



Helping New Zealanders Build & Modify Safe Vehicles

LVV Operating Requirements Schedule

Chapter 7 LVV Certifier Conduct & Service

Version 12 | Effective from 1 December 2025



Approval Record

Signed in accordance with clause 1.3(5) of the Low Volume Vehicle Code of LVVTA, on by:			
New Zealand Transport Agency		Low Volume Vehicle Technical Association	
Name	Signature	Name	Signature
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Amendment Record

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Note 1	The first ten amendment processes to the LVV ORS (Amendment #s 1-10), carried out between August 2003 and June 2017, were made to the complete ORS document. From Amendment # 11 (which is Version 12, issued 1 November 2025), amendments are carried out to individual chapters.		
Note 2	Text highlighted in grey shows amendments that have been made subsequent to the previous version of this chapter, and a grey vertical stroke to the left of the text denotes important new or changed information (which may include information which has been removed).		

About the LVV Operating Requirements Schedule

The LVV Operating Requirements Schedule (LVV ORS), and its sub-set of LVV ORS chapters (the chapters) set out the operational systems and processes which enables the LVV certification system to function effectively. Whereas the *Low Volume Vehicle Code* provides the legal platform upon which the LVV certification system operates, the LVV ORS provides robust operational systems and processes to ensure that LVV certification outcomes are consistent, fair, transparent, and of a high quality.

Author, Publisher, & Owner

This chapter is authored, published, and owned by the Low Volume Vehicle Technical Association Incorporated (LVVTA). LVVTA is an incorporated society established in 1992, that represents a group of specialist automotive organisations (in turn representing approximately 150,000 members) who are dedicated to ensuring that vehicles, when scratch-built or modified, meet the highest practicable safety standards.

The information in this chapter has stemmed from work undertaken by LVVTA founding member organisations that commenced in 1989 and has been progressively developed as an integral part of the New Zealand Government’s land transport regulatory system, by agreement and in consultation with the New Zealand Transport Agency (NZTA).

As a result, the considerable experience in specialist certification management built up by LVVTA and the specialist automotive member groups over the past several decades can be of benefit to members of the New Zealand public who also wish to build or modify motor vehicles.

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Availability & Current Version

This chapter is printed and distributed by LVVTA, and is available to the public free of charge from the LVVTA website; www.lvvta.org.nz.

Note that printed copies of this chapter, like any other printed LVVTA documents, may have been superseded by a later version and become out of date.

Therefore, this and all other LVVTA documents should not be relied upon without first ensuring that the version number (on the right-hand side of the header above) is the current version – please visit the LVV ORS area of www.lvvta.org.nz to check that this chapter is in fact the latest version.

User's Feedback

This chapter is constantly undergoing an evolutionary development process in order to keep pace with changing trends and technology. To assist in this, LVVTA invites users of the chapter to engage in an ongoing consultation process with us by making submissions for any changes, additions, or clarifications which might improve the chapter, at any time.

Any submissions made via this rolling consultation process will be thoroughly considered, and incorporated, where appropriate, at the next available amendment opportunity.

Submissions should be made to submission@lvvta.org.nz, with the name of this chapter in the Subject line.

Legal Status & Copyright

This chapter is incorporated by reference, as an integral part of the *Low Volume Vehicle Code*, within *Land Transport Rule: Vehicle Standards Compliance 2002*.

The content of this chapter remains the property of LVVTA, and no part may be reproduced without LVVTA's written consent.

Disclaimer

LVVTA has made all reasonable efforts to provide sound and correct advice, based on the historical knowledge and best practice experiences of all parties involved in the development and production of this chapter.

However, no responsibility or liability is accepted by LVVTA for any error or omission, or any loss suffered by any person relying directly or indirectly on this chapter. Any person who builds or modifies a motor vehicle accepts that there may be some associated risks, and does so in the full knowledge of this, and accepts full responsibility for their own actions.

