

Opinion Survey on the Proposed Registration Scheme for the Vehicle Maintenance Trade



April 2005

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1 Background

At present, there are around 2 600 vehicle maintenance workshops and 10 000 vehicle mechanics in Hong Kong. Among these vehicle maintenance workshops, some 80% are small workshops with less than 5 mechanics. Given that dedicated teams are available for public franchised bus companies to maintain their bus fleets, vehicle maintenance workshops mainly serve private cars, goods vehicle, non-franchised buses, light buses and taxis. Common services provided in these workshops included mechanical work, electrical work, welding, paint spraying and selling of tyres and automotive parts.

Although mechanical defect of vehicle has not been a major contributory factor of road accidents, proper maintenance of vehicles is certainly an effective means to prevent accidents and is conducive to the enhancement of road safety. Furthermore, sub-standard maintenance services would also bring about air pollution, which would have negative impacts on the health of the public. As such, the Government is considering the introduction of a registration scheme for local vehicle maintenance trade to enhance the standard of the vehicle maintenance trade.

Mercado Solutions Associates Ltd. (MSA) was appointed to conduct this survey to collect opinions of the vehicle maintenance trade on the proposed registration scheme. This report documents the major findings for the survey.

2 Survey Objectives

The research objectives of this survey are to collect opinions of vehicle maintenance workshop operators and vehicle mechanics on the proposed registration scheme in the following major areas:

- Registration classification;
- Registration requirements;
- Renewal requirements;
- Fees;
- Preference for a voluntary/mandatory scheme
- Continuous Professional Development (CPD);
- Monitoring arrangements; and
- Registration of workshops.

3 Methodology

The survey covered those workshops which were in operation in Hong Kong and those mechanics who were working in the workshops at the time of the survey.

Face-to-face interviewing method was adopted for the survey and the sources of the sampling frame comprised the followings:

- establishments engaged in the servicing and repair of motor vehicles recorded in the Central Register of Establishments (CRE) of the Census & Statistics Department;
- establishments recorded by the office of the Director of Apprenticeship of the Vocational Training Council; and
- establishments maintaining a fleet of vehicles and having their own repairing facilities.

Based on the above three sources of information, a very comprehensive database of 2600 vehicle maintenance workshops was compiled. Of all the workshops, 84.8% are small workshops with 1 – 4 mechanics, 14.2% are medium with 5 – 19 mechanics and about 1% are large workshops with 20 or more mechanics.

The fieldwork of the survey was conducted between 29 November and 30 December 2004.

A total of 750 vehicle maintenance workshops were randomly sampled for this survey from the comprehensive database. Among these workshops, a total of 649 were interviewed, constituting an overall response rate of 86.5%. The sample comprised a well mix of workshops of all sizes (i.e. small, medium and large). The numbers of mechanics selected from these workshops were broadly proportionate to their respective sizes. A total of 1314 mechanics were interviewed by the questionnaire at [Annex A](#). Although the currently proposed scheme is for the vehicle mechanics, opinions of the operators of the sampled workshops were also collected by the questionnaire at [Annex B](#) to provide more useful reference information. Data collected were grossed-up by the population distribution of vehicle maintenance workshops.

4 Executive Summary

Registration Classification

63.9% of workshop operators and 69.4% of vehicle mechanics agreed to the proposed registration classification.

Registration Requirements

70.8% of workshop operators and 71.1% of vehicle mechanics completely agreed to the three proposed registration requirements. Comparatively, the acceptance level of Route 3 was the highest, followed by Route 1 and Route 2.

On the other hand, 25.9% of workshop operators and 27.6% of vehicle mechanics did not completely agree to the three proposed registration criteria. Among them, about 70% of workshop operators did not agree to Route 1 and Route 2 respectively (which represented for 18.9% and 18.3% in totality level). About 50% - 60% of vehicle mechanics also disagreed to the respective routes (which represented for 13.2% to 16.6% in totality level).

Renewal Requirements

49.2% of workshop operators and 42.5% of vehicle mechanics agreed to the renewal period of 3 years. Moreover, 65.8% and 57.9% of the respective groups agreed to the proposed renewal requirements.

Fee

Only 27.8% of workshop operators considered the proposed range of application / renewal fee reasonable whereas 69.1% considered not. Among those workshop operators who considered the fee unreasonable, 31.5% (which represented for 21.8% in totality level) considered that the application or renewal should be free of charge. Another 62.2% considered the maximum amount should lie between HK\$1 – 300.

As to the vehicle mechanics, only 24.1% claimed that they would apply for registration if application / renewal fee is set at the proposed range. 74.6% considered the proposed fee unreasonable, among them 25.9% were unwilling to pay any fee. Another 67.6% were willing to pay HK\$1 – 300.

Preference for a Voluntary / Mandatory Scheme

In terms of the nature of the scheme, 49.3% of workshop operators and 42.5% of vehicle mechanics would support / join a voluntary scheme only. Another 23.7% and 20.7% of the respective groups claimed that they would support / join either a voluntary or mandatory scheme. 19.1% and 20.6% of the respective groups would support / join a mandatory scheme only.

56.9% of workshop operators and 62.1% of vehicle mechanics considered a mandatory scheme for vehicle mechanics necessary in the long term.

Continuous Professional Development (CPD)

40.6% of workshop operators and 40.8% of vehicle mechanics considered the scheme should include a requirement for CPD as part of renewal requirements.

Monitoring and Registration Arrangements

56.1% of workshop operators and 55.0% of vehicle mechanics agreed to the proposal of publishing the name of registered vehicle mechanics on the Internet. Another 33.4% and 39.0% of the respective groups disagreed.

55.2% of workshop operators and 60.3% of vehicle mechanics agreed to the need to monitor the performance of registered vehicle mechanics. Another 34.7% and 31.2% of the respective groups disagreed.

63.5% of workshop operators and 62.3% of vehicle mechanics agreed that non-performers should be subject to appropriate course of action. Another 26.6% and 26.5% of the respective groups disagreed.

Registration of Workshops

Workshop operators had different views on whether vehicle workshops should be registered in longer term to allow time to enhance their equipment and facilities to meet the necessary technical and safety requirements, half (47.0%) considered it necessary whereas another half (47.8%) thought the opposite.

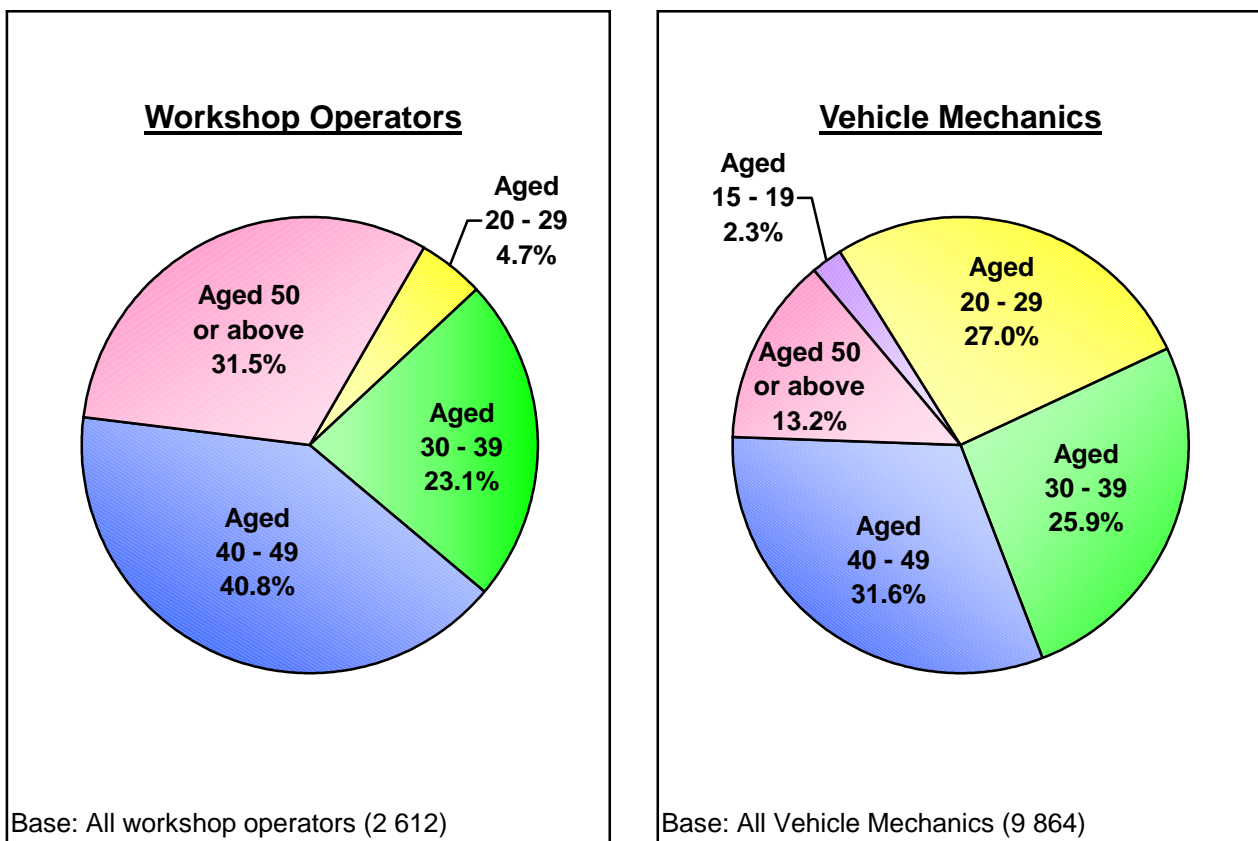
5 Major Findings

5.1 Characteristics of the trade

5.1.1 Age of Workshop Operators and Vehicle Mechanics

Vast majority (95.3%) of workshop operators were aged 30 or above while vehicle mechanics were relatively younger, with 70.7% aged 30 or above and the rest 29.3% fell below 30. (Ref.: Chart 1)

Chart 1: Age

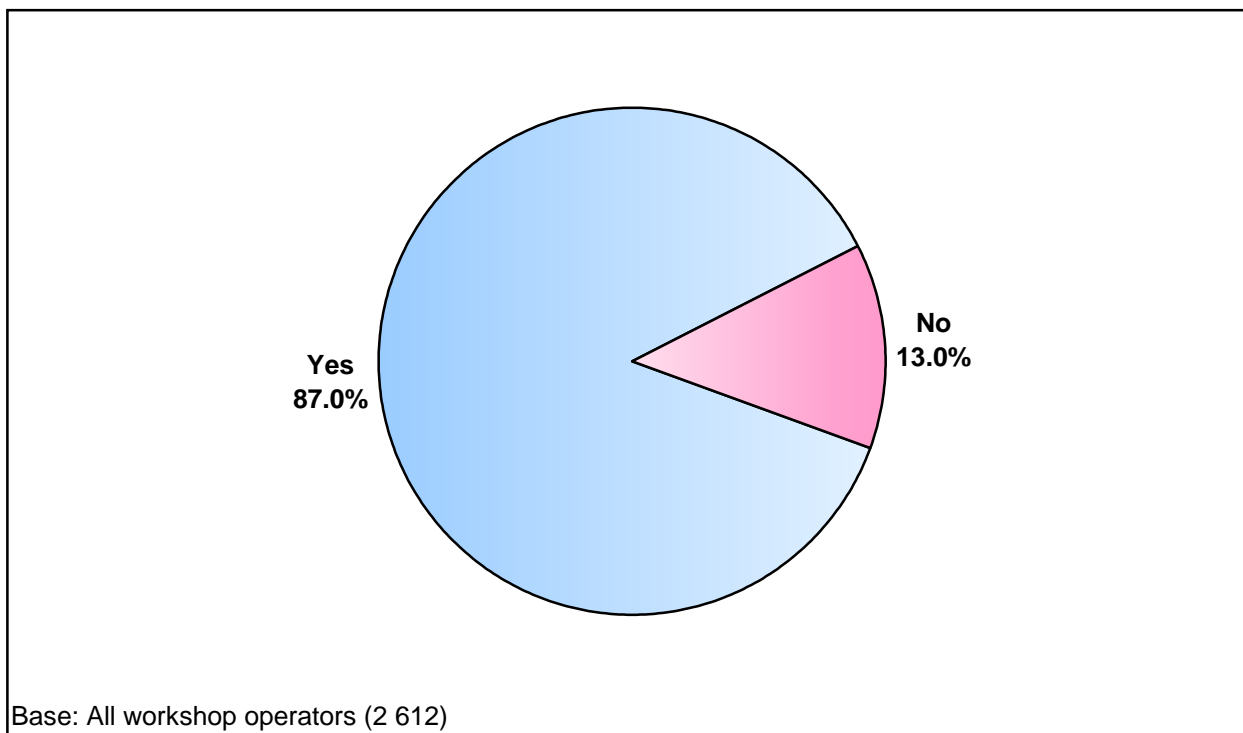


Note: Figures may not add up to 100% due to rounding.

5.1.2 Whether Workshop Operators Need to Work as Vehicle Mechanics in the Workshop

Majority (87.0%) of workshop operators needed to work as a vehicle mechanic in the workshop. (Ref.: Chart 2)

Chart 2: Whether Need to Work as a Vehicle Mechanic in the Workshop



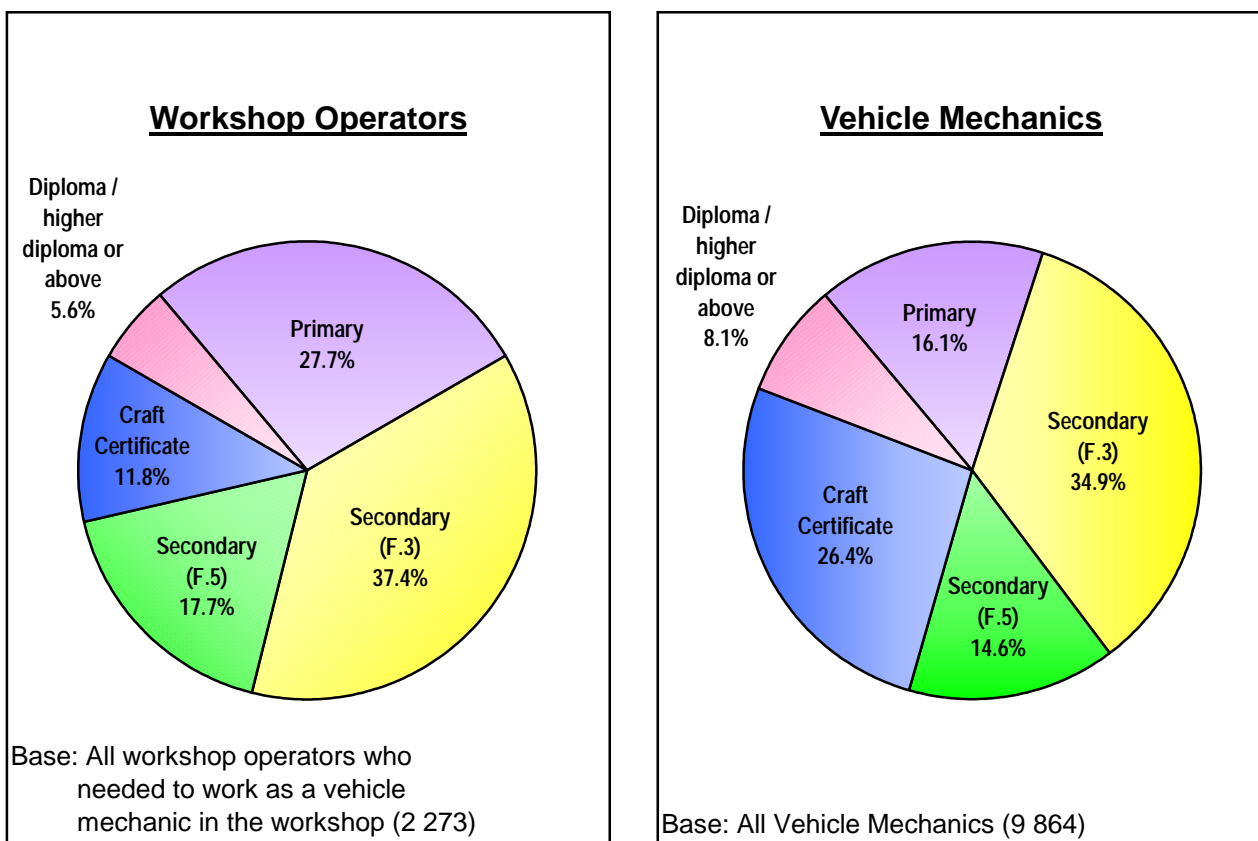
Note: Figures may not add up to 100% due to rounding.

5.1.3 Educational Level

Among those workshop operators who needed to work as a vehicle mechanic in the workshop, 82.8% had completed Secondary 5 or below, another 11.8% acquired craft certificate, only a minority (5.6%) obtained diploma / higher diploma or above.

Concerning those vehicle mechanics, 65.6% had completed Secondary 5 or below, 26.4% had craft certificate while the rest 8.1% obtained diploma / higher diploma or above. (Ref.: Chart 3)

Chart 3: Educational Level

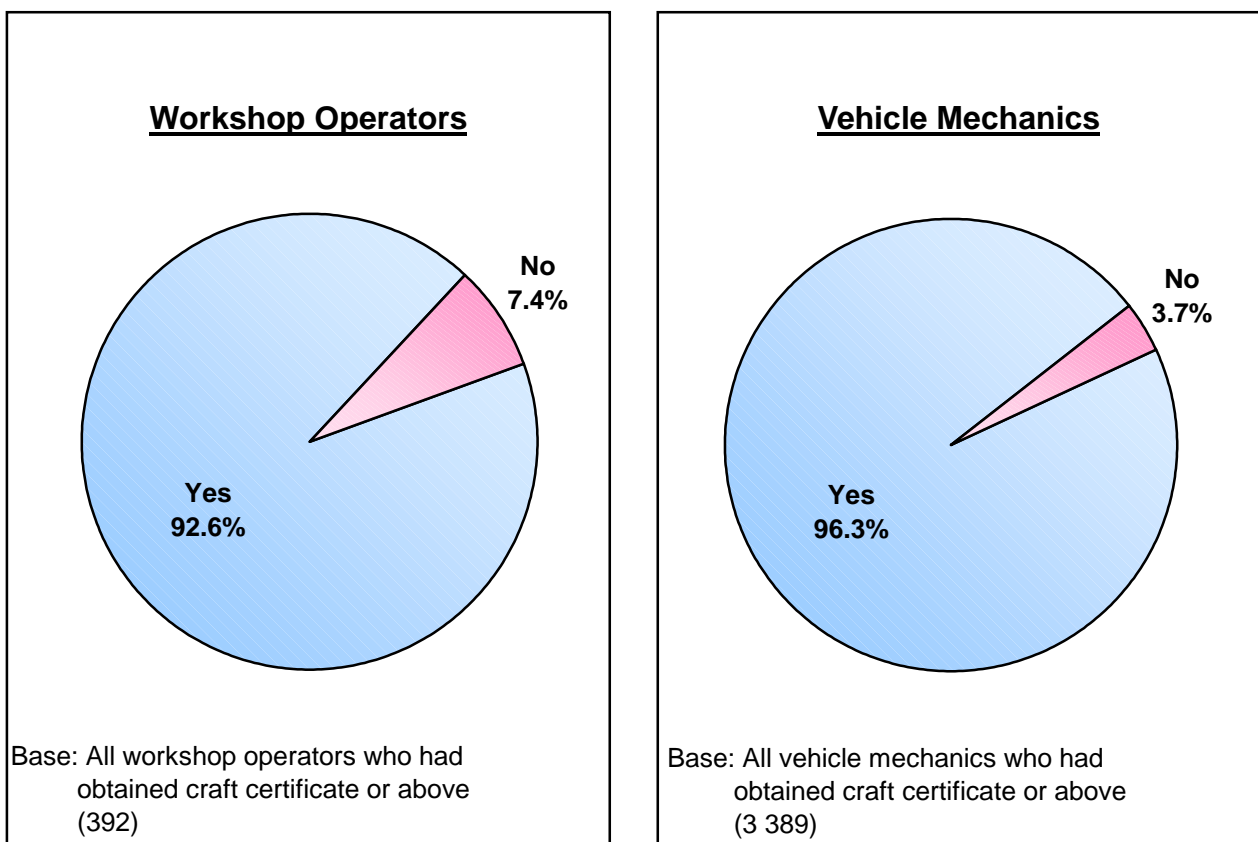


Note: Figures may not add up to 100% due to rounding.

