

## Frequently Asked Questions

### Getting ready for Inspection Certificates Online

#### What is Inspection Certificates Online (ICO)?

ICO will allow Approved Inspection Stations (AIS) to complete and submit inspection certificates<sup>1</sup> and defect inspection results online to the Department of Transport and Main Roads (the department) using a web portal or mobile application. This will deliver improved experiences for industry and customers.

#### What inspection certificates can ICO lodge with the department?

ICO will automatically lodge:

- safety certificates for Queensland registered light vehicles for sale and unregistered light vehicles with previous Queensland registration.
- certificates of inspection for Queensland registered heavy vehicles and unregistered heavy vehicles with previous Queensland registration.

#### What are the benefits in using ICO?

There are a number of benefits in using ICO:

- It's a free, easy-to-use online system accessible by a computer or mobile device.
- It reduces the cost of purchasing inspection certificate books.
- There are lower administration costs.
- Inspection certificate information is recorded and stored securely, meeting the recordkeeping requirements for an AIS.
- Most customers will not need to visit the department to lodge their inspection certificate.

#### When does ICO commence?

ICO will be available to sign up to and use in the second half of 2016.

#### Will this mean there will no longer be a paper based system?

No, at this stage, ICO will be an alternative option to the current paper based system.

#### Is there a cost to enrol and use ICO?

There is no cost to join or use ICO - you simply sign up! This will save you time and money currently spent on purchasing inspection certificate books.

#### What equipment do I need to use ICO?

You will need either a computer, iPad, android tablet, or a mobile device with internet access and up-to-date internet browser software. You will be able to email a PDF of the inspection certificate to the customer, and print it directly from ICO.

#### Is there training available on how to use ICO?

Training materials, including online video tutorials and user guides, are available in ICO to help users.

#### Who can enrol to use ICO?

Any current AIS approval holders, including proprietors, nominees, directors, partners and individuals, and approved examiners associated with a current AIS, can enrol in ICO. Approval holders are responsible for ensuring the department's records about the AIS, their nominees and the approved examiners employed at their AIS are accurate.

#### What information do I need to enrol in ICO?

- Approval holders and nominees need to provide their:
  - name, date of birth and place of birth
  - department issued customer reference number (CRN), which is the same as your driver licence number
  - AIS approval number and AIS CRN which can be found on their AIS approval letter.
- Approved examiners need to provide their:
  - name and date of birth
  - department issued CRN, which is the same as your driver licence number
  - approved examiner accreditation number.

<sup>1</sup> Inspection certificate means a safety certificate for light vehicles or a certificate of inspection for heavy vehicles

### **Can I enrol and use ICO if my AIS approval has expired?**

If your AIS approval is expired, you are not eligible to use ICO. For information about renewing your AIS approval, refer to *Information sheet 10 – Renewing your AIS approval* at [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) and then click on (1) 'Business and Industry' (2) 'Accreditation' (3) 'Approved Inspection Station'.

### **Can I enrol and use ICO if my approved examiner accreditation is expired?**

If your approved examiner accreditation is expired, you are not eligible to use ICO. For information about renewing your approved examiner accreditation, refer to *Information sheet 15 – Renewing your approved examiner accreditation* at [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) and then click on (1) 'Business and Industry' (2) 'Accreditation' (3) 'Approved Inspection Station'.

### **I have an existing approved examiner starting at my AIS. Can they enrol in ICO?**

An approved examiner cannot use ICO until the department is notified of the approved examiner's start date. For information about adding an existing approved examiner to your AIS refer to *Information sheet 5 – Making changes to your AIS approval* at [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) and then click on (1) 'Business and Industry' (2) 'Accreditation' (3) 'Approved Inspection Station'.

### **I'd like to register my interest to be one of the first to use ICO, how can I do this?**

You can register your interest by emailing [ico@tmr.qld.gov.au](mailto:ico@tmr.qld.gov.au). You will be provided with confirmation of the details the department holds for your AIS. This will ensure you will be able to enrol in ICO when it commences.

### **Can I advertise that my AIS uses ICO?**

Yes. You can even advertise the benefits it provides to your customers. To help with this, the department will provide some promotional information for you to use. The new *Find an AIS* webpage may also be used to identify that your AIS uses ICO.

### **What is *Find an AIS*?**

*Find an AIS* will allow customers to search for approved AISs by postcode or suburb, vehicle inspection type, and whether the AIS operates a mobile AIS. Customers will be provided with the business address and phone number of any AISs in the area that match the search criteria, including whether the AIS uses ICO.

### **When will the *Find an AIS* webpage be available?**

The *Find an AIS* webpage will be launched to coincide with the launch of ICO, in the second half of 2016.

### **How do I access the *Find an AIS* webpage?**

The *Find an AIS* webpage can be accessed via the Transport and Main Roads website at [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) and then click (1) 'Business and Industry' (2) 'Accreditation' (3) 'Approved Inspection Station' (4) '*Find an AIS*'.

### **Can I view my AIS details on the *Find an AIS* webpage?**

Yes, you can search your AIS details by entering your suburb or postcode and viewing the results that are displayed.

### **How do I change my AIS contact details in *Find an AIS*?**

All of your AIS details on *Find an AIS* are linked to your AIS approval. To change any of your details listed on *Find an AIS*, you must notify the department of the changes and the details will be updated accordingly. Information on how to change the details on any aspect of your AIS are provided in a series of information sheets on the department's website at [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) and then click on (1) 'Business and Industry' (2) 'Accreditation' (3) 'Approved Inspection Station'. Simply select the information sheet that applies to your circumstances.

### **Where can I find out more about ICO and *Find an AIS*?**

Updates on ICO will be available on the first of each month on the department's website at [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) and then click on (1) 'Business and Industry' (2) 'Accreditation' (3) 'Approved Inspection Station'.