Contents

Subject		Page #
Purpose of this Chapter		5
Section 1 – General Conduct		5
1.1	Introduction	5
1.2	General conduct expectations	5
Section 2 – Independence and Conflict of Interest		6
2.1	Introduction	6
2.2	Independence	6
2.3	Conflict of interest	6
Section 3 – Customer Service		7
3.1	Introduction	7

3.2	Efficient and fair service expectations	7
3.3	Refusal to certify	7
Section 4 – Interregional Certification		8
4.1	Introduction	8
4.2	Interregional travel for LVV certification	8
Section 5 – Communications		9
5.1	Introduction	9
5.2	LVVTA's lines of communication	9
5.3	LVV Certifier communications with LVVTA	10
5.4	LVV Certifier communications with NZTA and the public	10
5.5	Confidentiality of communications	11
5.6	LVVTA referral to NZTA	11
Section 6 – NZTA Code of Conduct		11
6.1	Compliance with NZTA Code of Conduct	11
Terms & Definitions for Chapter 7		11
APPENDIX 1 – NZTA SPECIALIST CERTIFIER CODE OF CONDUCT		14

Chapter 7:

LVV Certifier Conduct & Service

Purpose of this Chapter

The purpose of this LVV Operating Requirements Schedule chapter (the chapter) is to explain the obligations of an LVV Certifier in relation to:

- general conduct, including in relation to avoiding conflicts of interest; and
- expected provision of service to the motoring public and modification industry; and
- protocols around communication with LVVTA and NZTA.

This chapter should be read in conjunction with *LVV ORS Chapter 13: LVV Complaint & Performance Management*.

Italics are used throughout this chapter when referencing 'external documents' that are not part of this chapter.

Section 1 General Conduct

1.1 Introduction

LVV Certifiers are appointed agents of the NZ Transport Agency (NZTA), and are operating in a professional capacity. As such, a high standard of ethics and conduct is expected in relation to their LVV certification activities. LVV Certifiers are expected to operate responsibly, efficiently, and with a high degree of professionalism.

1.2 General conduct expectations

1.2(1) An LVV Certifier must, in relation to all LVV certification activities:

- behave honestly, ethically, and with integrity; and
- operate with professionalism and responsibility; and
- provide an efficient and reliable service to the motoring public and modification industry; and
- treat all other participants in the LVV certification system with courtesy and respect (see Note 1 below); and
- comply with all technical and operational requirements specified by, and as directed by, LVVTA and NZTA; and
- commit to, support, and uphold the LVV certification system (see Note 2 below); and
- continue to meet, after appointment as an LVV Certifier, the personal and business attributes criteria specified in *section 3 of LVV ORS Chapter 5: LVV Certifier Application & Appointment* (see Note 3 below).

Note 1 The participants within the LVV certification system, as referred to in 1.2(1)(d), are (other than the LVV Certifiers) the customers, the LVVTA, and NZTA.

Note 2 'Supporting and upholding the LVV certification system', as referred to in 1.2(1)(f), includes the LVV Certifier's conduct in relation to NZTA, LVVTA, and the LVV certification system, both in person, and online.

Note 3 *LVV ORS Chapter 5: LVV Certifier Application & Appointment*, as referred to in 1.2(1)(g), is available to the public electronically, free of charge, from the LVVTA website www.lvvta.org.nz

Section 2 Independence and Conflict of Interest

2.1 Introduction

LVV Certifiers are appointed agents of the NZ Transport Agency (NZTA) and are operating in a professional capacity. As such, they are expected to maintain complete independence in relation to all of their LVV certification activities.

Land Transport Rule: Vehicle Standards Compliance 2002 requires, except for specific circumstances which are detailed in *LVV ORS Chapter 8: LVV Certification Inspection Procedures*, an LVV Certifier to maintain complete independence during every LVV certification inspection.

This means that an LVV Certifier must not LVV certify any vehicle in which a professional or financial interest exists.