5.1.4 Whether the Education or Qualification Related to Vehicle Maintenance

Among those who had obtained craft certificate or above, majority of the education and qualification of the workshop operators (92.6%) and vehicle mechanics (96.3%) were related to vehicle maintenance. (Ref.: Chart 4)

Chart 4: Whether the Education or Qualification Related to Vehicle Maintenance

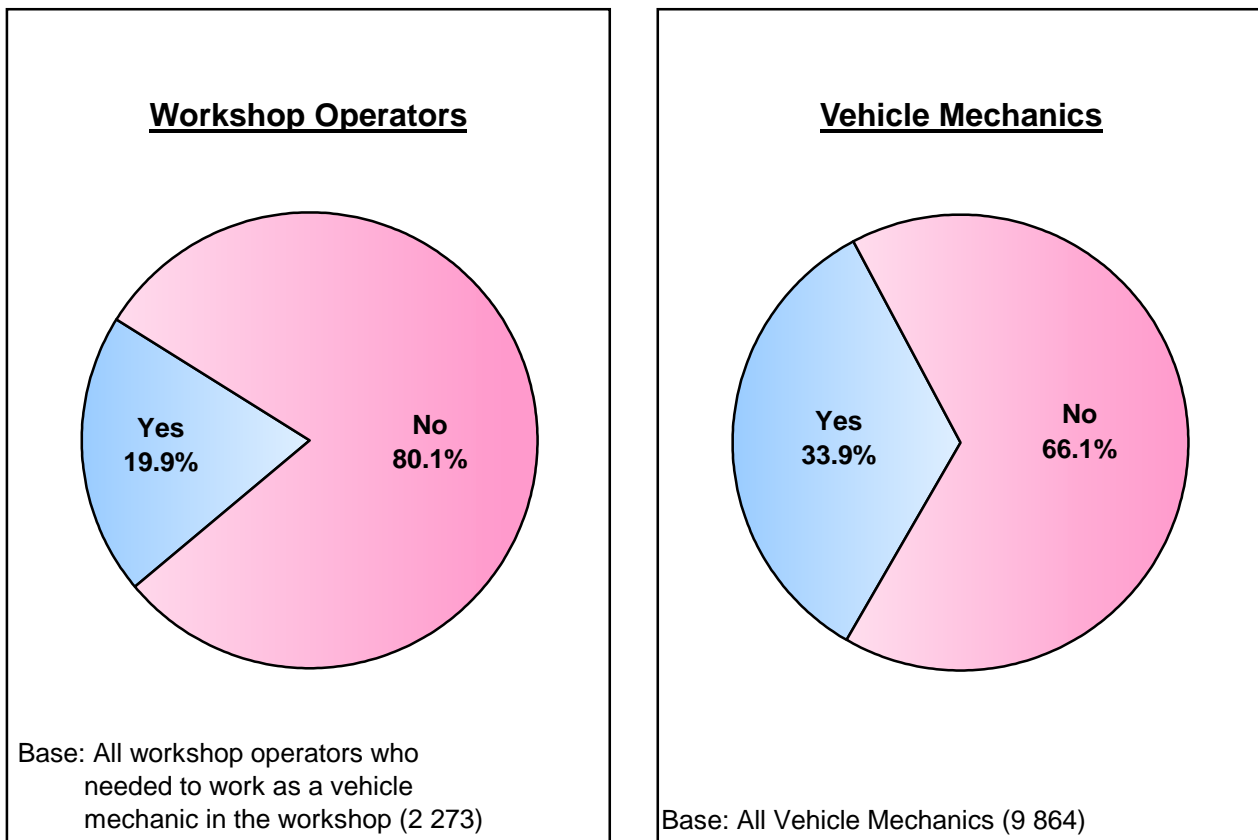


Note: Figures may not add up to 100% due to rounding.

5.1.5 Whether Obtained any Trade Test Certificate in Vehicle Maintenance

Among those workshop operators who needed to work as a vehicle mechanic in the workshop, only 19.9% had obtained trade test certificate in vehicle maintenance. On the other hand, a larger proportion (33.9%) of vehicle mechanics had obtained this kind of certificate. (Ref.: Chart 5)

Chart 5: Whether Obtained any Trade Test Certificate in Vehicle Maintenance

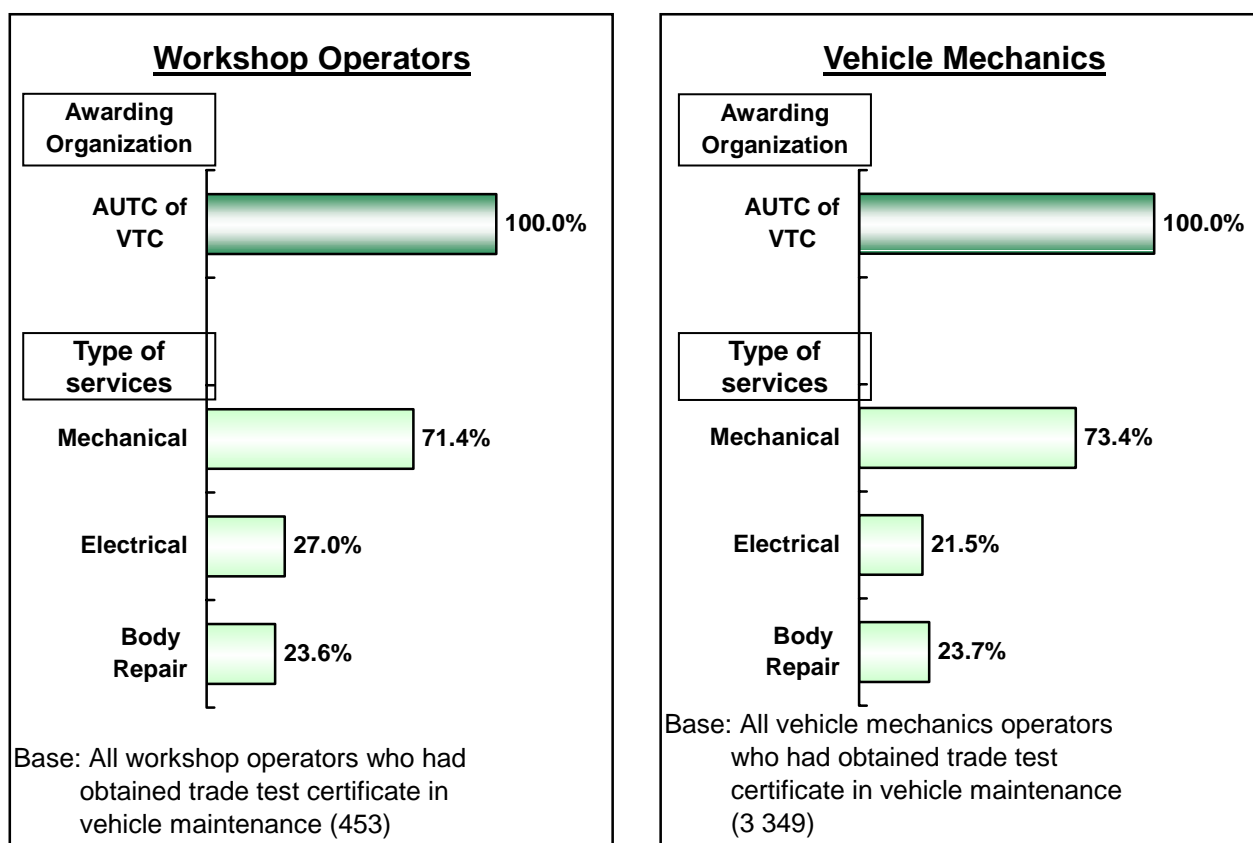


Note: Figures may not add up to 100% due to rounding.

5.1.6 Awarding Organization of the Trade Test Certificate and Type of Services Included

All the trade test certificates obtained by the workshop operators and vehicle mechanics were awarded from Automobile Industry Training Center (AUTC) of Vocational Training Council (VTC). The types of service included were mainly mechanical services (workshop operators: 71.4%; vehicle mechanics: 73.4%), followed distantly by electrical services (27.0%; 21.5%) and body repair services (23.6%; 23.7%). (Ref.: Chart 6)

Chart 6: Awarding Organization of the Trade Test Certificate and Type of Services Included

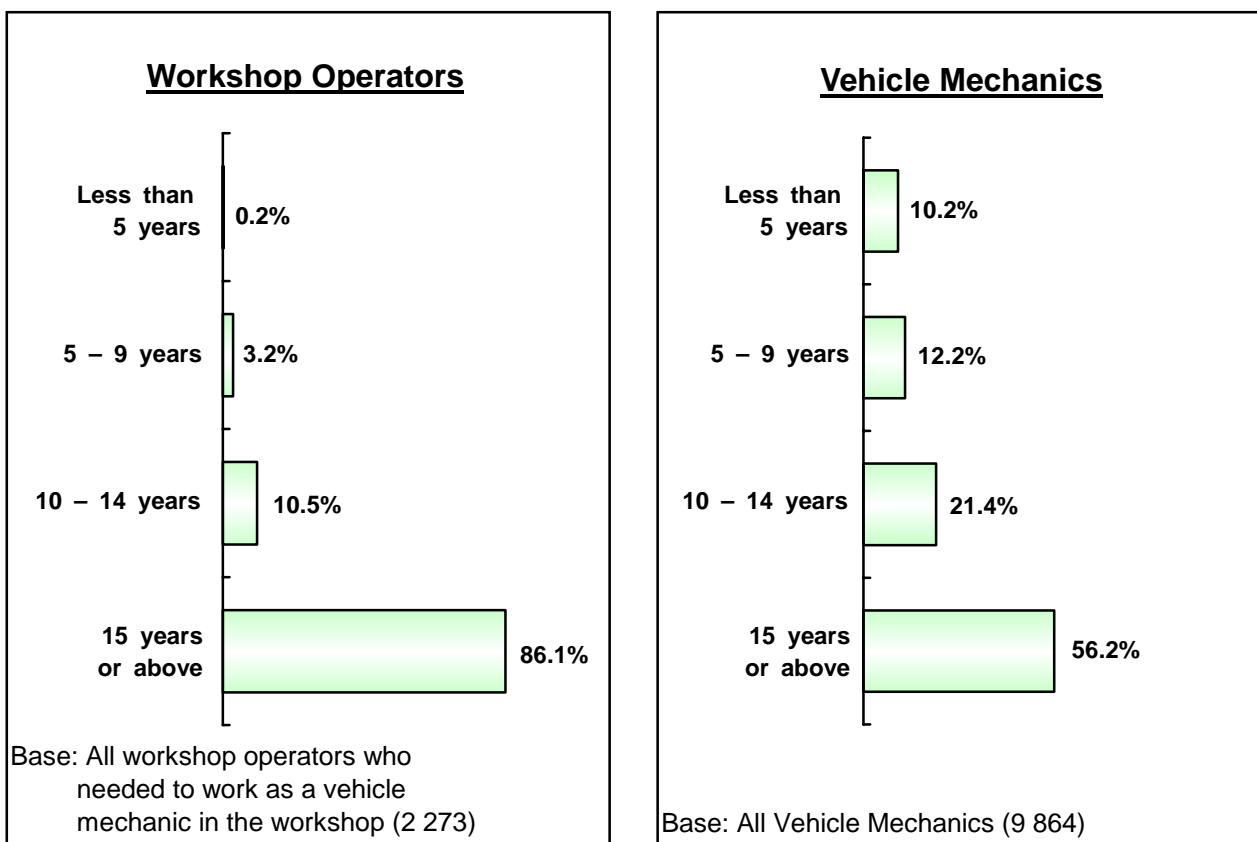


Note: The sum of % may not add up to 100% as respondents could give multiple answers.

5.1.7 Years of Experience in Vehicle Maintenance

Vast majority (96.6%) of workshop operators had been working in the industry for 10 years or more. That of vehicle mechanics was relatively shorter, only 77.6% had 10 years or more experience and the rest 22.4% below 10 years. (Ref.: Chart 7)

Chart 7: Years of Experience in Vehicle Maintenance

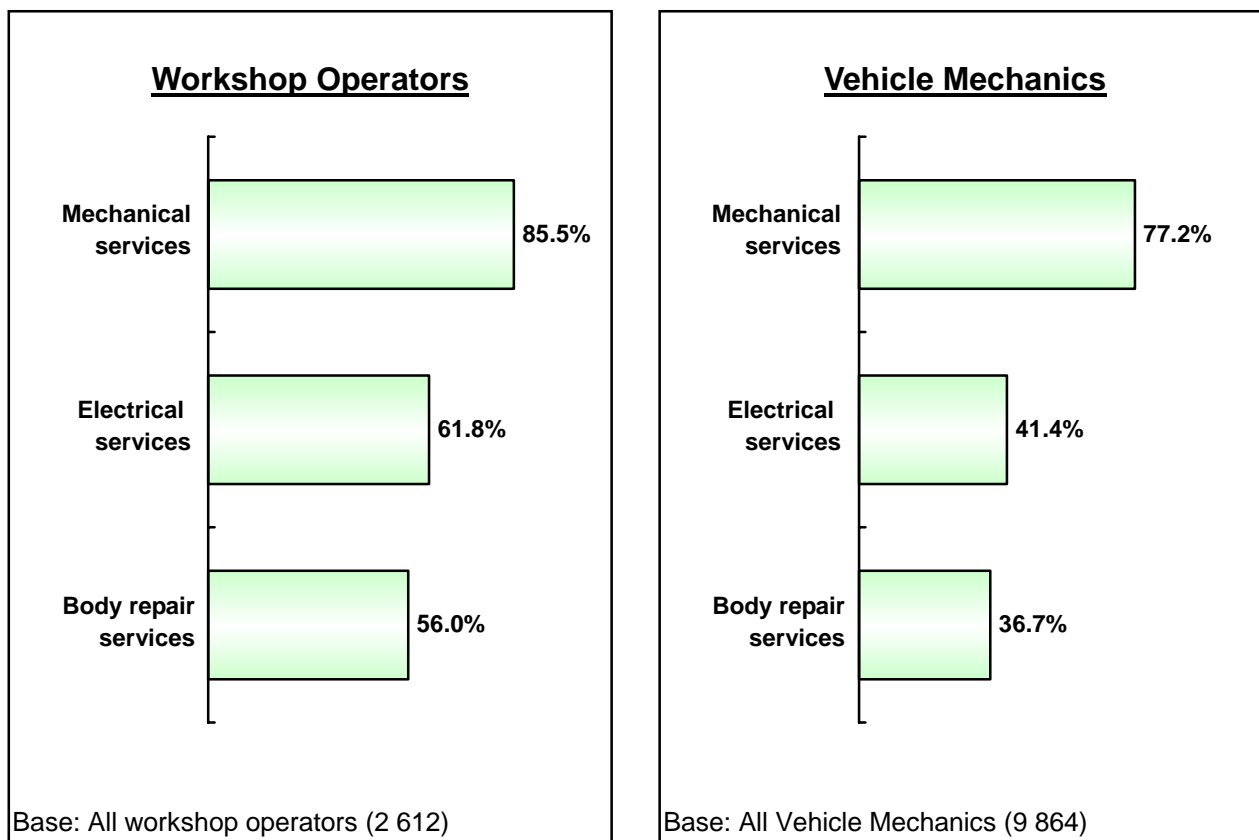


Note: Figures may not add up to 100% due to rounding.

5.1.8 Type of Services Carried out in Vehicle Maintenance

63.7% of the workshops provided more than one type of service. Overall speaking, majority (85.5%) of the workshops provided mechanical services, 61.8% electrical services and 56.0% body repair services. As to vehicle mechanics, 38.9% carried out more than one type of service in the workshop. Similarly, over three quarters (77.2%) carried out mechanical services, 41.4% electrical services and 36.7% body repair services. (Ref.: Chart 8)

Chart 8 : Type of Services Carried out in Vehicle Maintenance

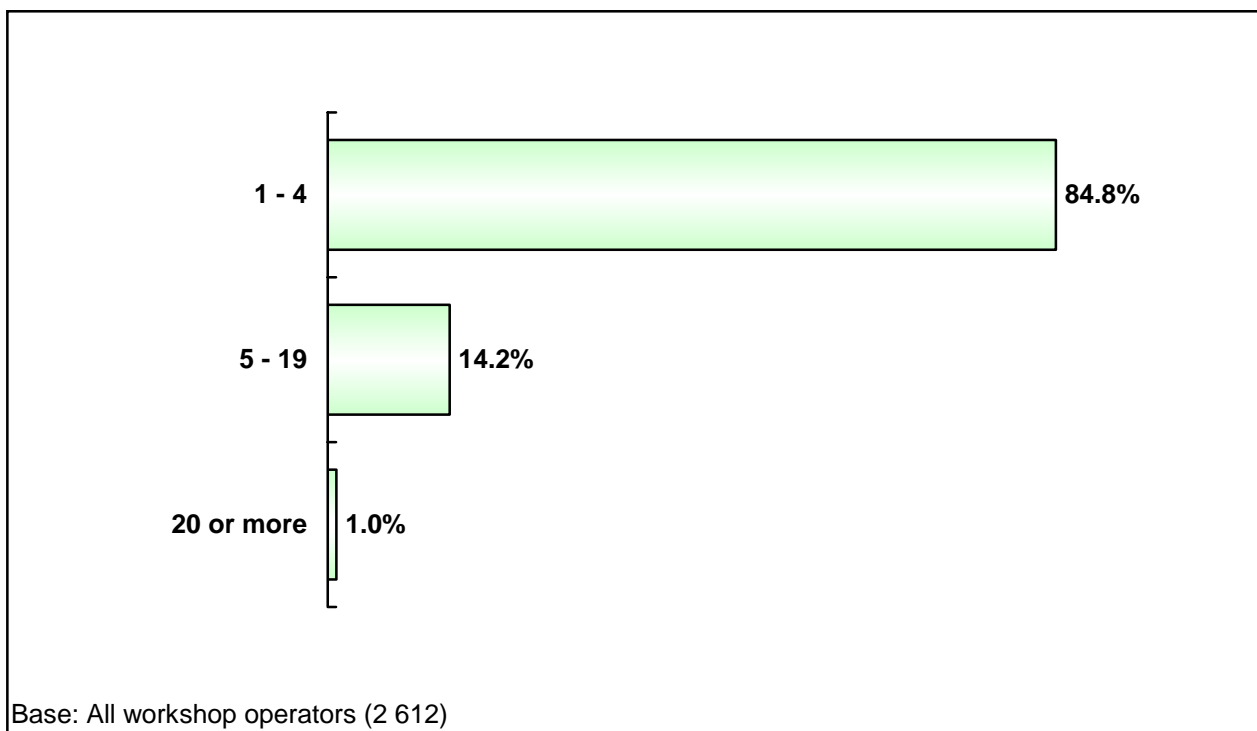


Note: The sum of % may not add up to 100% as respondents could give multiple answers.

