

RVM Newsletter

Issue No. 3

Locate a Workshop Subscribing to the Charter
for Quality Assured Vehicle Maintenance Service



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From the Editor

More than 50 vehicle maintenance workshops, after passing a basic assessment, have successfully subscribed to the Vehicle Maintenance Workshops Charter Scheme since subscription applications were invited in June this year. The names and information of these workshops have been uploaded onto the EMSD web page for public reference in their choice of vehicle service agents. The professional status, recognition and notability of the workshops are elevated through the charter scheme.



The charter scheme encourages the trade to run according to the Practice Guidelines for Vehicle Maintenance Workshops (Practice Guidelines). Through the application of the Practice Guidelines by the trade, a healthy platform is set up to facilitate on the one hand the provision of a safe working environment and suitable equipment and tools to vehicle mechanics, and at the same time quality vehicle maintenance services to the public. When the workshop proprietors or responsible persons become signatories of the Charter, their workshops may not be in full compliance with the requirements of the Practice Guidelines. However, by subscribing to the Charter, the workshop proprietors or responsible persons have pledged themselves to improve the operation of their workshops so they will meet all the requirements of the Practice Guidelines eventually. They also undertake to accept the complaint handling mechanism and its decisions. This represents their commitment to make improvement and provide vehicle maintenance services of assured quality. We believe that we must start from somewhere so gradual improvement can be made along the way. We give support to those workshops that are now signatories of the Charter, and hope that more workshops will join the charter scheme so that the service quality of the local vehicle maintenance trade will be further enhanced.

In the middle and long term, the Vehicle Maintenance Technical Advisory Committee hopes that the charter scheme can pave the way for the implementation of the Voluntary Registration Scheme for Vehicle Maintenance Workshops in the future and for value to be added to the Voluntary Registration Scheme for Vehicle Mechanics, so as to perfect the whole vehicle maintenance scheme. This will effectively enhance the service standard and professional status of the vehicle maintenance trade to the benefit of the community.

Vehicle mechanics are an important stakeholder in the workshop and mechanic registration schemes, with a crucial role to play in these two schemes. Whether the employers at the workshops run their business in accordance with the Practice Guidelines will have direct bearing on the mechanics. Apart from encouraging the employers to become signatories of the Charter, we also appeal to the vehicle mechanics to recommend the charter scheme to their employers and ask them to participate.

Alexander Wong



The Vehicle Maintenance Workshops Charter

During the summer vacation, I attended the workshop on the Practice Guidelines for Vehicle Maintenance Workshops held at EMSD. It enabled me to have a deeper understanding of the Practice Guidelines. I also learn from quite a number of responsible persons of vehicle maintenance workshops that the majority of them have met the requirements regarding operation and customer services in respect of vehicle maintenance workshops as specified in the Practice Guidelines, with some workshops surpassing the requirements. As for the minority of vehicle maintenance workshops which fail to meet the required standards due to negligence or carelessness, they can easily meet the requirements through self-improvement and management enhancement.

If you are confident that your vehicle maintenance workshop can meet the requirements of the Practice Guidelines in respect of operation and service level, I encourage you to become a signatory of the Vehicle Maintenance Workshops Charter immediately. Once the application is accepted, the information of your workshop, including the address, telephone number, and scope of services (e.g., mechanical services, body painting, etc.) will be uploaded onto the EMSD web page for public reference. As signatories of the Charter have made pledges on the operation and services of their vehicle maintenance workshops, they will enjoy the confidence of customers and can promote their business more easily.

With rights come obligations. If you want to be accepted as a signatory of the Vehicle Maintenance Workshops Charter, your vehicle maintenance workshop must employ the required number of registered vehicle mechanics, and you must also undertake to accept the complaint handling mechanism under the Charter and its decisions. For details, please refer to the application form.

(http://www.emsd.gov.hk/emsd/e_download/form/vrsvm/vmrs_chtr_form4.pdf)

I hope that the responsible persons of vehicle maintenance workshops will participate in the Vehicle Maintenance Workshops Charter Scheme enthusiastically and comply with the Practice Guidelines for Vehicle Maintenance Workshops, so as to improve the professional image of the trade, and for the trade to enjoy a wider popularity and respect among customers and the public.

FUNG Ming-kong

Commonly Used Auto Parts Terminology

MAN Yuen-ling

Colloquial terms in Hong Kong for auto parts named after animals and their official names

Colloquial terms	Official names
A pig cage fan (豬籠扇)	Blower
B butterfly cover (蝴蝶掩)	Throttle Valve
C little mouse (老鼠仔)	Rotor Arm (electronic ignition is now used)
D mouse tail (老鼠尾)	Temperature Sensor (air conditioning system)



Latest Developments of the Registration Scheme



Two workshops on the Practice Guidelines for Vehicle Maintenance Workshops were held during July to August 2012 by EMSD. The workshops were well attended by over 400 workshop proprietors and registered vehicle mechanics.