‘Professional interest’ refers to a vehicle that an LVV Certifier has personally worked on. In other words, LVV Certifiers cannot certify a vehicle that they have modified or built, or have been heavily involved in the build or modification process. Professional interest also includes a situation where someone else has carried out the modification or construction work, but that person is under the care, custody, or control of the LVV Certifier.

Similarly, ‘financial interest’ refers to a vehicle that the LVV Certifier, or a family member of the LVV Certifier, owns. It would be unethical for an LVV Certifier to certify a vehicle in which a financial interest exists, as there is a clear conflict of interest in this situation.

2.2 Independence

2.2(1) An LVV Certifier must, in relation to all LVV certification activities maintain total and complete independence with all decision-making (see Note 1 below).

Note 1 The requirement specified in 2.2(1) does not apply to a mentoring situation specified in *LVV ORS Chapter 13: LVV Complaint & Performance Management*, which is available to the public electronically, free of charge, from the LVVTA website www.lvvta.org.nz

2.3 Conflict of interest

2.3(1) An LVV Certifier must not carry out an LVV certification on a vehicle (see Notes 1 to 4 below):

- (a) in which a financial or personal conflict of interest exists, particularly in relation to their own vehicle, or a family member’s vehicle; or
- (b) in which a professional conflict of interest exists, particularly in relation to a vehicle where any modifications or construction features have been carried out by either:
 - (i) the LVV Certifier personally; or
 - (ii) a person, company, or organisation who the LVV Certifier is employed by, or is under the care, custody, or control of; or
 - (iii) a person who is employed by, or under the care, custody, or control of the LVV Certifier.

Note 1	'Financial interest' as referred to in 2.3(1)(a), includes where an LVV Certifier, or a close family member of the LVV Certifier, has a partial ownership of the vehicle being LVV certified.
Note 2	The requirement specified in 2.3(1)(b)(ii) means that an LVV Certifier cannot be in a position where the LVV Certifier's 'customer' is also, for example, the LVV Certifier's 'employer'.
Note 3	The requirement specified in 2.3(1)(b)(iii) means an LVV Certifier cannot LVV certify a vehicle which has been modified or built by a staff member or contractor, or by a business owned by the LVV Certifier.
Note 4	2.3(1)(a) is not intended to preclude an LVV Certifier from providing advice or solutions to a customer, providing that the LVV Certifier has not carried out the modifications (beyond any remedial work allowed for in <i>LVV ORS Chapter 8: LVV Certification Inspection Procedures</i>).

Section 3 Customer Service

3.1 Introduction

As appointed agents of the NZ Transport Agency (NZTA) operating in a commercial and regulatory environment, LVV Certifiers are expected to provide a service to their customers that is fair, efficient, and timely.

3.2 Efficient and fair service expectations

3.2(1) An LVV Certifier is required to (see Notes 1 and 2 below):

- (a) provide a reliable and efficient service to members of the motoring public and the vehicle modification industry; and
- (b) charge a fair and reasonable hourly rate for their professional services; and
- (c) have and use telephone answer-phone services and email, and return calls or emails in a timely manner; and
- (d) in the case of being unavailable for an extended period such as holidays, provide contact details for an alternative LVV Certifier available to any persons enquiring about, or requiring, LVV certification services during that time; and
- (e) in the case of a dispute arising between the LVV Certifier and a member of the motoring public, engage with the member of the public using either:
 - (i) the complaints processes specified in *LVV ORS Chapter 13: LVV Complaint & Performance Management*; or
 - (ii) the *LVVTA Complaints Form*.

Note 1	The 'fair and reasonable hourly rate' referred to in 3.2(1)(b) should take into consideration an LVV Certifier's fixed and operating over-heads, and also unpaid 'down-time' associated with attending training, continuously improving their LVV certification skills, and time spent providing advice and support to the vehicle modification and construction community.
Note 2	The <i>LVVTA Complaints Form</i> , as referred to in 3.2(1)(e)(ii), is available to the public electronically, free of charge, from the LVVTA website www.lvta.org.nz

3.3 Refusal to certify

3.3(1) An LVV Certifier must not refuse to inspect a low volume vehicle, unless the LVV Certifier either:

- (a) does not have the appropriate LVV certification category relevant to the type of vehicle or modification involved (see Note 1 below); or

- (b) believes that in order to certify the vehicle, the LVV Certifier would be operating outside of their area of expertise (see Note 1 below); or
- (c) believes that their personal safety may be compromised, by any factors associated with undertaking the LVV certification.

