

# Level 3 Diploma in Vehicle Damage Assessor Competence (4271-43)

October 2013 Version 1.2



## Qualification at a glance

|                                       |  |
|---------------------------------------|--|
| <b>Subject area</b>                   | <b>Vehicle Damage Assessor</b>                                 |
| <b>City &amp; Guilds number</b>       | 4271   |
| <b>Age group approved</b>             | 16-18, 19+   |
| <b>Entry requirements</b>             | N/a  |
| <b>Assessment</b>                     | Multiple choice, short answer questions, portfolio of evidence |
| <b>Fast track</b>                     | N/a  |
| <b>Support materials</b>              | Assessment pack  |
| <b>Registration and certification</b> | Consult the Walled Garden/Online Catalogue for last dates      |

| <b>Title and level</b>                     | <b>City &amp; Guilds number</b> | <b>Accreditation number</b> |
|--|---------------------------------|-----------------------------|
| Level 3 Diploma in Vehicle Damage Assessor | 4271-43                         | 600/6443/2                  |

| <b>Version and date</b> | <b>Change detail</b>                                       | <b>Section</b> |
|-------------------------|--|----------------|
| 1.1 Jan 2013            | Additional range (units 469-473)                           | <b>Units</b>   |
| 1.2 Oct 2013            | Unit supporting information updated with introductory text | <b>Units</b>   |



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# 1 Introduction

This document tells you what you need to do to deliver the qualification:

| <b>Area</b>   | <b>Description</b>   |
|---|--|
| Who is the qualification for?                           | <p>This Level 3 Diploma in Vehicle Damage Assessor is for anyone developing a career in the motor industry as a Vehicle Damage Assessor.</p> <p>This practical qualification demonstrates candidates' skills on the job and in their own workplace showing that they meet national occupational standards for Vehicle Damage Assessors.</p> <p>The structure and assessment strategy have been produced by the Institute of the Motor Industry, who are the Sector Skills Council for the Automotive Industry.</p> |
| What does the qualification cover?                      | <p>Candidates cover areas such as: appraising motor vehicle damage, establishing correct repair methods, estimating costs as well as valuing vehicles for pre accident condition.</p> <p>They are assessed in the workplace by using the following methods:</p> <ul style="list-style-type: none"><li>• workplace observation</li><li>• witness testimony</li><li>• questioning of essential knowledge</li><li>• City &amp; Guilds' online multiple choice test</li></ul>  |
| Is the qualification part of a framework or initiative? | <p>Yes, it is a recognised route for demonstrating individual technical competence as a pre-requisite for PAS 125 compliance.</p>  |

## Structure

To achieve the **Level 3 Diploma in Vehicle Damage Assessors Competence**, learners must achieve **98** credits from the mandatory units available.

| <b>Unit accreditation number</b> | <b>City &amp; Guilds unit number</b> | <b>Unit title</b>   | <b>Credit value</b> | <b>Excluded combination of units (if any)</b> |
|----------------------------------|--------------------------------------|---|---------------------|---|
| <b>Mandatory</b>                 |                                      |   |                     |   |
| A/601/6338                       | 001                                  | Competency in Health, Safety and Good Housekeeping in the Automotive Environment  | 7                   | N/a   |
| K/601/6366                       | 003                                  | Competency in Supporting Job Roles in the Automotive Work Environment             | 5                   | N/a   |
| D/601/6171                       | 051                                  | Knowledge of Health, Safety and Good Housekeeping in the Automotive Environment   | 3                   | N/a   |
| T/601/6175                       | 053                                  | Knowledge of Support for Job Roles in the Automotive Work Environment             | 3                   | N/a   |
| D/502/6558                       | 416                                  | Competency in Establishing and Recording Different Customer Types and Their Needs | 6                   | N/a   |
| D/502/6575                       | 417                                  | Competency in Establishing and Recording Vehicle Data                             | 7                   | N/a   |
| D/502/6561                       | 418                                  | Competency in Appraising Vehicle Damage   | 7                   | N/a   |

| <b>Unit accreditation number</b> | <b>City &amp; Guilds unit number</b> | <b>Unit title</b>  | <b>Credit value</b> | <b>Excluded combination of units (if any)</b> |
|----------------------------------|--------------------------------------|--|---------------------|---|
| K/502/6563                       | 419                                  | Competency in Establishing Correct Repair Methods                                | 10                  | N/a   |
| R/502/6573                       | 420                                  | Competency in Estimating Costs   | 7                   | N/a   |
| F/502/6570                       | 421                                  | Competence in Appraising Vehicles for Pre Accident Condition                     | 3                   | N/a   |
| J/502/6568                       | 422                                  | Competency in Valuing Vehicles for Pre Accident Condition                        | 3                   | N/a   |
| Y/502/6574                       | 466                                  | Knowledge in Establishing Different Customer Types and Understanding Their Needs | 4                   | N/a   |
| Y/502/6557                       | 467                                  | Knowledge in Establishing and Recording Vehicle Data                             | 6                   | N/a   |
| R/502/6556                       | 468                                  | Knowledge in Appraising Motor Vehicle Damage                                     | 5                   | N/a   |
| L/502/6555                       | 469                                  | Knowledge of Establishing Correct Repair Methods                                 | 7                   | N/a   |
| L/502/6572                       | 470                                  | Knowledge of Estimating Costs  | 5                   | N/a   |
| A/502/6566                       | 471                                  | Knowledge of Appraising Vehicles for Pre Accident condition                      | 3                   | N/a   |

| <b>Unit accreditation number</b> | <b>City &amp; Guilds unit number</b> | <b>Unit title</b>  | <b>Credit value</b> | <b>Excluded combination of units (if any)</b> |
|----------------------------------|--------------------------------------|--|---------------------|---|
| F/502/6567                       | 472                                  | Knowledge of Valuing Vehicles for Pre Accident Condition | 4                   | N/a   |
| H/502/6576                       | 473                                  | Knowledge of Vehicle Salvage Categorisation              | 3                   | N/a   |





## 2 Centre requirements

### Approval

Existing centres who wish to offer this qualification must use the **standard** Qualification Approval Process.

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

### Resource requirements

#### Physical resources and site agreements

Centres can use specially designated areas within a centre to assess, for example, the installation of specialised electrical systems, alignment and setting up of electric motors and driven devices (pumps, compressors, and generators). The equipment, systems and machinery must meet industrial standards and be capable of being used under normal working conditions, for example electric motors must have a method of applying sufficient power and not be connected up to show movement.

#### Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, e.g. tutor and assessor or internal quality assurer, but cannot internally verify their own assessments.

## Assessors and Internal Quality Assurer

All assessors must:

- have sufficient and relevant technical/occupational competence in the unit, at or above the level of the Unit being assessed
- have in depth knowledge of the Qualification or credit based unit evidence requirements
- hold or be working towards a relevant assessors' award as specified by the Sector Skills Council. This will include, but not be limited to the Assessor qualifications, Level 3 Award in Understanding the Principles and Practices of Assessment, Level 3 Award in Assessing Competence in the Work Environment, Level 3 Award in Assessing Vocationally Related Achievement, Level 3 Certificate in Assessing Vocational Achievement. (and by implication legacy Assessor units A1, A2 and D32/33 unit) but may be an appropriate equivalent as defined by the SSC)
- assessors working towards a relevant assessor qualification must achieve their qualification within 12 months
- demonstrate knowledge and understanding of the competencies that a learner is required to demonstrate for the qualification that they are undertaking
- provide evidence of completing 5 days working/job shadowing in industry within their professional area in a 24 month period
- provide evidence of 30 hours of technical/qualification related CPD within a 12 month period. (This is in addition to working / job shadowing)

All internal quality assurers must:

- have in-depth knowledge of the occupational standards and credit based unit evidence requirements
- be occupationally aware of the relevant industry sector being internally verified
- hold or be working towards a relevant verifier award as specified by the Sector Skills Council. This will include, but not be limited to the Quality Assurance qualifications Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice, Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice, Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice, (and by implication legacy Internal Verifier unit V1 D34 unit) but may be an appropriate equivalent as defined by the Sector Skills Council
- verifiers working towards a relevant qualification must achieve their qualification within 12 months
- provide evidence of CPD totalling not less than 30 hours from within their professional area within a 12 month period

### **Continuing professional development (CPD)**

Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

### **Candidate entry requirements**

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

### **Age restrictions**

City & Guilds cannot accept any registrations for candidates under 16 as this qualification is not approved for under 16s.



## 3 Delivering the qualification

### Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs,
- support and guidance they may need when working towards their qualification
- any units they have already completed, or credit they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification[s], their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

### Support materials

City & Guilds will provide the following learning and support resources which will be posted on our website [www.cityandguilds.com](http://www.cityandguilds.com)

- Practical Assessment Workbook

### Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: [www.cityandguilds.com/eportfolios](http://www.cityandguilds.com/eportfolios).

City & Guilds has developed assessment documentation specifically for this qualification which are available on the City & Guilds' website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the qualification consultant, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds' website.

## **Health and safety**

The requirement to follow safe working practices is an integral part of all City & Guilds' qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment, the assessment must be stopped.

The candidate should be informed that they have not reached the standard required to successfully pass the assessment and told the reason why.

Candidates may retake the assessment at a later date, at the discretion of the centre. In case of any doubt, guidance should be sought from the external verifier.

## **Data protection and confidentiality**

Centres offering this qualification may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in *Centre Manual - Supporting Customer Excellence*.

## **Initial assessment and induction**

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify any specific training needs the candidate may have, and the support and guidance they may require when working towards their qualification.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available in the Centre toolkit.

## **Equal opportunities**

It is a requirement of centre approval that centres have an equal opportunities policy (see *Centre Manual - Supporting Customer Excellence*). The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds' equal opportunities policy is set out on the City & Guilds' website, in *Centre Manual - Supporting Customer Excellence*, and is also available from the City & Guilds' Customer Relations department. Access to qualifications on the Qualifications Credit Framework is open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

## **Access to assessment**

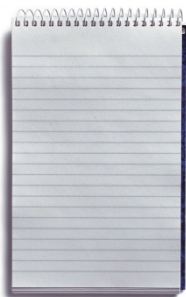
City & Guilds' guidance and regulations on access to assessment are designed to facilitate access to assessments and qualifications for candidates who are eligible for adjustments to assessment arrangements.