Photos taken at the two workshops held at EMSD Headquarters



EMSD held a seminar on the Vehicle Maintenance Workshops Charter for small and medium vehicle maintenance workshops on 10 August 2012 to brief the trade about the charter scheme and its requirements, as well as enlisting their support and participation. A total of over 50 workshop proprietors and registered vehicle mechanics attended the seminar.



Photos taken at the seminar on Vehicle Maintenance Workshops Charter



More than 50 vehicle maintenance workshops have now become signatories of the Vehicle Maintenance Workshops Charter. Signatories of the Charter and their information are available for public reference on the following EMSD web page.

(Information of the Charter: http://www.emsd.gov.hk/emsd/eng/sgi/vlntry_vmrs_chtrr.shtml)

(List of charter signatories: http://www.emsd.gov.hk/emsd/e_download/sgi/CharterWorkshop.pdf)

Number of vehicle mechanics in the vehicle servicing sector in 2012

9,420

Data from 2012 Manpower Survey Report by Automobile Training Board

Number of registered vehicle mechanics (as of September 2012)

7,544

What the Accident Tells Us

In a recent fatal industrial accident, a vehicle mechanic had his upper body crushed under the weight of a coach which fell on him as he was replacing its brake pads. He was seriously injured and later taken to the hospital where he was certified dead. It was suspected that the victim used a hydraulic jack to lift and support the coach involved.

According to the suggested measures and criteria set out in the Occupational Safety and Health Guidelines for Vehicle Maintenance Workshop Workers and the Practice Guidelines for Vehicle Maintenance Workshops, before carrying out maintenance under a vehicle, a vehicle mechanic should use supporting stands or sleepers with sufficient supporting capacity as temporary support, with the hydraulic jack remaining in its original position to give additional support. In order to avoid similar accidents from happening again, do not crawl under the vehicle when it is solely supported by the hydraulic jack.

We hope that you will strictly adhere to the relevant measures and criteria when conducting vehicle maintenance to ensure safety. The short cut usually has fatal consequences.



RVM Chatroom

Be a Lifelong Learner

I have been in vehicle servicing for more than 40 years. I remember when I first started, I was thinking in terms of learning a skill to make a living with. In the old days, the maintenance of vehicles, big or small, required only general mechanical skills and practical experience. It was not difficult because mechanical problems were involved in most cases and there were not too many electronic parts.

With electronisation and computerisation becoming commonplace in the vehicle industry, special ancillary tools and apparatuses are employed for vehicle maintenance nowadays. In-depth knowledge is required of the technological development of vehicles and information about vehicle maintenance. We have to keep learning as long as we stay in the field, and updating professional qualifications is an issue faced by members of the vehicle servicing sector today.

As an international metropolitan city, we have the most luxurious and state-of-the-art and environment-friendly vehicles on our roads. Keeping vehicle emission within proper limits can ensure air quality. It is an issue that tops the agenda of the SAR government and has much to do with the vehicle servicing sector.

Let's work together and contribute to the future.

Garage Ming

Difficulties In Attending Continuing Professional Development Courses

It is not the case that we don't want to try our best to do our part as registered vehicle mechanics, but fulfilling the simplest requirement such as the 20 CPD hours for renewal of registration card is difficult for us ordinary mechanics. It is because it is already very late when we get off work. For courses that last for half or one day, we can find the time to attend. If we take courses that require attendance for a continuous period of time, and our vehicle maintenance workshop is far away, it is often too late for class after we get off work. Therefore, I hope that you can organise more activities, such as the workshop on Practice Guidelines for Vehicle Maintenance Workshops held the other day. It is preferable that classes start at about 7:30 p.m. Thank you.

Mr. HON

Our response

Thanks to Garage Ming and Mr. HON for their contributions. As regards the difficulty in meeting the requirement of 20 CPD hours which Mr. HON just mentioned, we would like to draw the attention of vehicle mechanics that other than attending courses, there are also other CPD options which are of help in their renewal of registration cards.

1. On-the-job training provided by the employer: e.g., safety meetings before work, training on the use of tools and training on maintenance technique;
2. Product promotional activities for the vehicle sector: e.g., sales promotion and exhibitions;
3. Technical talks, seminars, and technical visits and exchanges organised by counterparts in the trade (excluding mutual visits between maintenance workshops);
4. Courses organised by professional societies or associations/staff unions of the vehicle sector, including those conducted through classroom teaching or E-Learning.





It is important that you should keep clear records of every relevant course/training activity, etc. that you have attended. Registered vehicle mechanics may refer to and use the CPD Record Form to put in their training details, including mode, date, in, and hours of training, and the name of organising body, so it can serve as a supporting document in their renewal of registration.

Prize Quiz





Q1 To become a signatory of the Vehicle Maintenance Workshops Charter, a company should have at least registered vehicle mechanic(s) for each service class to provide service.

-  1
  2
  3
  4

Q2 Which of the following is not a supporting document that has to be submitted along with the application form when applying to become a signatory of the Vehicle Maintenance Workshops Charter?