Note 1 In the case that 3.3(1)(a) or (b) applies, the LVV Certifier must refer the vehicle owner to an appropriately experienced and authorised LVV Certifier.

Section 4 Interregional Certification

4.1 Introduction

One of LVVTA's responsibilities is to strike the right balance in LVV Certifier volume in each geographical area in New Zealand, both relating to initial appointments, and then continuing on post-appointment.

The right balance must be found between ensuring that there are sufficient LVV Certifiers within any given geographical region so as to provide a good service to the motoring public and modification industry, whilst at the same time ensuring that the LVV Certifiers all achieve sufficient work to 'stay sharp' and remain economically viable. By 'staying sharp', we mean that the more LVV certifications LVV Certifiers do, the more familiar they become with the vast range of highly complex technical requirements that they are required to understand and apply.

There will be times when there is benefit to all parties by having an LVV Certifier operate on an interregional basis, and times when such interregional operation, unchecked, will compromise the opportunity for an existing LVV Certifier to gain experience, become sharp, and stay sharp.

4.2 Interregional travel for LVV certification

4.2(1) Unless prior written approval from LVVTA is provided, an LVV Certifier must not (see Notes 1 to 4 below):

- (a) travel to provide LVV certification services outside the LVV Certifier's geographic region of operation, which is defined as within 75 kilometres from the LVV Certifier's nominated address; or
- (b) relocate to a geographic region outside that for which the appointment is made and continue to provide LVV certification services.

Note 1 The requirement in 4.2(1) is in place to avoid the potential for an experienced LVV Certifier to be lost to a region as a result of another LVV Certifier beginning operations in the area – either on an interregional travel or permanent basis.

Interregional travel presents a number of risks to the LVV certification system, in particular where, due to time and distance constraints, certification re-checks can become uneconomic for the customer, and LVV Certifiers become pressured to bypass important steps in their process.

Note 2 The increased pressure this can place on both LVV Certifiers introduces the risk of operational shortcuts being made, a reduction in safety, and ultimately a reduction of LVV certification services available, especially if the incoming LVV Certifier is not appointed for the same range of LVV certification categories. The outcome of this can be increased costs to the public due to the need for bringing in out-of-town LVV Certifiers.

For this reason, LVVTA will only support interregional travel in order to provide a satisfactory level of safety and service in an area that does not have sufficient LVV Certifier coverage.

Note 3 The nominated addresses for LVV Certifiers is publicly available, from the LVVTA website www.lvvta.org.nz

Note 4 A diagram of LVV Certifier geographic regions is available to LVV Certifiers in the LVV Certifiers' section of the LVVTA website www.lvvta.org.nz

- 4.2(2) If prior written approval from LVVTA is provided, as specified in 4.2(1), for an LVV Certifier to travel outside of their geographic region of operation to provide LVV certification services, the travelling LVV Certifier must (see Notes 1 and 2 below):
- (a) make themselves available to mentor the LVV Certifier resident in the region, if desired by the resident LVV Certifier; and
 - (b) provide LVV certification services only on the specific vehicles listed in the written approval from LVVTA.

Note 1 In considering whether the written approval in 4.2(2) will be granted, LVVTA will take into account the level of service provided to the area in question by the resident LVV Certifier (where one is present), and the level of knowledge and expertise in the particular vehicle and modification type that the resident LVV Certifier possesses.

