

National Occupational Standards: Accident Repair – Paint

NOS G1 – Contribute to Housekeeping in Motor Vehicle Environments

NOS OVERVIEW

This NOS is about the routine maintenance of the workplace, carrying out basic, non-specialist checks of work tools and equipment, cleaning the work area and using resources economically.

SCOPE OF THIS NOS:

All of the items listed below form part of this National Occupational Standard

1. **Equipment maintenance** covers
 - a. routine checks on work tools and equipment
 - b. cleaning work tools and equipment
 - c. replacing minor parts
 - d. visual inspection of electrical equipment
2. **Housekeeping activities** cover
 - a. day to day work area cleaning
 - b. clearing away
 - c. dealing with spillages
 - d. disposal of waste, used materials and debris
3. **Work tools and equipment** are
 - a. hand
 - b. electrical
 - c. mechanical
 - d. pneumatic
 - e. hydraulic

ESSENTIAL KNOWLEDGE

You need to understand:

Legislative and organisational requirements and procedures

1. the scope of your job responsibilities for the use and maintenance of hand tools, equipment and your work area.
2. workplace policies and schedules for housekeeping activities and equipment maintenance.

3. the manufacturer's requirements for the cleaning and general, non-specialist maintenance of the tools and equipment for which you are responsible.
4. the regulations and information sources applicable to workshop cleaning and maintenance activities for which you are responsible.
5. the importance of reporting faults quickly to the relevant person.
6. the importance of reporting anticipated delays to the relevant person(s) promptly.

Equipment maintenance

7. how to select and use equipment used for basic hand tool maintenance activities.
8. how to store hand tools safely and accessibly.
9. how to report faulty or damaged work tools and equipment.
10. how to work safely when cleaning and maintaining work tools and equipment.

General work area housekeeping

11. how to select and use cleaning equipment
12. how to use resources economically.
13. how to use work area cleaning materials and agents.
14. how to clean and maintain the work tools and equipment and work areas for which you are responsible.
15. how to dispose of unused cleaning agents, materials and debris.
16. the properties and hazards associated with the use of cleaning agents and materials.
17. the importance of wearing personal protective equipment.
18. the importance of using resources economically and for their intended purpose only.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment throughout all housekeeping and equipment maintenance activities.
- b. select and use cleaning equipment which is:
 - of the right type
 - suitable for the task.
- c. use resources economically and for their intended purpose only, following manufacturers' instructions and workplace procedures.
- d. follow workplace policies, schedules and manufacturers' instructions when cleaning and maintaining hand tools and equipment.
- e. clean the work area(s), for which you are responsible, at the specified time and frequency.
- f. carry out housekeeping activities safely and in a way which minimises inconvenience to customers and staff.
- g. follow the manufacturer's instructions when using cleaning and sanitising agents.
- h. ensure your housekeeping activities keep your work area clean and free from debris and waste materials.
- i. ensure your equipment maintenance activities keep your work tools and equipment fit for purpose.
- j. dispose of used cleaning agents, materials and debris to comply with legal and workplace requirements.
- k. store your work tools and equipment in a safe manner which permits ease of access and identification for use.



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- l. report any faulty or damaged tools and equipment to the relevant person(s) clearly and promptly.
- m. report any anticipated delays in completion to the relevant person(s) promptly.

NOS G2 – Reduce Risks to Health and Safety in the Motor Vehicle Environment

NOS OVERVIEW

This NOS covers the basic, legally required health and safety duties of everyone in the workplace. It describes the competence required to ensure that:

- your own actions do not create any health and safety risks
- you do not ignore significant risks in your workplace, and
- you take sensible action to put things right, including reporting situations which pose a danger to people in the workplace, and seeking advice from others

This NOS does **not** require you to undertake a full Risk Assessment. It is about having an appreciation of significant risks in the workplace and knowing how to identify them and deal with them.

