

## Giving a Positive Impression to Vehicle Parts Customers

### Overview

This unit is about giving a positive impression to internal and external customers, at both busy and quiet times, in a vehicle parts environment.

### Specific performance objectives

For more information on what the candidate must understand, see the full unit details.

### Evidence requirements: VCQ (competence)

4 pieces of evidence, one for each item listed, of dealing with customers, covering all the situations listed must be completed. **1 of which must be observed by your assessor.** All evidence must come from the workplace.

### Evidence requirements: VRQ (skills)

2 pieces of **observed** evidence of dealing with customers must be completed (one internal and one external customer). Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.

**Essential Knowledge** will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.

On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.

**VCQ: At least one of the items must be observed by the assessor in a normal place of work**

Obs = observation  
Wit = witness  
CA = centre assessment  
Q = questions

**PRN Numbers**  
use boxes as appropriate

Positive impressions	Type of evidence (circle)	VCQ competence				VRQ skills
		Internal busy	Internal quiet	External busy	External quiet	
Establish a good rapport with vehicle parts customers	Obs, Wit, CA, Q					
Respond appropriately to vehicle parts' customers	Obs, Wit, CA, Q					
Provide vehicle parts customers with the information they need	Obs, Wit, CA, Q					
Knowledge test (151) <b>PRN</b>						
<b>Situations:</b> Internal customers busy & quiet times, external customers busy & quiet times: <b>PRN which relates to these situations</b>		Internal busy	Internal quiet	External busy	External quiet	

Signing this document below by the assessor indicates that the assessor and candidate have agreed that all components of the unit have been fully completed

Assessor name \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Internal verifier \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

## Identifying and Reporting Security Risks within A Vehicle Parts Environment

**Overview**

This unit is about identifying and reporting security risks that may occur within a vehicle parts environment, from abusive behaviour, handling goods, unattended items and theft.

**Specific performance objectives**

For more information on what the candidate must understand, see the full unit details.

**Evidence requirements: VCQ (competence)**

2 pieces of evidence of dealing with all the types of security risks listed, **1 of which must be observed by your assessor**. All evidence should come from the workplace. However, subject to the agreement with the Awarding Organisation Qualification Consultant; some simulated assessment, for some of the criteria, may take place when all other avenues have been exhausted.

Knowledge of dealing with all situations must be confirmed.

**Evidence requirements: VRQ (skills)**

2 pieces of **observed** evidence of dealing with all of the types of security risks listed. Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.

Knowledge of dealing with all situations must be confirmed.

**Essential Knowledge** will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.

On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.

**VCQ: At least one of the items must be observed by the assessor in a normal place of work**

Obs = observation  
Wit = witness  
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Q = questions

**PRN Numbers**

use boxes as appropriate

Security risks	Type of evidence (circle)	VCQ competence				VRQ skills
		Abusive	Handling goods	Placing items	Unattended	
Follow security procedures	Obs, Wit, CA, Q					
Identify security risks when they occur	Obs, Wit, CA, Q					
Deal with security risks and incidents	Obs, Wit, CA, Q					
Complete reports of security incidents	Obs, Wit, CA, Q					
Knowledge test (152)	<b>PRN</b>					
<b>Situations:</b> People in locations they are not authorised to be in, abusive behaviour, handling goods & materials, placing of items, unattended items, theft: <b>PRN which relates to these situations</b>		Abusive	Handling goods	Placing items	Unattended	
					Unauthorised access	Theft

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Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

## Selecting and Issuing Motor Vehicle Parts

### Overview

This unit is about correctly selecting and issuing vehicle parts to both internal and external customers.

### Specific performance objectives

For more information on what the candidate must understand, see the full unit details.

### Evidence requirements: VCQ (competence)

2 pieces of evidence of selecting and issuing parts to customers (one internal and one external customer) must be completed. **1 of which must be observed by your assessor.** All evidence must come from the workplace.

### Evidence requirements: VRQ (skills)

2 pieces of observed evidence of selecting and issuing parts to customers must be completed (one internal and one external customer). Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.

**Essential Knowledge** will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.

On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.

