that ensure used areas are well maintained.	
PAINT SHOP AREA			
Yes	No	To be weatherproof/concrete floored building.	
Yes	No	Work in progress shall have convenient access to natural light for colour matching.	
Yes	No	Ventilated and secured paint storage and mixing area that complies with Occupational Safety and Health requirements.	
Yes	No	Spray-gun cleaning machine.	

SECURITY			
Yes	No	The accreditation requires Members to provide a facility that ensures every effort is made to provide safe and secure storage of vehicles as required to meet insurance compliance.	
Refinish			
Assessment		Criteria	Additional Information
Yes	No	In line breathable air filters as per regulations	
Yes	No	Booth maintenance as per manufacturers specifications. (documented evidence required)	
Yes	No	Automated stirring facility. (allowance is made for waterborne and non-stir solvents)	
Yes	No	Tinting formula reference guides.	
Yes	No	Comprehensive product range reference material.	
ADMINISTRATION			
Yes	No	Fully integrated computerised quoting package designed to effectively suit the requirements of the business. Consideration shall be given to quoting, invoicing, record retention, data backup.	
Yes	No	ABN or ACN Number: _____	
Yes	No	Current copy of WorkCover certificate.	
CUSTOMER FACILITIES			
Yes	No	Reception access shall ensure that the customer is not required to enter restricted or dangerous areas.	
Yes	No	The presentation and decorum of staff in contact with the customer shall project the company's professional image.	
Yes	No	Sufficient control over noise level will be maintained to ensure suitable customer comfort when reading, writing, talking, listening or using the telephone.	
Yes	No	Shall provide a designated waiting area that is clean, neat, tidy, presentable, and well lit. It shall also have floor coverings, window treatments, reception-quality tables and chairs and be well ventilated.	
Yes	No	The premises and surrounding areas should be neat and well maintained.	

Yes	No	Provide clean and easily accessible toilets for clients that are separate from workshop employee facilities.	
Yes	No	Shall provide customer parking.	
Yes	No	Must provide undercover pick-up and quoting area.	
Yes	No	Dedicated coffee machine and refreshments for customer.	
Parts Receiving Area			
Assessment		Criteria	Additional Information
Yes	No	Shall have a parts receipting system.	
Yes	No	Shall have a designated parts area.	
Insurance			
Assessment		Criteria	Additional Information
Yes	No	Shall have Public Liability Insurance minimum cover of \$10 million. Minimum shall be the equivalent required to meet Government contracts.	A certificate of currency is required to be available for inspection.

Category 4 Manufacturer Approved Repairer

This business can return vehicles to pre-accident condition which involves all types of repair and replacement, including all structures and materials.

100 per cent compliance to all sections must be achieved to receive Category 4 status.

GENERAL CRITERIA	YES	NO
That the business is appropriately registered in the state in which it operates.		
Meets Work, Health and Safety requirements. (repairer must have a documented or electronic WHS system)		
Meets environmental legislative requirements. (Green Stamp Plus Accreditation Level 3 or accredited equivalent)		
Has a fully ventilated and filtered booth.		
<p>Training Courses - minimum requirements.</p> <ul style="list-style-type: none"> ➤ Must have pass in selected course for each nominated technician. ➤ Need I-Car Platinum Level in each category (Structural, Aluminium & Estimator). ➤ I-Car or equivalent training courses by an AMBRA recognised RTO or specific Vehicle Manufacturer training. <p><u>COURSE Structural</u></p> <p>SPS07 Steel Unitised Structures Technology and Repair</p> <p>ADH01 Adhesive Bonding</p> <p>WSC04 Squeeze Type Resistance Spot Welding</p> <p>SPS10 Replacement of Steel Unitised Structures</p> <p>SSS01 Structural Straightening Steel</p> <p>WSCA3 Welding Qualification Test – 3 Genre</p> <p><u>COURSE Aluminium</u></p> <p>DAM05 Aluminium Panels and Structures Damage Analysis</p> <p>APR01 Aluminium Panel Repair and Replacement</p> <p>MEA01 Measuring</p> <p>ALI01 Aluminium Intensive Vehicle Repairs</p> <p>WCA03 Welding Training & Certification: Aluminium GMA (MIG) Welding</p> <p><u>COURSE Estimator</u></p> <p>FCR01 Fundamentals of Collision Repair</p> <p>DAM10 Exterior Panels Damage Analysis</p> <p>DAM08 Advanced Material Damage Analysis</p> <p>BLU01 Blueprinting Process and Damage Discovery</p> <p>SPS09 Best Practices for High Strength Steel Repairs</p> <p>DAM07 Damage Analysis of Advanced Automotive Systems</p> <p>RES02 Advanced Restraint Systems</p> <p>DAM05 Aluminium Panels and Structures Damage Analysis</p> <p>ADH01 Adhesive Bonding</p> <p>APR01 Aluminium Panel Repair and Replacement</p>		
Self-piercing riveting tool.		
Has chassis alignment capabilities include multi pulling, manufacturer-specific or universal jig system and/or computerised measuring with compatible print-outs, web-based access to data.		
Welding certification – if at audit less than two years advance license then proof supplied with follow up at license expiry. Manufacturer specific welding courses		