When you have completed this NOS, you will have proved you can:

1. Identify hazards and evaluate risks in your workplace
2. Reduce the risks to health and safety in your workplace

SCOPE OF THIS NOS:

All of the items listed below form part of this National Occupational Standard

1. Risks resulting from

- a. the use and maintenance of machinery or equipment
- b. the use of materials or substances
- c. working practices which do not conform to laid down policies
- d. unsafe behaviour
- e. accidental breakages and spillages
- f. environmental factors
- g. working at height
- h. lifting operations and manual handling
- i. incorrect use of personal protective equipment

2. Workplace policies covering

- a. the use of safe working methods and equipment
- b. the safe use of hazardous substances
- c. smoking, eating, drinking and drugs
- d. what to do in the event of an emergency
- e. personal presentation
- f. personal protective equipment
- g. lifting operations and manual handling
- h. working at height
- i. mobile phones and personal stereo equipment

ESSENTIAL KNOWLEDGE

You need to understand:

Health and Safety Legislation and Workplace Policies

1. your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974, and any other policies or procedures that govern your working practices.
2. your duties for health and safety as defined by any specific legislation covering your job role
3. agreed workplace policies relating to controlling risks to health and safety
4. responsibilities for health and safety in your job description
5. the responsible persons to whom you report health and safety matters

Risks to Health and Safety

6. what hazards may exist in your workplace, (eg. Slips, trips and falls).
7. health and safety risks which may be present in your own job role and the precautions you must take
8. the importance of remaining alert to the presence of hazards in the whole workplace
9. how to deal with and report risks
10. the importance of dealing with or promptly reporting risks
11. the requirements and guidance on the precautions
12. the specific workplace policies covering your job role
13. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
14. safe working practices for your own job role
15. the importance of personal presentation in maintaining health and safety in the workplace
16. the importance of personal conduct in maintaining the health and safety of yourself and others
17. the importance of personal protective equipment, when and where it should be used and the importance of maintaining it correctly.
18. your scope and responsibility for rectifying risks
19. workplace procedures for handling risks which you are unable to deal with

PERFORMANCE OBJECTIVES

To be competent you must:

- a carry out your working practices in accordance with legal requirements
- b identify the correct personal and vehicle protective equipment required to correctly carry out your workplace practices
- c carry out your workplace practices using the correct personal protective equipment
- d follow the most recent workplace policies for your job role
- e rectify health and safety risks that are within your capability and scope of your job responsibilities
- f pass on any suggestions for reducing risks to health and safety within your job role to the responsible persons
- g ensure your personal conduct in the workplace does not endanger the health and safety of yourself or other persons
- h follow the workplace policies and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

- i report any differences between workplace policies and suppliers' or manufacturers' instructions as appropriate
- j ensure your personal presentation at work:
 - ensures the health and safety of yourself and others,
 - meets any legal duties, and
 - is in accordance with workplace policies

NOS G3 – Maintain Working Relationships in the Motor Vehicle Environment

NOS OVERVIEW

This NOS is about maintaining good working relationships with all colleagues in the working environment by using effective communication and support skills.

SCOPE OF THIS NOS:

All of the items listed below form part of this National Occupational Standard

1. **Colleagues are**
 - a. immediate work colleagues
 - b. supervisors and managers
2. **Requests for assistance covering**
 - a. technical assistance
 - b. personal assistance

ESSENTIAL KNOWLEDGE

You need to understand:

Your responsibilities and constraints

1. your own and your colleague's job role and limits of responsibility for giving advice and support.
2. the operational constraints which may affect interaction with colleagues.
3. lines of communication within your workplace.

Communication skills and working relationships

4. how to use suitable and effective spoken communication skills when responding to and interacting with others.
5. how to adapt written and spoken communication methods to satisfy the needs of colleagues.
6. how to report problems using written and spoken methods of communication.
7. the importance of developing positive working relationships with colleagues – the effect on morale, productivity, and company image.
8. the importance of accepting other peoples' views and opinions.
9. the importance of making and honouring realistic commitments to colleagues.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. contribute actively to team working by initiating ideas and co-operating with colleagues.
- b. respond promptly and willingly to requests for assistance from colleagues which fall within the limits of your own job responsibilities and capabilities.
- c. where requests fall outside your responsibility and capability, refer colleagues to the relevant person(s).
- d. give colleagues sufficient, accurate information and support to meet their work needs.
- e. make requests for assistance to colleagues clearly and courteously.
- f. use methods of communication which meet the needs of colleagues.
- g. treat colleagues in a way which shows respect for their views and opinions and promotes goodwill.
- h. make and keep achievable commitments to colleagues
- i.. inform colleagues promptly of any problems or information likely to affect their own work.