<p><b>VCQ: At least one of the items must be observed by the assessor in a normal place of work</b></p> <p><b>Types of customer</b></p> <p>Identify motor vehicle parts to meet customer requirements</p> <p>Locate motor vehicle parts to meet customer requirements</p> <p>Report on stock levels and condition</p> <p>Issue motor vehicle parts to the customer</p> <p>Knowledge test (153) <b>PRN</b></p>	<p>Obs = observation Wit = witness CA = centre assessment Q = questions</p> <p><b>Type of evidence (circle)</b></p> <p>Obs, Wit, CA, Q</p> <p>Obs, Wit, CA, Q</p> <p>Obs, Wit, CA, Q</p> <p>Obs, Wit, CA, Q</p>	<p><b>PRN Numbers</b> use boxes as appropriate</p>			
		<p><b>VCQ competence</b></p>			<p><b>VRQ skills</b></p>
<p><b>Customers:</b> Internal &amp; external: <b>PRN which relates to these types of customer</b></p>			<p>Internal</p>	<p>External</p>	

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Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

## Receiving and Storing Motor Vehicle Parts

### Overview

This unit is about receiving and storing motor vehicle parts and completing the appropriate documentation.

### Specific performance objectives

For more information on what the candidate must understand, see the full unit details.

### Evidence requirements: VCQ (competence)

2 pieces of evidence of receiving and storing parts, and completing documentation must be completed, **1 of which must be observed**. All evidence must come from the workplace.

### Evidence requirements: VRQ (skills)

2 pieces of **observed** evidence of receiving and storing parts, and completing documentation must be completed. Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.

**Essential Knowledge** will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.

On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.

Procedures	Type of evidence (circle)	PRN Numbers use boxes as appropriate			
		VCQ competence		VRQ skills	
Prepare to receive vehicle parts					
Receive vehicle parts	Obs, Wit, CA, Q				
Store vehicle parts	Obs, Wit, CA, Q				
Complete appropriate records and documents	Obs, Wit, CA, Q				
Knowledge test (154) <b>PRN</b>					

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Assessor name \_\_\_\_\_ Signature \_\_\_\_\_ date \_/ \_/ \_

Internal verifier \_\_\_\_\_ Signature \_\_\_\_\_ date \_/ \_/ \_

Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_/ \_/ \_

## Processing Orders for Non-Stock Motor Vehicle Parts

<p><b>Overview</b> This unit is about processing orders for non-stock items, informing customers and completing appropriate documentation.</p> <p><b>Specific performance objectives</b> For more information on what the candidate must understand, see the full unit details.</p> <p><b>Evidence requirements: VCQ (competence)</b> A minimum of <b>3</b> pieces of evidence, covering all of the procedures listed must be completed, <b>1 of which must be observed by your assessor</b>. All evidence must come from the workplace. However, subject to the agreement with the Awarding Organisation Qualification Consultant; some simulated assessment, for some of the criteria, may take place when all other avenues have been exhausted.</p> <p><b>Evidence requirements: VRQ (skills)</b> <b>2</b> pieces of observed evidence, covering all of the procedures listed, must be completed, showing dealing with both internal and external customers. Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.</p> <p><b>Essential Knowledge</b> will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.</p> <p>On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.</p>	<p><b>VCQ: At least one of the items must be observed by the assessor in a normal place of work</b></p>	<p>Obs = observation Wit = witness CA = centre assessment Q = questions</p>	<p><b>PRN Numbers</b> use boxes as appropriate</p>			
	<p><b>Procedures</b></p>	<p><b>Type of evidence (circle)</b></p>	<p><b>VCQ competence</b></p>			<p><b>VRQ skills</b></p>
	<p>Agree order for non-stock items with the customer</p>	<p>Obs, Wit, CA, Q</p>				
	<p>Place order for non-stock items</p>	<p>Obs, Wit, CA, Q</p>				
	<p>Monitor progress of the order including informing customer</p>	<p>Obs, Wit, CA, Q</p>				
	<p>Complete the appropriate documentation</p>	<p>Obs, Wit, CA, Q</p>				
<p>Knowledge test (155) <b>PRN</b></p>						

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Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

## Processing Returned Goods And Materials In A Vehicle Parts Environment

### Overview

This unit is about processing returned goods and materials where the quality is unsatisfactory or the customer does not require them.

