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600/1196/8 Level 2 Diploma in Vehicle Parts Competence

OVERVIEW

- What does this qualification cover?

This qualification covers the knowledge and skills required to work competently as a Parts advisor.

Parts advisors are also known as vehicle parts operatives. They are responsible for ordering, selling and managing stock control on a wide range of vehicle parts and accessories.

Duties may vary from employer to employer but will typically include:

- Advising customers on how to solve a problem with their vehicle
- Taking orders from customers both face to face and over the phone
- Maintaining an ordered stock room and finding parts from stock
- Raising invoices for parts sold
- Liaison with other members of staff

Customers may include members of the public, service departments of dealerships, and garages.

Other non-technical but essential skills also include:

- A good technical understanding and general knowledge of how motor vehicles work
- Good communication skills
- Willingness to keep technical knowledge updated in order to provide the most efficient service possible
- Confidence in processing payments
- The ability to work on your own initiative and as part of a team
- Confidence in problem solving

This is a Framework qualification.



- Who could take this qualification?

This is a practical qualification for Parts Advisors who want to demonstrate their skills on the job, in their own workplace.

WHAT COULD THIS QUALIFICATION LEAD TO?

Learners who are successful will have proved they are able to work competently at the standard expected for a Parts Advisor.

In terms of further training, learners could register upon completion on to the Level 3 Diploma in Vehicle Parts Principles (600/1200/6) to acquire the skills required to move into the next level.

In addition, they could take up a Level 3 Advanced Apprenticeship in Vehicle Parts to become a Parts Sales Representative.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by The Institute for the Motor Industry (IMI) who is the professional association and membership organisation for the automotive retail sector, representing both members and employers in the sector.