

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. The scope of the warranty for the repairs is also explained. The customer's responsibilities are also explained (eg, servicing obligations, costs of consumables, and excess).
 - 2.3 The repairer only accepts jobs that he or she (i) has the experience and equipment to do to a professional standard or (ii) subcontracts to a competent repairer.
 - 2.4 All work is authorised by the customer.
 - 2.5 Any variations to the scope of work, cost and completion time are clearly communicated to the customer.
 - 2.6 All services and repairs are to a professional standard.
 - 2.7 If secondhand parts are used:
 - any limited warranty is explained to the customer (including liability for labour costs of subsequent repair work) and noted on the invoice
 - their use is authorised by the customer
 - in the event that the part fails within the warranty period, the repairer accepts responsibility for obtaining a replacement from the supplier.

Note – this does not apply to customer-supplied parts.
 - 2.8 The invoice adequately explains the work undertaken. The detail is proportionate to the cost and complexity of the job. It states the duration (and any limitation of) the warranty for any repair work.

- 2.9** Payment terms are clearly communicated.
Note – a sign in the reception area is adequate.
- 2.10** Posters advertising the MTA Customer Promise are prominently displayed in the reception area.
- 2.11** All business transactions are fair and ethical.
- 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 technicians must be competent, as demonstrated by their qualifications or experience.
- 3.2** All staff are supervised to ensure quality work.
- 3.3** The member ensures positive staff management and development through:
- pre-employment checks
 - induction and initial training
 - supervision
 - ongoing training.

4 Premises and site are safe, professional and well presented. They allow for the quality servicing and repair of vehicles.

- 4.1** Premises: The repairer operates from dedicated premises of permanent construction. They allow for the adequate repair of at least two vehicles and are adequately lit.
- 4.2** Equipment: The repairer meets the minimum equipment requirements for the appropriate specialty group(s). Tools and equipment are in good condition.
- 4.3** Maintenance: The premises and equipment are adequately maintained. Relevant equipment is calibrated at the intervals recommended by the manufacturer.
- 4.4** The premises are well organised and tidy.
- 4.5** Environmental management practices are adequate and include:
- appropriate storage of hazardous goods
 - disposal of oil, refrigerants, antifreeze, batteries, waste material, tyres, etc
 - disposal of old parts, damaged panels, etc
 - prevention and management of spills
 - fire prevention/response
 - ventilation and air flow
 - noise control (both internal and external).
- They comply with national and local authority guidelines/requirements.

- 4.6** Mobile services: Vehicles used for mobile repair services:
- are adequate for the scope of work undertaken
 - have necessary equipment and parts
 - have necessary safety equipment.
- 4.7** Customer facilities:
- i Signage is professional and clear. For larger businesses, clear signposting directs customers to appropriate services.
 - ii If practicable customer car parking is provided.
 - iii If practicable customer facilities are provided. These could include a reception area and customer toilets. They are regularly cleaned.
- 4.8** The site and premises satisfy all local authority, health and safety, hazardous goods and other regulations and consent requirements.

5 General requirements:

- 5.1** Financial viability: The member is creditworthy.
- 5.2** Shared premises or yards: If the premises are (or site is) shared with another automotive business the other business must be an MTA member and meet all relevant MTA criteria. If other automotive businesses are in adjoining premises, the signage must clearly indicate which business(es) are MTA members.
- 5.3** Loyalty to other members: Adverse comments about other members are not made directly to customers.
- Note – Any issues relating to any repairs should normally be discussed with the member and, if there are still concerns, a complaint should be made with the appropriate MTA branch.*