### Specific performance objectives

For more information on what the candidate must understand, see the full unit details.

### Evidence requirements: VCQ (competence)

3 pieces of evidence, covering all of the procedures listed, of processing returned goods must be completed, **1 of which must be observed by your assessor**. All evidence must come from the workplace.

### Evidence requirements: VRQ (skills)

2 pieces of observed evidence, covering all of the procedures listed, of processing returned goods must be completed (one unsatisfactory quality and one not required by customer). Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.

**Essential Knowledge** will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.

On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.

**VCQ: At least one of the items must be observed by the assessor in a normal place of work**

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Q = questions

**PRN Numbers**  
use boxes as appropriate

Procedures	Type of evidence (circle)	VCQ competence			VRQ skills
Goods of unsatisfactory quality	Obs, Wit, CA, Q				
Goods not required by the customer	Obs, Wit, CA, Q				
Assisting customers	Obs, Wit, CA, Q				
Providing replacements	Obs, Wit, CA, Q				
Dealing with refunds	Obs, Wit, CA, Q				
Dealing with the returned goods	Obs, Wit, CA, Q				
Knowledge test (156)					
<b>PRN</b>					

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Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

## Delivering Motor Vehicle Parts To Customers

<p><b>Overview</b> This unit is about preparing and delivering vehicle parts to a single customer and multi orders to different customers.</p> <p><b>Specific performance objectives</b> For more information on what the candidate must understand, see the full unit details.</p> <p><b>Evidence requirements: VCQ (competence)</b> 3 pieces of evidence, covering all of the procedures listed, of delivering parts to both types of customers must be completed, <b>1 of which must be observed by your assessor</b> All evidence must come from the workplace.</p> <p><b>Evidence requirements: VRQ (skills)</b> 2 pieces of observed evidence, covering all of the procedures listed, of dealing with customers must be completed (one single order and one multi order). Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.</p> <p><b>Essential Knowledge</b> will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.</p> <p>On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.</p>	<p><b>VCQ: At least one of the items must be observed by the assessor in a normal place of work</b></p>	<p>Obs = observation Wit = witness CA = centre assessment Q = questions</p>	<p><b>PRN Numbers</b> use boxes as appropriate</p>			
	<b>Procedures</b>	<b>Type of evidence (circle)</b>	<b>VCQ competence</b>			<b>VRQ skills</b>
	Preparation for delivery	Obs, Wit, CA, Q				
	Loading the vehicle	Obs, Wit, CA, Q				
	Deliver the parts	Obs, Wit, CA, Q				
	Complete documentation	Obs, Wit, CA, Q				
	External customers at quiet times	Obs, Wit, CA, Q				
	Knowledge test (157)					
	<b>PRN</b>	<b>Customers:</b> Single order to one customer & multi orders to different customers: <b>PRN which relates to these types of customer</b>			Single	Multi
<p>Signing this document below by the assessor indicates that the assessor and candidate have agreed that all components of the unit have been fully completed</p> <p>Assessor name _____ Signature _____ date __/__/__</p> <p>Internal verifier _____ Signature _____ date __/__/__</p> <p>Qualification Consultant _____ Signature _____ date __/__/__</p>						