NOS PO1 - PPE, Tools & Equipment, Health & Safety in the Motor Vehicle Environment

NOS Overview

This NOS is about the use of Personal Protective Equipment, Tools and Paint Operations Equipment.

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection.
2. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
3. the importance of selecting, using and maintaining the appropriate personal protective equipment when preparing and applying foundation materials.
4. the requirements for protecting the vehicle and contents from damage before, during and after preparing and applying foundation materials.
5. how to prepare, test and adjust all the equipment

PERFORMANCE OBJECTIVES

To be competent you must:

- a. use the appropriate personal protective equipment when carrying out the preparation and application of foundation materials
- b. protect the vehicle and its contents effectively when carrying out the preparation and application of foundation materials
- c. prepare, test and adjust all the equipment required, following manufacturers' instructions, prior to use.
- d. dispose of waste materials to conform with legal and workplace requirements.
- e. leave all application equipment in a clean and serviceable condition

NOS PO2 - Motor Vehicles – Masking

NOS OVERVIEW

This NOS is about the ability to undertake masking activities

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety and environmental legislative requirements specific to vehicle refinishing operations and why it is important that these are followed.
2. workplace procedures and workshop practices relevant to personal and vehicle protection before, during and after vehicle refinishing operations.
3. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
4. the vehicle work specification agreed.
5. your workplace procedures for:
 - the referral of problems
 - reporting delays to the completion of work
 - personal protection
6. the importance of working to agreed timescales and keeping others informed of progress.
7. the relationship between time, cost and profitability
8. the importance of reporting anticipated delays to the relevant person(s) promptly.
9. how to prepare, test, adjust and use all the tools and equipment required for vehicle refinishing operations.
10. spray gun faults, their cause and their rectification.
11. how to prepare refinishing systems and materials for use.
12. the properties of refinishing systems and materials and the factors affecting their use.
13. how to recognise damage to surfaces and ancillary fittings
14. how to interpret manufacturer's preparation schedules
15. how to prepare new and repaired panels using feathering out, de-greasing, flatting using guide coats, masking for foundation and topcoats, plastic preparation and tack off techniques
16. how to carry out masking procedures to avoid materials wastage and vehicle contamination for each stage of the preparation process
17. how to prepare panels and parts adjacent to the area being painted
18. the factors governing the choice of panel preparation methods for electro-coated panels, repaired panels, original manufacturer's finish, plastic components, zinc coated panels, steel panels, aluminium panels and previously primed panels
19. methods of protecting panels and parts adjacent to the areas being painted and the circumstances in which they should be used
20. methods and techniques of masking (including paper and sheet masking) and the circumstances in which they should be used.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment and use the specified environmental safety equipment throughout all vehicle refinishing operations.
- b. support vehicle refinishing operations by reviewing:
 - product data
 - the vehicle manufacturer's technical data
 - colour libraries
 - work instructions
- c. identify the body panel surfaces accurately prior to undertaking any refinishing work
- d. prepare, test and adjust all the tools and equipment required, following manufacturers' instructions, prior to use.
- e. prepare all the refinishing systems and materials required following health and safety requirements and using:
 - materials which conform to the specification required
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- f. dispose of waste materials to conform with legal
- g. and workplace requirements
- h. complete all refinishing activities within the
- i. agreed timescale
- j. report any anticipated delays in completion to
- k. the relevant person(s) promptly

NOS PO3 - Working with Plastic Components in the Motor Vehicle Environment

NOS OVERVIEW

This NOS is about working with plastic components whilst undertaking paint operations.

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health, safety and legal requirements relating to the preparation of panel surfaces for foundation and topcoats
2. your workplace procedures for:
 - the referral of problems
 - reporting of delays to the completion of work
 - completion of work records
 - personal protection
3. the work that needs to be done and the standard required
4. the importance of reporting anticipated delays to the relevant person(s) promptly
5. the requirements for protecting the vehicle and contents from damage before, during and after foundation and topcoat preparation activities
6. the importance of selecting, using and maintaining the appropriate personal protective equipment when preparing panel surfaces for foundation and topcoats
7. the relationship between time and cost
8. how to prepare, test and adjust hand and power sanders and masking material dispensers
9. how to use hand and power sanders, extraction and masking equipment
10. how to recognise damage to surfaces and ancillary fittings
11. how to recognise substrates
12. how the substrate affects the preparation process
13. how to interpret manufacturer's preparation schedules
14. the importance of disposing of waste safely and the consequences of not doing so to others and the environment