Note 2 The reason the option of mentoring exists is to improve the overall level of LVV certification service to the public by providing another method for LVV Certifiers to gain experience in the LVV certification of modification and vehicle types outside of that which they are familiar, or where they have related experience that can be built upon. It is up to the two LVV Certifiers as to how they wish to structure this mentoring – whether this is achieved as a joint certification, or whether the resident LVV Certifier simply watches over the shoulder of the visiting LVV Certifier.

Section 5 Communications

5.1 Introduction

LVVTA provides various forms of technical and operational support and help to LVV Certifiers to enable them to carry out their difficult work in a way that continuously increases the overall quality of LVV certification inspections, and which continuously increases the consistency of LVV certification inspections from LVV Certifier to LVV Certifier.

This support revolves around communications, which includes the provision of written information to all LVV Certifiers, and individual telephone and email contact on a case-by-case basis, as considered necessary to ensure safe and compliant LVV certification outcomes.

Following correct lines of communication are important for consistency of information flow, and to avoid incorrect or conflicting advice being given and unnecessary wasted time.

There are established lines of communication that enable information to be provided correctly and consistently, and to enable relevant information or problems to be identified and communicated by LVVTA to all LVV Certifiers. This sub-section sets out the appropriate lines of communication to be followed by an LVV Certifier.

5.2 LVVTA's lines of communication

- 5.2(1) LVVTA will provide technical and operational support and advice on all matters relating to the application of the *LVV Code* to LVV Certifiers, the vehicle modification industry, participating organisations, and the motoring public, via newsletter, telephone, email, and other electronic means (see Notes 1 and 2 below).

Note 1 LVVTA maintains a social media presence across various platforms, which is used to promote public awareness of the LVV system, and foster engagement. LVVTA also provides a forum on its website to enable members of the motoring public to ask questions and receive answers, and to enable LVV Certifiers to communicate directly with each other.

Note 2 The *LVV Code*, as referred to in 5.2(1), is available to the public electronically, free of charge, from the LVVTA website www.lvvta.org.nz

- 5.2(2) LVVTA will relay any information that NZTA wishes to communicate to the LVV Certifiers on its behalf, either electronically or via periodic *LVVTA Newsletters*.

5.3 LVV Certifier communications with LVVTA

- 5.3(1) An LVV Certifier is required to have, or have access to, and use, e-mail to assist in communication between the LVV Certifier and LVVTA.
- 5.3(2) In order to obtain advice, guidance, information, or a determination in relation to a low volume vehicle or any LVV matter, including LVV Electronic Data Plate-related issues, LVV File Review-related issues, technical issues, and complaints, LVV Certifiers are required to direct their communications, in all cases, to LVVTA (see Notes 1 and 2 below).

Note 1 Information about LVV Electronic Data Plates, as referred to in 5.3(2), is contained in *LVV ORS Chapter 12: LVV Certification Plates & Labels*, which is available to the public electronically, free of charge, from the LVVTA website www.lvvta.org.nz

Note 2 Information about LVV File Reviews, as referred to in 5.3(2), is contained in *LVV ORS Chapter 10: LVV File Review System*, which is available to the public electronically, free of charge, from the LVVTA website www.lvvta.org.nz

- 5.3(3) An LVV Certifier, when communicating with LVVTA, is required to communicate:
- (a) directly, rather than via any administrative persons employed by the LVV Certifier; and
 - (b) in a professional, courteous, and non-confrontational manner; and
 - (c) in a spirit of co-operation and willingness at all times, sharing the same end goal as LVVTA in the correct application of the LVV certification system, so as to provide consistently safe and compliant certification outcomes.
- 5.3(4) An LVV Certifier must not:
- (a) directly contact a member of the LVVTA Technical Advisory Committee unless authorised to do so by an LVVTA technical staff-member (see Note 1 below); or
 - (b) publicly criticise LVVTA, NZTA, or other LVV Certifiers (see Note 2 below).

Note 1 The LVVTA Technical Advisory Committee (TAC), as referred to in 5.3(4)(a), is a support mechanism for LVVTA rather than any individual person, and any communications between an LVV Certifier and the LVVTA TAC must be via an LVVTA staff-member who is responsible for TAC communications.