Processing Payment Transactions Within A Vehicle Parts Environment

<p><b>Overview</b> This unit is about calculating and processing various types of payment transactions within a vehicle parts environment.</p>	<p><b>VCQ: At least one of the items must be observed by the assessor in a normal place of work</b></p>	<p>Obs = observation Wit = witness CA = centre assessment Q = questions</p>	<p><b>PRN Numbers</b> use boxes as appropriate</p>		
<p><b>Specific performance objectives</b> For more information on what the candidate must understand, see the full unit details.</p>	<p><b>Payment methods</b></p>	<p><b>Type of evidence (circle)</b></p>	<p><b>VCQ competence</b></p>		<p><b>VRQ skills</b></p>
<p><b>Evidence requirements: VCQ (competence)</b> 2 pieces of evidence of dealing with at least <b>two types</b> of the payment methods listed must be completed, <b>1 of which must be observed by your assessor</b>. All evidence must come from the workplace.</p>	<p>Calculate prices and process payments for cash sales</p>	<p>Obs, Wit, CA, Q</p>			
<p>Knowledge of dealing with the other types of payment must also be confirmed</p>	<p>Calculate prices and process payments for credit and debit card sales</p>	<p>Obs, Wit, CA, Q</p>			
<p><b>Evidence requirements: VRQ (skills)</b> 4 pieces of observed evidence of dealing with all of the types of payment methods listed must be completed.</p> <p>Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.</p>	<p>Calculate prices and process payments for account customers</p>	<p>Obs, Wit, CA, Q</p>			
<p><b>Essential Knowledge</b> will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.</p> <p>On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.</p>	<p>Calculate prices and process payments for credit transfers</p>	<p>Obs, Wit, CA, Q</p>			
<p>4150-4151_Vehicle_parts_unit_tracking_July_2012_v2</p>	<p>Provide an appropriate level of customer service when processing payments</p>	<p>Obs, Wit, CA, Q</p>			
<p><b>Evidence requirements: PRN</b></p>	<p>Knowledge test (158)</p>				
<p>Signing this document below by the assessor indicates that the assessor and candidate have agreed that all components of the unit have been fully completed</p> <p>Assessor name _____ Signature _____ date __/__/__</p> <p>Internal verifier _____ Signature _____ date __/__/__</p> <p>Qualification Consultant _____ Signature _____ date __/__/__</p>					



## Stock Control Within A Vehicle Parts Operation

### Overview

This unit is about analysing stock control, purchasing parts, progressing orders and completing documentation.

### Specific performance objectives

For more information on what the candidate must understand, see the full unit details.

### Evidence requirements: VCQ (competence)

4 pieces of evidence, covering all of the stock control procedures listed, must be completed, **which must include 2 observations, by your assessor, of ordering parts.** All evidence must come from the workplace. However, subject to the agreement with the Awarding Organisation Qualification Consultant; some simulated assessment, for some of the criteria, may take place when all other avenues have been exhausted.

### Evidence requirements: VRQ (skills)

4 pieces of evidence, covering all of the stock control procedures listed, must be completed, **which must include 2 observations, by your assessor, of ordering parts.** Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.

**Essential Knowledge** will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.

On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.

Procedures	Type of evidence (circle)	PRN Numbers use boxes as appropriate		
		VCQ competence		VRQ skills
Analyse stock and lost sales records	Obs, Wit, CA, Q			
Purchase new motor vehicle parts	Obs, Wit, CA, Q			
Progress chase outstanding orders	Obs, Wit, CA, Q			
Maintain purchasing records for motor vehicle parts	Obs, Wit, CA, Q			
Knowledge test (159) <b>PRN</b>				

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Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