5.1.9 No. of Vehicle Mechanics Employed in the Workshop - Workshop Operators

Overall speaking, majority (84.8%) of the workshops employed 1 – 4 vehicle mechanics, another 14.2% employed 5 – 19 vehicle mechanics while a mere 1.0% had 20 or more vehicle mechanics. (Ref.: Chart 9)

Chart 9: No. of Vehicle Mechanics Employed in the Workshop



Note: Figures may not add up to 100% due to rounding.

5.2 Registration Classification

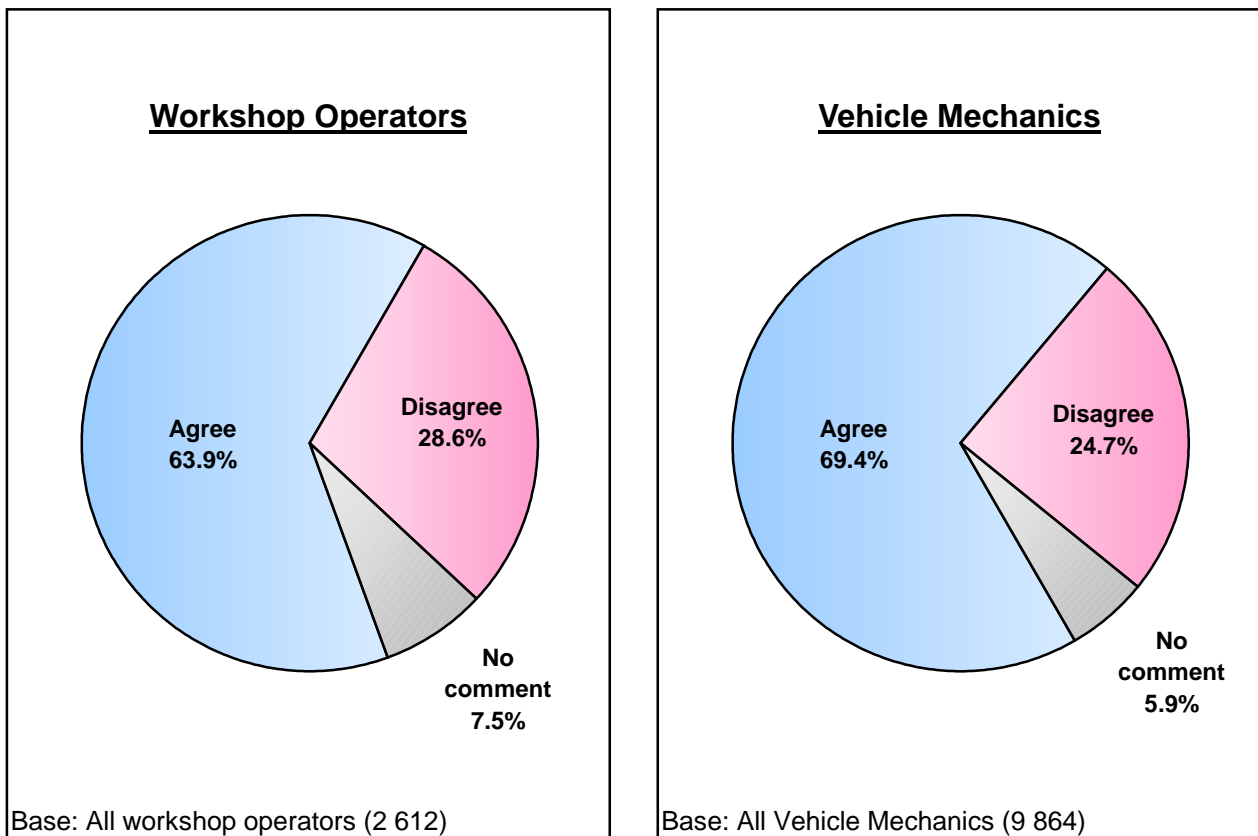
5.2.1 Whether Agree to the Proposed Registration Classification

Interviewees were explained on the classification of the Registration Scheme for Vehicle Maintenance Trade. The classification was proposed as below:

- Mechanical Services - Covering the repairs and servicing of all chassis systems and components including vehicle engines, transmissions, brakes, steering, air conditioning system, lubrication and tyre works
- Electrical Services - Covering the repairs and servicing of all the electrical circuits and electronic systems as well as air conditioning system within a vehicle
- Body Repair Services - Covering body repairing and painting

63.9% of workshop operators and 69.4% of vehicle mechanics agreed to the proposed registration classification. On the other hand, 28.6% of workshop operators and 24.7% of vehicle mechanics disagreed. (Ref.: Chart 10)

Chart 10: Whether Agree to the Proposed Registration Classification



Note: Figures may not add up to 100% due to rounding.

5.3 Registration Requirements

5.3.1 Whether Completely Agree to the Three Proposed Registration Criteria and Most Preferred Route

Interviewees were explained on the registration requirements of the Registration Scheme for Vehicle Maintenance Trade. The proposed requirements were given as below:

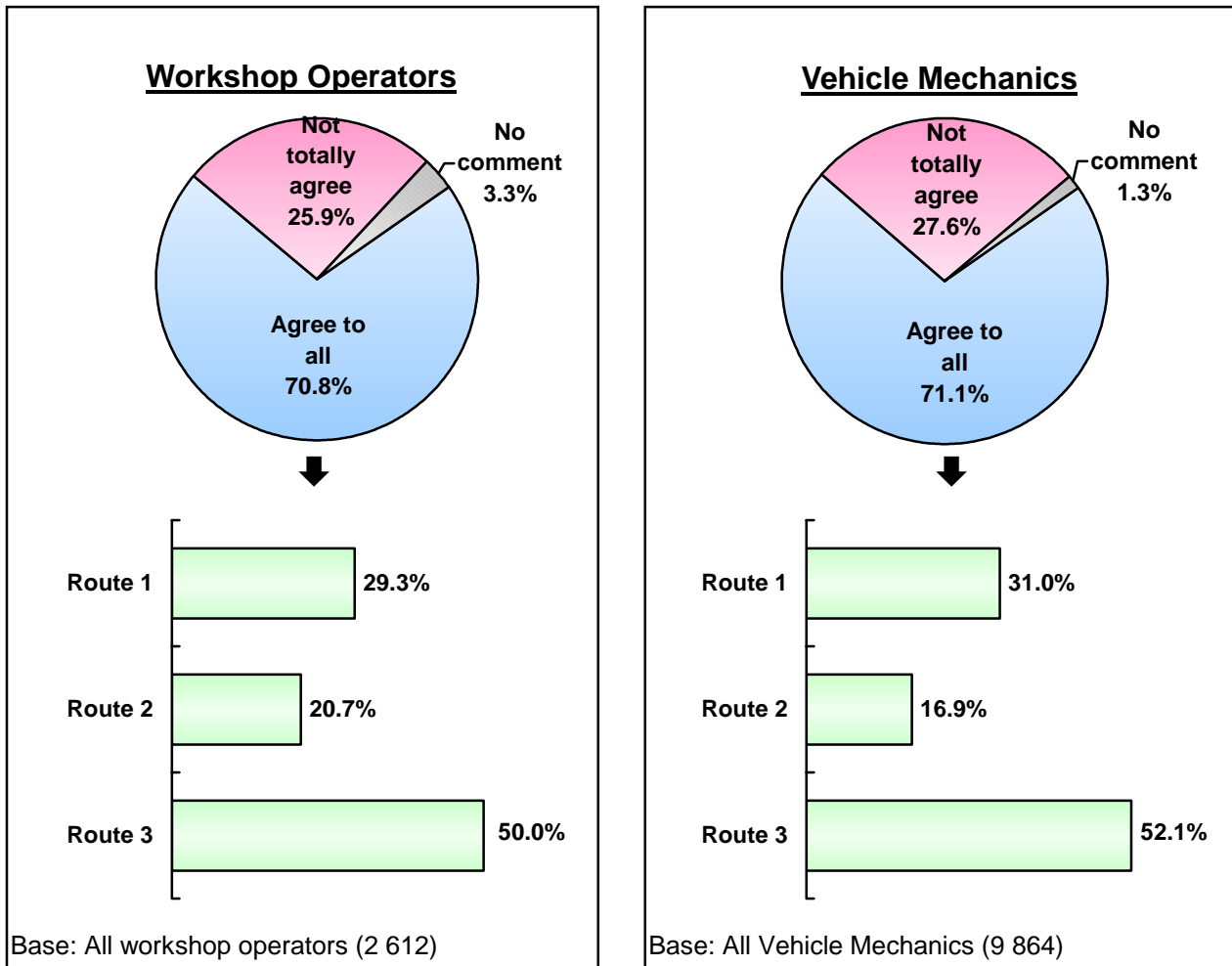
- Route 1 - Relevant craft certificates or above offered by a local training institute or equivalent, plus 5 years minimum relevant working experience (including experience accumulated during apprenticeship); or
- Route 2 - Passed trade test organized by the Automobile Training Board, plus 5 years minimum relevant working experience (including experience accumulated during apprenticeship); or
- Route 3 - Minimum 10 years relevant working experience, subject to the production of business records or verification letters of employers.

70.8% of workshop operators and 71.1% of vehicle mechanics completely agreed to the three proposed registration criteria.

Among those workshop operators who completely agreed to the three proposed registration criteria, 50.0% preferred their current / future employees to follow Route 3 towards registration with the scheme, followed by Route 1 (29.3%) and Route 2 (20.7%).

Similarly, most of vehicle mechanics preferred Route 3 (52.1%), followed by Route 1 (31.0%) and Route 2 (16.9%). (*Ref.: Chart 11*)

Chart 11: Whether Agree to the Three Proposed Registration Criteria and Most Preferred Route

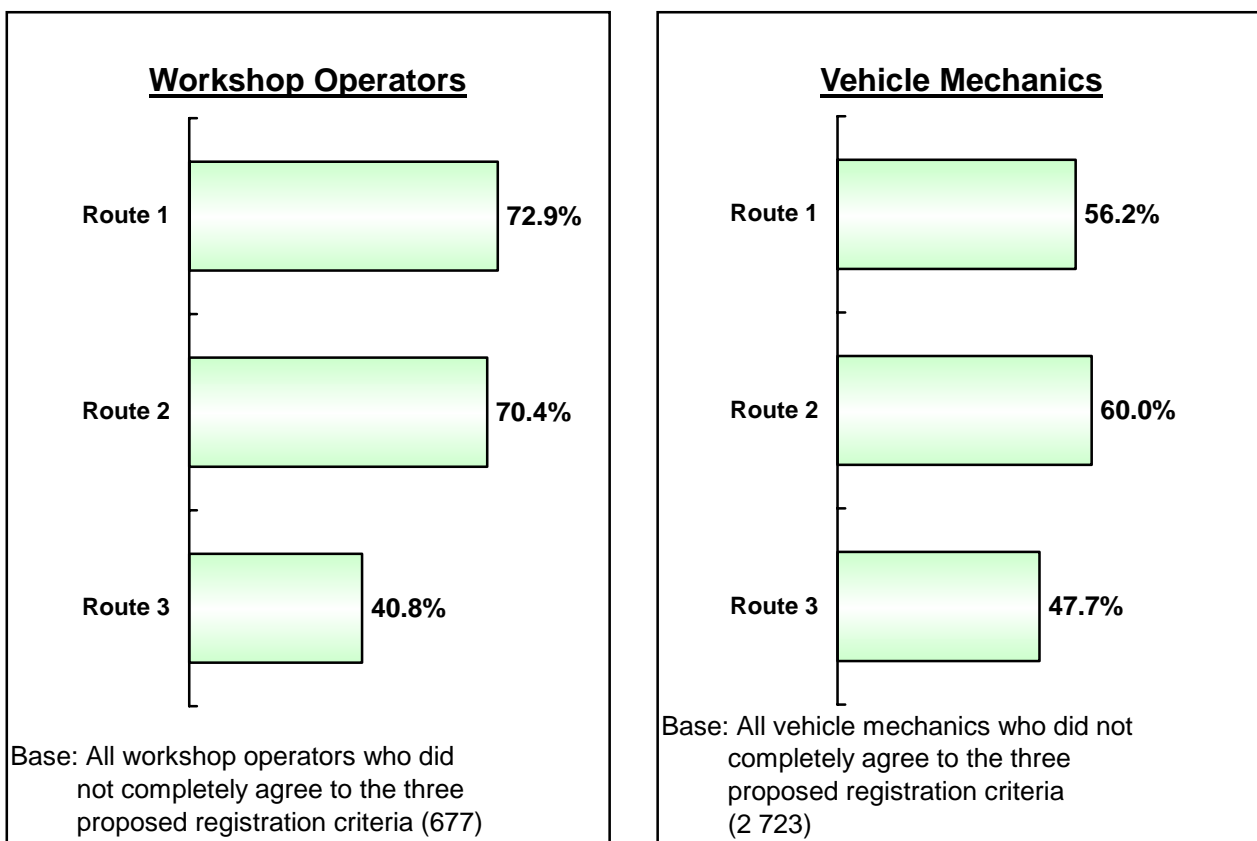


Note: Figures may not add up to 100% due to rounding.

5.3.2 Routes that Not Agreed to Follow towards Registration with the Scheme

Among those who did not completely agree to the three proposed registration criteria, 72.9% of workshop operators did not agree to Route 1 and 70.4% to Route 2 and 40.8% to Route 3. As to vehicle mechanics, about 50% - 60% disagreed to the respective routes: Route 1 (56.2%), Route 2 (60.0%) and Route 3 (47.7%). (Ref.: Chart 12)

Chart 12: Routes that Not Agreed to Follow towards Registration with the Scheme

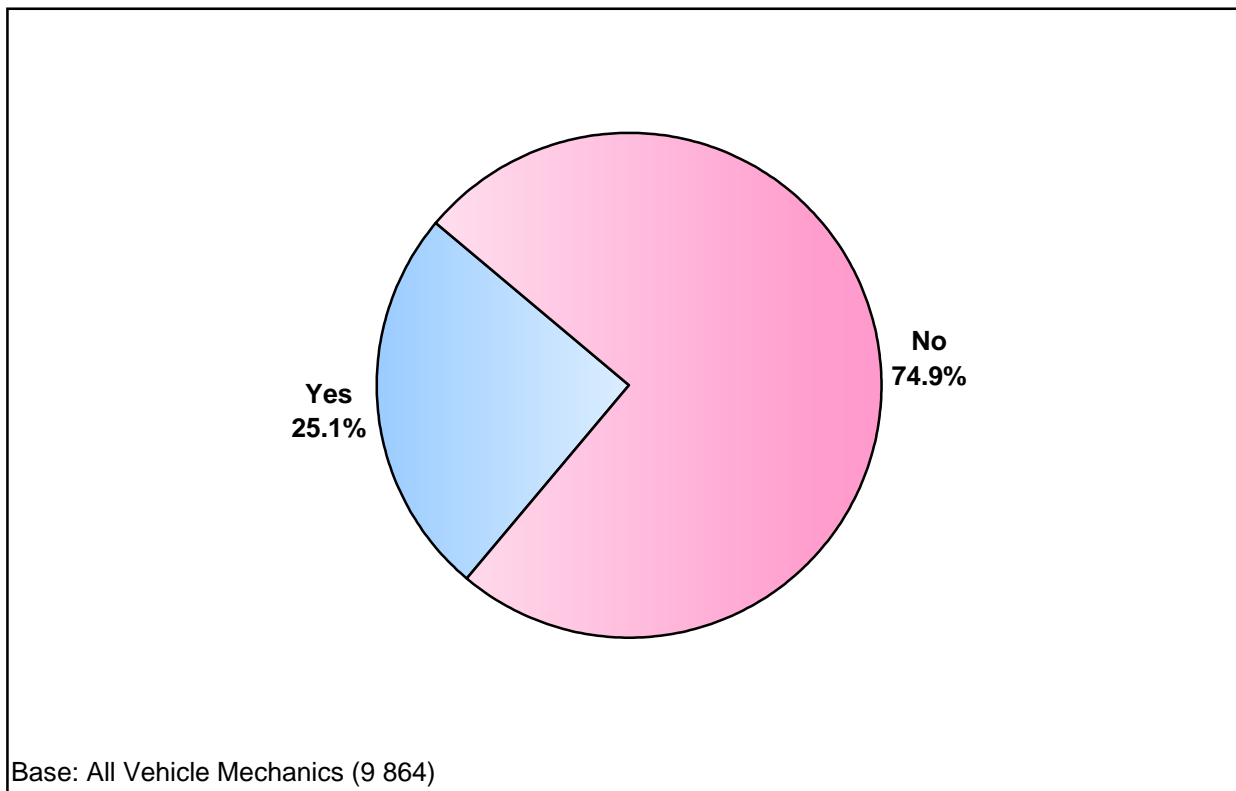


Note: The sum of % may not add up to 100% as respondents could give multiple answers.

5.3.3 Whether Consider Further Training Needed to Fulfill the Proposed Registration Requirements - Vehicle Mechanics

25.1% of vehicle mechanics considered further training was needed to fulfill the proposed registration requirements whereas 74.9% considered not. (Ref.: Chart 13)

Chart 13: Whether Consider Further Training Needed to Fulfill the Proposed Registration Requirements

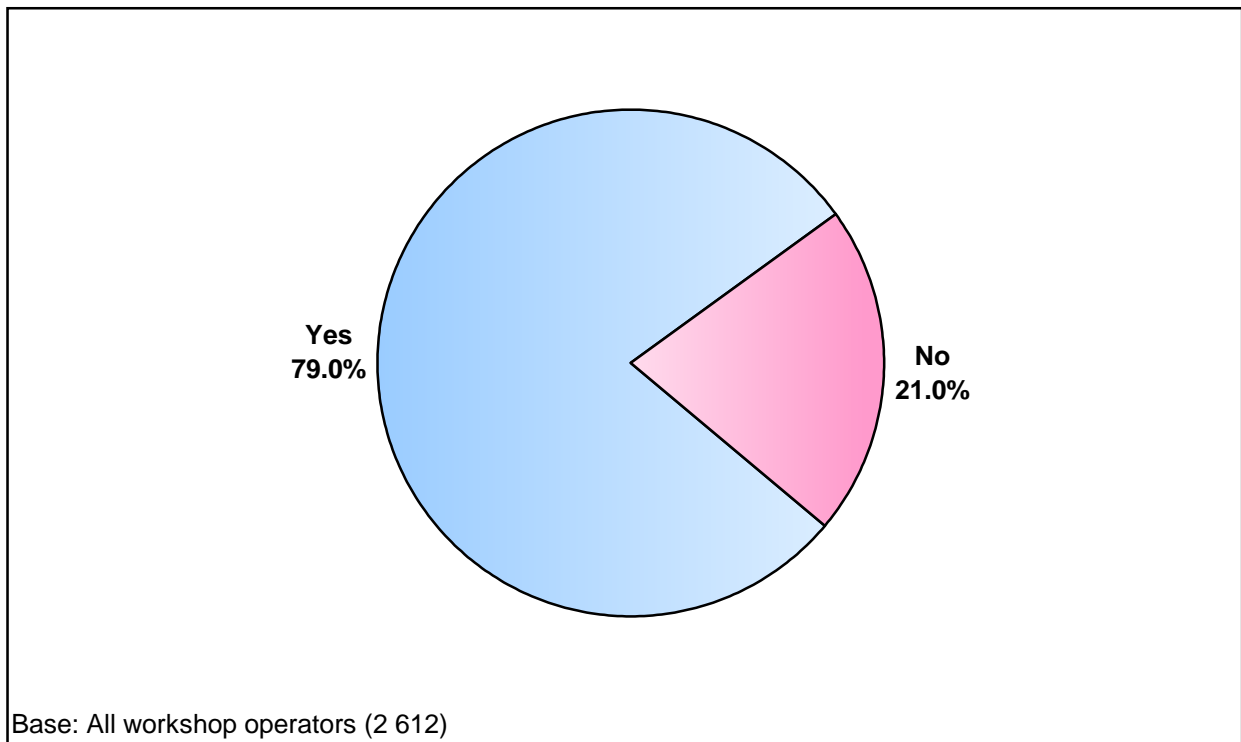


Note: Figures may not add up to 100% due to rounding.