Access arrangements are designed to allow attainment to be demonstrated. For further information, please see *Access to assessment and qualifications*, available on the City & Guilds' website.

## **Appeals**

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the quality assurance co-ordinator and made available to the Qualification Consultant or City & Guilds.

Further information on appeals is given in *Centre Manual – Supporting Customer Excellence*. There is also information on appeals for centres and learners on the City & Guilds' website or available from the Customer Relations department.



## Assessment

Candidates must:

- successfully complete one assignment for each mandatory unit
- have a completed portfolio of evidence for each unit

| <b>Unit</b> | <b>Title</b>   | <b>Assessment method</b>   | <b>Where to obtain assessment materials</b>     |
|-------------|--|--|---|
| 001         | Competency in Health, Safety and Good Housekeeping in the Automotive Environment | Assignment – centre assessed, covers the skills in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out.    | Assessment pack<br><b>www.cityandguilds.com</b> |
| 003         | Competency in Supporting Job Roles in the Automotive Work Environment            | Assignment – centre assessed, covers the skills in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out.    | Assessment pack<br><b>www.cityandguilds.com</b> |
| 051         | Knowledge of Health, Safety and Good Housekeeping in the Automotive Environment  | Assignment – centre assessed, covers the knowledge in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack<br><b>www.cityandguilds.com</b> |
| 053         | Knowledge of Support for Job Roles in the Automotive Work Environment            | Assignment – centre assessed, covers the knowledge in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack<br><b>www.cityandguilds.com</b> |

| <b>Unit</b> | <b>Title</b>  | <b>Assessment method</b>   | <b>Where to obtain assessment materials</b>                                      |
|-------------|---|--|--|
| 416         | Competency in Establishing and Recording Different Customer Types and Their Needs | Portfolio - centre assessed, covers the skills in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack <a href="http://www.cityandguilds.com">www.cityandguilds.com</a> |
| 417         | Competency in Establishing and Recording Vehicle Data                             | Portfolio - centre assessed, covers the skills in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack <a href="http://www.cityandguilds.com">www.cityandguilds.com</a> |
| 418         | Competency in Appraising Vehicle Damage   | Portfolio - centre assessed, covers the skills in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack <a href="http://www.cityandguilds.com">www.cityandguilds.com</a> |
| 419         | Competency in Establishing Correct Repair Methods                                 | Portfolio - centre assessed, covers the skills in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack <a href="http://www.cityandguilds.com">www.cityandguilds.com</a> |
| 420         | Competency in Estimating Costs  | Portfolio - centre assessed, covers the skills in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack <a href="http://www.cityandguilds.com">www.cityandguilds.com</a> |
| 421         | Competence in Appraising Vehicles for Pre Accident Condition                      | Portfolio - centre assessed, covers the skills in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack <a href="http://www.cityandguilds.com">www.cityandguilds.com</a> |
| 422         | Competency in Valuing Vehicles for Pre Accident Condition                         | Portfolio - centre assessed, covers the skills in the unit, delivered and marked by the tutor/assessor and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack <a href="http://www.cityandguilds.com">www.cityandguilds.com</a> |



| <b>Unit</b> | <b>Title</b>   | <b>Assessment method</b>  | <b>Where to obtain assessment materials</b>   |
|-------------|--|---|---|
| 466         | Knowledge in Establishing Different Customer Types and Understanding Their Needs | City & Guilds e-volve multiple choice test<br>The test covers the all of the knowledge in the unit.   | Examinations provided on e-volve.   |
| 467         | Knowledge in Establishing and Recording Vehicle Data                             | City & Guilds e-volve multiple choice test<br>The test covers the all of the knowledge in the unit.   | Examinations provided on e-volve.   |
| 468         | Knowledge in Appraising Motor Vehicle Damage                                     | City & Guilds e-volve multiple choice test<br>The test covers the all of the knowledge in the unit.   | Examinations provided on e-volve.   |
| 469         | Knowledge of Establishing Correct Repair Methods                                 | This assignment covers the knowledge in the unit through a series of short answer questions.<br>It is set by City & Guilds, delivered and marked by the tutor/assessor, and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack <b><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></b> |
| 470         | Knowledge of Estimating Costs  | This assignment covers the knowledge in the unit through a series of short answer questions.<br>It is set by City & Guilds, delivered and marked by the tutor/assessor, and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack <b><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></b> |
| 471         | Knowledge of Appraising Vehicles for Pre Accident condition                      | This assignment covers the knowledge in the unit through a series of short answer questions.<br>It is set by City & Guilds, delivered and marked by the tutor/assessor, and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack <b><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></b> |

| <b>Unit</b> | <b>Title</b>   | <b>Assessment method</b>  | <b>Where to obtain assessment materials</b>     |
|-------------|--|---|---|
| 472         | Knowledge of Valuing Vehicles for Pre Accident Condition | This assignment covers the knowledge in the unit through a series of short answer questions.<br>It is set by City & Guilds, delivered and marked by the tutor/assessor, and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack<br><b>www.cityandguilds.com</b> |
| 473         | Knowledge of Vehicle Salvage Categorisation              | This assignment covers the knowledge in the unit through a series of short answer questions.<br>It is set by City & Guilds, delivered and marked by the tutor/assessor, and will be externally verified by City & Guilds to make sure it is properly carried out. | Assessment pack<br><b>www.cityandguilds.com</b> |



## 4 Units

### Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- guided learning hours
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

## Unit 001

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

|  |  |
|--|--|
| <b>UAN:</b>  | <b>A/601/6338</b>  |
| <b>Level:</b>  | 2  |
| <b>Credit value:</b>   | 7  |
| <b>GLH:</b>  | 60   |
| <b>Relationship to NOS:</b>  | This unit is linked to the NOS G1 Contribute to the housekeeping in motor vehicle environments and NOS G2 Reduce risks to health and safety in the motor vehicle environment.  |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.  |
| <b>Aim:</b>  | This unit will enable the learner to develop competency in order to: <ul style="list-style-type: none"><li>• carry out day to day work area cleaning, clearing away, dealing with spillages and disposal of waste, used materials and debris.</li><li>• identify hazards and risks in the automotive environment and complying with relevant legislation and good practice.</li><li>• work safely at all times within the automotive environment, both as an individual and with others.</li></ul> |

|   |
|---|
| <b>Learning outcome</b>   |
| The learner will: <ol style="list-style-type: none"><li>1. be able to use correct personal and vehicle protection within the automotive environment</li></ol>   |
| <b>Assessment criteria</b>  |
| The learner can: <ol style="list-style-type: none"><li>1.1 select and use personal protective equipment throughout activities. to include appropriate protection of:<ol style="list-style-type: none"><li>a. eyes</li><li>b. ears</li><li>c. head</li><li>d. skin</li><li>e. feet</li><li>f. hands</li><li>g. lungs</li></ol></li></ol> |

1.2 select and use vehicle protective equipment throughout all activities.

|  |
|--|
| <b>Learning outcome</b>  |
| The learner will:<br>2. be able to carry out effective housekeeping practices in the automotive environment  |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 select and use cleaning equipment which is of the right type and suitable for the task.<br>2.2 use utilities and appropriate consumables, avoiding waste<br>2.3 use materials and equipment to carry out cleaning and maintenance duties in allocated work areas, following automotive work environment policies, schedules and manufacturers instructions<br>2.4 perform housekeeping activities safely and in a way which minimizes inconvenience to customers and staff.<br>2.5 keep the work area clean and free from debris and waste materials.<br>2.6 keep tools and equipment fit for purpose by regular<br>2.7 dispose of used cleaning agents, waste materials and debris to comply with legal and workplace requirements. |

|   |
|---|
| <b>Learning outcome</b>   |
| The learner will:<br>3. be able to recognise and deal with dangers in order to work safely within the automotive workplace  |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 name and locate the responsible persons for health and safety in their relevant workplace<br>3.2 identify and report working practices and hazards which could be harmful to themselves or others<br>3.3 carry out safe working practices whilst working with equipment, materials and products in the automotive environment<br>3.4 rectify health and safety risks encountered at work, within the scope and capability of their job role |

|   |
|---|
| <b>Learning outcome</b>   |
| The learner will:<br>4. be able to conduct themselves responsibly   |
| <b>Assessment criteria</b>  |
| The learner can:<br>4.1 show personal conduct in the workplace which does not endanger the health and safety of themselves or others<br>4.2 display suitable personal presentation at work which ensures the health and safety of themselves and others at work |

## Unit 003

# Competency in Supporting Job Roles in the Automotive Work Environment

|  |   |
|--|---|
| <b>UAN:</b>  | <b>K/601/6366</b>   |
| <b>Level:</b>  | 3   |
| <b>Credit value:</b>   | 5   |
| <b>GLH:</b>  | 40  |
| <b>Relationship to NOS:</b>  | This unit is linked to the NOS G3 Maintain working relationships in the motor vehicle environment.  |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.   |
| <b>Aim:</b>  | This unit will help the learner develop competency in order to keep good working relationships with all colleagues and customers in the automotive work environment by using effective communication and support. |

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| <b>Learning outcome</b>  |
| The learner will:<br>1. be able to work effectively within the organisational structure of the automotive work environment   |
| <b>Assessment criteria</b>   |
| The learner can:<br>1.1 respond promptly and willingly to requests for assistance from customers and colleagues<br>1.2 refer customers and colleagues to the correct person should requests fall outside their responsibility and capability |

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| <b>Learning outcome</b>   |
| The learner will:<br>2. be able to obtain and use information in order to support their job role within the automotive work environment |
| <b>Assessment criteria</b>  |
| The learner can:<br>2.1 select and use legal and manufacturers information, in an automotive work environment.                          |

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| <b>Learning outcome</b>   |
| The learner will:<br>3. be able to communicate with and support colleagues and customers effectively within the automotive work environment   |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 use methods of communication with customers and colleagues which meet their needs<br>3.2 give customers and colleagues accurate information<br>3.3 make requests for assistance from or to customers and colleagues clearly and courteously<br>3.4 report any anticipated delays in completion to the relevant persons promptly |