## Participating In Motor Vehicle Parts Stocktaking Activities

<p><b>Overview</b> This unit is about taking part in various stocktaking activities and addressing any issues that may arise.</p> <p><b>Specific performance objectives</b> For more information on what the candidate must understand, see the full unit details.</p> <p><b>Evidence requirements: VCQ (competence)</b> 4 pieces of evidence of stock control activities, covering all of the procedures listed, must be completed, <b>1 of which must be observed by your assessor</b>. All evidence must come from the workplace.</p> <p><b>Evidence requirements: VRQ (skills)</b> 4 pieces of observed evidence of stock control activities, covering all of the procedures listed must be completed. Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.</p> <p><b>Essential Knowledge</b> will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.</p> <p>On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.</p>	<p><b>VCQ: At least one of the items must be observed by the assessor in a normal place of work</b></p>	<p>Obs = observation Wit = witness CA = centre assessment Q = questions</p>	<p><b>PRN Numbers</b> use boxes as appropriate</p>																																																														
	<table border="1"> <thead> <tr> <th>Procedures and issues</th> <th>Type of evidence (circle)</th> <th>VCQ competence</th> <th></th> <th>VRQ skills</th> </tr> </thead> <tbody> <tr> <td>Preparation for stocktaking</td> <td>Obs, Wit, CA, Q</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Participating in stocktaking</td> <td>Obs, Wit, CA, Q</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Complete a stocktaking report</td> <td>Obs, Wit, CA, Q</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dealing with stock in incorrect locations</td> <td>Obs, Wit, CA, Q</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dealing with stock difficult to identify</td> <td>Obs, Wit, CA, Q</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dealing with stock difficult to access</td> <td>Obs, Wit, CA, Q</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dealing with issues of incorrect use of the inventory</td> <td>Obs, Wit, CA, Q</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dealing with issues where the inventory has not been kept up to date</td> <td>Obs, Wit, CA, Q</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dealing with issues where stock levels do not match inventory</td> <td>Obs, Wit, CA, Q</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Dealing with issues where stock does not match inventory description</td> <td>Obs, Wit, CA, Q</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Knowledge test (160) <b>PRN</b></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Procedures and issues	Type of evidence (circle)	VCQ competence		VRQ skills	Preparation for stocktaking	Obs, Wit, CA, Q				Participating in stocktaking	Obs, Wit, CA, Q				Complete a stocktaking report	Obs, Wit, CA, Q				Dealing with stock in incorrect locations	Obs, Wit, CA, Q				Dealing with stock difficult to identify	Obs, Wit, CA, Q				Dealing with stock difficult to access	Obs, Wit, CA, Q				Dealing with issues of incorrect use of the inventory	Obs, Wit, CA, Q				Dealing with issues where the inventory has not been kept up to date	Obs, Wit, CA, Q				Dealing with issues where stock levels do not match inventory	Obs, Wit, CA, Q				Dealing with issues where stock does not match inventory description	Obs, Wit, CA, Q				Knowledge test (160) <b>PRN</b>					<p>Signing this document below by the assessor indicates that the assessor and candidate have agreed that all components of the unit have been fully completed</p> <p>Assessor name _____ Signature _____ date __/__/__</p> <p>Internal verifier _____ Signature _____ date __/__/__</p> <p>Qualification Consultant _____ Signature _____ date __/__/__</p>			
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## Entering and Finding Data Using Information Technology Within A Vehicle Parts Environment

<p><b>Overview</b> This unit is about entering, finding and saving data using information electronically.</p> <p><b>Specific performance objectives</b> For more information on what the candidate must understand, see the full unit details.</p> <p><b>Evidence requirements: VCQ (competence)</b> 2 pieces of evidence of entering, finding and saving data, covering all of the procedures listed, must be completed, <b>1 of which must be observed by your assessor</b>. All evidence must come from the workplace.</p> <p><b>Evidence requirements: VRQ (skills)</b> 2 pieces of observed evidence of entering, finding and saving data, covering all of the procedures listed. Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.</p> <p><b>Essential Knowledge</b> will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.</p> <p>On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.</p>	<p><b>VCQ: At least one of the items must be observed by the assessor in a normal place of work</b></p>	<p>Obs = observation Wit = witness CA = centre assessment Q = questions</p>	<p style="text-align: center;"><b>PRN Numbers</b> use boxes as appropriate</p>		
	<b>Procedures</b>	<b>Type of evidence (circle)</b>	<b>VCQ competence</b>		<b>VRQ skills</b>
	Enter data into an IT system	Obs, Wit, CA, Q			
	Minimise errors by the use of checking facilities.	Obs, Wit, CA, Q			
	Save data on an IT system	Obs, Wit, CA, Q			
	Find data on an IT system	Obs, Wit, CA, Q			
	Meet customer needs when entering and finding data	Obs, Wit, CA, Q			
	Knowledge test (161)				

**PRN**

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Assessor name \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Internal verifier \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Communicating Information Electronically Within A Vehicle Parts Environment

**Overview**

This unit is about sending, saving and receiving information electronically.

**Specific performance objectives**

For more information on what the candidate must understand, see the full unit details.

**Evidence requirements: VCQ (competence)**

2 pieces of evidence of communicating information electronically, covering all of the procedures listed, must be completed, **1 of which must be observed by your assessor**. All evidence must come from the workplace.

**Evidence requirements: VRQ (skills)**

2 pieces of observed evidence of communicating information electronically, covering all of the procedures listed, must be completed. Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.

**Essential Knowledge** will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.

On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.