5.3.4 Likelihood to Facilitate Employees to Fulfill the Proposed Registration Requirements - Workshop Operators

79.0% of workshop operators claimed that they would facilitate the current / future employees if they found further training necessary in order to fulfill the proposed registration requirements. However, another 21.0% said they would not. (*Ref.: Chart 14*)

Chart 14: Likelihood to Facilitate Employees to Fulfill the Proposed Registration Requirements

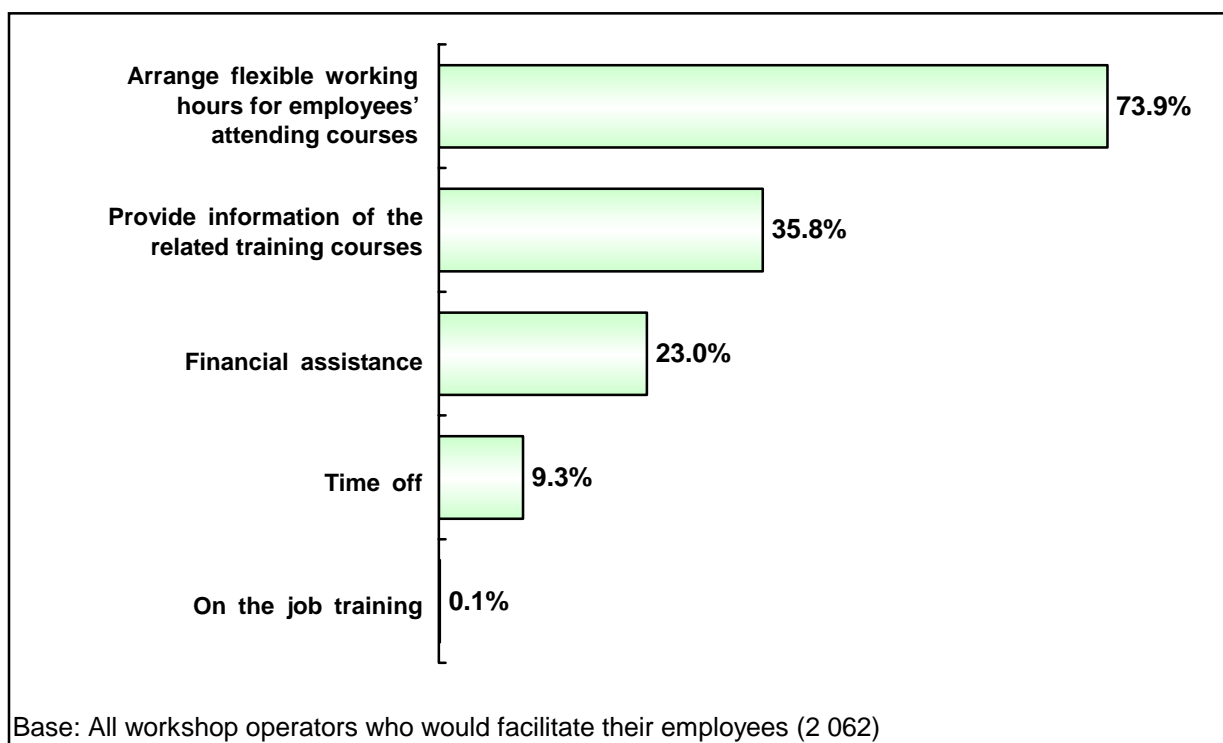


Note: Figures may not add up to 100% due to rounding.

5.3.5 Kinds of Facilitation to be Provided - Workshop Operators

Among those workshop operators who would facilitate their employees, majority (73.9%) would “arrange flexible working hours for employees’ attending courses”. The other kinds of facilitation included “provide information of the related training courses” (35.8%) and “financial assistance” (23.0%). (Ref.: Chart 15)

Chart 15: Kinds of Facilitation to be Provided



Note: The sum of % may not add up to 100% as respondents could give multiple answers.

5.4 Renewal Requirements

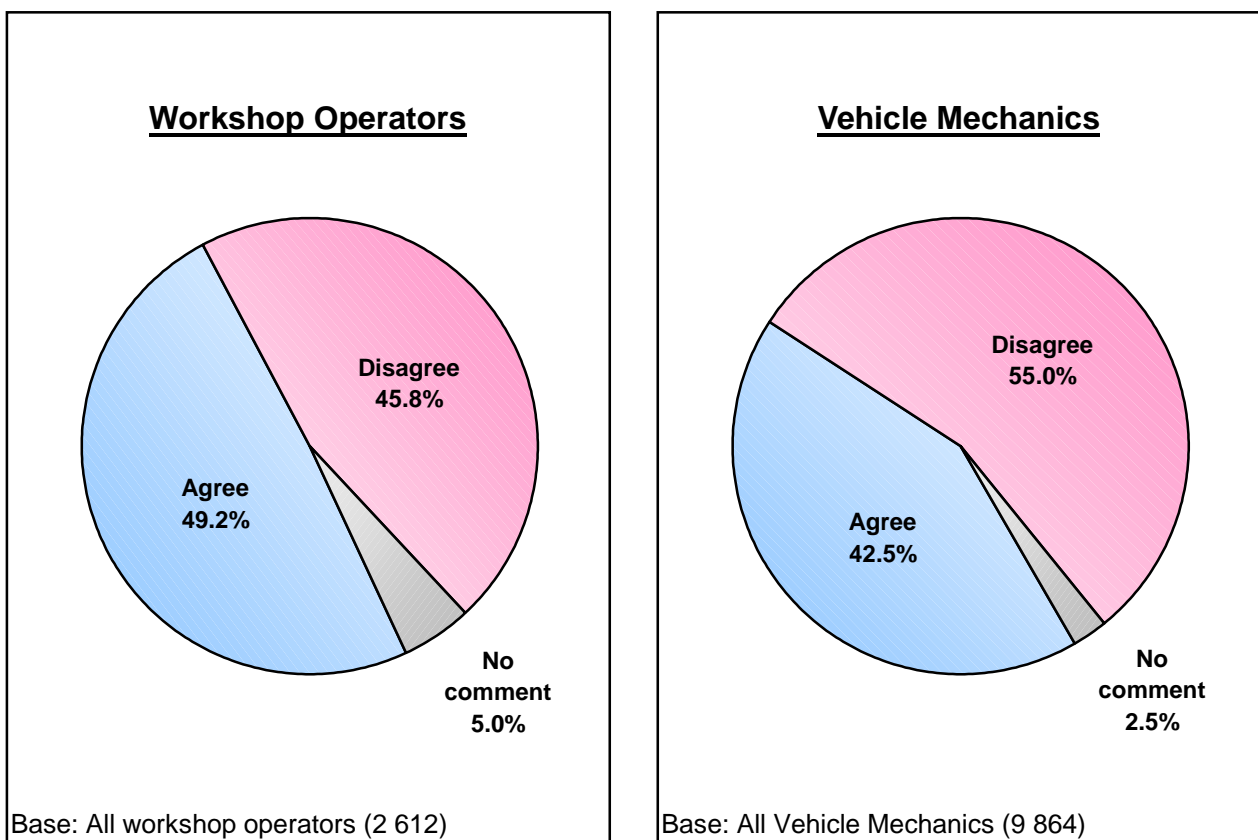
5.4.1 Whether Agree to the Proposed Renewal Period

Interviewees were explained on the renewal requirements of the Registration Scheme for Vehicle Maintenance Trade. The proposed requirements were given as below:

- Each registration and renewal will be valid for 3 years. The renewal requirement is 2 years relevant in-service record for relevant classes within the previous 3 years registration period.

49.2% of workshop operators and 42.5% of vehicle mechanics agreed to the renewal period of 3 years. On the other hand, 45.8% of workshop operators and 55.0% of vehicle mechanics disagreed. (Ref.: Chart 16)

Chart 16: Whether Agree to the Proposed Renewal Period

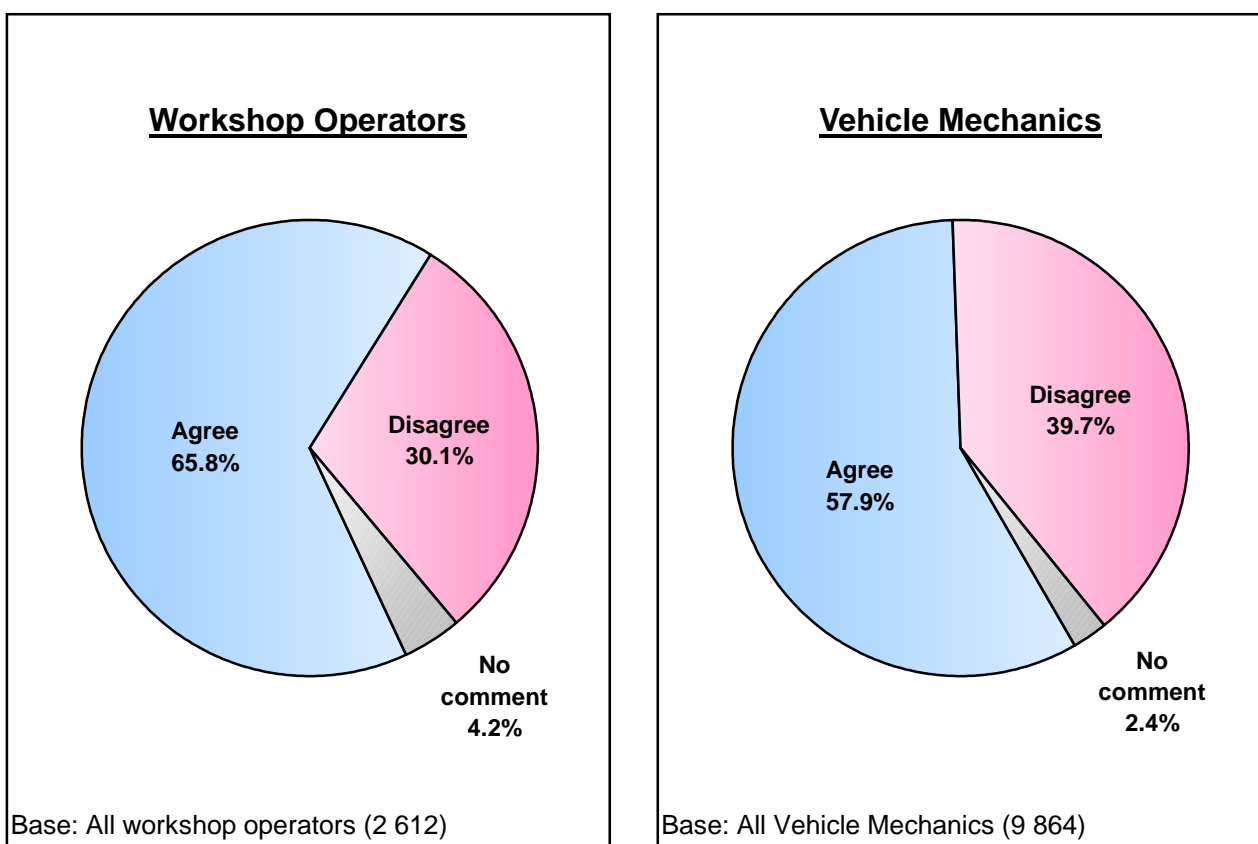


Note: Figures may not add up to 100% due to rounding.

5.4.2 Whether Agree to the Proposed Renewal Requirements

65.8% of workshop operators and 57.9% of vehicle mechanics agreed to the proposed renewal requirements. 30.1% and 39.7% of the respective groups disagreed. (Ref.: Chart 17)

Chart 17: Whether Agree to the Proposed Renewal Requirements



Note: Figures may not add up to 100% due to rounding.

5.5 Fees

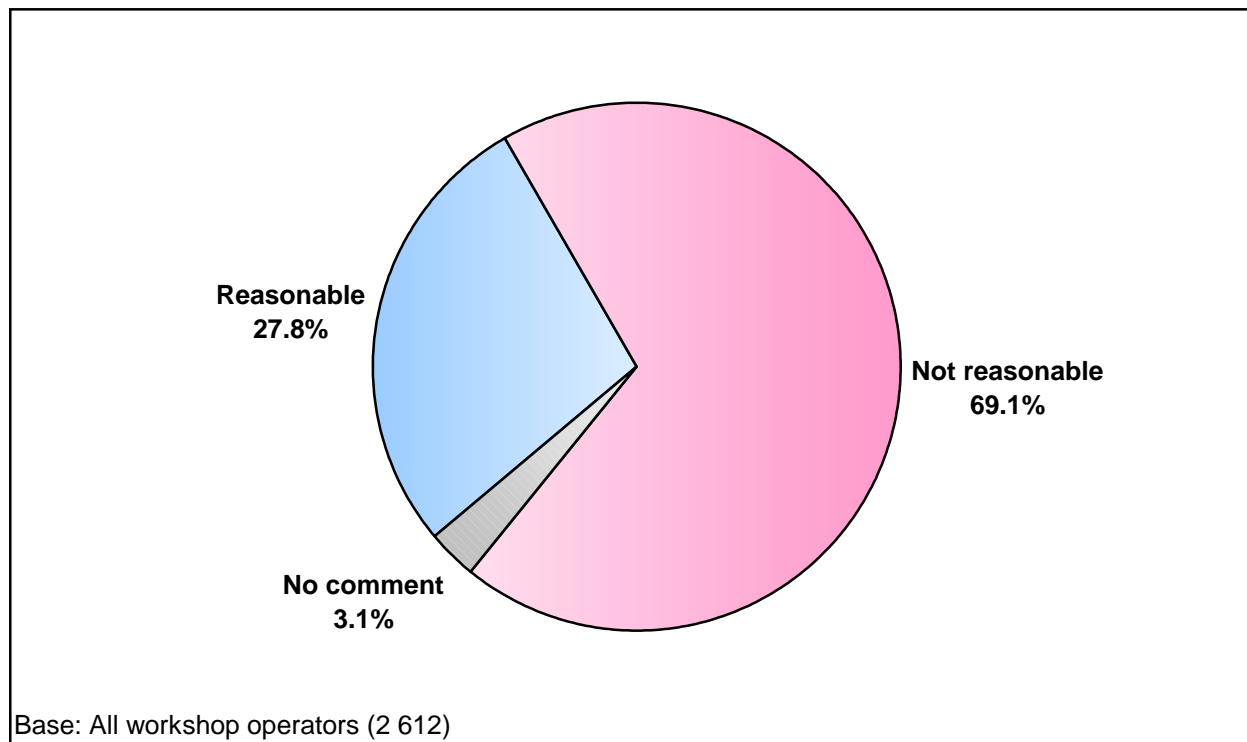
5.5.1 Whether Consider the Proposed Range of Application / Renewal Fee Reasonable - Workshop Operators

Interviewees were explained on the application / renewal fees of the Registration Scheme for the Vehicle Maintenance Trade. The proposed fee was given as below:

- The application / renewal fee is proposed to be HK\$500 – 900. Applicant can register for more than one class at one time without additional fee provided that the necessary qualifications and experience is achieved.

27.8% of workshop operators considered the proposed range of application / renewal fee reasonable whereas 69.1% considered it unreasonable. (Ref.: Chart 18)

Chart 18: Whether Consider the Proposed Range of Application / Renewal Fee Reasonable

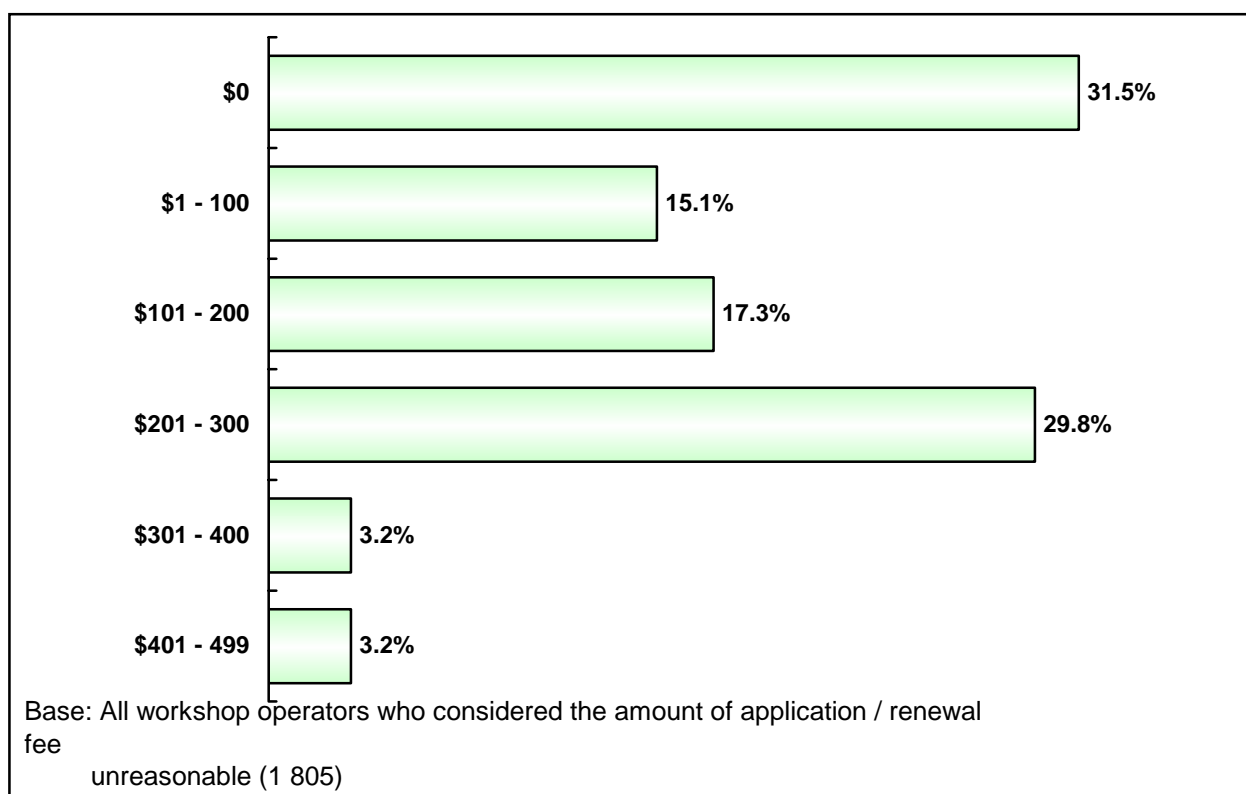


Note: Figures may not add up to 100% due to rounding.