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| <b>Learning outcome</b>  |
| The learner will:<br>4. be able to develop and keep good working relationships in the automotive work environment  |
| <b>Assessment criteria</b>   |
| The learner can:<br>4.1 contribute to team work by initiating ideas and co-operating with customers and colleagues<br>4.2 treat customers and colleagues in a way which shows respect for their views and opinions<br>4.3 make and keep achievable commitments to customers and colleagues<br>4.4 inform colleagues promptly of anything likely to affect their own work |

## Unit 051

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

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| <b>UAN:</b>  | <b>D/601/6171</b>   |
| <b>Level:</b>  | 2   |
| <b>Credit value:</b>   | 3   |
| <b>GLH:</b>  | 30  |
| <b>Relationship to NOS:</b>  | This unit is linked to the NOS G1 Contribute to the housekeeping in motor vehicle environments and NOS G2 Reduce risks to health and safety in the motor vehicle environment.   |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.   |
| <b>Aim:</b>  | This unit enables the learner to develop an understanding of: <ul style="list-style-type: none"><li>• routine maintenance and cleaning of the automotive environment and using resources economically</li><li>• health and safety legislation and duties of everyone in the motor vehicle environment. It will provide an appreciation of significant risks in the automotive environment and how to identify and deal with them. Once completed the learner will be able to identify hazards and evaluate and reduce risk.</li></ul> |

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| <b>Learning outcome</b>   |
| The learner will: <ol style="list-style-type: none"><li>1. understand the correct personal and vehicle protective equipment to be used within the automotive environment</li></ol>  |
| <b>Assessment criteria</b>  |
| The learner can: <ol style="list-style-type: none"><li>1.1 explain the importance of wearing the types of PPE required for a range automotive repair activities</li><li>1.2 identify vehicle protective equipment for a range of repair activities</li><li>1.3 describe vehicle and personal safety considerations when working at the roadside</li></ol> |



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| <b>Learning outcome</b>  |
| The learner will:<br>2. understand effective housekeeping practices in the automotive environment  |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 describe why the automotive environment should be properly cleaned and maintained.<br>2.2 describe requirements and systems which may be put in place to ensure a clean automotive environment.<br>2.3 describe how to minimise waste when using utilities and consumables<br>2.4 state the procedures and precautions necessary when cleaning and maintaining an automotive environment.<br>2.5 describe the selection and use of cleaning equipment when dealing with general cleaning, spillages and leaks in the automotive environment.<br>2.6 describe procedures for correct disposal of waste materials from an automotive environment<br>2.7 describe procedures for starting and ending the working day which ensure effective housekeeping practices are followed |

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| <b>Learning outcome</b>   |
| The learner will:<br>3. understand key health and safety requirements relevant to the automotive environment  |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 list the main legislation relating to automotive environment health and safety.<br>3.2 describe the general legal duties of employers and employees required by current health and safety legislation<br>3.3 describe key, current health and safety requirements relating to the automotive environment.<br>3.4 describe why workplace policies and procedures relating to health and safety are important |

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| <b>Learning outcome</b>   |
| The learner will:<br>4. understand about hazards and potential risks relevant to the automotive environment   |
| <b>Assessment criteria</b>  |
| The learner can:<br>4.1 identify key hazards and risks in an automotive environment<br>4.2 describe policies and procedures for reporting hazards, risks, health and safety matters in the automotive environment.<br>4.3 state precautions and procedures which need to be taken when working with vehicles, associated materials, tools and equipment.<br>4.4 identify fire extinguishers in common use and which types of fire they should be used on<br>4.5 identify key warning signs and their characteristics that are found in the vehicle repair environment.<br>4.6 state the meaning of common product warning labels used in an automotive environment. |

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| <b>Learning outcome</b>  |
| The learner will:<br>5. understand personal responsibilities   |
| <b>Assessment criteria</b>   |
| The learner can:<br>5.1 explain the importance of personal conduct in maintaining the health and safety of the individual and others<br>5.2 explain the importance of personal presentation in maintaining health safety and welfare |

# **Unit 051                    Knowledge of health, safety and good housekeeping in the automotive environment**

## Supporting information

### **Evidence Requirements**

The Evidence Requirements are shown in full in the Assessment Documentation.

**Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.**

### **Economic use of resources**

- I. Consumable materials eg grease, oils, split pins, locking and fastening devices.

### **Requirement to maintain work area effectively**

- I. Cleaning tools and equipment to maximise workplace efficiency.
- II. Requirement to carry out the housekeeping activities safely and in a way that minimises inconvenience to customers and staff.
- III. Risks involved when using solvents and detergents.
- IV. Advantages of good housekeeping.

### **Spillages, leaks and waste materials**

- I. Relevance of safe systems of work to the storage and disposal of waste materials.
- II. Requirement to store and dispose of waste, used materials and debris correctly.
- III. Safe disposal of special / hazardous waste materials.
- IV. Advantages of recycling waste materials.
- V. Dealing with spillages and leaks.

### **Basic legislative requirements**

- I. Provision and Use of Work Equipment Regulations 1992
- II. Power Presses Regulations 1992
- III. Pressure Systems and Transportable Gas Containers Regulations 1989
- IV. Electricity at Work Regulations 1989
- V. Noise at Work Regulations 1989
- VI. Manual Handling Operations Regulations 1992
- VII. Health and Safety (Display Screen Equipment) Regulations 1992
- VIII. Abrasive Wheel Regulations
- IX. Safe Working Loads
- X. Working at Height Regulations.

### **Routine maintenance of the workplace**

- I. Trainee's personal responsibilities and limits of their authority with regard to work equipment.
- II. Risk assessment of the workplace activities and work equipment.
- III. Workplace person responsible for training and maintenance of workplace equipment.
- IV. When and why safety equipment must be used.
- V. Location of safety equipment.
- VI. Particular hazards associated with their work area and equipment.
- VII. Prohibited areas.
- VIII. Plant and machinery that trainees must not use or operate.
- IX. Why and how faults on unsafe equipment should be reported.
- X. Storing tools, equipment and products safely and appropriately.
- XI. Using the correct PPE.
- XII. Following manufacturers' recommendations.
- XIII. Location of routine maintenance information e.g. electrical safety check log.

### **Legislation relevant to Health and Safety**

- I. HASAWA
- II. COSHH
- III. EPA
- IV. Manual Handling Operations Regulations 1992
- V. PPE Regulations 1992.

### **General regulations to include an awareness of:**

- I. Health and Safety (Display Screen Equipment) Regulations 1992
- II. Health and Safety (First Aid) Regulations 1981
- III. Health and Safety (Safety Signs and Signals) Regulations 1996
- IV. Health and Safety (Consultation with Employees) Regulations 1996
- V. Employers Liability (Compulsory Insurance) Act 1969 and Regulations 1998
- VI. Confined Spaces Regulations 1997
- VII. Noise at Work Regulations 1989
- VIII. Electricity at Work Regulations 1989
- IX. Electricity (Safety) Regulations 1994
- X. Fire Precautions Act 1971
- XI. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985
- XII. Pressure Systems Safety Regulations 2000
- XIII. Waste Management 1991
- XIV. Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002
- XV. Control of Asbestos at Work Regulations 2002.

### **Legislative duties**

- I. The purpose of a Health and Safety Policy.
- II. The relevance of the Health and Safety Executive.
- III. The relevance of an initial induction to Health and Safety requirements at your workplace.
- IV. General employee responsibilities under the HASAWA and the consequences of non-compliance.
- V. General employer responsibilities under the HASAWA and the consequences of non-compliance.
- VI. The limits of authority with regard to Health and Safety within a personal job role.
- VII. Workplace procedure to be followed to report Health and Safety matters.

### **Precautions to be taken when working with vehicles, workshop materials, tools and equipment including electrical safety, pneumatics and hydraulics**

- I. Accessing and interpreting safety information.
- II. Seeking advice when needed.
- III. Seeking assistance when required.
- IV. Reporting of unsafe equipment.
- V. Storing tools, equipment and products safely and appropriately.
- VI. Using the correct PPE.
- VII. Following manufacturers' recommendations.
- VIII. Following application procedures e.g. hazardous substances.
- IX. The correct selection and use of extraction equipment.

### **PPE to include:**

- I. typical maintenance procedures for PPE equipment to include:
  - a. typical maintenance log
  - b. cleaning procedures
  - c. filter maintenance
  - d. variation in glove types
  - e. air quality checks
- II. choice and fitting procedures for masks and air breathing equipment
- III. typical workplace processes which would require the use of PPE to include:
  - a. welding
  - b. sanding and grinding
  - c. filling
  - d. panel removal and replacement
  - e. drilling
  - f. cutting
  - g. chiselling
  - h. removal of broken glass
  - i. removal of rubber seals from fire damaged vehicles
  - j. removal of hypodermic needles
  - k. servicing activities
  - l. roadside recovery
- IV. unserviceable PPE

- V. PPE required for a range automotive repair activities. To include appropriate protection of:
  - a. eyes
  - b. ears
  - c. head
  - d. skin
  - e. feet
  - f. hands
  - g. lungs.

**Fire and extinguishers**

- I. Classification of fire types.
- II. Using a fire extinguisher effectively.
- III. Types of extinguishers:
  - a. foam
  - b. dry powder
  - c. CO2
  - d. water
  - e. fire blanket.

**Action to be taken in the event of a fire to include:**

- I. The procedure as:
  - a. raise the alarm
  - b. fight fire only if appropriate
  - c. evacuate building
  - d. call for assistance.

**Product warning labels to include:**

- I. reasons for placing warning labels on containers
- II. warning labels in common use:
  - a. toxic
  - b. corrosive
  - c. poisonous
  - d. harmful
  - e. irritant
  - f. flammable
  - g. explosive.

### **Warning signs and notices**

- I. Colours used for warning signs:
  - a. red
  - b. blue
  - c. green.
- II. Shapes and meaning of warning signs:
  - a. round
  - b. triangular
  - c. square.
- III. The meaning of prohibitive warning signs in common use.
- IV. The meaning of mandatory warning signs in common use.
- V. The meaning of warning notices in common use.
- VI. General design of safe place warning signs.