Note 2 As referred to in 5.3(3)(c), an LVV Certifier is required to maintain a spirit of co-operation and goodwill in their communications with LVVTA. Note that while LVVTA welcomes constructive feedback, publicly airing grievances serves only to disenfranchise and alienate both parties from each other. LVVTA has internal processes in place to help resolve conflict.

5.4 LVV Certifier communications with NZTA and the public

- 5.4(1) An LVV Certifier must not:
- (a) directly contact a staff member of NZTA about any technical matters relating to LVV certification (see Note 1 below); or
 - (b) refer a member of the public to LVVTA to discuss any matters which are between the LVV Certifier and LVVTA, unless by prior arrangement with LVVTA.

Note 1 The reason for the requirement specified in 5.4(1)(a) is to prevent any potential for conflict in advice being provided by LVVTA staff and NZTA staff. It is agreed between NZTA and LVVTA that LVVTA, as the developer of the *LVV Standards* and associated technical requirements, is responsible for the provision of technical support to LVV Certifiers.

Where it is necessary for any technical matter to be communicated to, or discussed with, NZTA, LVVTA must be the conduit by which the communication or discussion takes place.

5.5 Confidentiality of communications

- 5.5(1) An LVV Certifier must not disclose any information provided by LVVTA, or forward any correspondence between LVVTA and the LVV Certifier, if the requirement for confidentiality is stated on the correspondence, to any other person or organisation without permission from LVVTA (see Note 1 below).

Note 1 Where LVVTA has provided permission to forward information or correspondence to an outside party, as referred to in 5.5(1), any individual names and contact details within the information or correspondence must be removed.

5.6 LVVTA referral to NZTA

- 5.6(1) LVVTA may refer a matter directly to NZTA, in the case where:
- (a) LVVTA is of the opinion, based on the *LVV Certification File* provided, that there is reason to believe an LVV Certifier has knowingly LVV certified a low volume vehicle which is unsafe; or
 - (b) an LVV Certifier provides a poor level of service to the public; or
 - (c) an LVV Certifier behaves in an unprofessional or inappropriate way to either:
 - (i) a member of the public; or
 - (ii) an LVVTA staff member.

Section 6 NZTA Code of Conduct

6.1 Compliance with NZTA Code of Conduct

- 6.1(1) NZTA provides an *NZTA Specialist Certifier Code of Conduct* which an LVV Certifier must (see Note 1 below):
- (a) sign upon appointment as an LVV Certifier; and
 - (b) always diligently follow while performing their LVV certification services.

Note 1 A sample *NZTA Specialist Certifier Code of Conduct* is provided in APPENDIX 1 at the back of this chapter.

Terms & Definitions for Chapter 7

Applicable requirements	means any technical or operational requirement referred to in the <i>LVV Code</i> which an LVV must comply with in order to be approved for LVV certification.
Compliant	(also known as compliance) means a condition where evidence exists that an LVV complies with the applicable requirements specified in the <i>LVV Code</i> .
Conflict of interest	means a situation where an LVV Certifier’s personal interest in something which could impact their professional responsibilities, or ability to remain objective.
Financial interest	means a situation where an LVV Certifier could benefit from a positive monetary or asset outcome as a result of LVV certification decisions, beyond the normal LVV certification fees the LVV Certifier would charge.