Access to the documented manufacturer's technical specifications including those supplied by other industry recognized agencies or authorities.		
Ability to access repair information from OEM/manufacturers.		
Access to a realistic times guide.		
Has infra-red drying capabilities.		
Dedicated detailing area with high pressure cleaner.		
Bonded glass removal equipment or appropriate licensed company. License number _____		
Scan tool		
Aluminium bay can be dedicated or a suitable area partitioned by plastic curtains. Tools include aluminium dent puller, aluminium vacuum system. Full set of dedicated aluminium hand tools only and a crack detection kit.		

INSPECTION CHECKLIST

Workshop Equipment

Assessment	Criteria	Additional Information
WELDING AND PANEL BONDING EQUIPMENT (Ensure power supply is sufficient to enable welder to work at maximum efficiency.)		
Yes	No	Invertor spot welder, which is fully automated. Type: _____ Serial number: _____
Yes	No	Bronze silica welder. Type: _____ Serial number: _____
Yes	No	Invertor MIG welder. Type: _____ Serial number: _____
Yes	No	Aluminium welder. Type: _____ Serial number: _____
GENERAL EQUIPMENT		
Yes	No	A current Refrigerant Handling License or contract air conditioning work to an appropriately licensed individual or company. Accreditation No: _____
Yes	No	Hoist. Type: _____ Serial No: _____
Yes	No	A radiator pressure tester.

Yes	No	One welding screen.	
Yes	No	Storage facilities for vehicle parts when removed from vehicles once under repair.	
Yes	No	Scan tool.	
Yes	No	Induction heater.	
AIR SUPPLY EQUIPMENT			
Yes	No	Air purifying equipment that is certified as per regulations. (attach appropriate State Legislation paperwork)	
PREPARATION AREA			
Yes	No	Preparation area set aside from booths.	
CLEANING EQUIPMENT			
Yes	No	General cleaning equipment.	
Yes	No	An approved solvent disposal system documented disposal/ licensed contractor.	
Yes	No	A dedicated detailing area with high pressure cleaner.	
PAINT MIXING EQUIPMENT			
Yes	No	Access to data reference service from paint supplier.	
Yes	No	Electronic tinting machine and manuals.	
Yes	No	MSDS should be made available in hardcopy where it is provided from the supplier or readily accessible electronically at all times. (Note: MSDS remain subject to ongoing legislative changes.)	
SAFETY AND PROTECTION EQUIPMENT			
Yes	No	As per PPE register.	
Premises			
Assessment	Criteria		Additional Information
PANEL BEATING AREA			
Yes	No	A weatherproof concrete-floored building.	
Yes	No	Dust Extraction System. Area to be well ventilated sufficient to remove dust and toxic fumes.	
Yes	No	Sufficient lighting to cope with normal and predictable circumstances (artificial lighting).	
Yes	No	Suitable means of localising sparks (splatter mats or screens), fire blanket.	
Yes	No	Sealed concrete floor with suitable areas specially characterised for major body alignment and accurate body measurement.	

PAINT SHOP AREA			
Yes	No	To be weatherproof/concrete floored building.	
Yes	No	Work in progress shall have convenient access to natural light for colour matching.	
Yes	No	Ventilated and secured paint storage and mixing area that complies with Occupational Safety and Health requirements.	
Yes	No	Cleaning activities that ensure that used areas are well maintained.	
Yes	No	Spray-gun cleaning machine.	
SECURITY			
Yes	No	The accreditation requires Members to provide a facility that ensures every effort is made to provide safe and secure storage of vehicles as required to meet insurance compliance.	
Refinish			
Assessment		Criteria	Additional Information
Yes	No	In line breathable air filters as per regulations	
Yes	No	Booth maintenance as per manufacturers specifications. (documented evidence required)	
Yes	No	Automated stirring facility. (allowance is made for waterborne and non-stir solvents)	
Yes	No	Tinting formula reference guides.	
Yes	No	Comprehensive product range reference material.	
ADMINISTRATION			
Yes	No	Fully integrated computerised quoting package designed to effectively suit the requirements of the business. Consideration shall be given to quoting, invoicing, record retention, data backup.	
Yes	No	ABN or ACN Number: _____	
Yes	No	Current copy of WorkCover certificate.	
CUSTOMER FACILITIES			
Yes	No	Reception access shall ensure that the customer is not required to enter restricted or dangerous areas.	
Yes	No	The presentation and decorum of staff in contact with the customer shall project the company's professional image.	
Yes	No	Sufficient control over noise level will be maintained to ensure suitable customer comfort when reading, writing, talking, listening or using the telephone.	