### **Hazards and risks to include:**

- I. the difference between a risk and a hazard.
- II. potential risks resulting from:
  - a. the use and maintenance of machinery or equipment
  - b. the use of materials or substances
  - c. accidental breakages and spillages
  - d. unsafe behaviour
  - e. working practices that do not conform to laid down policies
  - f. environmental factors
  - g. personal presentation
  - h. unauthorised personnel, customers, contractors etc entering the work premises
  - i. working by the roadside
  - j. vehicle recovery
- III. the employee's responsibilities in identifying and reporting risks within their working environment
- IV. the method of reporting risks that are outside own limits of authority
- V. the potential causes of:
  - a. fire
  - b. explosion
  - c. noise
  - d. harmful fumes
  - e. slips
  - f. trips
  - g. falling objects
  - h. accidents whilst dealing with broken down vehicles.

### **Personal responsibilities**

- I. The purpose of workplace policies and procedures on:
  - a. the use of safe working methods and equipment
  - b. the safe use of hazardous substances
  - c. smoking, eating, drinking and drugs
  - d. emergency procedures
  - e. personal appearance.
- II. The importance of personal appearance in the control of health and safety.

### **Action to be taken in the event of colleagues suffering accidents**

- I. The typical sequence of events following the discovery of an accident such as:
  - a. make the area safe
  - b. remove hazards if appropriate i.e. switch off power
  - c. administer minor first aid
  - d. take appropriate action to re-assure the injured party
  - e. raise the alarm
  - f. get help
  - g. report on the accident.
- II. Typical examples of first aid which can be administered by persons at the scene of an accident:
  - a. check for consciousness
  - b. stem bleeding
  - c. keep the injured person's airways free
  - d. place in the recovery position if injured person is unconscious
  - e. issue plasters for minor cuts
  - f. action to prevent shock i.e. keep the injured party warm
  - g. administer water for minor burns or chemical injuries
  - h. wash eyes with water to remove dust or ingress of chemicals (battery acid)
  - i. need to seek professional help for serious injuries.
- III. Examples of bad practice which may result in further injury such as:
  - a. moving the injured party
  - b. removing foreign objects from wounds or eyes
  - c. inducing vomiting
  - d. straightening deformed limbs.



## Unit 053

## Knowledge of Support for Job Roles in the Automotive Work Environment

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| <b>UAN:</b>  | <b>T/601/6175</b>   |
| <b>Level:</b>  | 3   |
| <b>Credit value:</b>   | 3   |
| <b>GLH:</b>  | 20  |
| <b>Relationship to NOS:</b>  | This unit is linked to the NOS G3 Maintain working relationships in the motor vehicle environment   |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.   |
| <b>Aim:</b>  | This unit enables the learner to develop an understanding of how to keep good working relationships with all colleagues in the automotive work environment by using effective communication and support skills. |

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| <b>Learning outcome</b>   |
| The learner will:<br>1. understand key organisational structures, functions and roles within the automotive work environment  |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 identify the purpose of different sections of a typical automotive work environment<br>1.2 explain organisational structures and lines of communication within the automotive work environment<br>1.3 explain levels of responsibility within specific job roles in automotive workplace. to include:<br>a. trainee<br>b. skilled technician<br>c. supervisor<br>d. manager |

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| <b>Learning outcome</b>   |
| The learner will:<br>2. understand the importance of obtaining, interpreting and using information in order to support their job role within the automotive work environment  |
| <b>Assessment criteria</b>  |
| The learner can:<br>2.1 explain the importance of different sources of information in an automotive work environment.<br>2.2 explain how to find, interpret and use relevant sources of information<br>2.3 describe the main legal requirements relating to the vehicle, including road safety requirements<br>2.4 explain the importance of working to recognised procedures and processes<br>2.5 explain when replacement units and components must meet the manufacturers' original equipment specification.<br>2.6 explain the purpose of how to use identification codes |

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| <b>Learning outcome</b>   |
| The learner will:<br>3. understand the importance of different types of communication within the automotive work environment  |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 explain where different methods of communication would be used within the automotive environment<br>3.2 explain the factors which can determine your choice of communication.<br>3.3 explain how the communication of information can change with the target audience to include uninformed and informed people |

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| <b>Learning outcome</b>   |
| The learner will:<br>4. understand communication requirements when carrying out vehicle repairs in the automotive work environment  |
| <b>Assessment criteria</b>  |
| The learner can:<br>4.1 explain how to report using written and verbal communication.<br>4.2 explain the importance of documenting information relating to work carried out in the automotive environment<br>4.3 explain the importance of working to agreed timescales |

**Learning outcome**

The learner will:

5. understand how to develop good working relationships with colleagues and customers in the automotive workplace

**Assessment criteria**

The learner can:

- 5.1 describe how to develop positive working relationships with colleagues and customers
- 5.2 explain the importance of developing positive working relationships
- 5.3 explain the importance of accepting other peoples' views and opinions.
- 5.4 explain the importance of making and honouring realistic commitments to colleagues and customers

# **Unit 053                    Knowledge of support for job roles in the automotive work environment**

## Supporting information

### **Evidence Requirements**

The Evidence Requirements are shown in full in the Assessment Documentation.

**Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.**

### **The structure of a typical vehicle repair business**

- I. How these areas relate to each other within the business:
  - a. body shop
  - b. vehicle repair workshop
  - c. paint shop
  - d. valeting
  - e. vehicle parts store
  - f. main office/administration
  - g. sales
  - h. reception.

### **Sources of information:**

- I. other staff
- II. manuals
- III. parts lists
- IV. computer software and the internet
- V. manufacturer
- VI. diagnostic equipment.

### **Communication requirements when carrying out vehicle repairs**

- I. Locating and using correct documentation and information for:
  - a. recording vehicle maintenance and repairs
  - b. vehicle specifications
  - c. component specifications
  - d. oil and fluid specifications
  - e. equipment and tools
  - f. identification codes.
- II. Procedures for:
  - a. referral of problems
  - b. reporting delays
  - c. additional work identified during repair or maintenance
  - d. keeping others informed of progress.

- III. Methods of communication:
  - a. verbal
  - b. signs and notices
  - c. memos
  - d. telephone
  - e. electronic mail
  - f. vehicle job card
  - g. notice boards
  - h. SMS text messaging
  - i. letters.
- IV. Organisational and customer requirements:
  - a. importance of time scales to customer and organisation
  - b. relationship between time and costs
  - c. meaning of profit.
- V. Choice of communication
  - a. Distance
  - b. Location
  - c. job responsibility.
- VI. Importance of maintaining positive working relationships:
  - a. morale
  - b. productivity
  - c. company image
  - d. customer relationships
  - e. colleagues.

## Unit 416

# Competency in Establishing and Recording Different Customer Types and Their Needs

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| <b>UAN:</b>  | <b>D/502/6558</b>  |
| <b>Level:</b>  | 3  |
| <b>Credit value:</b>   | 6  |
| <b>GLH:</b>  | 46   |
| <b>Relationship to NOS:</b>  | This unit is mapped to the IMI NOS VDA01S also has similarities with ATA VDA.  |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.  |
| <b>Aim:</b>  | This unit enables the learner to demonstrate the competency required to establish who the customer(s) are, their needs in relation to vehicle damage repair, the importance of establishing circumstances of damage sustained and vehicle occupancy. |

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| <b>Learning outcome</b>  |
| The learner will:<br>1. be able to record the information required to identify the specific customer type  |
| <b>Assessment criteria</b>   |
| The learner can:<br>1.1 record the identity of the work provider<br>1.2 record and confirm the owner information<br>1.3 record and confirm the work provider information |

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| <b>Learning outcome</b>  |
| The learner will:<br>2. be able to establish and record the area(s) of damage to be assessed or repaired   |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 identify all customer service requirements<br>2.2 identify cause and circumstance of the damage<br>2.3 identify current vehicle status<br>2.4 record any direct costs applicable<br>2.5 communicate the limits of the insurer liability under the different policy types relative to the damage scenario<br>2.6 record vehicle occupancy, occupant location and vehicle contents.<br>2.7 record all necessary data |

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| <b>Learning outcome</b>   |
| The learner will:<br>3. be able communicate the circumstances of the damage sustained, vehicle occupancy, loss type and any post damage anomalies   |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 communicate the relevant information regarding circumstances of damage<br>3.2 explain the relevance of the information gathered<br>3.3 explain a variety of post damage anomalies that may be encountered |

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| <b>Learning outcome</b>  |
| The learner will:<br>4. be able to record information and make suitable recommendations  |
| <b>Assessment criteria</b>   |
| The learner can:<br>4.1 produce work records that are accurate, complete and passed to the relevant person(s) promptly in the format required<br>4.2 identify and report any expected delays in completion to the relevant person(s) promptly in the format required.<br>4.3 record and report any additional faults noticed during the course of their work promptly in the format required |

## Unit 417

## Competency in Establishing and Recording Vehicle Data

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| <b>UAN:</b>  | <b>D/502/6575</b>   |
| <b>Level:</b>  | 2   |
| <b>Credit value:</b>   | 7   |
| <b>GLH:</b>  | 48  |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA02S also has similarities with ATA VDA.   |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.   |
| <b>Aim:</b>  | This unit enables the learner to demonstrate the competencies required to identify and record vehicle data using identification and inspection techniques |

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| <b>Learning outcome</b>   |
| The learner will:<br>1. be able to work safely when recording vehicle data  |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 wear suitable personal protective equipment and use suitable vehicle coverings throughout all recording activities<br>1.2 work in a way that minimise the risk of damage or injury to the vehicle, people and the environment |

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| <b>Learning outcome</b>  |
| The learner will:<br>2. be able to identify vehicle data   |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 identify vehicle data<br>2.2 identify the results of static checks, to include: parking brake, steering and footbrake operations and seat operation<br>2.3 identify checks on wheels and tyres<br>2.4 identify checks on safety systems fitted to the vehicle and checks to be carried out |



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| <b>Learning outcome</b>  |
| The learner will:<br>3. be able to establish pre-accident condition  |
| <b>Assessment criteria</b>   |
| The learner can:<br>3.1 identify all non incident related damage<br>3.2 identify any post damage anomalies |

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| <b>Learning outcome</b>   |
| The learner will:<br>4. be able to establish additional vehicle information   |
| <b>Assessment criteria</b>  |
| The learner can:<br>4.1 identify convenience fitments<br>4.2 identify paint type<br>4.3 identify vehicle mileage<br>4.4 identify audio system details<br>4.5 identify if the additional vehicle information is relevant |