PERFORMANCE OBJECTIVES

To be competent you must:

- a. use the appropriate personal protective equipment when carrying out all surface preparation activities
- b. protect the vehicle and its contents effectively when carrying out all surface preparation activities
- c. select and use the correct tools and equipment for the type of surface preparation activities you carrying out
- d. ensure that the tools and equipment you require are in a safe working condition
- e. identify the plastic components accurately prior to undertaking any preparation work
- f. follow the work instructions given for the job correctly

- g. clean and protect all surfaces adjacent to those being prepared using the specified method
- h. report any unrecorded damage to surfaces and ancillary fittings to the relevant person(s) promptly and accurately
- i. remove and store safely any components likely to be affected by the preparation process
- j. keep your work area clean and tidy throughout all preparation activities
- k. prepare all the panel surfaces required following health and safety requirements and using:
 - suitable materials for the type of surface
 - the approved method and technique
 - the approved tools and equipment
- l. leave all the areas prepared free from contamination and ready for the application of foundation and topcoats
- m. dispose of waste materials to conform with legal and workplace requirements
- n. complete all vehicle preparation activities with the agreed timescale
- o. report any anticipated delays in completion to the relevant person(s) promptly

NOS PO4 - Preparing Metal & Pre-painted Surfaces in the Motor Vehicle Environment

NOS OVERVIEW

This NOS is about preparing a wide variety of different panel and component surfaces to accept foundation materials and paint topcoats.

ESSENTIAL KNOWLEDGE

You need to understand:

3. the health, safety and legal requirements relating to the preparation of panel surfaces for foundation and topcoats
4. your workplace procedures for:
 - the referral of problems
 - reporting of delays to the completion of work
 - completion of work records
 - personal protection
3. the work that needs to be done and the standard required
4. the importance of reporting anticipated delays to the relevant person(s) promptly
5. the requirements for protecting the vehicle and contents from damage before, during and after foundation and topcoat preparation activities
6. the importance of selecting, using and maintaining the appropriate personal protective equipment when preparing panel surfaces for foundation and topcoats
7. the relationship between time and cost
8. how to prepare, test and adjust hand and power sanders and masking material dispensers
9. how to use hand and power sanders, extraction and masking equipment
10. how to recognise damage to surfaces and ancillary fittings
11. how to recognise substrates
12. how the substrate affects the preparation process
13. how to interpret manufacturer's preparation schedules
14. how to prepare new and repaired panels using feathering out, de-greasing, flattening using guide coats, masking for foundation and topcoats, plastic preparation and tack off techniques
15. how to carry out masking procedures to avoid materials wastage and vehicle contamination for each stage of the preparation process
16. how to prepare panels and parts adjacent to the area being painted
17. the factors governing the choice of panel preparation methods for electro-coated panels, repaired panels, original manufacturer's finish, plastic components, zinc coated panels, steel panels, aluminium panels and previously primed panels
18. the types and grades of available abrasives and the factors governing their use for different substrates.
19. methods of protecting panels and parts adjacent to the areas being painted and the circumstances in which they should be used
20. methods and techniques of masking (including paper and sheet masking) and the circumstances in which they should be used

21. the importance of following manufacturers' instructions and using their approved methods of working (including use of materials and equipment)
22. the consequences of failing to follow manufacturers' instructions
23. the importance of working to agreed timescales and keeping others informed
24. how to work safely avoiding damage to vehicles, personal injury and injury to colleagues
25. how to dispose of waste materials
26. the importance of disposing of waste safely and the consequences of not doing so to others and the environment

PERFORMANCE OBJECTIVES

To be competent you must:

- a. use the appropriate personal protective equipment when carrying out all surface preparation activities
- b. protect the vehicle and its contents effectively when carrying out all surface preparation activities
- c. select and use the correct tools and equipment for the type of surface preparation activities you carrying out
- d. ensure that the tools and equipment you require are in a safe working condition
- e. identify the body panel surfaces accurately prior to undertaking any preparation work
- f. follow the work instructions given for the job correctly
- g. clean and protect all surfaces adjacent to those being prepared using the specified method
- h. report any unrecorded damage to surfaces and ancillary fittings to the relevant person(s) promptly and accurately
- i. remove and store safely any components likely to be affected by the preparation process
- j. keep your work area clean and tidy throughout all preparation activities
- k. prepare all the panel surfaces required following health and safety requirements and using:
 - suitable materials for the type of surface
 - the approved method and technique
 - the approved tools and equipment
- l. leave all the areas prepared free from contamination and ready for the application of foundation and topcoats
- m. dispose of waste materials to conform with legal and workplace requirements
- n. complete all vehicle preparation activities with the agreed timescale
- o. report any anticipated delays in completion to the relevant person(s) promptly

NOS PO5 - Applying Fillers & Foundation Materials in the Motor Vehicle Environment

NOS OVERVIEW

This NOS is about identifying substrates including any unrecorded damage, mixing and adjusting the viscosity of fillers and foundation materials, applying fillers and foundation materials

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection.
2. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
3. the importance of selecting, using and maintaining the appropriate personal protective equipment when preparing and applying foundation materials.
4. the vehicle work specification agreed.
5. your workplace procedures for:
 - the referral of problems
 - reporting of delays to the completion of work
 - personal protection
6. the requirements for protecting the vehicle and contents from damage before, during and after preparing and applying foundation materials.
7. the importance of working to agreed timescales and keeping others informed of progress.
8. the relationship between time and cost.
9. the importance of reporting anticipated delays to the relevant person(s) promptly
10. how to prepare, test and adjust all the equipment required for the preparation and application of foundation materials.
11. how to use viscosity measuring equipment, paint mixing and application equipment, heating and drying equipment, fume and dust extraction, air supply systems, and air feed breathing apparatus.
12. spray gun faults, their cause and their rectification.
13. how to prepare foundation materials.
14. the properties of foundation materials.
15. the factors affecting the choice and use of foundation materials.
16. the principles of paint mixing, the importance of the right additive (hardener or thinner) in the correct ratio.
17. the curing and drying recommendations for various fillers and foundation materials.
18. how to find, interpret and use sources of information relevant to the mixing and application of foundation coatings.
19. how to condition and clean surfaces prior to the application of foundation coats.
20. how to rectify surface defects
21. how to apply foundation coatings.
22. how to avoid application defects.
23. how to dispose of waste materials.
24. how to work safely avoiding damage to vehicles, personal injury and injury to colleagues.
25. the importance of viscosity and its effect on the surface finish.

26. the importance of proper cleaning and using the correct foundation material to ensure adequate adhesion of the paint system.
27. the manufacturer's approved instructions for working when applying foundation materials.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. use the appropriate personal protective equipment when carrying out the preparation and application of foundation materials
- b. protect the vehicle and its contents effectively when carrying out the preparation and application of foundation materials
- c. support the preparation and application activities by reviewing:
 - foundation materials data
 - work instructions.
- d. prepare, test and adjust all the equipment required, following manufacturers' instructions, prior to use.
- e. when necessary, apply the correct type of fillers and stoppers to rectify surface defects.
- f. report any unrecorded damage to surfaces and ancillary equipment to the relevant person(s) promptly and accurately.
- g. mix all the foundation materials required following health and safety requirements and using:
 - suitable compatible materials
 - the approved method
 - the approved equipment.
- h. apply all the foundation materials required following health and safety requirements and using:
 - the approved method
 - the approved equipment.
- i. dry and cure foundation materials following health and safety requirements and using:
 - the approved method
 - the approved equipment.
- j. ensure the finished surface is suitable to accept the next process.
- k. dispose of waste materials to conform with legal and workplace requirements.
- l. leave all application equipment in a clean and serviceable condition
- m. complete all preparation and application activities within the agreed timescale.
- n. report any anticipated delays in completion to the relevant person(s) promptly.

NOS PO6 - Repair Minor Paint Defects on Motor Vehicles

NOS OVERVIEW

This NOS is about conducting repair to minor paint defects.