Procedures	Type of evidence (circle)	PRN Numbers use boxes as appropriate		
		VCQ competence		VRQ skills
Send electronic messages on behalf of customers	Obs, Wit, CA, Q			
Use checking facilities when sending electronic messages	Obs, Wit, CA, Q			
Save electronic messages on an IT system	Obs, Wit, CA, Q			
Receive electronic messages	Obs, Wit, CA, Q			
Access information from a remote system on behalf of a customer	Obs, Wit, CA, Q			
Knowledge test (162) <b>PRN</b>				

Obs = observation  
Wit = witness  
CA = centre assessment  
Q = questions

Signing this document below by the assessor indicates that the assessor and candidate have agreed that all components of the unit have been fully completed

Assessor name \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Internal verifier \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

## Monitoring And Solving Customer Service Problems Within A Vehicle Parts Environment

**Overview**

This unit is about monitoring and solving customer service problems vehicle parts environment.

**Specific performance objectives**

For more information on what the candidate must understand, see the full unit details.

**Evidence requirements: VCQ (competence)**

3 pieces of evidence of monitoring and solving customer service problems, for both internal and external customers, covering all of the procedures listed must be completed. **1 of which must be observed by your assessor.** All evidence must come from the workplace.

**Evidence requirements: VRQ (skills)**

2 pieces of observed evidence of monitoring and solving customer service problems, covering all of the procedures listed must be completed (one internal and one external customer). Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.

**Essential Knowledge** will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.

On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.

<p><b>VCQ: At least one of the items must be observed by the assessor in a normal place of work</b></p>	<p>Obs = observation Wit = witness CA = centre assessment Q = questions</p>	<p><b>PRN Numbers</b> use boxes as appropriate</p>		
<b>Procedures</b>	<b>Type of evidence (circle)</b>	<b>VCQ competence</b>		<b>VRQ skills</b>
Solve immediate customer service problems	Obs, Wit, CA, Q			
Identify repeat customer service problems and options to solve them	Obs, Wit, CA, Q			
Take action to avoid repeat customer service problems	Obs, Wit, CA, Q			
Knowledge test (163) <b>PRN</b>				
<b>Situations:</b> Internal & external customers: <b>PRN which relates to these areas</b>			Internal	External

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Assessor name \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Internal verifier \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

**Overview**

This unit is about supporting improvements for both internal and external customers within a vehicle parts environment.

**Specific performance objectives**

For more information on what the candidate must understand, see the full unit details.

**Evidence requirements: VCQ (competence)**

2 pieces of evidence of supporting both internal and external customers, covering all of the procedures listed, must be completed. **1 of which must be observed by your assessor.** All evidence must come from the workplace.

**Evidence requirements: VRQ (skills)**

2 pieces of observed evidence of dealing with customers must be completed (one internal and one external customer). Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.

**Essential Knowledge** will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.

On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.

	<b>VCQ: At least one of the items must be observed by the assessor in a normal place of work</b>	Obs = observation Wit = witness CA = centre assessment Q = questions	<b>PRN Numbers</b> use boxes as appropriate	
<b>Procedures</b>	<b>Type of evidence (circle)</b>	<b>VCQ competence</b>		<b>VRQ skills</b>
Use feedback to identify potential customer service improvements	Obs, Wit, CA, Q			
Implement changes in customer service	Obs, Wit, CA, Q			
Assist with the evaluation of changes in customer service	Obs, Wit, CA, Q			
Knowledge test (164) <b>PRN</b>				
<b>Situations:</b> Internal & external customers: <b>PRN which relates to these types of customer</b>			Internal	External

Signing this document below by the assessor indicates that the assessor and candidate have agreed that all components of the unit have been fully completed

Assessor name \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Internal verifier \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