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| <b>Learning outcome</b>  |
| The learner will:<br>5. be able to record information and make suitable recommendations  |
| <b>Assessment criteria</b>   |
| The learner can:<br>5.1 produce work records that are accurate, complete and passed to the relevant person(s) promptly in the format required<br>5.2 identify and report any expected delays in completion to the relevant person(s) promptly in the format required.<br>5.3 record and report any additional faults noticed during the course of their work promptly in the format required |

## Unit 418

## Competency in Appraising Vehicle Damage

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| <b>UAN:</b>  | <b>D/502/6561</b>  |
| <b>Level:</b>  | 3  |
| <b>Credit value:</b>   | 7  |
| <b>GLH:</b>  | 68   |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA03S also has similarities with ATA VDA.  |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.  |
| <b>Aim:</b>  | This unit enables the learner to demonstrate the competency required in appraising motor vehicle damage, establishing a safe and appropriate repair method and calculating the repair costs. |

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| <b>Learning outcome</b>   |
| The learner will:<br>1. be able to work safely when carrying out the appraisal process  |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 wear suitable personal protective equipment and use suitable vehicle coverings throughout all appraisal activities<br>1.2 work in a way that minimise the risk of damage or injury to the vehicle, people and the environment |

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| <b>Learning outcome</b>  |
| The learner will:<br>2. be able to appraise the full extent of the damage sustained by the vehicle   |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 identify the direction of impact, point of impact and severity of impact on the accident damaged vehicle<br>2.2 record and confirm actual damage matches incident circumstances<br>2.3 identify and record all areas of damage to the vehicle<br>2.4 establish and record vehicle occupancy location and contents within the vehicle<br>2.5 check the operation and condition of seat and seat belts |

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| <b>Learning outcome</b>  |
| The learner will:<br>3. be able to use digital imaging equipment   |
| <b>Assessment criteria</b>   |
| The learner can:<br>3.1 use digital photographic equipment to take necessary photographs to substantiate the extent of the damage and vehicle identity<br>3.2 send images electronically so that they communicate the extent of the damage and the repair required<br>3.3 save the images for future reference |

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| <b>Learning outcome</b>  |
| The learner will:<br>4. be able to record information and make suitable recommendations  |
| <b>Assessment criteria</b>   |
| The learner can:<br>4.1 produce work records that are accurate, complete and passed to the relevant person(s) promptly in the format required<br>4.2 identify and report any expected delays in completion to the relevant person(s) promptly in the format required.<br>4.3 record and report any additional faults noticed during the course of their work promptly in the format required |

## Unit 419

## Competency in Establishing Correct Repair Methods

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| <b>UAN:</b>  | <b>K/502/6563</b>  |
| <b>Level:</b>  | 4  |
| <b>Credit value:</b>   | 10   |
| <b>GLH:</b>  | 63   |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA03S also has similarities with ATA VDA.  |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.  |
| <b>Aim:</b>  | This unit enables the learner to demonstrate the competency required in appraising motor vehicle damage, establishing a safe and appropriate repair method and calculating the repair costs. |

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| <b>Learning outcome</b>  |
| The learner will:<br>1. be able to identify components that require renewing   |
| <b>Assessment criteria</b>   |
| The learner can:<br>1.1 distinguish between components that are damaged beyond repair or not safely repairable and those components that are safe or appropriate to repair |

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| <b>Learning outcome</b>  |
| The learner will:<br>2. be able to identify supplementary restraint system activation  |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 establish the supplementary restraint system condition using physical examination<br>2.2 establish the remedial actions required to reinstate the srs using published data |

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| <b>Learning outcome</b>   |
| The learner will:<br>3. be able to produce a repair specification based on a safe and appropriate repair process  |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 evaluate, establish and record safe and appropriate repair methods<br>3.2 identify the components to be renewed and those to be removed and refitted<br>3.3 identify the components that require repairing and those requiring the refinishing process<br>3.4 establish the various materials used in the vehicles construction using publish data<br>3.5 identify any appropriate blend panels<br>3.6 identify any jig and measuring operations that are necessary<br>3.7 establish if any pulling operations are appropriate<br>3.8 identify any safety related components to be renewed, refitted or reset<br>3.9 identify any geometry, air conditioning or specialist operations required<br>3.10 devise a safe repair programme where no published repair methods are available |

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| <b>Learning outcome</b>  |
| The learner will:<br>4. be able to record information and make suitable recommendations  |
| <b>Assessment criteria</b>   |
| The learner can:<br>4.1 produce work records that are accurate, complete and passed to the relevant person(s) promptly in the format required<br>4.2 identify and report any expected delays in completion to the relevant person(s) promptly in the format required.<br>4.3 record and report any additional faults noticed during the course of their work promptly in the format required |

## Unit 420

## Competency in Estimating Costs

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|--|--|
| <b>UAN:</b>  | <b>R/502/6573</b>  |
| <b>Level:</b>  | 3  |
| <b>Credit value:</b>   | 7  |
| <b>GLH:</b>  | 43   |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA03S also has similarities with ATA VDA   |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.  |
| <b>Aim:</b>  | This unit enables the learner to demonstrate the competencies required in appraising motor vehicle damage, establishing a safe and appropriate repair method and calculating the repair costs. |

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| <b>Learning outcome</b>   |
| The learner will:<br>1. be able to establish the costs for undertaking the repair process   |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 calculate the time allowance for the replacement of components using published data<br>1.2 calculate the cost of any new parts used using published data<br>1.3 calculate appropriate opinion times for those items needing repairing<br>1.4 calculate the refinishing costs using published data<br>1.5 calculate the time for any met operations<br>1.6 calculate sundries cost<br>1.7 calculate any specialist cost that may include recovery, glazing, electrical or air conditioning |

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| <b>Learning outcome</b>  |
| The learner will:<br>2. be able to record information and make suitable recommendations  |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 produce work records that are accurate, complete and passed to the relevant person(s) promptly in the format required<br>2.2 make suitable and justifiable recommendations for cost effective repairs<br>2.3 identify and report any expected delays in completion to the relevant person(s) promptly in the format required.<br>2.4 record and report any additional faults noticed during the course of their work promptly in the format required |

## Unit 421

## Competence in Appraising Vehicles for Pre Accident Condition

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| <b>UAN:</b>  | <b>F/502/6570</b>   |
| <b>Level:</b>  | 3   |
| <b>Credit value:</b>   | 3   |
| <b>GLH:</b>  | 15  |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA04S also has similarities with ATA VDA  |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.   |
| <b>Aim:</b>  | This unit will help the learner show their competence in appraising the condition of vehicles and verifying vehicle identity, ownership and history to confirm that there are no vehicle ownership problems and to enable a valuation to be placed on them. As with knowledge and skills. |

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| <b>Learning outcome</b>  |
| The learner will:<br>1. be able to appraise vehicles for pre accident condition  |
| <b>Assessment criteria</b>   |
| The learner can:<br>1.1 inspect vehicle for pre accident condition. (check for damage not caused by the accident)<br>1.2 record the cost of repairing the non accident damage<br>1.3 record the vehicle mileage<br>1.4 record vehicle enhancements, to include: manufactures, additional<br>1.5 identify the year of vehicle manufacture and the exact model |

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| <b>Learning outcome</b>   |
| The learner will:<br>2. be able to present pre accident vehicle appraisals to the customer  |
| <b>Assessment criteria</b>  |
| The learner can:<br>2.1 present the approved appraisal to the customer in a way that maintains an effective working relationship<br>2.2 interact effectively with a customer during a vehicle appraisal |



## Unit 422

## Competency in Valuing Vehicles for Pre Accident Condition

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| <b>UAN:</b>  | <b>J/502/6568</b>  |
| <b>Level:</b>  | 3  |
| <b>Credit value:</b>   | 3  |
| <b>GLH:</b>  | 15   |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA05S also has similarities with ATA VDA   |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.  |
| <b>Aim:</b>  | This unit will help the learner demonstrate their competence in reviewing the information presented by the appraisal and make judgments regarding the pre accident value of the vehicle and the viability of repair. |

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| <b>Learning outcome</b>  |
| The learner will:<br>1. be able to value vehicles for pre accident condition   |
| <b>Assessment criteria</b>   |
| The learner can:<br>1.1 interpret the latest approved price guides correctly<br>1.2 estimate condition costs accurately<br>1.3 present the valuation effectively |

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| <b>Learning outcome</b>  |
| The learner will:<br>2. be able to interpret vehicle valuation data for pre accident condition and present to the customer   |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 identify the financial ombudsman's approved vehicle valuation data source<br>2.2 interpret the financial ombudsman's approved vehicle valuation data source to obtain an accurate vehicle valuation<br>2.3 document accurate vehicle valuation, including all calculations |

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| <b>Learning outcome</b>   |
| The learner will:<br>3. be able to determine the viability of repair  |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 identify the cost of salvage<br>3.2 determine if viability of repair based on salvage, cost of repair and vehicle value<br>3.3 make recommendation to the customer on viability of repair |

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| <b>Learning outcome</b>   |
| The learner will:<br>4. be able to present vehicle value after an accident with the customer  |
| <b>Assessment criteria</b>  |
| The learner can:<br>4.1 present the approved valuation to the customer in a way that maintains an effective working relationship<br>4.2 interact effectively with a customer during a vehicle valuation |

## Unit 466

## Knowledge in Establishing Different Customer Types and Understanding Their Needs

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| <b>UAN:</b>  | <b>Y/502/6574</b>  |
| <b>Level:</b>  | 3  |
| <b>Credit value:</b>   | 4  |
| <b>GLH:</b>  | 37   |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA01K also has similarities with ATA VDA   |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.  |
| <b>Aim:</b>  | This unit enables the learner to develop an understanding of establishing who the customer(s) are, their needs in relation to vehicle damage repair, the importance of establishing circumstances of damage sustained and vehicle occupancy. |

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| <b>Learning outcome</b>   |
| The learner will:<br>1. understand the importance of establishing who the customer is   |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 describe the types of questions that could be used to establish customer type<br>1.2 identify different types of customers<br>1.3 describe how to use and record customer details<br>1.4 identify any post damage anomalies that may be encountered<br>1.5 describe how to care for customers and achieve customer satisfaction |