-  Copy of business registration certificate
 Copy of identity card of the responsible person of the workshop
 Copy of registration card(s) of the company's registered vehicle mechanic(s)
 Recent colour 4R photograph of the workshop permanent cover

Q3 To become a signatory of the Vehicle Maintenance Workshops Charter, the responsible person of the company should undertake:

-  To employ at least 3 registered vehicle mechanics
 To have a permanently covered area of no less than 100 m² in the workshop
 To comply with the requirements of the Practice Guidelines for Vehicle Maintenance Workshops in the operation of the workshop
 To acquire all the equipment and facilities listed out in Appendix B of the Practice Guidelines for Vehicle Maintenance Workshops.

Q4 According to the Practice Guidelines for Vehicle Maintenance Workshops, a workshop that provides maintenance services for light vehicles and private vehicles should have a permanently covered area of no less than:

-  10 m²
 20 m²
 30 m²
 40 m²

Q5 According to the Practice Guidelines for Vehicle Maintenance Workshops, which of the following equipment must a workshop that provides "mechanical services" have so as to eliminate the need to rely on a contractor in the provision of services?

-  hydraulic jib crane
  refrigerant top-up / recovery / replacement equipment
 four-gas analyzer
  wheel geometry and alignment tester

How to participate?

Please complete the form below, circle the correct answers, and send it to the Vehicle Maintenance Registration Unit by fax or email (fax: 3521 1565 or email: vmru@emsd.gov.hk). Deadline: 30 November 2012.

Question	Answer	
1	A. B. C. D.	Name: _____
2	A. B. C. D.	Vehicle Mechanic Registration No.: VM _____
3	A. B. C. D.	Email Address: _____
4	A. B. C. D.	Contact Telephone No.: _____
5	A. B. C. D.	

Each winner will receive a souvenir. As there are ten souvenirs in all, the winners will be decided by lottery if more than 10 participants give correct answers to all the questions.

- Only registered vehicle mechanics with valid registration may participate, each not more than once in each quiz.
- The decision of the Vehicle Maintenance Registration Unit on the quiz answers will be final.
- The correct answers and list of prize winners will be announced in the next issue of the RVM Newsletter. The Vehicle Maintenance Registration Unit will also notify individual prize winners.

Result of the prize quiz in RVM Newsletter Issue No. 2

Question	1	2	3	4	5
Answer	A	C	A	C	D

The ten winners who gave correct answers to all the questions and drawn by lottery are :
 Leung Wai Tong (VM 0003842), Lai Siu Man (VM 0074784), Chan Hei (VM 0048548),
 Tang Kin Lun (VM 0010917), Chan Chi Hang (VM 0030504),
 Wong Chi Kong (VM 0032079), Lee Wai Chung (VM 0097135),
 Wong Kwai Tim (VM 0094382),
 Fung Kwun Kit (VM 0099155),
 Cheng Bing Kwan (VM 0045944)



Some of the Training Institutes that Provide Continuing Professional Development Courses for Vehicle Mechanics (in random order)

Name of Training Institute	Website	Enquiry Tel. No.	
Traffic Services Employees Association	http://www.facebook.com/tseahk	2575 5544	
Pro-Act Training and Development Centre (Automobile)	http://www.vtc.edu.hk/vtc/web/template/yc_course.jsp?fldr_id=458&lang=tw	2449 1310	
The Institute of the Motor Industry Hong Kong	http://www.hkimi.org.hk The Institute is organising a series of automotive e-Learning courses in conjunction with the Electude Company of Netherlands from August to December 2012. Enrolments will be called for every month. Online guidance and assessments are available during the learning period. Participants will receive a CPD certificate on completion of a course. For details, please visit the above website or call the enquiry telephone number.	2625 5903	
Hong Kong Vehicle Repair Merchants Association Limited	http://www.hkvrma.com.hk/training/index.html	2399 7977	
Hong Kong Vehicle Repairing Industry Employee General Union	http://www.VrUnion.hk	2393 9955	
Integrated Vocational Development Centre (Transport and Supporting Services)	http://ivdc.vtc.edu.hk/public/SusCourseList.aspx Courses are now open for enrolment. Topics covered: application of engine testing equipment, servicing of LPG fuel injection system, structure and basic application of motor vehicles and components, application of automotive electronics, partial vehicle body repairing (sheet metal, painting) techniques and basic automotive electricity knowledge. For details, please visit the above website or call the enquiry telephone number.	3907 6789	
The Society of Operations Engineers (Hong Kong Region)	http://www.soe.org.hk/events.asp 1. A seminar on electric vehicles will be held on 24 November 2012 in Hong Kong Polytechnic University (Free admission). 2. CPD programmes on natural gas engine will be organised in December 2012. (For details, please visit the above website or call the enquiry telephone number)	3188 0062	

Gentle Reminder

Please watch out for each issue: it helps you catch up on the development of the registration scheme, acquire hours of continuing professional development, and enhance the quality of service.

Each issue can be downloaded from the EMSD website at:

http://www.emsd.gov.hk/emsd/eng/sgivmrs_pub_news.shtml

For enquiries, please contact the EMSD Vehicle Maintenance Registration Unit

(Fax: 3521 1565; Email: vmru@emsd.gov.hk; Tel: 2808 3867 or Government Hotline: 1823)

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一般法例部



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