5.5.2 Maximum Amount of Application / Renewal Fee Considered Reasonable - Workshop Operators

Among those workshop operators who considered the fee unreasonable, 31.5% considered that the application or renewal should be free of charge. 32.4% considered the maximum amount should lie between HK\$1 – 200 and 29.8% considered it should be HK\$201 – 300. (Ref.: Chart 19)

Chart 19: Maximum Amount of Application / Renewal Fee Considered Reasonable

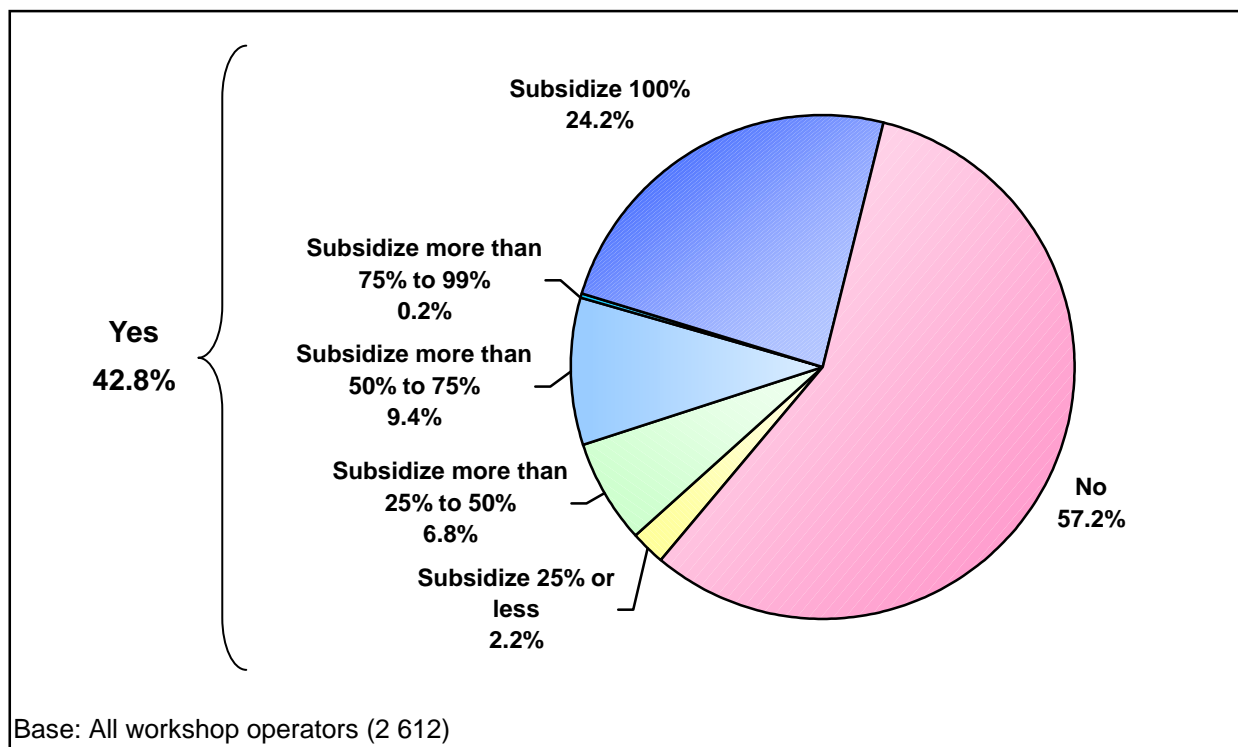


Note: Figures may not add up to 100% due to rounding.

5.5.3 Whether will Subsidize Employee's Application / Renewal Fee - Workshop Operators

42.8% of workshop operators claimed that they would subsidize their current / future employees' application / renewal fee for the registration scheme. 57.2% said they would not. (Ref.: Chart 20)

Chart 20: Whether will Subsidize Employee's Application / Renewal Fee

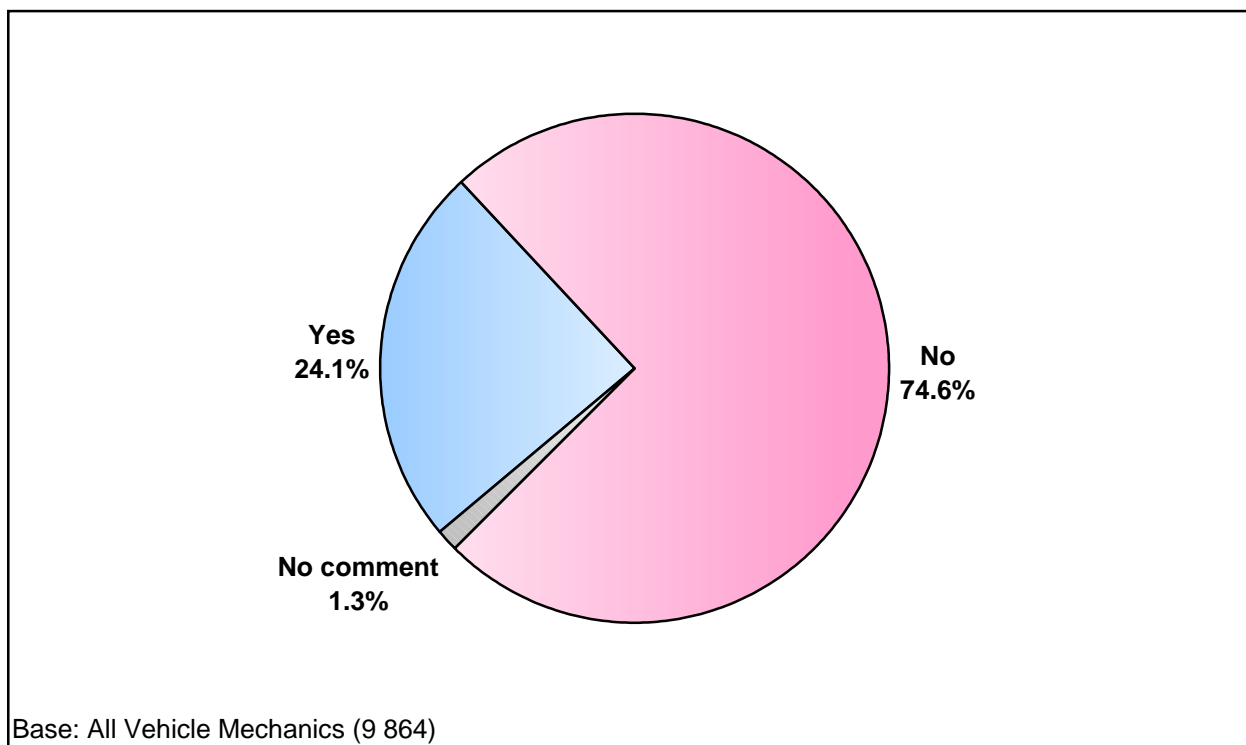


Note: Figures may not add up to 100% due to rounding.

5.5.4 Likelihood to Apply for Registration if Application / Renewal Fee Set at Proposed Range - Vehicle Mechanics

24.1% of vehicle mechanics claimed that they would apply for registration if application / renewal fee is set at the proposed range. 74.6% said the opposite. (Ref.: Chart 21)

Chart 21: Likelihood to Apply for Registration if Application / Renewal Fee Set at Proposed Range

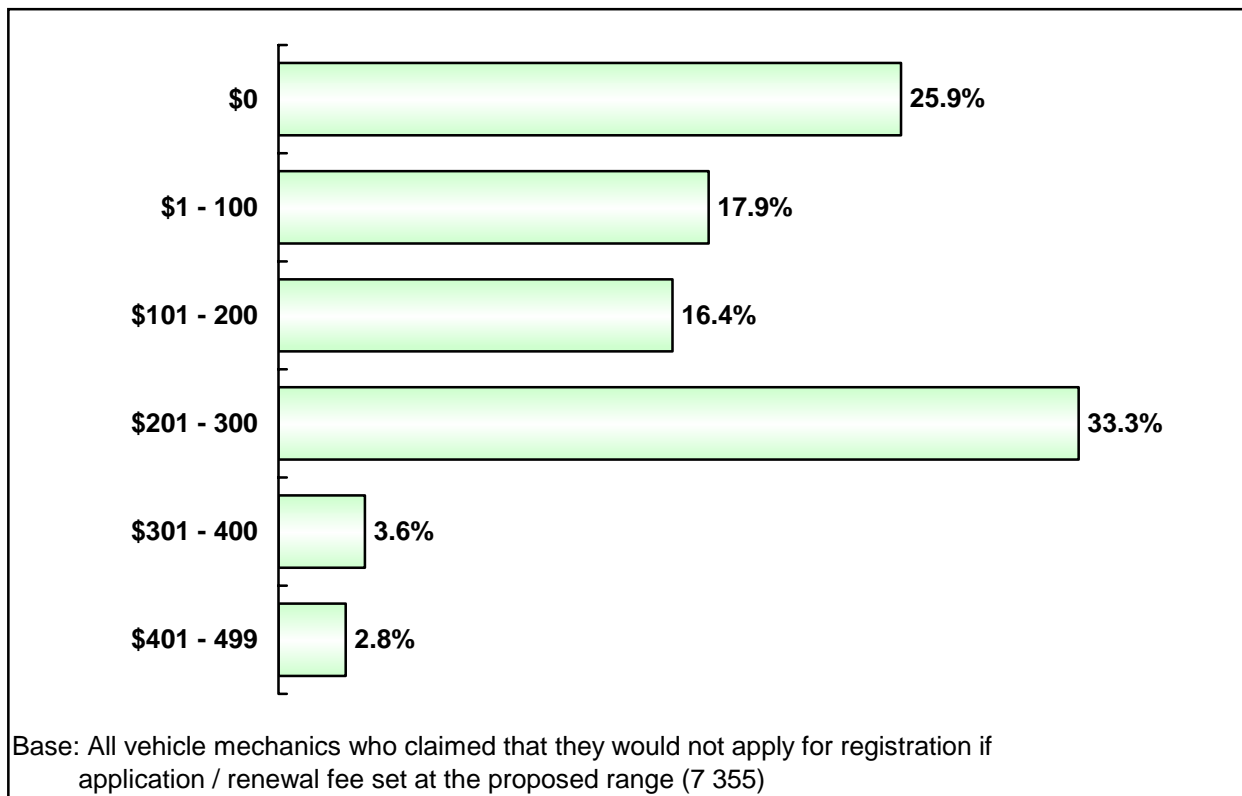


Note: Figures may not add up to 100% due to rounding.

5.5.5 Maximum Amount of Application / Renewal Fee Willing to Pay - Vehicle Mechanics

For those vehicle mechanics who claimed that they would not apply for registration if the fee is set at the proposed level, 25.9% were unwilling to pay any fee. 34.3% was willing to pay HK\$1 – 200 and 33.3% was willing to pay HK\$201 – 300. (Ref.: Chart 22)

Chart 22: Maximum Amount of Application / Renewal Fee Willing to Pay



Note: Figures may not add up to 100% due to rounding.

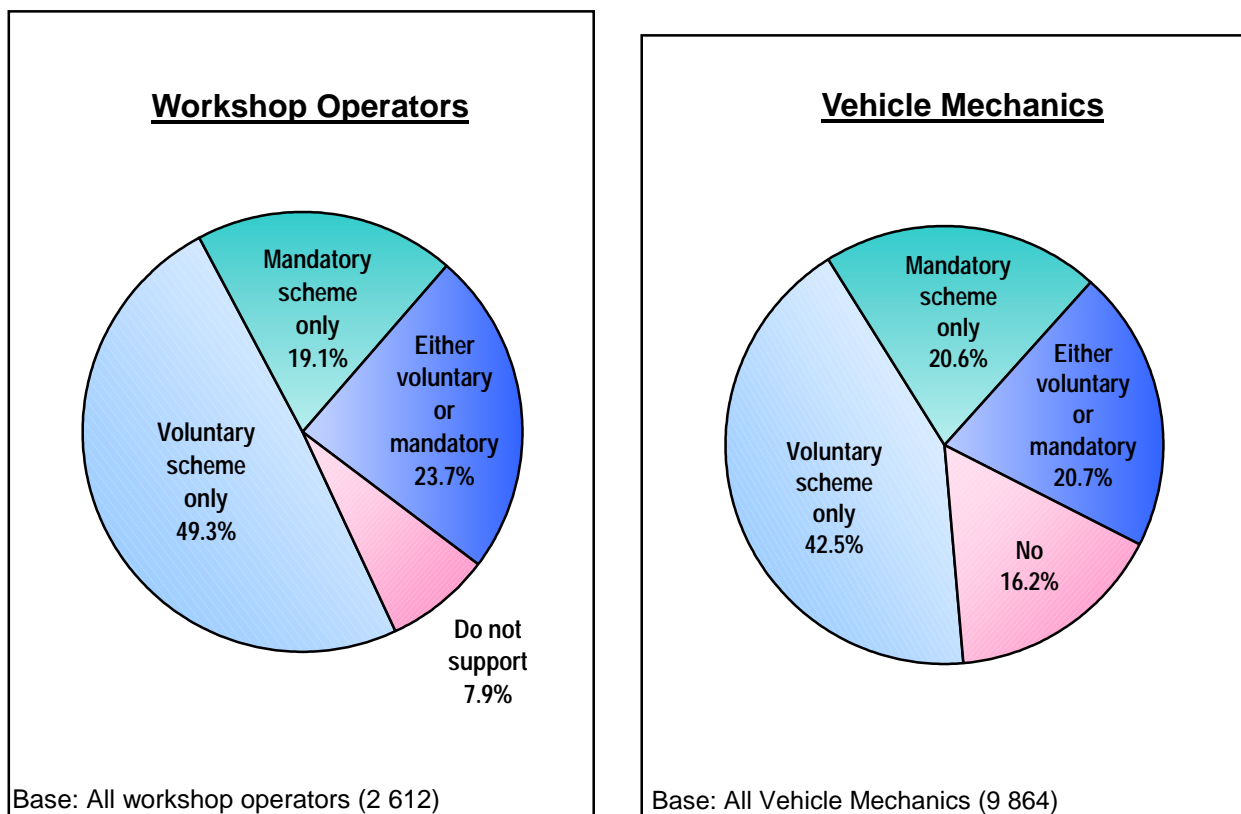
5.6 Preference for a Voluntary/Mandatory Scheme

5.6.1 Likelihood to Support / Join a Registration Scheme for Vehicle Mechanics

Majority (92.1%) of workshop operators claimed that they would support a registration scheme for vehicle mechanics and encourage the vehicle mechanics in the workshop to register. As to vehicle mechanics, 83.8% claimed that they would join a registration scheme.

In terms of the nature of the scheme, 42.5% and 20.6% would support a voluntary scheme only and a mandatory scheme only 20.7% of vehicle mechanics claimed that they would join either a voluntary or mandatory scheme. (Ref.: Chart 23) As to workshop operators, 49.3% and 19.1% respectively would support a voluntary scheme only and a mandatory scheme only 23.7% of workshop operators claimed that they would support either a voluntary or mandatory scheme. (Ref.: Chart 23)

Chart 23: Likelihood to Support / Join a Registration Scheme for Vehicle Mechanics



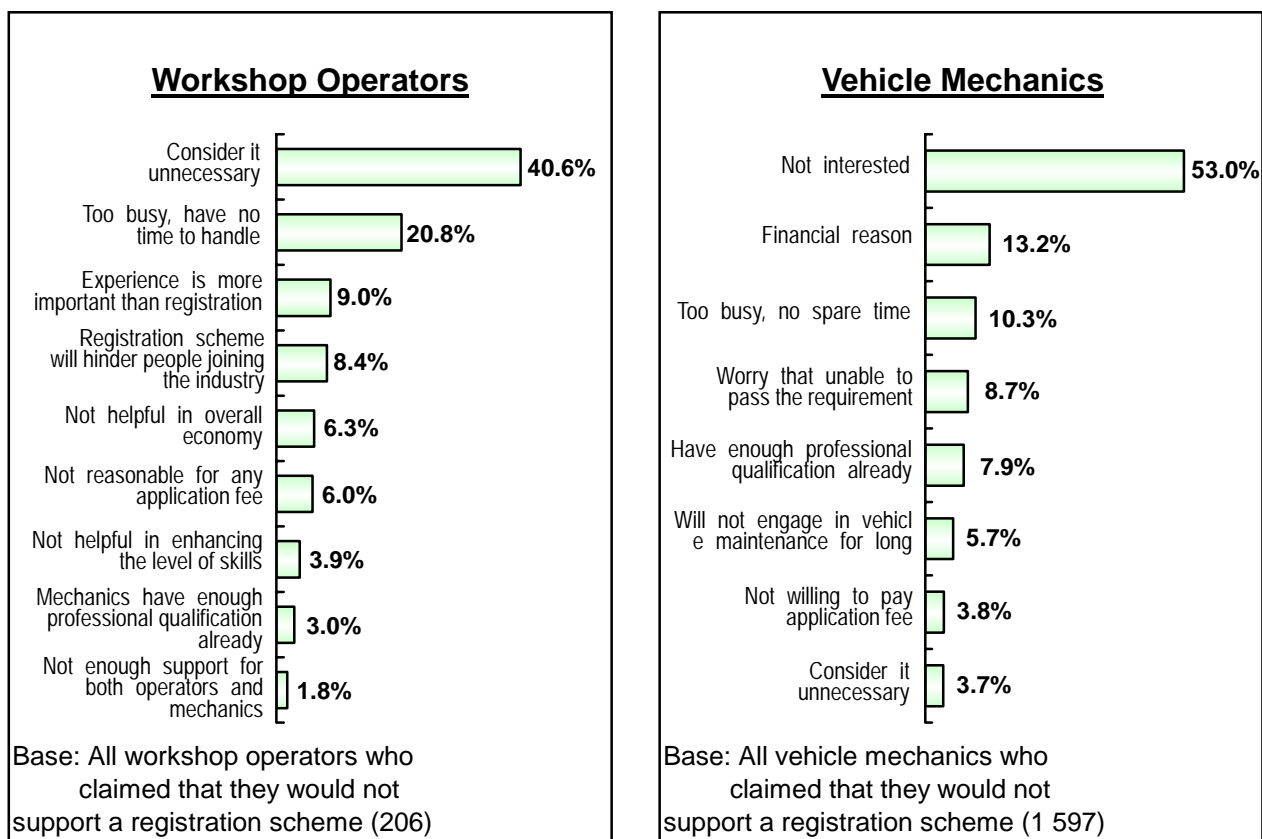
Note: Figures may not add up to 100% due to rounding.

5.6.2 Reasons of Not Supporting / Not Joining a Registration Scheme

The major reason of workshop operators not supporting a registration scheme was “consider it unnecessary” (40.6%) and “too busy, have no time to handle” (20.8%). Other reasons included “experience is more important than registration” (9.0%) and “registration scheme will hinder people joining the industry” (8.4%).