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| <b>Learning outcome</b>  |
| The learner will:<br>2. understand how to establish and record the area(s) of damage   |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 describe the types of questions that could be asked of the customer to establish which area(s) of damage the customer requires to be repaired<br>2.2 describe the difference between pre and accident damage<br>2.3 describe how to distinguish between accident related damage and non accident related damage<br>2.4 state the financial implications of both types of damage<br>2.5 identify questions to be used to establish damage circumstance, vehicle occupants, occupant location and vehicle contents |

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| <b>Learning outcome</b>  |
| The learner will:<br>3. understand how to establish the potential liability of an insurer  |
| <b>Assessment criteria</b>   |
| The learner can:<br>3.1 describe the potential liability of an insured customer relative to accident circumstances and cover in place<br>3.2 state the limits of insurer liability under the different policy types<br>3.3 describe the difference between repair and total loss |

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| <b>Learning outcome</b>   |
| The learner will:<br>4. understand legislative and organisational requirements  |
| <b>Assessment criteria</b>  |
| The learner can:<br>4.1 state the legal obligation placed on a repairer who repairs damaged vehicles<br>4.2 describe the legal requirements relating to the vehicle (including road safety requirements)<br>4.3 identify the health and safety legislation and workplace procedures relevant to workshop practices, personal and vehicle protection<br>4.4 describe the health and safety risks associated with safety restraint systems and other systems inside and outside a vehicle which may have become damaged and consequently pose a risk<br>4.5 state how to complete records conforming to workplace requirements specifically associated with the vehicle appraising function and the importance of doing so<br>4.6 identify the health and safety risks associated with the use of ICT equipment<br>4.7 identify contractual, policy and procedural obligations and processes between the employer, work provider and customer<br>4.8 describe how their actions impact on the companies performance and profitability |

## **Unit 466 Knowledge in Establishing Different Customer Types and Understanding Their Needs**

### Supporting information

**Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.**

**To identify the different types of questions, which can be, asked to identify the customer type.**

- I. How to communicate effectively with, and listen to, customers.
- II. How to identify the customer type from the information given
- III. How to use effective questioning techniques.
- IV. How to care for customers and achieve customer satisfaction.
- V. When to refer customers to colleagues to aid the process.
- VI. The range and type of services offered by your company.
- VII. Obtain sufficient, relevant information from the customer to make an assessment of their own and perceived vehicle needs.

**Knowledge to recognise the different types of customers who approach a body shop**

- I. Private customer
- II. Insurance claimant
- III. Accident management customer
- IV. Company car use
- V. Leased vehicle user

**The legislation and procedures relational to:**

- I. Private customer
- II. Insurance claimant
- III. Accident management customer
- IV. Company car user
- V. Leased vehicle user

**The appropriate information needed to record the customer details and how and what type of documentation is needed.**

- I. The types of recording documentation available
- II. The type of recording documentation used by your company
- III. Where to record the appropriate information on the documentation
- IV. The specific information to record from the customer
- V. Where and what customer details are needed.
- VI. The payment methods available to the customer
- VII. The type of loss details needed for an accurate record

**The Knowledge to be able to establish and record the area(s) of damage to be assessed or repaired.**

- I. The questions needed to identify pre accident damage.
- II. The difference between pre and accident damage.
- III. The financial implications of both types of damage.
- IV. How to access accident damage.
- V. How to identify accident damage.
- VI. How to identify pre accident damage.
- VII. How to explain pre and accident damage to a customer
- VIII. How to ascertain customers needs regarding repairing of the vehicle
- IX. The limitations of insurance, or leasing companies authorisation to repair damage
- X. The difference between repair and total loss.
- XI. The types of documentation and information to record.

**The knowledge to establish the potential liability of an insured customer relative to accident circumstances and cover in place**

- I. Third party only
- II. Third party fire and theft
- III. Fully comprehensive
- IV. Policy excess
- V. Collision damage waiver

**To have the knowledge to establish the circumstances of the damage sustained, vehicle occupancy, loss type and post damage anomalies.**

- I. The appropriate questions to ask to ascertain damage circumstances
- II. The appropriate questions to ask to ascertain vehicle occupants and their location
- III. The appropriate questions to ask to ascertain vehicle contents
- IV. The appropriate questions to ask to ascertain post damage anomalies.

**General legal and procedural requirements**

- I. The fundamental legal requirements of current consumer legislation and the consequences of your own actions in respect of this legislation.
- II. The content and limitations of company and product warranties for the vehicles dealt with by your company.
- III. The limits of your own authority for accepting vehicles.
- IV. The companies policies and procedures for dealing with each type of customer
- V. How to refer the customer to the correct repairer if your company is not authorised to repair the vehicle

**The different types of recording information available**

- I. Manual

## II. Computer

### **Technical information available for reference**

- I. Web Based
- II. CD
- III. Written

### **Identify circumstances of impact and pre impact damage**

- I. Establish circumstances of impact
- II. Establish occupancy of vehicle at time
- III. Establish occupants position
- IV. Prove knowledge of different types of impact damage
- V. Prove knowledge of primary and secondary damage
- VI. Be able to identify any technical data to support your findings.



## Unit 467

## Knowledge in Establishing and Recording Vehicle Data

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|--|---|
| <b>UAN:</b>  | <b>Y/502/6557</b>   |
| <b>Level:</b>  | 2   |
| <b>Credit value:</b>   | 6   |
| <b>GLH:</b>  | 47  |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA02K also has similarities with ATA VDA  |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.   |
| <b>Aim:</b>  | This unit enables the learner to develop and understanding of the correct vehicle data to be recorded using vehicle identification and inspection techniques. |

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| <b>Learning outcome</b>   |
| The learner will:<br>1. understand the importance of gathering vehicle data   |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 state what vehicle information is to be gathered<br>1.2 identify where the vehicle data information could be sourced<br>1.3 describe the importance of gathering the correct type of vehicle data<br>1.4 describe how to complete records conforming to workplace requirements specifically associated with vehicle appraisal |

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| <b>Learning outcome</b>   |
| The learner will:<br>2. understand how to establish the vehicles pre-accident condition   |
| <b>Assessment criteria</b>  |
| The learner can:<br>2.1 identify vehicle brakes, steering, wheels and tyres components<br>2.2 describe the construction and operation of vehicle brakes, steering, wheels and tyres systems<br>2.3 explain the process of establishing serviceability through static checks of the steering, footbrake, parking brake, seat belts, wheels and tyres<br>2.4 describe differences between passive and active safety systems<br>2.5 identify vehicle safety systems<br>2.6 describe the checks that are made on seats and seat belts |

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| <b>Learning outcome</b>  |
| The learner will:<br>3. understand the importance of recording additional vehicle information  |
| <b>Assessment criteria</b>   |
| The learner can:<br>3.1 identify additional information that would need to be recorded<br>3.2 explain how additional vehicle information can be established and confirmed<br>3.3 describe how additional information can be used in the repair process |

# **Unit 467                      Knowledge in Establishing and Recording Vehicle Data**

## Supporting information

**Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.**

**The knowledge and understanding of gathering the correct type of vehicle data.**

**A full understanding of vehicle construction, specification, options and additions to include:**

- I.     Make
- II.    Model
- III.   Specification
- IV.    Registration number
- V.     Body style
- VI.    Engine size
- VII.   Fuel type
- VIII.  Transmission type
- IX.    Number of doors
- X.     Vehicle identification number
- XI.    Mileage
- XII.   Paint type & colour
- XIII.  Original equipment options

**After market options understand how to establish the vehicles pre-accident roadworthiness and ways in which to distinguish between accident related damage and non accident related damage for:**

- I.     Scratches
- II.    Dents
- III.   Mechanical
- IV.    Road worthiness

**How to establish additional vehicle information such as:**

- I.     Road tax expiry
- II.    Audio equipment details
- III.   Date of registration
- IV.    Vehicle modifications
- V.     Cherished registration number

### **Steering**

**The procedures used for inspecting the serviceability and condition of:**

- I. manual steering
- II. power steering

**Steering system defects to include:**

- I. uneven tyre wear
- II. wear on outer edge of tyre
- III. wear on inner edge of tyre
- IV. uneven wear
- V. flats on tread
- VI. steering vibrations
- VII. wear in linkage
- VIII. damage linkage
- IX. incorrect wheel alignment
- X. incorrect steering geometry

**The components and layout of hydraulic power steering systems:**

- I. piston and power cylinders
- II. drive belts and pumps
- III. hydraulic valve (rotary, spool and flapper type)
- IV. hydraulic fluid

**The advantages of power assisted steering.**

**The operation of hydraulic power steering.**

**The principles of electronic power steering systems.**

**Brakes**

**The construction and operation of drum brakes:**

- I. leading and trailing shoe construction
- II. self-servo action
- III. automatic adjusters
- IV. backing plates
- V. parking brake system

**The construction and operation of disc brakes:**

- I. disc pads
- II. calliper
- III. brake disc
- IV. ventilated disc
- V. disc pad retraction
- VI. parking brake system
- VII. electrical and electronic components
- VIII. wear indicators and warning lamps

**The construction and operation of the hydraulic braking system:**

- I. single and dual line layout
- II. master cylinders
- III. wheel cylinders
- IV. disc brake caliper & pistons
- V. brake pipe

- VI. brake servo
- VII. warning lights
- VIII. parking brakes
- IX. equalising valves

**The principles and components of electronic ABS systems, electrical and electronic components.**

**The requirements and hazards of brake fluid:**

- I. boiling point
- II. hygroscopic action
- III. manufacturer's change periods
- IV. fluid classification and rating
- V. potential to damage paint surfaces

**Terms associated with mechanical and hydraulic braking systems:**

- I. braking efficiency
- II. brake fade
- III. brake balance
- IV. ABS

**The procedures used for inspecting the serviceability and condition of the braking system**

**Braking system defects:**

- I. worn shoes or pads
- II. worn or scored brake surfaces
- III. abnormal brake noises
- IV. brake judder
- V. fluid contamination of brake surfaces
- VI. fluid leaks
- VII. pulling to one side
- VIII. poor braking efficiency
- IX. lack of servo assistance
- X. brake drag
- XI. brake grab
- XII. brake fade