Independence	means operating in a manner which avoids any conflict of interest, financial interest, or professional interest.
Inspection	means the vehicle inspection process specified in <i>section 2.4, 2.5, and 2.6</i> of the <i>LVV Code</i> , carried out by an LVV Certifier during the LVV certification of a low volume vehicle.
Interregional operation	means the practice of providing LVV certification services in areas outside of the geographical region for which the LVV Certifier is appointed.
LVV	(Low Volume Vehicle) means, in simple terms, vehicles which are modified or scratch-built in small numbers, and includes individually modified or scratch-built vehicles. The full definition of an LVV is contained in the <i>LVV Code</i> .
LVV Base Forms	(Low Volume Vehicle Base Forms) means the set of Forms used by an LVV Certifier as part of their inspection of an LVV which are common to all LVV certifications.
LVV Certification	(Low Volume Vehicle Certification) means the process specified by the <i>LVV Code</i> , by which the design of an LVV is determined to comply with any applicable requirements, and, in recognition of which, an LVV EDP is affixed.
LVV Certification File	(Low Volume Vehicle Certification File) means the set of documents, including the <i>LVV Base Forms, LVV Inspection Form-sets</i> , supporting information, and photographic record, which an LVV Certifier is required to collate during an LVV certification inspection process, and submit to LVVTA upon completion.
LVV Certifier	(Low Volume Vehicle Certifier) means a person appointed by NZTA under the provisions of <i>Land Transport Rule: Vehicle Standards Compliance 2002</i> , to carry out certification of modified and scratch-built LVVs, as specified by <i>Part 2</i> of the <i>LVV Code</i> .
LVV Certify	(Low Volume Vehicle Certify) means the same as LVV certification.
LVV Code	(Low Volume Vehicle Code or the Code) means an LVVTA document which is incorporated by reference into the <i>Land Transport Rule: Vehicle Standards Compliance 2002</i> , and all applicable individual <i>Land Transport equipment rules</i> , that provides the legal framework to enable the LVV certification of modified and scratch-built LVVs in New Zealand.
LVV EDP	(Low Volume Vehicle Electronic Data Plate) is an RFID tag, in use from February 2021, fitted to an LVV upon completion of the LVV certification process, which when scanned by an NFC-capable device, displays details and photographs of the modifications and construction features on the LVV to which it is affixed.
LVV File Review System	(Low Volume Vehicle File Review System) means a comprehensive desk-top auditing process applied by LVVTA to a specified percentage of <i>LVV Certification Files</i> submitted by LVV Certifiers, upon completion of their LVV certifications, as an additional step in ensuring safety and compliance of LVVs.
LVV Inspection Form-set	(Low Volume Vehicle Inspection Form-set or LVV Form-set) means the check-sheets used by an LVV Certifier to guide and record their inspection of an LVV, and confirm compliance with applicable requirements.
LVV ORS	(Low Volume Vehicle Operating Requirements Schedule or ORS) means the document, incorporated by reference under the <i>LVV Code</i> , which provides LVVTA's operational processes and systems necessary to meet applicable requirements. The <i>LVV ORS</i> sets out the obligations and responsibilities of LVVTA, and the LVV Certifiers.

LVVTA	(Low Volume Vehicle Technical Association) is an incorporated society comprised of specialist vehicle associations. Established in 1992, its objectives are to represent the interests of vehicle modifiers and builders in New Zealand, and to ensure high safety standards for modified and scratch-built LVVs. The LVVTA owns and administers the <i>LVV Code</i> .
LVVTA TAC	(LVVTA Technical Advisory Committee) is an LVVTA-appointed panel of industry expert-level technical specialists, established to provide LVVTA with a very high level of technical support and direction on all technical matters relevant to the LVV certification system.
Modification	is defined in <i>Land Transport Rule: Vehicle Standards Compliance 2002</i>) to change a vehicle from its original state by altering, substituting, adding or removing any structure, system, component or equipment, but does not include repair. 'Modified' and 'modification' have corresponding meanings.
NFC	(Near Field Communication) means a short-range wireless technology, typically requiring a distance of 40 mm or less to initiate a contact.
NZTA	(New Zealand Transport Agency) is a Crown entity responsible for managing New Zealand's land transport system.
Professional interest	means a situation where an LVV Certifier's objectivity could be compromised by assessing work that they have undertaken themselves, or which has been undertaken by a person under their care, custody, or control.
RFID	(Radio Frequency Identification) is a technology which uses electromagnetic fields to automatically identify and track tags attached to objects. These tags link to electronically stored information, which can be accessed using RFID readers.
Scratch-built (LVV)	means, in simple terms, an LVV which has been individually constructed from unrelated components, or a mass-produced vehicle which has been modified to such an extent that it can no longer be considered to be a modified mass-produced vehicle. The full legal definition of a scratch-built LVV is currently under review, and will be incorporated within the <i>LVV Code</i> once revised.