As to vehicle mechanics, “not interested” (53.0%) was the major reason of not joining a registration scheme, followed by “financial reason” (13.2%) and “too busy, no spare time” (10.3%). Moreover, 8.7% claimed that they “worry that unable to pass the requirement” and 7.9% “have enough professional qualification already”. (Ref.: Chart 24)

Chart 24: Reasons of Not Supporting / Not Joining a Registration Scheme

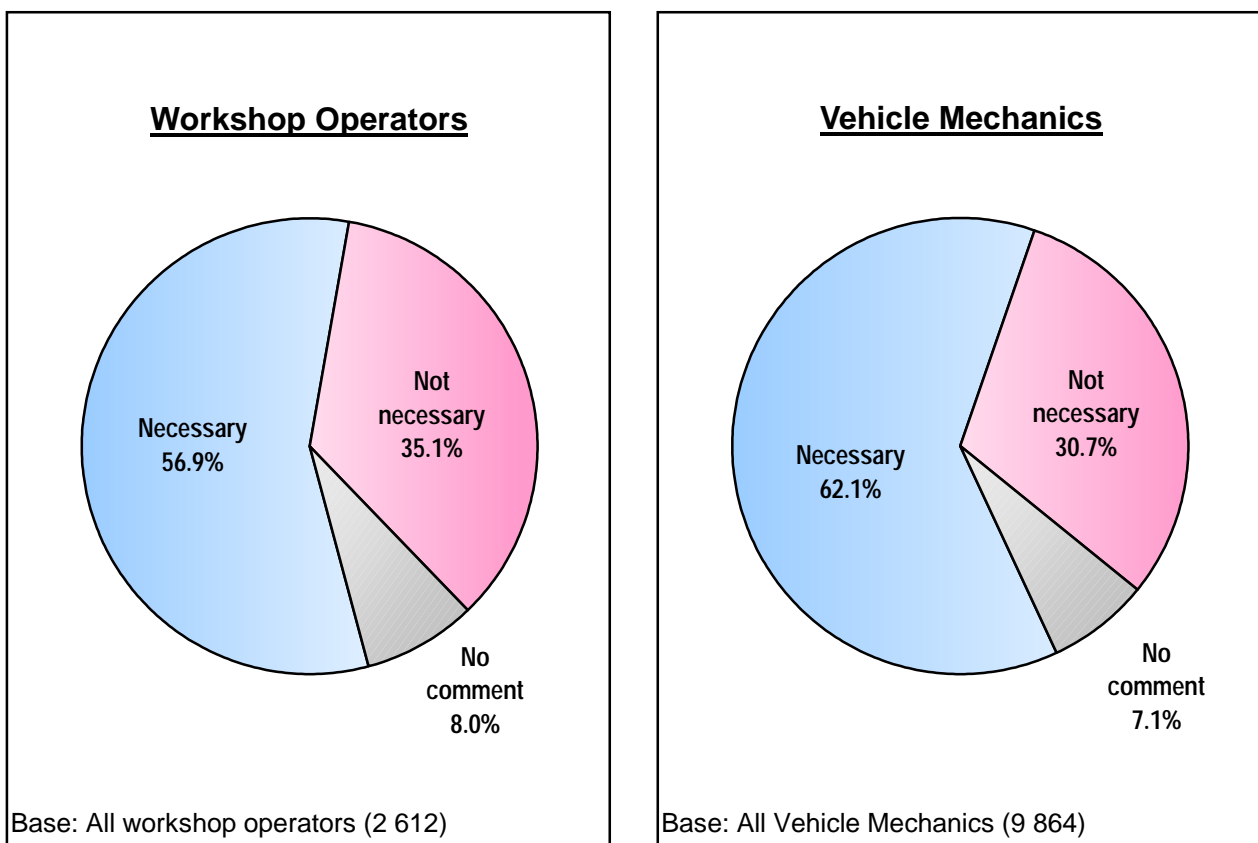


Note: The sum of % may not add up to 100% as respondents could give multiple answers.

5.6.3 Whether Consider a Mandatory Scheme for Vehicle Mechanics Necessary in long term

56.9% of workshop operators and 62.1% of vehicle mechanics considered a mandatory scheme for vehicle mechanics necessary in the long term. 35.1% of workshop operators and 30.7% of vehicle mechanics considered it unnecessary. (Ref.: Chart 25)

Chart 25: Whether Consider a Mandatory Scheme for Vehicle Mechanics Necessary in long term



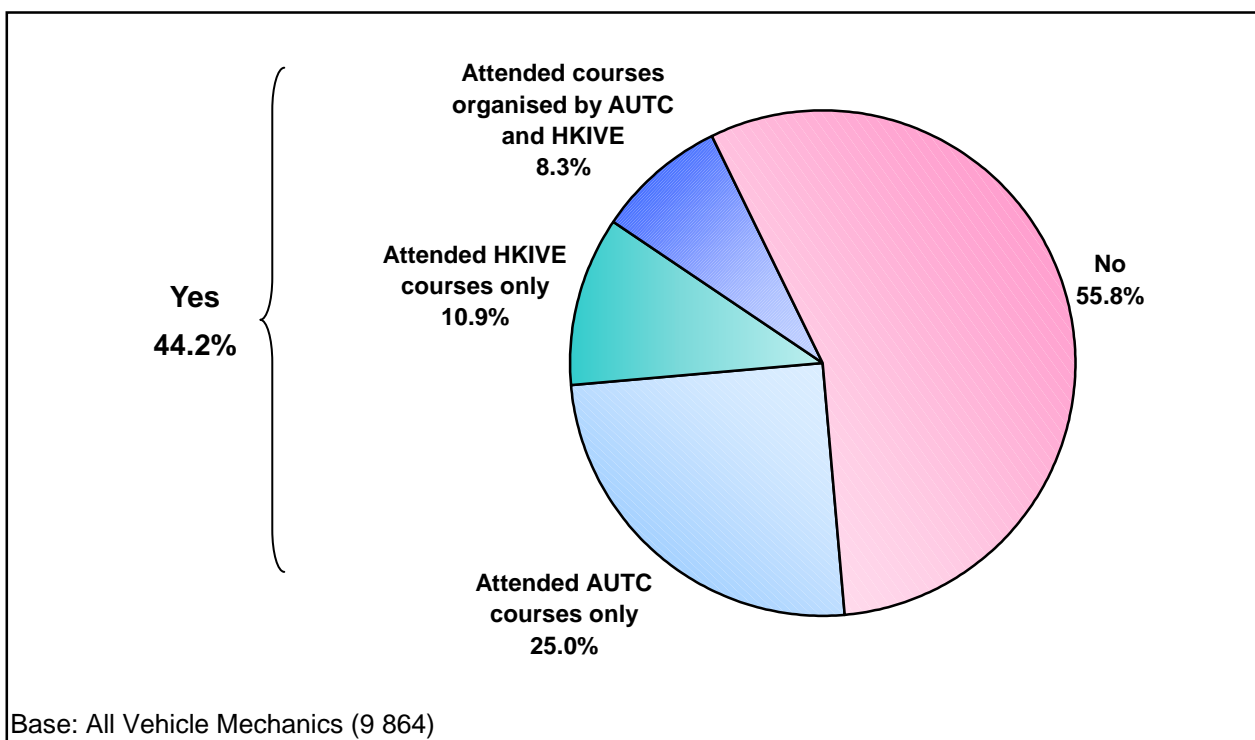
Note: Figures may not add up to 100% due to rounding.

5.7 Continuous Professional Development (CPD)

5.7.1 Whether Ever Attended Courses Organized by AUTC / HKIVE - Vehicle Mechanics

Less than half (44.2%) of vehicle mechanics had ever attended courses organized by AUTC / HKIVE to improve their skills in vehicle maintenance. 25.0% had attended courses organized by AUTC only, another 10.9% HKIVE only while 8.3% had attended courses by both organizations. (Ref.: Chart 26)

Chart 26: Whether Ever Attended Courses Organized by AUTC / HKIVE

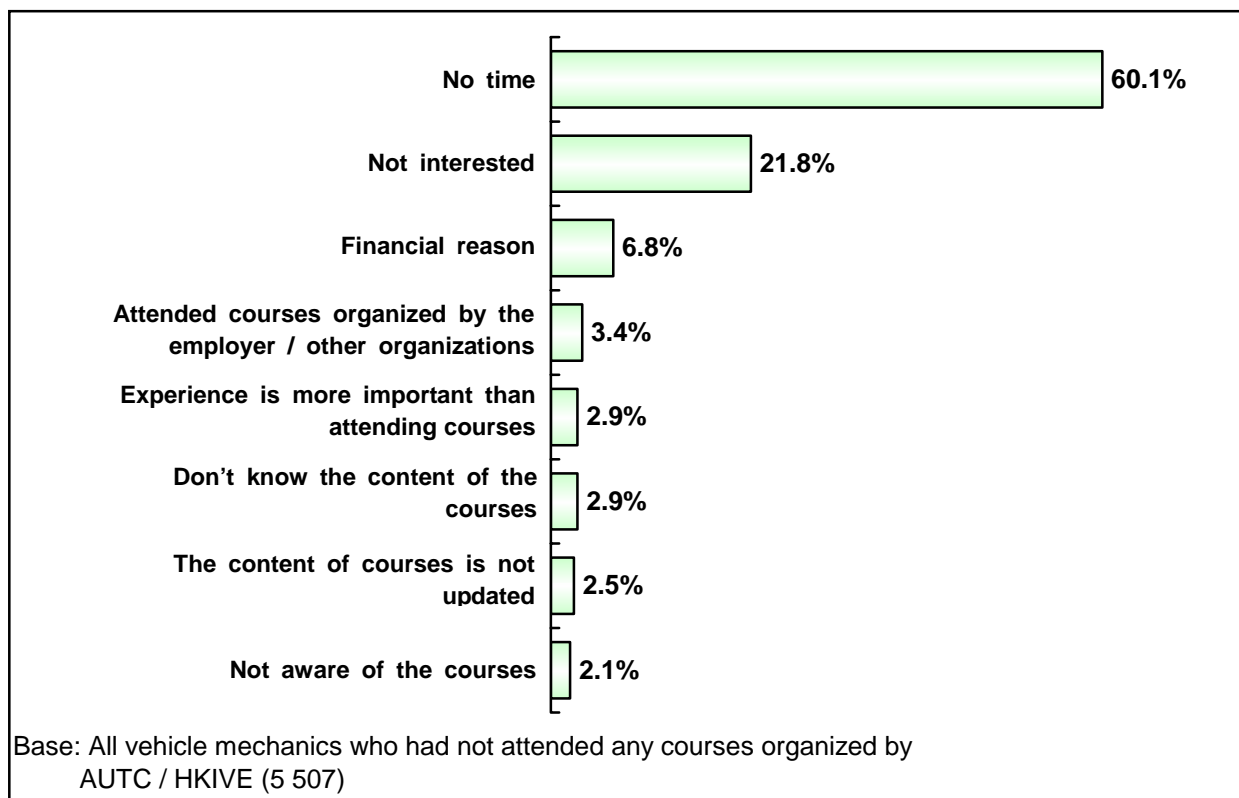


Note: Figures may not add up to 100% due to rounding.

5.7.2 Reasons of Not Attended Courses Organized by AUTC / HKIVE - Vehicle Mechanics

“No time” (60.1%) was the main reason of vehicle mechanics not attended any courses organized by AUTC / HKIVE, followed by “not interested” (21.8%). 6.8% were due to “financial reason”. (Ref.: Chart 27)

Chart 27: Reasons of Not Attended Courses Organized by AUTC / HKIVE



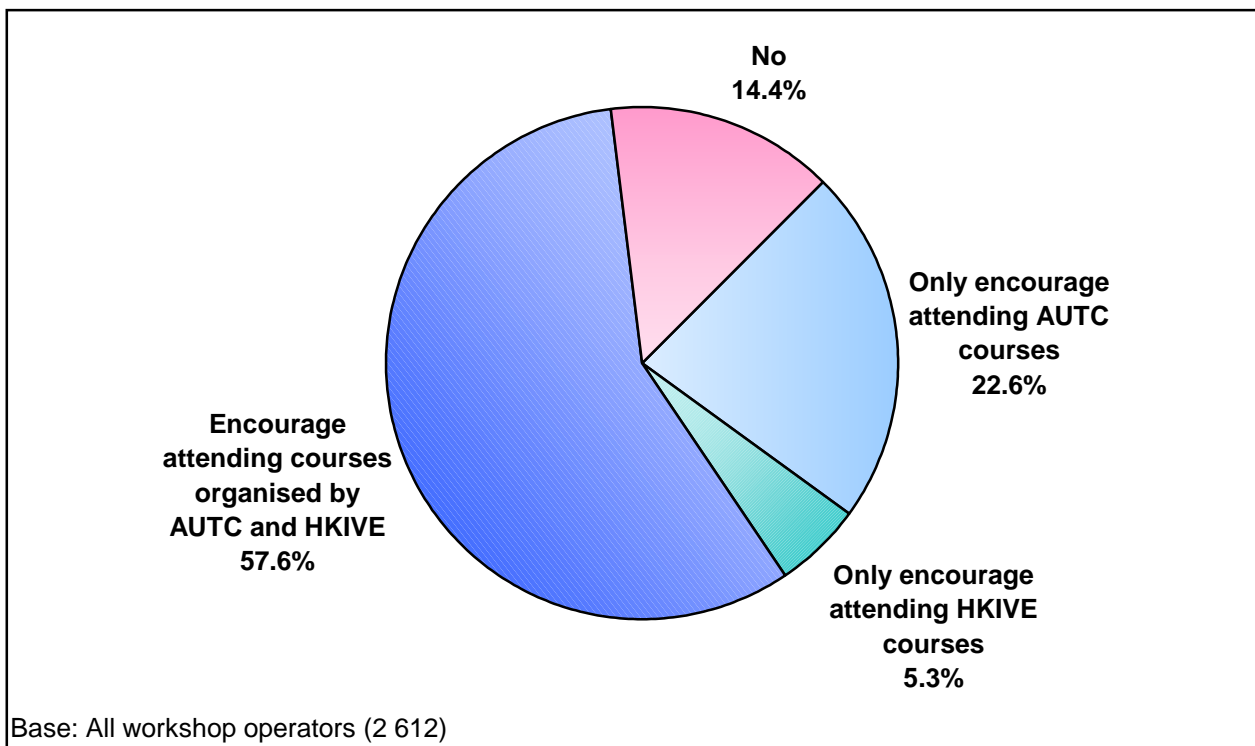
Note: The sum of % may not add up to 100% as respondents could give multiple answers.

Answers less than 2% were not shown.

5.7.3 Likelihood to Encourage Employees to Attend Courses Organized by AUTC / HKIVE - Workshop Operators

Majority (85.6%) of workshop operators claimed that they would encourage their current / future employees to attend courses organized by AUTC / HKIVE to improve their skills in vehicle maintenance. 57.6% would encourage attending courses organized by either AUTC or HKIVE while 22.6% and 5.3% would encourage attending courses by AUTC only and HKIVE only respectively. (Ref.: Chart 28)

Chart 28: Likelihood to Encourage Employees to Attend Courses Organized by AUTC / HKIVE

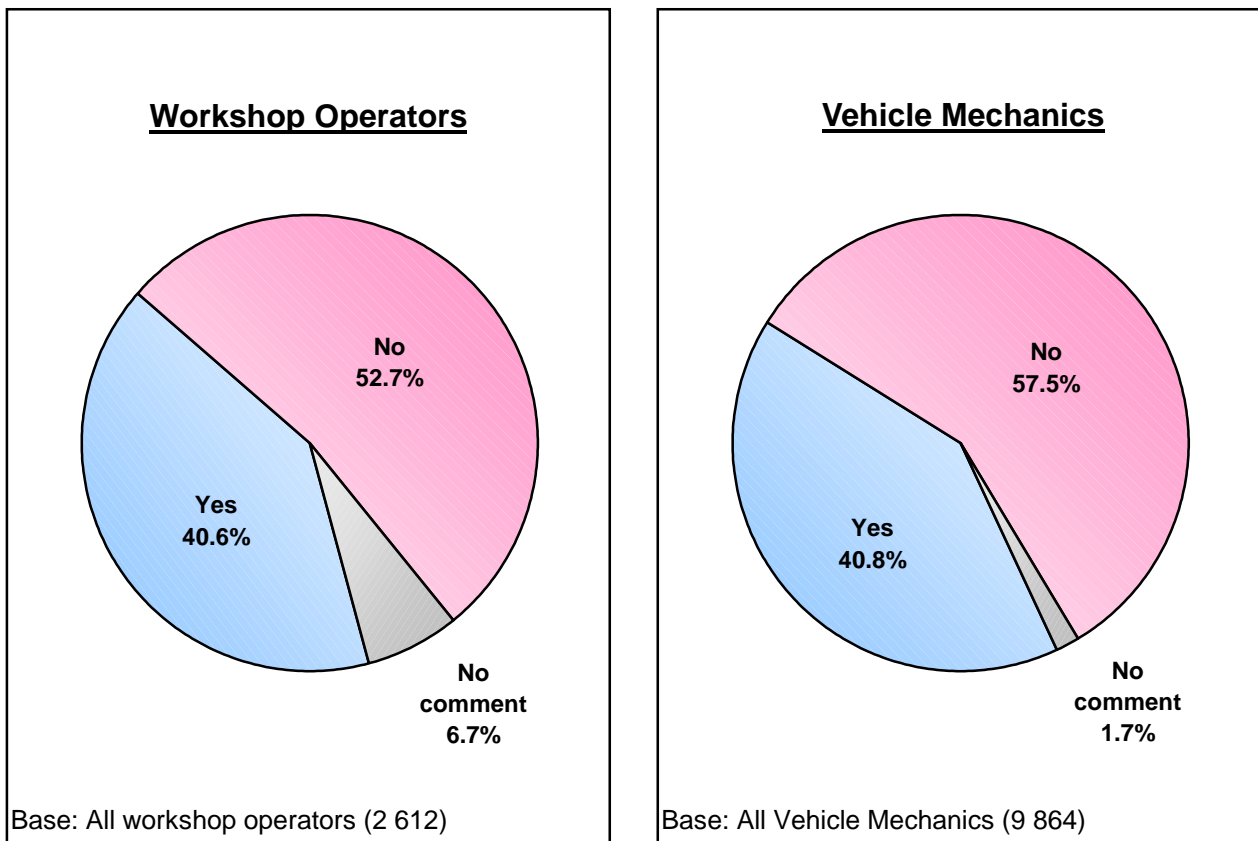


Note: Figures may not add up to 100% due to rounding.

5.7.4 Whether Consider the Scheme Should Include a Requirement for CPD as Part of Renewal Requirements

40.6% of workshop operators and 40.8% vehicle mechanics considered the scheme should include a requirement for CPD as part of renewal requirements. However, 52.7% of workshop operators and 57.5% of vehicle mechanics considered it unnecessary. (Ref.: Chart 29)

Chart 29: Whether Consider the Scheme Should Include a Requirement for CPD as Part of Renewal Requirements



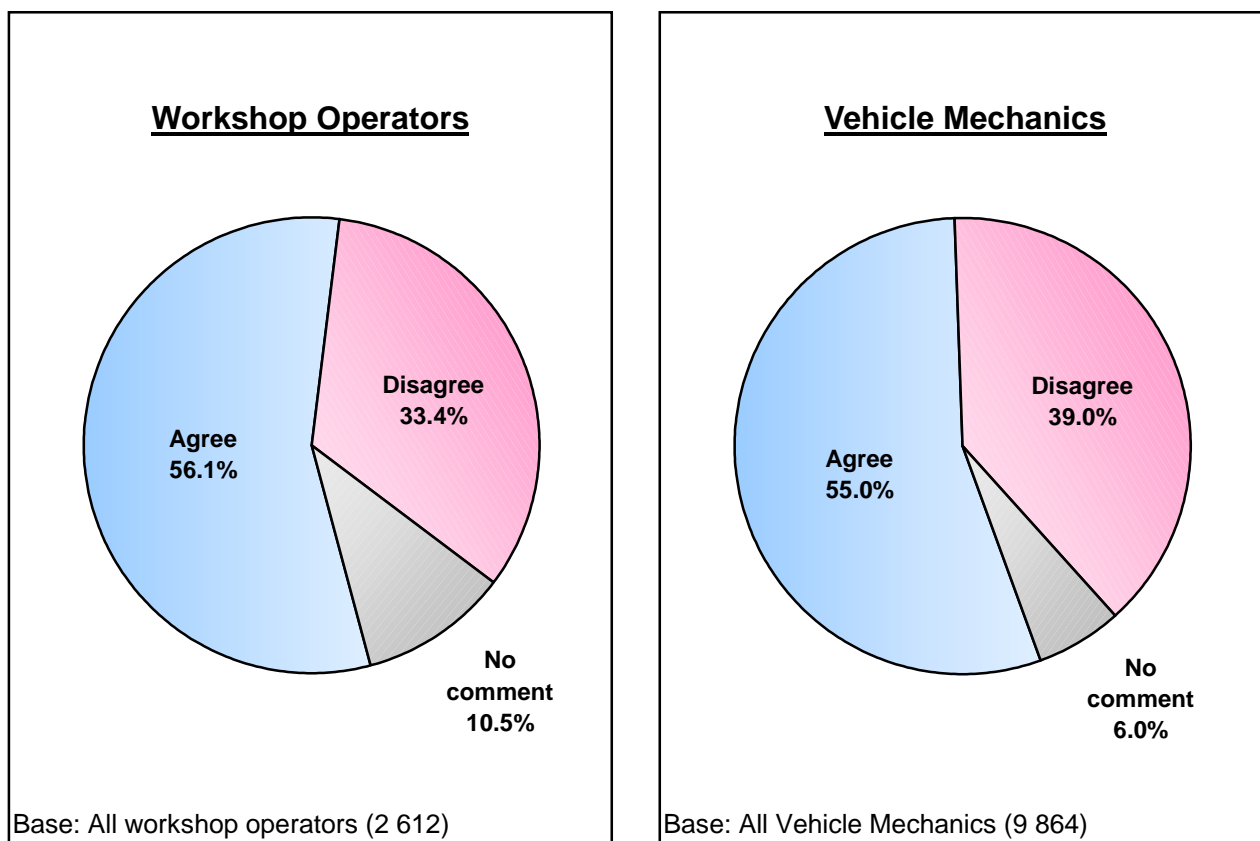
Note: Figures may not add up to 100% due to rounding.