## Maximising Product Sales In A Vehicle Parts Operation

<p><b>Overview</b> This unit is about maximising product sales in a vehicle parts operation.</p> <p><b>Specific performance objectives</b> For more information on what the candidate must understand, see the full unit details.</p> <p><b>Evidence requirements: VCQ (competence)</b> 2 pieces of evidence of maximising product sales, covering all of the procedures listed, must be completed. <b>1 of which must be observed by your assessor.</b> All evidence must come from the workplace.</p> <p><b>Evidence requirements: VRQ (skills)</b> 2 pieces of observed evidence of maximising product sales, covering all of the procedures listed, must be completed. Evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.</p> <p><b>Essential Knowledge</b> will be primarily tested using awarding organisation produced short written tests; further knowledge can be assessed by using oral and/or written questioning.</p> <p>On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.</p>	<p><b>VCQ: At least one of the items must be observed by the assessor in a normal place of work</b></p>	<p>Obs = observation Wit = witness CA = centre assessment Q = questions</p>	<p><b>PRN Numbers</b> use boxes as appropriate</p>		
	<p><b>Positive impressions</b></p>	<p><b>Type of evidence (circle)</b></p>	<p><b>VCQ competence</b></p>		<p><b>VRQ skills</b></p>
	<p>Identify possible activities to maximise motor vehicle parts sales</p>	<p>Obs, Wit, CA, Q</p>			
	<p>Implement activities to maximise motor vehicle parts sales</p>	<p>Obs, Wit, CA, Q</p>			
	<p>Report on the outcomes of activities to maximise product sales</p>	<p>Obs, Wit, CA, Q</p>			
<p>Knowledge test (165) <b>PRN</b></p>					

Signing this document below by the assessor indicates that the assessor and candidate have agreed that all components of the unit have been fully completed

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Internal verifier \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

Qualification Consultant \_\_\_\_\_ Signature \_\_\_\_\_ date \_\_/\_\_/\_\_

## Health, Safety and Good Housekeeping in the Automotive Environment

<p><b>Overview</b> This unit is about working in an automotive environment and being able to:</p> <ul style="list-style-type: none"> <li>use appropriate personal and vehicle protection, carry out workshop cleaning activities and correctly dispose of waste</li> <li>identify hazards and risks</li> <li>follow workplace policies and work safely</li> </ul> <p><b>Evidence requirements: (competence)</b>  <b>A.</b> Evidence of using personal and vehicle protection, cleaning the work environment and disposal of waste on <b>3 separate occasions, 1 must be observed.</b>  <b>B.</b> Evidence of identifying at least <b>2</b> of the risks listed on at least <b>1 occasion, 1 must be observed.</b>  <b>C.</b> Evidence of following at least <b>4</b> of the workplace policies listed on at least <b>1 occasion, 1 must be observed</b></p> <p><b>Evidence requirements: (skills)</b> As for VCQ, however evidence can be produced within the centre but must meet current industry practice and standards</p> <p><b>Essential Knowledge</b> will be primarily tested using practical and written assignment activities or similar to cover the assessment criteria; further knowledge can be assessed by using oral questioning.</p> <p>Please see assignment on City &amp; Guilds website (Unit 051)</p> <p>On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: center;"><b>VCQ: 3 direct observations</b></td> <td colspan="2" style="text-align: center;"><b>PRN Numbers</b> use boxes as appropriate</td> </tr> <tr> <td colspan="2"></td> <td colspan="2" style="text-align: center;"><b>VCQ and VRQ</b> Enter appropriate PRN</td> </tr> <tr> <td style="text-align: center;"><b>A – All on 3 occasions (1 observation)</b></td> <td style="text-align: center;"><b>Observation PRN</b></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>using personal protection</td> <td></td> <td></td> <td></td> </tr> <tr> <td>using vehicle protection</td> <td></td> <td></td> <td></td> </tr> <tr> <td>cleaning the work area</td> <td></td> <td></td> <td></td> </tr> <tr> <td>disposing of waste</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><b>B – 2 risks (1 observation)</b></td> <td style="text-align: center;"><b>Observation PRN</b></td> <td></td> <td></td> </tr> <tr> <td colspan="2"><b>Identifying risks:</b></td> <td></td> <td></td> </tr> <tr> <td>when using &amp; maintaining equipment</td> <td></td> <td></td> <td></td> </tr> <tr> <td>when using materials &amp; substances</td> <td></td> <td></td> <td></td> </tr> <tr> <td>when a policy is not in place</td> <td></td> <td></td> <td></td> </tr> <tr> <td>from unsafe behaviour</td> <td></td> <td></td> <td></td> </tr> <tr> <td>from breakages and spillages</td> <td></td> <td></td> <td></td> </tr> <tr> <td>from environmental factors</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><b>C – 4 policies – (1 observation)</b></td> <td style="text-align: center;"><b>Observation PRN</b></td> <td></td> <td></td> </tr> <tr> <td colspan="2"><b>Following workplace policies:</b></td> <td></td> <td></td> </tr> <tr> <td>for safe working methods</td> <td></td> <td></td> <td></td> </tr> <tr> <td>for safe use of hazardous material</td> <td></td> <td></td> <td></td> </tr> <tr> <td>for smoking, eating, drinking &amp; drugs</td> <td></td> <td></td> <td></td> </tr> <tr> <td>in the event of an emergency</td> <td></td> <td></td> <td></td> </tr> <tr> <td>for personal presentation</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="2"><b>Knowledge evidence (051)</b></td> <td></td> <td></td> </tr> <tr> <td colspan="2"><b>PRN</b></td> <td></td> <td></td> </tr> <tr> <td colspan="4" style="text-align: center;">Signing this document below by the assessor indicates that the assessor and candidate have agreed that all components of the unit have been fully completed</td> </tr> <tr> <td>Assessor name _____</td> <td>Signature _____</td> <td colspan="2">date __/__/__</td> </tr> <tr> <td>Internal verifier _____</td> <td>Signature _____</td> <td colspan="2">date __/__/__</td> </tr> <tr> <td>Qualification Consultant _____</td> <td>Signature _____</td> <td colspan="2">date __/__/__</td> </tr> </table>	<b>VCQ: 3 direct observations</b>		<b>PRN Numbers</b> use boxes as appropriate				<b>VCQ and VRQ</b> Enter appropriate PRN		<b>A – All on 3 occasions (1 observation)</b>	<b>Observation PRN</b>			using personal protection				using vehicle protection				cleaning the work area				disposing of waste				<b>B – 2 risks (1 observation)</b>	<b>Observation PRN</b>			<b>Identifying risks:</b>				when using & maintaining equipment				when using materials & substances				when a policy is not in place				from unsafe behaviour				from breakages and spillages				from environmental factors				<b>C – 4 policies – (1 observation)</b>	<b>Observation PRN</b>			<b>Following workplace policies:</b>				for safe working methods				for safe use of hazardous material				for smoking, eating, drinking & drugs				in the event of an emergency				for personal presentation				<b>Knowledge evidence (051)</b>				<b>PRN</b>				Signing this document below by the assessor indicates that the assessor and candidate have agreed that all components of the unit have been fully completed				Assessor name _____	Signature _____	date __/__/__		Internal verifier _____	Signature _____	date __/__/__		Qualification Consultant _____	Signature _____	date __/__/__	
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## Support for Job Roles in the Automotive Environment