APPENDIX 1 – NZTA SPECIALIST CERTIFIER CODE OF CONDUCT

NZ Transport Agency Specialist Certifier Code of Conduct May 2018 NZ Transport Agency | 2

NZ Transport Agency Specialist Certifier Code of Conduct

INTRODUCTION

The primary purpose of the NZ Transport Agency (the Transport Agency) is to create transport solutions for a thriving New Zealand.

Our role in improving New Zealand's land transport system extends from planning and funding activities, supporting public transport and building the networks that connect communities to ensuring that the people and vehicles that use our system are safe to do so.

The vehicle inspection and certification industry contributes to the successful achievement of our goals and purpose by ensuring that only vehicles that meet the published safety standards are certified for use on New Zealand roads.

SCOPE OF THE CODE OF CONDUCT

The Code of Conduct provides the minimum ethical and behavioural standards that are expected of all vehicle inspectors appointed by the Transport Agency to deliver vehicle inspection and certification services.

No code can address every situation you may encounter and therefore this is not a substitute for your responsibility to exercise, and accountability for exercising, good judgement. You are encouraged to seek additional guidance as necessary.

Failure to comply with the Code is, or may be, a breach of the requirements and conditions of appointment and can be investigated by the Transport Agency and ultimately result in a reprimand, warning or, in serious cases, suspension or revocation of appointment.

PRINCIPLES OF THE CODE OF CONDUCT

Delivery of services

I undertake to deliver all vehicle inspection services objectively and consistently, to the standards directly specified in the *Vehicle inspection requirements manual (VIRM)*, incorporated by reference in the VIRM and other instructions issued by the Transport Agency. For Low Volume Vehicle (LVV) certifiers this includes the *Low Volume Vehicle Code, Operating Requirements Schedule (ORS)*, *Low Volume Vehicle Standards* and *NZ Car Construction Manual (CCM)*.

Treating customers with courtesy and respect

I will treat customers with courtesy and respect and operate in good faith at all times.

Privacy and confidentiality

I respect the privacy and confidentiality of our customers and will not misuse or disclose any personal information received in the course of providing inspection and certification services.

Honesty and integrity

I will act honestly and conscientiously and maintain high standards of integrity.

I will not promise, give or accept inducements or favours that are intended to, or may reasonably be construed as intending to, compromise the integrity of the inspection process and inspection outcomes.

Conflict of interest

I will avoid conflicts of interest and will not engage in behaviour that creates an actual conflict of interest or participate in unfair or illegal trade practices.

I recognise that a conflict of interest may arise when inspecting organisations or inspectors have relationships or interests that may make it difficult for them to perform their duties objectively and effectively.

Compliance with legislation, policies and procedures

I will fully comply with all laws – statutory, regulatory and judicial – that are relevant to the vehicle inspection industry in New Zealand.

I will comply with all relevant Transport Agency instructions as issued from time to time.

Providing a safe working environment

I recognise that workplace health and safety is everyone’s responsibility and will work to reduce and mitigate health and safety risks in the workplace.

Business conduct

I will conduct my business and act in a manner that enhances the reputation of the industry in the community and with the public.

I will engage with other industry participants and the Transport Agency in a constructive and professional manner.

I will report to the Transport Agency, in good faith, possible violations of this Code and the Transport Agency’s inspection requirements.

AGREEMENT

I have read and understood this Code of Conduct. I am committed to delivering services in accordance with the Code’s requirements.

Name: _____

Organisation: _____

Certifier ID: _____

Signature: _____

Date: _____



New Zealand Government