5.8 Monitoring Arrangements

5.8.1 Whether Agree to the Proposal of Publishing the Name of Registered Vehicle Mechanics on the Internet

Over half of workshop operators (56.1%) and vehicle mechanics (55.0%) agreed to the proposal of publishing the name of registered vehicle mechanics on the Internet. On the other hand, 33.4% and 39.0% of the respective groups disagreed. (Ref.: Chart 30)

Chart 30: Whether Agree to the Proposal of Publishing the Name of Registered Vehicle Mechanics on the Internet

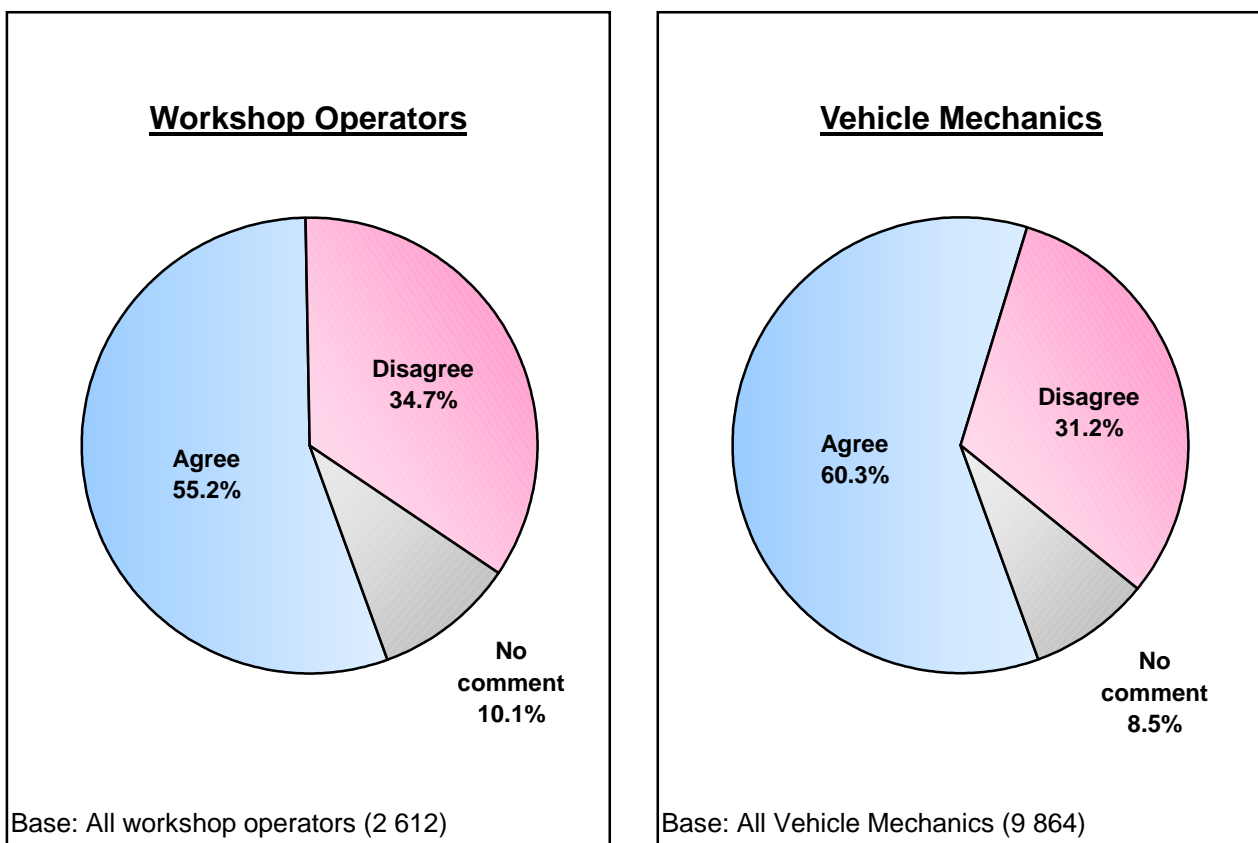


Note: Figures may not add up to 100% due to rounding.

5.8.2 Whether Agree to the Need to Monitor the Performance of Registered Vehicle Mechanics

55.2% of workshop operators and 60.3% of vehicle mechanics agreed to the need to monitor the performance of registered vehicle mechanics. On the other hand, about one-third of the two groups (34.7% and 31.2% respectively) disagreed. (Ref.: Chart 31)

Chart 31: Whether Agree to the Need to Monitor the Performance of Registered Vehicle Mechanics

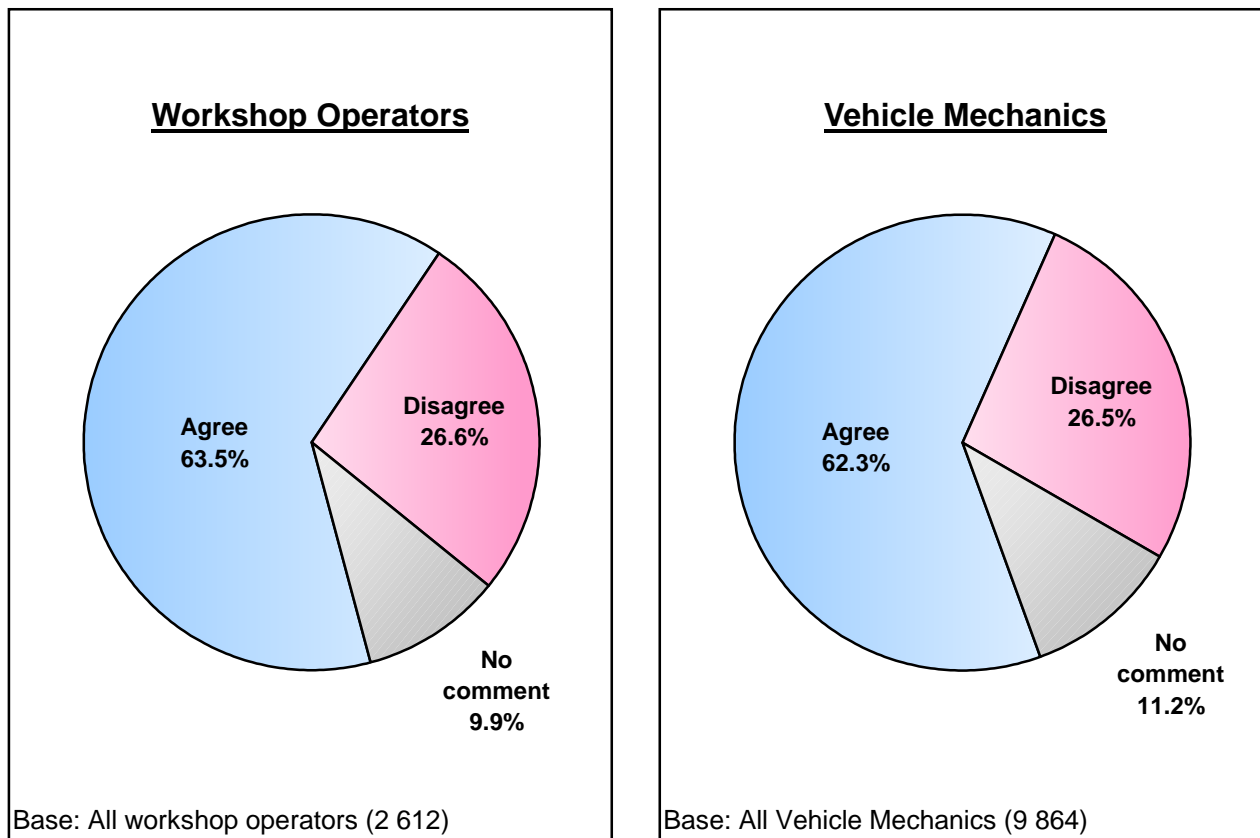


Note: Figures may not add up to 100% due to rounding.

5.8.3 Whether Agree that Non-performers Should be Subject to Appropriate Course of Action

Over three-fifths of workshop operators (63.5%) and vehicle mechanics (62.3%) agreed that non-performers (eg misrepresentation, negligence or unsafe act) should be subject to appropriate course of action (eg suspension or revocation of registration). On the contrary, another one quarter of workshop operators (26.6%) and vehicle mechanics (26.5%) disagreed. (Ref.: Chart 32)

Chart 32: Whether Agree that Non-performers Should be Subject to Appropriate Course of Action



Note: Figures may not add up to 100% due to rounding.

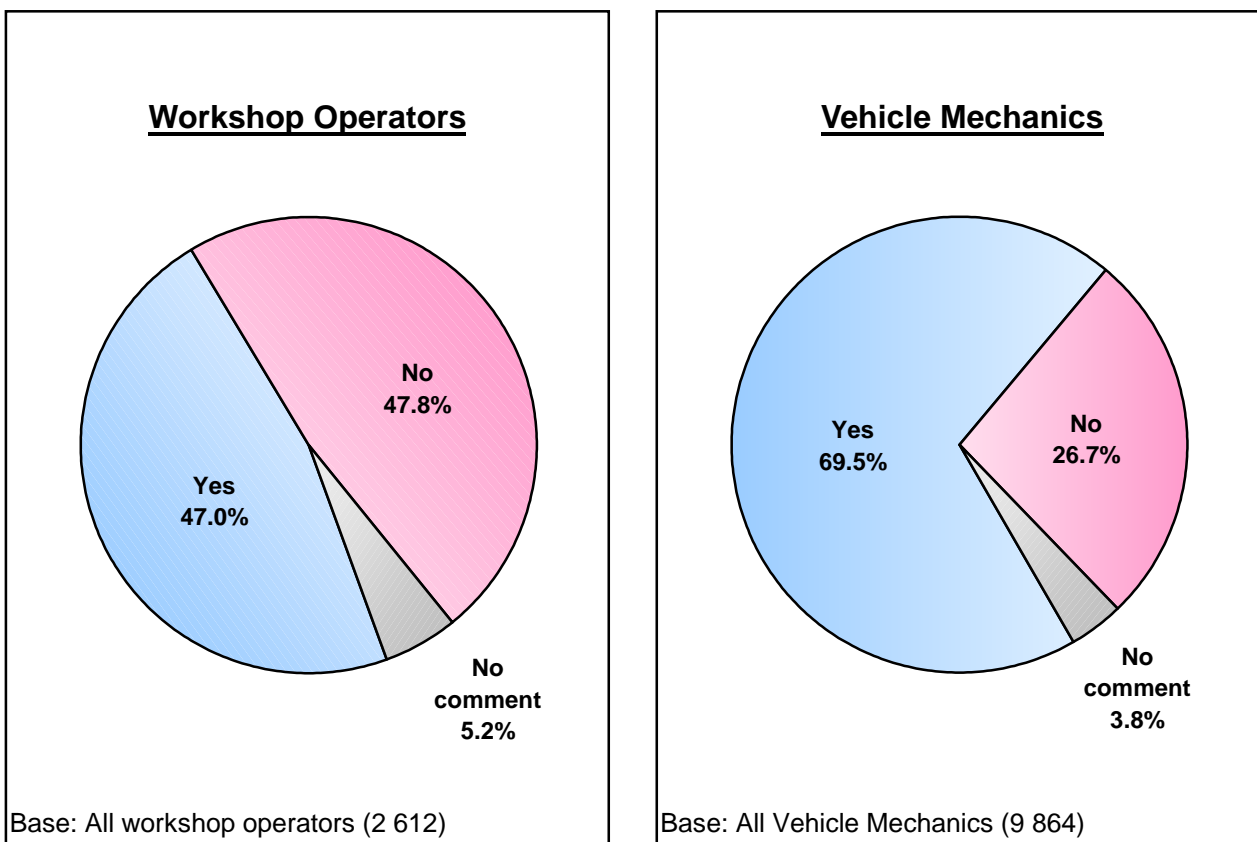
5.9 Registration of Workshops

5.9.1 Whether Consider Vehicle Maintenance Workshops should be Registered in Longer Term

Workshop operators had different views on whether vehicle workshops should be registered in longer term to allow time to enhance their equipment and facilities to meet the necessary technical and safety requirements, half (47.0%) considered it necessary whereas another half (47.8%) thought the opposite.

As to vehicle mechanics, 69.5% considered it necessary while the other 26.7% said unnecessary. (Ref.: Chart 33)

Chart 33: Whether Consider Vehicle Maintenance Workshops should be Registered in Longer Term



Note: Figures may not add up to 100% due to rounding.

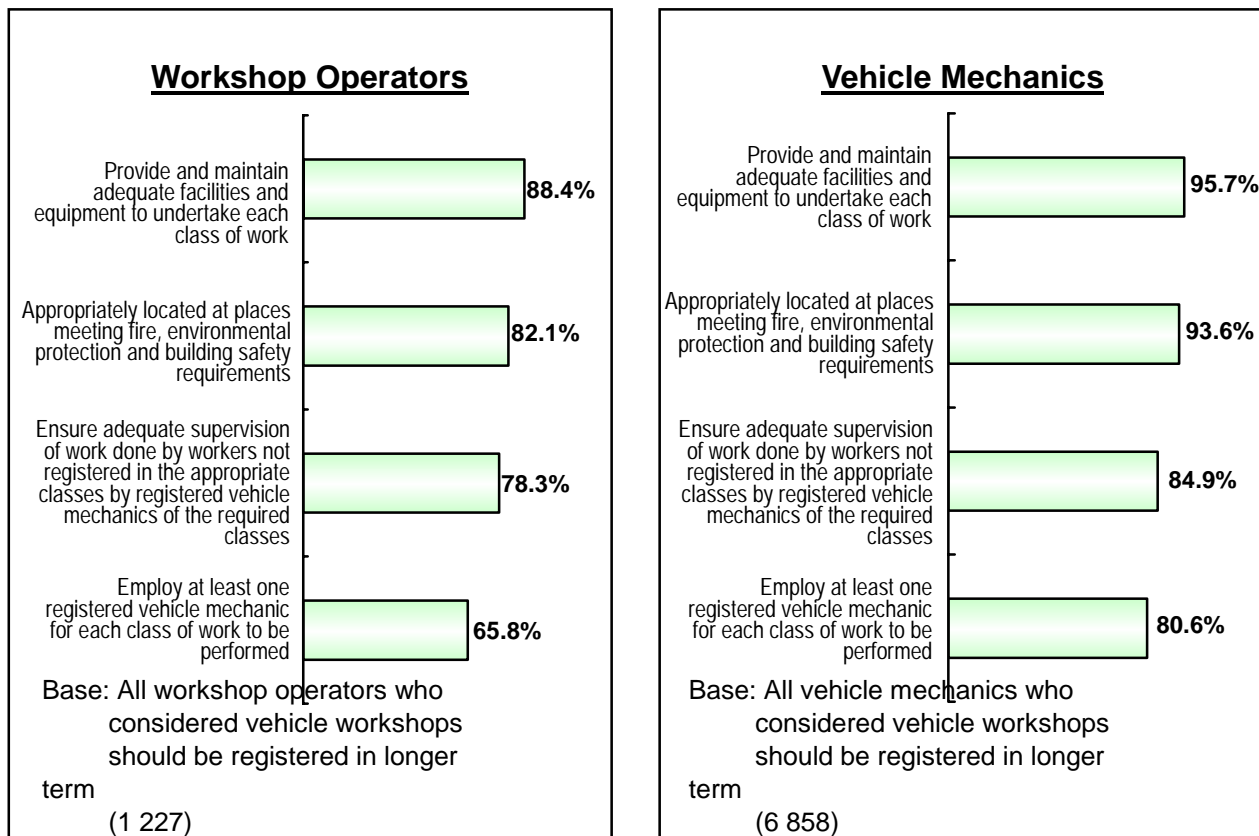
5.9.2 Elements Should be Covered by the Workshop Registration Scheme

Among those who considered that vehicle maintenance workshops should be registered in longer term, majority considered the following elements should be covered by the workshop registration scheme:

- Provide and maintain adequate facilities and equipment to undertake each class of work (workshop operators: 88.4%; vehicle mechanics: 95.7%)
- Appropriately located at places meeting fire, environmental protection and building safety requirements (82.1%; 93.6%)
- Ensure adequate supervision of work done by workers not registered in the appropriate classes by registered vehicle mechanics of the required classes (78.3%; 84.9%)

On the other hand, 65.8% of workshop operators and 80.6% of vehicle mechanics considered the element “employ at least one registered vehicle mechanic for each class of work to be performed” should be covered in the scheme. (Ref.: Chart 34)

Chart 34: Elements Should be Covered by the Workshop Registration Scheme





Annexes : Questionnaires (English translation)

P04C151 Opinion Survey on the Proposed Registration Scheme for the Vehicle Maintenance Trade

Introduction:

Hello! My name is _____, an interviewer of Mercado Solutions Associates Ltd. We have been commissioned by the Electrical and Mechanical Services Department (EMSD) to conduct an opinion survey on the proposed Registration Scheme for the Vehicle Maintenance Trade, and would like to conduct an interview with you. Please be assured that the information provided by you will be used for statistical and research purposes relating to the proposed registration scheme for local vehicle maintenance trade by our company and relevant Government bureaux / departments. Individual respondents will not be identified in releasing the results of the survey. Thank you for your co-operation.

Sample serial no. (SSN): _____

Interviewer no.: _____ Date of interview: _____ Time of interview: From _____ to _____

SCREENING

S1. Are you engaging in vehicle maintenance? We are not referring to the works only related to vehicle cleaning, tire replacement or sales of parts.

Yes → Start interview

No → Select another mechanic

PERSONAL PARTICULARS

1. Respondent's name: _____

2. Contact telephone no.: _____

3. Office / Workshop Address: _____

4. Your age is between..... **[Read out]**?

- | | | | | |
|------------|------------|------------|------------|----------------|
| 1. 15 – 19 | 2. 20 – 29 | 3. 30 – 39 | 4. 40 – 49 | 5. 50 or above |
|------------|------------|------------|------------|----------------|

5. (a) Have you joined any trade association and / or union?