### Overview

This unit is about developing the skills required to keep good working relationships with all colleagues and customers and being able to:

- communicate effectively
- provide effective support

### Evidence requirements: (competence)

This must show that the candidate is able to;

1. work effectively within the organisation
2. use information to support the job role
3. communicate with customers/colleagues
4. develop good working relationships

**Three direct observations** must be carried out to incorporate all the criteria.

It is expected that this evidence will be generated during natural performance when carrying out practical assessments in the work environment.

### Evidence requirements: (Skills)

The evidence requirement is the same as for the VCQ; however evidence can be produced within the centre but must meet current industry practice and standards. Centres may devise their own tasks to cover the learning outcomes and assessment criteria of the unit. The evidence requirements must be as stated above. Centre devised tasks must be made available to the QC for checking.

**Essential Knowledge** will be primarily tested using practical and written assignment activities or similar to cover the assessment criteria; further knowledge can be assessed by using oral questioning.

Please see assignment on City & Guilds website (Unit 053)

On completion of the unit, the assessor must sign this form to confirm that all evidence identified above has been carried out competently by the candidate.

VCQ: At least three of the items must be observed by the assessor in a normal place of work	PRN Numbers use boxes as appropriate		
	VCQ and VRQ Enter appropriate PRN		
Respond to requests			
Refer customers/colleagues			
Use manufacturer's legal information			
Communicate with customer/colleagues			
Give accurate information			
Report any delays where applicable			
Contribute to a team			
Show respect			
Inform colleagues of their own work			
Workplace policies			
<b>Direct observations PRNs</b>			
<b>Knowledge evidence (053) PRN</b>			

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