Yes	No	Shall provide a designated waiting area that is clean, neat, tidy, presentable, and well lit. It shall also have floor coverings, window treatments, reception-quality tables and chairs and be well ventilated.	
Yes	No	Dedicated coffee machine and refreshments for customers.	
Yes	No	The premises and surrounding areas should be neat and well maintained.	
Yes	No	Provide clean and easily accessible toilets for clients that are separate from workshop employee facilities.	
Yes	No	Shall provide designated customer parking	
Yes	No	Must provide undercover pick-up and quoting area.	
Parts Receiving Area			
Assessment		Criteria	Additional Information
Yes	No	Shall have a parts receipting system.	
Yes	No	Shall have a designated parts area.	
Insurance			
Assessment		Criteria	Additional Information
Yes	No	Shall have Public Liability Insurance minimum cover of \$10 million. Minimum shall be the equivalent required to meet Government contracts.	A certificate of currency is required to be available for inspection.

Category 5 Heavy Vehicle Repairer

This business is capable of repairing heavy vehicles that exceed 4.5 tonnes.

The following criteria has been established by the Australian Heavy Vehicle Repairers Association (AHVRA). All queries relating to this category should be directed to (02) 9016 9000 or mail@ahvra.com.au.

GENERAL CRITERIA	YES	NO
Conditions <ul style="list-style-type: none"> ➤ Proven record of repairs to one or more of the following categories: <ul style="list-style-type: none"> ▪ Light rigid vehicles ▪ Medium rigid vehicles ▪ Large rigid vehicle and/or Prime Movers ▪ Trailers ➤ Minimum of 5 years trading in the Heavy Vehicle Repair Industry 		
Premises <p>The repair facility must be visually presentable with good customer facilities, well equipped and fully functional.</p>		
Minimum Requirements. <p>Administration</p> <ul style="list-style-type: none"> ➤ Business computer system ➤ WHS compliant ➤ Waste management procedures ➤ Sufficient insurance cover ➤ Acceptable presentation ➤ Adequate insurance cover (\$20 million public liability) <p>Workshop Facilities</p> <ul style="list-style-type: none"> ➤ Fibreglass area ➤ Aluminium repair area ➤ Preparation bays ➤ Wash bay ➤ Compliant paint room ➤ Detail / delivery bay ➤ Secure premises <p>Staff</p> <ul style="list-style-type: none"> ➤ Licensed crane and/or forklift operator ➤ Estimator ➤ Foreman / Leading Hand ➤ Engineering tradesperson (mechanical) ➤ Panel Beaters ➤ Spray Painters ➤ Workshop Manager ➤ Engineering tradesperson (fabrication) <p>Workshop Equipment</p> <ul style="list-style-type: none"> ➤ Fuel log and storage ➤ Parts bins/racks ➤ Bonnet / cabin / sleeper / axle / chassis stands ➤ Cab jig ➤ Lifting spreader bars 		

Workshop Equipment (continued)

- Floor jacks / vehicle jacks / heavy vehicle
- Forklift and/or crane (minimum 4 tonne)
- Spot welder / MIG welder / TIG welder
- Oxy acetylene LP gas
- Plasma cutter
- Heat inductor
- Headlight focusing equipment
- Parts cleaner
- Portable trestles
- Hydraulic press
- Slings / chains / ropes (tested and tagged)
- Steam cleaner
- Heavy vehicle hoist or inspection pit or a method to allow under vehicle inspection and repairs
- Riveting tools

Paint

- Compliant baking oven (minimum 17m long by 5m wide x 5m high)
- Air feed spray hoods
- Portable dust extraction
- Colour dialing and spray out cards
- Gun wash
- HVLP spray guns or equivalent

Chassis

- Approved heavy vehicle chassis alignment and straightening equipment
- Chassis alignment equipment
- Porta power ram set (minimum 1 x 20 tonne)