1. Yes → (b) (If yes) Please name the association(s) and / or union(s): _____

2. No → Ask Q6

6. What is the highest level of education you have completed? **[Read out]**?

- | | |
|---------------------------|-----------------------|
| 1. Primary school | 5. Diploma |
| 2. Secondary 3 Skip to Q8 | 6. Higher Certificate |
| 3. Secondary 5 | 7. Higher Diploma |
| 4. Craft Certificate | 8. Degree or above |

7. (If you have obtained craft certificate or above) Is any of your education or qualification at craft certificate or above level related to vehicle / automotive engineering?

- | | |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|

8. Have you obtained any trade test certificate in vehicle maintenance?

1. Yes → 9. (a) Please advise awarding organization(s): _____

(b) Which type(s) of service include? **[Read out] [May choose more than one]**

- | | | | |
|---------------|---------------|----------------|-----------|
| 1. Mechanical | 2. Electrical | 3. Body Repair | 4. Others |
|---------------|---------------|----------------|-----------|

2. No → Ask Q10

10. How many years of experience do you have in vehicle maintenance? **[Read out]**

1. Less than 5 2. 5 – 9 3. 10 – 14 4. 15 or more

REGISTRATION CLASSIFICATION

[Show card and read out] About the classification of the Registration Scheme for Vehicle Maintenance Trade, it is proposed that initially vehicle repairs and servicing activities be categorized into:

- MECHANICAL SERVICES activities are defined as those covering the repairs and servicing of all chassis systems and components including vehicle engines, transmissions, brakes, steering, air conditioning system, lubrication and tyre works.
- ELECTRICAL SERVICES activities are defined as those covering the repairs and servicing of all the electrical circuits and electronic systems as well as air conditioning system within a vehicle.
- BODY REPAIR SERVICES activities are defined as those covering body repairing and painting.

11. What type(s) of services do you carry out in vehicle maintenance? **[May choose more than one]**

1. Mechanical services 2. Electrical services 3. Body repair services

12. Do you agree to the above mentioned proposed registration classification?

1. Agree 2. Disagree 9. No comment

REGISTRATION REQUIREMENTS

[Show card and read out] It is proposed that the registration requirements be either:

- ROUTE 1. Relevant craft certificates or above offered by a local training institute or equivalent, plus 5 years minimum relevant working experience (including experience accumulated during apprenticeship);
OR
- ROUTE 2. Passed trade test organized by the Automobile Training Board, plus 5 years minimum relevant working experience (including experience accumulated during apprenticeship); **OR**
- ROUTE 3. Minimum 10 years' relevant working experience, subject to the production of business records or verification letters of employers.

13. (a) Do you completely agree to the above mentioned three proposed registration criteria?

1. Yes (agree to all) → (b) (If agreed to all the above 3), which route will you prefer to follow towards registration with the scheme? **[Please choose one]**

1. Route 1
2. Route 2 → Skip to Q14
3. Route 3

2. No (agree to some → / disagree to all) (c) (If not agreed to all the above 3) Please indicate which route(s) you do not agree to. **[May choose more than one]**

1. Route 1
2. Route 2 → Skip to Q14
3. Route 3

9. No comment → Ask Q14

14. Do you need further training to fulfill the proposed registration requirements?

1. Yes 2. No

RENEWAL REQUIREMENTS

[Show card and read out] About the renewal requirements, each registration and renewal will be valid for 3 years. The proposed renewal requirement is 2 years relevant in-service record for relevant classes within the previous 3 years registration period.

15. (a) Do you agree to the proposed renewal period?

1. Agree 2. Disagree 9. No comment

(b) Do you agree to the above mentioned proposed renewal requirement?

1. Agree 2. Disagree 9. No comment

FEES

[Show card and read out] As for the fees, the application / renewal fee is proposed to be HK\$500 to HK\$900. Applicant can register for more than one class at one time without additional fee provided that he / she has the necessary qualifications and experience.

16. (a) Will you apply if the application / renewal fee is set at this range?

1. No → (b) (If no) what is the maximum amount you are willing to pay for application / renewal?

At most, HK\$

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2. Yes → Ask Q17

9. No comment → Ask Q17

PARTICIPATION TO THE REGISTRATION SCHEME

17. (a) Are you willing to join a registration scheme for vehicle mechanics?

[If yes] Are you willing to join a voluntary or a mandatory scheme, or either of them?

1. Yes, voluntary scheme only

2. Yes, mandatory scheme only Skip to Q18

3. Yes, either voluntary or mandatory

4. No → (b) For what reason(s)? **[May choose more than one]**

01. Not interested

02. Financial reason

03. Worried that unable to pass the requirement(s)

04. Unable to meet registration requirement(s)

(Which route(s) of requirements do you think you are unable to meet? _____)

Others (please specify): _____

18. Do you think a mandatory scheme for vehicle mechanics is necessary in the long term (say 5 years later)?

1. Necessary

2. Not necessary

9. No comment

CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

[Show card and read out] Continuous Professional Development (CPD) refers to courses or lectures relevant to their trade that had been approved by the Vehicle Maintenance Registration Office (VMRO) for upkeep of the knowledge and competence of vehicle mechanics. For example, the short courses and evening classes organized and provided by Vocational Training Council at the Automobile Industry Training Centre and the Hong Kong Institute of Vocational Education (Department of Automotive Engineering).

19. (a) Do you think the scheme should include a requirement for CPD as part of renewal requirements?

1. Yes → (b) (If yes) how many hours of CPD (i.e., attending the above mentioned recognized courses or lectures) per annum do you consider appropriate?

01. 1 – 4 hours

02. 5 – 10 hours

03. 11 – 15 hours

04. 16 – 20 hours

Others (please specify): _____

2. No → Ask Q20

9. No comment → Ask Q20

20. (a) Have you ever attended courses organised by Automobile Industry Training Centre (AUTC) and / or Hong Kong Institute of Vocational Education (HKIVE) to improve your skills in vehicle maintenance?
1. Yes, attended AUTC courses only
 2. Yes, attended HKIVE courses only
 3. Yes, attended courses organised by AUTC and HKIVE
 4. No → (b) For what reason(s)?
 01. No time
 02. Not interested
 03. Financial reason
 04. Have personal difficulties in learning
- Others (please specify): _____

OTHER ISSUES RELATED TO THE REGISTRATION SCHEME

21. If electronic submission is available, will you use this option for application?
1. Yes
 2. No
22. Do you agree to the proposal of publishing the names of registered vehicle mechanics on the Internet?
1. Agree
 2. Disagree
 9. No comment
23. Do you agree to the need to monitor the performance of registered vehicle mechanics?
1. Agree
 2. Disagree
 9. No comment
24. Do you agree that non-performers (e.g., misrepresentation, negligence or unsafe act) should be subject to appropriate course of action? (e.g., suspension or revocation of registration)
1. Agree
 2. Disagree
 9. No comment

VEHICLE MAINTENANCE WORKSHOPS

25. (a) Besides, about the vehicle maintenance workshops, do you think vehicle maintenance workshops should be registered in longer term to allow time for vehicle maintenance workshops to enhance their equipment and facilities to meet the necessary technical and safety requirement?

[Read out if necessary:] In fact, it is also proposed to introduce a Code of Practice for vehicle maintenance workshops to promote self-regulation and provides guidance on best practices. The need for a registered scheme for vehicle maintenance workshops will be reviewed in longer term.

1. Yes → (b) (If yes) which of the following elements do you think should be covered by the workshop registration scheme?

(i)	Employ at least one registered vehicle mechanic for each class of work to be performed	1. Yes	2. No	9. No comment
(ii)	Ensure adequate supervision of work done by workers not registered in the appropriate classes by registered vehicle mechanics of the required classes	1. Yes	2. No	9. No comment
(iii)	Are appropriately located at places meeting fire, environmental protection and building safety requirements	1. Yes	2. No	9. No comment
(iv)	Provide and maintain adequate facilities and equipment to undertake each class of work	1. Yes	2. No	9. No comment

2. No → Ask Q26

9. No comment → Ask Q26

26. Concerning the Registration Scheme for Vehicle Maintenance Trade, do you have any other comments?

[Read out] Thank you very much for the interview!

Interviewer Declaration

I certify that the collected information is correct and the interview was conducted according to the instructions set by Mercado Solutions Associates Ltd. and followed the international standard of the code of ethics for conducting the market research and opinion survey.

Signature: _____

Date: _____

P04C151 Opinion Survey on the Proposed Registration Scheme for the Vehicle Maintenance Trade

Introduction:

Hello! My name is _____, an interviewer of Mercado Solutions Associates Ltd. We have been commissioned by the Electrical and Mechanical Services Department (EMSD) to conduct an opinion survey on the proposed Registration Scheme for the Vehicle Maintenance Trade, and would like to conduct an interview with the operator of this workshop. Is he / she here?

Yes → **[Read out to the operator]** Prior notification letter from EMSD was sent to inform you about this survey. Please be assured that the information provided by you will be used for statistical and research purposes relating to the proposed registration scheme for local vehicle maintenance trade by our company and relevant Government bureaus / departments. Individual respondents will not be identified in releasing the results of the survey.

The purpose of this interview is to collect the views of your workshop on the proposed registration scheme. So please answer the questions on behalf of your workshop. Thank you for your co-operation.

No → **[Make appointment for the interview]**

Sample serial no. (SSN): _____

Interviewer no.: _____ Date of interview: _____ Time of interview: From _____ to _____

COMPANY and PERSONAL PARTICULARS

1. (a) Respondent's name: _____ (b) Post title: _____
2. Contact telephone no.: _____
3. Office / Workshop Address: _____
4. Your age is between..... **[Read out]**?
 1. 15 – 19 2. 20 – 29 3. 30 – 39 4. 40 – 49 5. 50 or above
5. (a) Have your workshop joined any trade association and / or union?
 1. Yes → (b) (If yes) Please name the association(s) and / or union(s): _____
 2. No → Ask Q6
6. Do you also need to work as a vehicle mechanic in your workshop?
 1. Yes
↓
 2. No → Skip to Q12
7. What is the highest level of education you have completed? **[Read out]**?

9. Primary school	13. Diploma
10. Secondary 3 Skip to Q9	14. Higher Certificate
11. Secondary 5	15. Higher Diploma
12. Craft Certificate	16. Degree or above
8. (If you have obtained craft certificate or above) Is any of your education or qualification at craft certificate or above level related to vehicle / automotive engineering?
 1. Yes
 2. No

9. Have you obtained any trade test certificate in vehicle maintenance?

1. Yes → 10. (a) Please advise awarding organization(s): _____

(b) Which type(s) of service include? **[Read out] [May choose more than one]**

1. Mechanical 2. Electrical 3. Body Repair 4. Others

2. No → Ask Q11

11. How many years of experience do you have in vehicle maintenance? **[Read out]**

1. Less than 5 2. 5 – 9 3. 10 – 14 4. 15 or more

12. **[If answered “1” in Q6: Including yourself]**, how many vehicle mechanics are there in your workshop? Please exclude personnel who only carry out vehicle cleaning, tire replacement or sales of parts.

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REGISTRATION CLASSIFICATION

[Show card and read out] About the classification of the Registration Scheme for Vehicle Maintenance Trade, it is proposed that initially vehicle repairs and servicing activities be categorized into:

- MECHANICAL SERVICES activities are defined as those covering the repairs and servicing of all chassis systems and components including vehicle engines, transmissions, brakes, steering, air conditioning system, lubrication and tyre works.
- ELECTRICAL SERVICES activities are defined as those covering the repairs and servicing of all the electrical circuits and electronic systems as well as air conditioning system within a vehicle.
- BODY REPAIR SERVICES activities are defined as those covering body repairing and painting.

13. What type(s) of services does your workshop carry out in vehicle maintenance? **[May choose more than one]**

1. Mechanical services 2. Electrical services 3. Body repair services

14. On behalf of your workshop, do you agree to the above mentioned proposed registration classification?

1. Agree 2. Disagree 9. No comment

REGISTRATION REQUIREMENTS

[Show card and read out] It is proposed that the registration requirements be either:

- ROUTE 1. Relevant craft certificates or above offered by a local training institute or equivalent, plus 5 years minimum relevant working experience (including experience accumulated during apprenticeship);
OR
- ROUTE 2. Passed trade test organized by the Automobile Training Board, plus 5 years minimum relevant working experience (including experience accumulated during apprenticeship); **OR**
- ROUTE 3. Minimum 10 years' relevant working experience, subject to the production of business records or verification letters of employers.

15. (a) On behalf of your workshop, do you completely agree to the above mentioned three proposed registration criteria?

1. Yes (agree to all) → (b) (If agreed to all the above 3), which route will you prefer your current / future employees to follow towards registration with the scheme in order to meet your employment standards? **[Please choose one]**

1. Route 1
2. Route 2 → Skip to Q16
3. Route 3

2. No (agree to some → / disagree to all) (c) (If not agreed to all the above 3) Please indicate which route(s) you do not agree to. **[May choose more than one]**

1. Route 1
2. Route 2 → Skip to Q16
3. Route 3

9. No comment → Ask Q16

16. (a) Will you facilitate your current / future employees if they find further training necessary in order to fulfill the proposed registration requirements?

1. Yes → (b) (If yes) Which kind of facilitation will you provide to your current / future employees? **[May choose more than one]**

01. Time off
02. Financial assistance
03. Provide information of the related training courses
04. Arrange flexible working hours for employees' attending training courses

Others (please specify): _____

2. No → Ask Q17

RENEWAL REQUIREMENTS

[Show card and read out] About the renewal requirements, each registration and renewal will be valid for 3 years. The proposed renewal requirement is 2 years relevant in-service record for relevant classes within the previous 3 years registration period.

17. (a) On behalf of your workshop, do you agree to the proposed renewal period?

1. Agree 2. Disagree 9. No comment

(b) Do you agree to the above mentioned proposed renewal requirement?

1. Agree 2. Disagree 9. No comment

FEES

[Show card and read out] As for the fees, the application / renewal fee is proposed to be HK\$500 to HK\$900. Applicant can register for more than one class at one time without additional fee provided that he / she has the necessary qualifications and experience.

18. (a) On behalf of your workshop, do you think the proposed range of application / renewal fee is reasonable?

1. Not reasonable → (b) (If not reasonable) what is the maximum amount of application / renewal fee that you find reasonable?

At most, HK\$

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2. Reasonable → Ask (c)
9. No comment → Ask (c)

(c) Will you subsidize your current / future employees' application / renewal fee?
[If yes] How many percentage will you subsidize?

1. No
2. Yes, subsidize 25% or less of the fee
3. Yes, subsidize more than 25% to 50% of the fee
4. Yes, subsidize more than 50% to 75% of the fee
5. Yes, subsidize more than 75% (exclude to subsidize 100%)
6. Yes, subsidize 100%

PARTICIPATION TO THE REGISTRATION SCHEME

19. (a) On behalf of your workshop, do you support a registration scheme for vehicle mechanics, and will also encourage the vehicle mechanics in your workshop to register?

[If support] Will you support a voluntary or a mandatory scheme, or either of them?

1. Support, voluntary scheme only
2. Support, mandatory scheme only Skip to Q20
3. Support, either voluntary or mandatory
4. Do not support → (b) For what reason(s)?

20. Do you think a mandatory scheme for vehicle mechanics is necessary in the long term (say 5 years later)?

1. Necessary 2. Not necessary 9. No comment

CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

[Show card and read out] Continuous Professional Development (CPD) refers to courses or lectures relevant to their trade that had been approved by the Vehicle Maintenance Registration Office (VMRO) for upkeep of the knowledge and competence of vehicle mechanics. For example, the short courses and evening classes organized and provided by Vocational Training Council at the Automobile Industry Training Centre and the Hong Kong Institute of Vocational Education (Department of Automotive Engineering).

21. (a) On behalf of your workshop, do you think the scheme should include a requirement for CPD as part of renewal requirements?
1. Yes → (b) (If yes) how many hours of CPD (i.e., attending the above mentioned recognized courses or lectures) per annum do you consider appropriate?
01. 1 – 4 hours
02. 5 – 10 hours
03. 11 – 15 hours
04. 16 – 20 hours
- Others (please specify): _____
2. No → Ask Q22
9. No comment → Ask Q22
22. (a) Will you encourage your current / future employees to attend courses organised by Automobile Industry Training Centre (AUTC) and / or Hong Kong Institute of Vocational Education (HKIVE) to improve their skills in vehicle maintenance?
1. Yes, but only encourage attending AUTC courses
2. Yes, but only encourage attending HKIVE courses
3. Yes, encourage attending courses organised by AUTC and HKIVE
4. No → (b) For what reason(s)?
- Skip to Q23

OTHER ISSUES RELATED TO THE REGISTRATION SCHEME

23. Do you agree to the proposal of publishing the names of registered vehicle mechanics on the Internet?
1. Agree 2. Disagree 9. No comment
24. Do you agree to the need to monitor the performance of registered vehicle mechanics?
1. Agree 2. Disagree 9. No comment
25. Do you agree that non-performers (e.g., misrepresentation, negligence or unsafe act) should be subject to appropriate course of action? (e.g., suspension or revocation of registration)
1. Agree 2. Disagree 9. No comment

VEHICLE MAINTENANCE WORKSHOPS

26. (a) Besides, about the vehicle maintenance workshops, do you think vehicle maintenance workshops should be registered in longer term to allow time for vehicle maintenance workshops to enhance their equipment and facilities to meet the necessary technical and safety requirement?

[Read out if necessary:] In fact, it is also proposed to introduce a Code of Practice for vehicle maintenance workshops to promote self-regulation and provides guidance on best practices. The need for a registered scheme for vehicle maintenance workshops will be reviewed in longer term.

1. Yes → (b) (If yes) which of the following elements do you think should be covered by the workshop registration scheme?

(i)	Employ at least one registered vehicle mechanic for each class of work to be performed	1. Yes	2. No	9. No comment
(ii)	Ensure adequate supervision of work done by workers not registered in the appropriate classes by registered vehicle mechanics of the required classes	1. Yes	2. No	9. No comment
(iii)	Are appropriately located at places meeting fire, environmental protection and building safety requirements	1. Yes	2. No	9. No comment
(iv)	Provide and maintain adequate facilities and equipment to undertake each class of work	1. Yes	2. No	9. No comment

2. No → Ask Q27

9. No comment → Ask Q27

27. Concerning the Registration Scheme for Vehicle Maintenance Trade, do you have any other comments?

[Read out] Thank you very much for the interview! Next, we would like to randomly pick some of the mechanics in your workshop to conduct the interview. It will not take very long. For a random selection, may I have a list of the vehicle mechanics? Please be assured that the information will be treated with strict confidence. **[If rejected, repeat the purpose of conducting the survey.]**

[If the list cannot be provided] Then what time do they start working, have lunch and finish work everyday? I can randomly select according to their sequence of in and out.

[If not completing the interviews for mechanics on the same day, record the time for random selection in next time]

Start working: _____ Lunch: _____ Finish work: _____

[Select sufficient number of mechanics based on:

1 – 4 persons

→

Select 1

5 – 19 persons

→

Select at least half

20 persons or more

→

Select at least one out of six]

Interviewer Declaration

I certify that the collected information is correct and the interview was conducted according to the instructions set by Mercado Solutions Associates Ltd. and followed the international standard of the code of ethics for conducting the market research and opinion survey.

Signature: _____

Date: _____