**Wheel and Tyres**

**The construction of different types of tyre:**

- I. radial
- II. cross ply
- III. bias belted
- IV. tread patterns
- V. tyre mixing regulations
- VI. tyre applications

**Tyre markings:**

- I. tyre and wheel size markings
- II. speed rating
- III. direction of rotation
- IV. profile

- V. load rating
- VI. ply rating
- VII. tread-wear indicators

**Wheel construction:**

- I. light alloy
- II. pressed steel and wire wheels
- III. flat-edge and double hump rims

## Unit 468

## Knowledge in Appraising Motor Vehicle Damage

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|--|--|
| <b>UAN:</b>  | <b>R/502/6556</b>  |
| <b>Level:</b>  | 3  |
| <b>Credit value:</b>   | 5  |
| <b>GLH:</b>  | 34   |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA03K also has similarities with ATA VDA.                  |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.    |
| <b>Aim:</b>  | This unit enables the learner to develop the understanding in appraising motor vehicle damage. |

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| <b>Learning outcome</b>   |
| The learner will:<br>1. understand the appraisal process required to establish the type of damage and associated secondary damage   |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 identify the information to be collated to determine the extent of the damage<br>1.2 determine how the vehicle was damaged<br>1.3 identify preliminary information and data on the vehicle relating to specifications<br>1.4 explain the difference between primary and secondary damage<br>1.5 explain the physical examination techniques that can be used<br>1.6 identify point and direction of impact<br>1.7 describe how to look for further hidden or secondary damage<br>1.8 explain the vehicle damage appraisal process<br>1.9 describe how to source technical information and data relative to the vehicle being appraised<br>1.10 identify the information that must be recorded before a repair |

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| <b>Learning outcome</b>  |
| The learner will:<br>2. understand the use of digital imaging equipment to record and communicate vehicle condition and damage sustained   |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 explain the types of images that would show the items that require replacement, repair, removing and refitting and painting<br>2.2 explain how to use imaging to identify the vehicle<br>2.3 describe the types of computer equipment and software that could be used to electronically communicate the images taken<br>2.4 explain the importance of saving images for future reference |



# Unit 468 Knowledge in Appraising Motor Vehicle Damage

## Supporting information

**Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.**

### Equipment

- I. How to use and maintain equipment used for the purpose of appraising and estimating

### Appraising damage

- I. Collation of information to determine the extent of the damage and inquire how the vehicle became damaged.
- II. Gathering preliminary information and data on the vehicle relating to specifications
- III. Full understanding of vehicle construction, specification, options and additions
- IV. Repair methods and procedures required to repair a damaged vehicle
- V. When to repair and when to replace damaged vehicle components taking into account the economical, environmental and safety issues.
- VI. How to look for further hidden or secondary damage
- VII. Full understanding of the vehicle damage appraisal process
- VIII. How to source technical information and data relative to the vehicle being appraised e.g. from the manufacturer, etc
- IX. Ensure all necessary information relating to repair is recorded

### Imaging

- I. How to use the appropriate photographic equipment and take the necessary photographs to substantiate the extent of the damage and the repairs required
- II. Using imaging to confirm the vehicle identity
- III. How to send these images through an electronic system so that they communicate the extent of the damage and the repair required
- IV. The importance of saving those images for future reference
  - a. Scratches
  - b. Dents
  - c. Corrosion
  - d. Interior condition
  - e. Paint defects
  - f. Tyres

## **Negotiating**

- I. How to agree repair methodology and negotiate opinion times within the level of responsibility

## Unit 469

## Knowledge of Establishing Correct Repair Methods

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|--|--|
| <b>UAN:</b>  | <b>L/502/6555</b>  |
| <b>Level:</b>  | 4  |
| <b>Credit value:</b>   | 7  |
| <b>GLH:</b>  | 59   |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA03K also has similarities with ATA VDA.                                    |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.                      |
| <b>Aim:</b>  | This unit enables the learner to develop the understanding in establishing a safe and appropriate repair method. |

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| <b>Learning outcome</b>  |
| The learner will:<br>1. understand how to establish the repair methodology to reinstate the vehicle to its previous condition  |
| <b>Assessment criteria</b>   |
| The learner can:<br>1.1 explain the use of published <b>repair methods</b> to produce a detailed method based on repair specification<br>1.2 explain how to prepare a repair specification based on a safe and appropriate repair process<br>1.3 explain when to remove and refit, repair, replace and check components, to include: <b>economical, environmental and safety issues</b><br>1.4 identify remove and refit operations that may be required to gain access<br>1.5 identify the correct <b>refinishing process</b> for the chosen repair<br>1.6 explain how to use and maintain equipment used for the purpose of appraising and estimating<br>1.7 explain the appropriate <b>jigging and measuring techniques</b> required<br>1.8 explain the appropriate <b>pulling techniques</b> required<br>1.9 describe the <b>geometry checks</b> required<br>1.10 describe the air conditioning or <b>specialist repair operations</b> required<br>1.11 explain the processes required to compile a repair programme where no published repair methods are available |

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| <b>Range</b>   |
| <p><b>Repair methods</b><br/>manufacturers, approved organisations</p> <p><b>Economical, environmental and safety issues</b><br/>Economical:<br/>labour time, value of the vehicle, cost of parts,<br/>Environmental: (VOC) Volatile Organic Compound<br/>Safety Issues: safe repair of vehicle, repair methods.</p> <p><b>Refinishing process</b><br/>direct gloss, metallic, pearl</p> <p><b>Jigging and measuring techniques</b><br/>Ensure correct tolerances</p> <p><b>Pulling techniques</b><br/>direct pulling, vector pulling</p> <p><b>Geometry checks</b><br/>four wheel alignment</p> <p><b>Specialist repair operations</b><br/>manufacturers modifications, draw a diagram, record repair methods,<br/>file in job file</p> |

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|---|
| <b>Learning outcome</b>   |
| The learner will:<br>2. understand how to identify components that require renewing   |
| <b>Assessment criteria</b>  |
| The learner can:<br>2.1 explain how to distinguish between components that are <b>damaged beyond repair</b> or not <b>safely repairable</b> and those components that are safe or appropriate to repair |

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| <b>Range</b>   |
| <p><b>Damaged beyond repair</b><br/>economical,</p> <p><b>Safely repairable</b><br/>manufacturers or approved data</p> |

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|---|
| <b>Learning outcome</b>   |
| The learner will:<br>3. understand the operation and safe working practices of Supplementary Restraint Systems (SRS) and how to identify their components   |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 explain the importance of supplementary restraint systems<br>3.2 describe how to research, using <b>published data</b> the process required to reinstate the system after activation<br>3.3 explain the potential <b>health and safety hazards</b> relating to SRS<br>3.4 explain how to <b>remove, replace and reinstate</b> SRS |

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|--|
| <b>Range</b>   |
| <b>Published data</b><br>manufacturers or approved data                  |
| <b>Health and safety hazards</b><br>pyrotechnics (seatbelts and airbags) |
| <b>Remove, replace and reinstate</b><br>manufacturers or approved data   |

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| <b>Learning outcome</b>  |
| The learner will:<br>4. understand the different types of construction materials used in modern motor vehicles and the repair methods used to ensure the future crash performance of the vehicle   |
| <b>Assessment criteria</b>   |
| The learner can:<br>4.1 explain how to use published data to establish the <b>various materials</b> used in the vehicles construction<br>4.2 explain how to use published data to establish a <b>safe method</b> of repairing the vehicle<br>4.3 explain the <b>commercial implications</b> relating to an appropriate method of repairing the vehicle, to ensure a safe repair at all times |

|   |
|---|
| <b>Range</b>  |
| <b>Various materials</b><br>HSS (High Strength Steel), aluminium, composite materials |
| <b>Safe method</b><br>following correct repair methods                                |
| <b>Commercial implications</b><br>economics of safety repairing vehicle.              |

# **Unit 469                    Knowledge of Establishing Correct Repair Methods**

## Supporting information

**Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.**

### **Equipment**

- I. How to use and maintain equipment used for the purpose of appraising and estimating

### **Repair Methodology**

- I. How to interpret repair and methods data from the vehicle Manufacturers, or other suitable organisations to ascertain the safe and appropriate repair process
- II. How to prepare a repair specification based on the safe and appropriate repair process
  - a. how to list all the parts which are damaged and require replacing
  - b. how to list all the remove and refit operations to gain access
  - c. how to replace or repair damaged panels
  - d. how to repaint repaired or replaced panel and other trim items
- III. Any other functions that must be performed to reinstate the vehicle to the manufacturers specifications and its pre-damage condition

## Unit 470

## Knowledge of Estimating Costs

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|--|---|
| <b>UAN:</b>  | <b>L/502/6572</b>   |
| <b>Level:</b>  | 3   |
| <b>Credit value:</b>   | 5   |
| <b>GLH:</b>  | 28  |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA03K also has similarities with ATA VDA.               |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry. |
| <b>Aim:</b>  | This unit enables the learner to develop the understanding in calculating the repair costs. |

|   |
|---|
| <b>Learning outcome</b>   |
| The learner will:<br>1. understand how to establish the costs for undertaking the repair process  |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 explain how to use published data to establish the <b>time allowances</b> for the replacement or repair of vehicle panels and body components<br>1.2 explain how to assign appropriate opinion times for those items requiring repair<br>1.3 identify where there are overlap times<br>1.4 explain how to use published data to calculate the value of the refinishing process<br>1.5 explain how to use published data to establish the time allowance for met<br>1.6 describe the negotiating of opinion times within the <b>level of responsibility</b><br>1.7 explain how to set up an electronic system to reflect agreement with work providers on <b>rates and materials</b> |

|  |
|--|
| <b>Range</b>   |
| <p><b>Time allowances</b><br/>work units</p> <p><b>Level of responsibility</b><br/>estimator, body shop manager</p> <p><b>Rates and materials</b><br/>hourly rates, parts discount</p> |

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| <b>Learning outcome</b>  |
| <p>The learner will:</p> <p>2. understand how to research repair time schedules for component replacement times and costs, refinish material costs and any other costing related to the reinstatement of the vehicle and its systems</p>   |
| <b>Assessment criteria</b>   |
| <p>The learner can:</p> <p>2.1 explain how to use published data, to establish the <b>time allowances</b> for the replacement the components required to reinstate the vehicle.</p> <p>2.2 explain how to use <b>published data</b>, to establish the cost of any new parts required to reinstate the vehicle</p> <p>2.3 explain how to <b>assign</b> appropriate opinion time for those items requiring repair</p> <p>2.4 explain how to use published data to calculate the value of the <b>refinish materials</b> required to reinstate the vehicle</p> |

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|---|
| <b>Range</b>  |
| <p><b>Time allowances</b><br/>manufacturers and approved data, computer software systems, work units</p> <p><b>Published data</b><br/>manufacturers, vehicle modifications</p> <p><b>Assign</b><br/>estimate, supplementary estimate</p> <p><b>Refinish materials</b><br/>direct gloss, metallic, pearl</p> |



# **Unit 470            Knowledge of Estimating Costs**

## Supporting information

**Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.**

### **Equipment**

- I. How to use and maintain equipment used for the purpose of appraising and estimating

### **Establishing the costs for undertaking the repair process**

- I. How to refer to the chosen system to arrive at the time and cost required to carry out the repair specification
- II. To understand where there are overlap times
- III. How to determine opinion times for those items, which are not listed.
- IV. How to set up electronic estimating system to reflect agreement with work providers on rates, paint and materials calculation etc.

### **Negotiating**

- I. How to agree repair methodology and negotiate opinion times within the level of responsibility

## Unit 471

## Knowledge of Appraising Vehicles for Pre Accident condition

|  |   |
|--|---|
| <b>UAN:</b>  | <b>A/502/6566</b>   |
| <b>Level:</b>  | 3   |
| <b>Credit value:</b>   | 3   |
| <b>GLH:</b>  | 20  |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA04K also has similarities with ATA VDA  |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.   |
| <b>Aim:</b>  | This unit is about appraising the condition of vehicles and verifying vehicle identity, ownership and history to confirm that there are no vehicle ownership problems, understanding how to physically appraise the vehicle and recognise the vehicles condition prior to the accident. |

|   |
|---|
| <b>Learning outcome</b>   |
| The learner will:<br>1. understand the purpose of vehicle appraisal after an accident   |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 define the difference between vehicle appraisal and vehicle valuation.<br>1.2 describe the objective of the vehicle appraisal |

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| <b>Learning outcome</b>  |
| The learner will:<br>2. understand how to appraise vehicles  |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 describe the <b>process of vehicle appraisal</b><br>2.2 identify the <b>resources</b> in the appraisal<br>2.3 explain how to verify vehicle identity, ownership and history<br>2.4 describe insurance <b>work provider's expectations</b> of the appraisal process<br>2.5 explain how to distinguish between damage sustained as a result of an accident and <b>unrelated damage</b><br>2.6 explain how to assess the <b>factors</b> which would effect pre-accident value |

|   |
|---|
| <b>Range</b>  |
| <b>Process of vehicle appraisal</b><br>repair methods and economics |
| <b>Resources</b><br>parts, labour, refinishing materials            |
| <b>Work provider's expectations</b><br>economics and safety         |
| <b>Unrelated damage</b><br>pre/post accident                        |
| <b>Factors</b><br>vehicle condition, modifications, wear and tear   |

|   |
|---|
| <b>Learning outcome</b>   |
| The learner will:<br>3. understand legal requirements for vehicle appraisal   |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 explain the <b>implications</b> of the Association of British insurers (ABI). code of practice<br>3.2 explain the <b>legal requirements</b> for vehicle appraisal<br>3.3 explain the <b>ombudsman's requirements</b> for vehicle appraisal<br>3.4 explain the insurance <b>work provider agreement requirements</b> |

**Range****Implications**

Corporate manslaughter, repairers responsibility

**Legal requirements**

road worthiness (MOT, manufacturers specifications)

**Ombudsman's requirements**

road worthiness (MOT, manufacturers specifications)

**Work provider agreement requirements**

road worthiness (MOT, manufacturers specifications)

## Unit 472

## Knowledge of Valuing Vehicles for pre accident condition

|  |   |
|--|---|
| <b>UAN:</b>  | <b>F/502/6567</b>   |
| <b>Level:</b>  | 3   |
| <b>Credit value:</b>   | 4   |
| <b>GLH:</b>  | 40  |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA05K also has similarities with ATA VDA  |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.   |
| <b>Aim:</b>  | This unit will help the learner develop the knowledge and understanding they need to review the information presented by the appraisal and make judgments regarding; the pre accident value of the vehicle and the viability of repair. |

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|---|
| <b>Learning outcome</b>   |
| The learner will:<br>1. understand the purpose of vehicle valuation after an accident |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 describe the <b>objective</b> of the vehicle valuation        |

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| <b>Range</b>  |
| <b>Objective</b><br>economical repair, post and pre-accident damage |

|   |
|---|
| <b>Learning outcome</b>   |
| The learner will:<br>2. understand how to value vehicles for pre accident condition   |
| <b>Assessment criteria</b>  |
| The learner can:<br>2.1 describe the <b>process</b> of post accident vehicle valuation<br>2.2 identify the <b>resources</b> used in the valuation of damaged vehicles<br>2.3 describe the <b>factors</b> that influence the vehicle value,<br>2.4 calculate appropriate adjustments for any unrelated damage, optional extras and mileage |

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| <b>Range</b>   |
| <b>Process</b><br>vehicle occupancy, interview driver, vehicle data                |
| <b>Resources</b><br>computer software, valuation sheets, internet valuation guides |
| <b>Factors</b><br>pre/post accident, wear and tear, modifications                  |

|   |
|---|
| <b>Learning outcome</b>   |
| The learner will:<br>3. understand legal requirements for vehicle valuation   |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 explain the <b>implications</b> of the Association of British Insurers (ABI). code of practice<br>3.2 explain the <b>legal requirements</b> for vehicle valuation<br>3.3 explain the <b>ombudsman's requirements</b> for vehicle valuation<br>3.4 explain the insurance <b>work provider agreement requirements</b> |

|  |
|--|
| <b>Range</b>   |
| <b>Implications</b><br>Corporate manslaughter, repairers responsibility                            |
| <b>Legal requirements</b><br>road worthiness (MOT, manufacturers specifications)                   |
| <b>Ombudsman's requirements</b><br>road worthiness (MOT, manufacturers specifications)             |
| <b>Work provider agreement requirements</b><br>road worthiness (MOT, manufacturers specifications) |

## Unit 473

## Knowledge of Vehicle Salvage Categorisation

|  |  |
|--|--|
| <b>UAN:</b>  | <b>H/502/6576</b>  |
| <b>Level:</b>  | 2  |
| <b>Credit value:</b>   | 3  |
| <b>GLH:</b>  | 20   |
| <b>Relationship to NOS:</b>  | This unit is linked to the IMI NOS VDA01K also has similarities with ATA VDA   |
| <b>Assessment requirements specified by a sector or regulatory body:</b> | This unit is endorsed by IMI, the Sector Skills Council for the automotive retail industry.                              |
| <b>Aim:</b>  | This unit enables the learner to develop an understanding of code of practice for the disposal of motor vehicle salvage. |

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|---|
| <b>Learning outcome</b>   |
| The learner will:<br>1. understand the Association of British Insurers (ABI) code of practice in relation to vehicle salvage  |
| <b>Assessment criteria</b>  |
| The learner can:<br>1.1 identify the vehicle salvage <b>categories</b> :<br>a. Category A<br>b. Category B<br>c. Category C<br>d. Category D<br>1.2 describe the differences between vehicle salvage categories |

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| <b>Range</b>   |
| <b>Categories</b><br>total loss, breaker, recorded and un-recorded |

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|---|
| <b>Learning outcome</b>   |
| The learner will:<br>2. understand the required legislation when dealing with repairable motor vehicle salvage  |
| <b>Assessment criteria</b>  |
| The learner can:<br>2.1 explain the <b>responsibilities</b> of the salvage agent/purchaser when repairing<br>2.2 motor vehicle salvage.<br>2.3 explain the <b>requirement</b> of a Vehicle Identity Check (VIC) |

|   |
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| <b>Range</b>  |
| <b>Responsibilities</b><br>identify the category, sell to licensed or unlicensed buyers |
| <b>Requirement</b><br>check ID  |

|   |
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| <b>Learning outcome</b>   |
| The learner will:<br>3. understand the significance of the Motor Insurer Antifraud Theft Register (MIAFTR)  |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 explain the what MIAFTR is<br>3.2 explain the <b>information</b> contained on MIAFTR.<br>3.3 explain the <b>benefits</b> to the insurer in using MIAFTR |

|  |
|--|
| <b>Range</b>   |
| <b>Information</b><br>categories, history of vehicle |
| <b>Benefits</b><br>economical and safe repair        |





## Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on [www.cityandguilds.com](http://www.cityandguilds.com).

**Centre Manual - Supporting Customer Excellence** contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

**Our Quality Assurance Requirements** encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

**Access to Assessment & Qualifications** provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF):** general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

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## Useful contacts

|   |   |
|---|---|
| <b>UK learners</b><br><b>General qualification information</b>  | <b>T: +44 (0)844 543 0033</b><br><b>E: learnersupport@cityandguilds.com</b>   |
| <b>International learners</b><br>General qualification information  | T: +44 (0)844 543 0033<br>F: +44 (0)20 7294 2413<br>E: <b>intcg@cityandguilds.com</b>   |
| <b>Centres</b><br>Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results  | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>E: <b>centresupport@cityandguilds.com</b>                                       |
| <b>Single subject qualifications</b><br>Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>F: +44 (0)20 7294 2404 (BB forms)<br>E: <b>singlesubjects@cityandguilds.com</b> |
| <b>International awards</b><br>Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports   | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>E: <b>intops@cityandguilds.com</b>  |
| <b>Walled Garden</b><br>Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems  | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>E: <b>walledgarden@cityandguilds.com</b>  |
| <b>Employer</b><br>Employer solutions, Mapping, Accreditation, Development Skills, Consultancy  | T: +44 (0)121 503 8993<br>E: <b>business@cityandguilds.com</b>  |
| <b>Publications</b><br>Logbooks, Centre documents, Forms, Free literature   | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413  |

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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

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