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection.
2. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
3. the importance of selecting, using and maintaining the appropriate personal protective equipment when repairing minor paint defects
4. the vehicle work specification agreed.
5. your workplace procedures for:
 - the referral of problems
 - reporting of delays to the completion of work
 - personal protection
6. the requirements for protecting the vehicle and contents from damage before, during and after repairing minor paint defects
7. the importance of working to agreed timescales and keeping others informed of progress.
8. the relationship between time and cost.
9. the importance of reporting anticipated delays to the relevant person(s) promptly
10. how to prepare, test and adjust all the tools and equipment required for the repair of minor paint defects.
11. how to use polishing machines, denibbing blocks and flatting equipment
12. how to select, prepare and use compounds, flatting papers, polishes, pre-prepared paints and glazes
13. the factors affecting the choice and use of materials
14. how to identify the existing paint surface finish on which the defect has occurred
15. how to identify minor paint defects, their cause and method(s) of rectification suitable for the paint surface finish
16. how to carry out flatting, burnishing, polishing and touch in techniques to correct minor paint defects
17. how to prevent further paint damage during rectification
18. how to dispose of waste
19. how to work safely avoiding damage to vehicles, personal injury and injury to colleagues
20. the importance of proper cleaning prior to and after paint rectification work
21. the importance of keeping equipment and materials clean and free from contamination during rectification work
22. how to interpret product manufacturer's instructions

PERFORMANCE OBJECTIVES

To be competent you must:

- a. use the appropriate personal protective equipment when carrying out the repair of minor paint defects to paint surfaces
- b. protect the vehicle and its contents effectively when carrying out the repair of minor paint defects to paint surfaces
- c. support repair activities by reviewing:
 - product data
 - work instructions
- d. prepare, test and adjust all the tools and equipment required, following manufacturer's instructions prior to use
- e. correct defects using the approved tools and equipment and materials following
 - manufacturer's instructions
 - the correct methods and techniques
 - health and safety requirements
- f. ensure the paint surface finish produced is free from contamination and
- g. defects
- h. you dispose of waste materials to conform with legal and workplace requirements
- i. you complete all paint repair activities within the agreed timescale
- j. you report any anticipated delays in completion to the relevant person(s) promptly

NOS PO7 - Establish Defects on Motor Vehicles

NOS OVERVIEW

This NOS is about establishing a range faults which may often require the removal of materials to a sound substrate in order for rectification to take place.

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection.
2. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
3. the importance of selecting, using and maintaining the appropriate personal protective equipment when repairing paint defects and faults
4. the vehicle work specification agreed.
5. your workplace procedures for:
 - the referral of problems
 - reporting of delays to the completion of work
 - personal protection
6. the requirements for protecting the vehicle and contents from damage before, during and after repairing paint defects and faults.
7. the importance of working to agreed timescales and keeping others informed of progress.
8. the relationship between time, cost and profitability.
9. the importance of reporting anticipated delays to the relevant person(s) promptly
10. how to prepare, test, use and adjust all the refinishing tools and equipment required for the repair of paint defects and faults
11. the types of fault that can be caused by faulty and misused refinishing tools and equipment and how to rectify them
12. how to prevent further paint damage during rectification
13. how to dispose of waste materials
14. how to work safely avoiding damage to vehicles, personal injury and injury to colleagues
15. the importance of proper cleaning prior to and after paint rectification work
16. the importance of keeping tools and equipment and materials clean and free from contamination during rectification work
17. the importance of following manufacturers' instructions and using their approved methods of working (including use of materials and equipment)
18. the consequences of failing to follow manufacturers' instructions
19. the importance of working to agreed timescales and keeping others informed

PERFORMANCE OBJECTIVES

To be competent you must:

- a. use the appropriate personal protective equipment when carrying out the repair of paint defects and faults

- b. protect the vehicle and its contents effectively when carrying out the repair of paint defects and faults
- c. support your rectification activities by reviewing:
 - product data
 - the vehicle manufacturer's technical data
 - colour libraries
 - work instructions
- d. prepare, test and adjust all the tools and equipment required, following manufacturer's instructions prior to use
- e. identify the body panel surfaces accurately prior to undertaking any rectification work
- f. dispose of waste materials to conform with
- g. legal and workplace requirements
- h. report any anticipated delays in completion to
- i. the relevant person(s) promptly

NOS PO8 - Using Abrasives on Motor Vehicles

NOS OVERVIEW

This NOS is about the ability to undertake abrasive activities

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety and environmental legislative requirements specific to vehicle refinishing operations and why it is important that these are followed.
2. workplace procedures and workshop practices relevant to personal and vehicle protection before, during and after vehicle refinishing operations.
3. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
4. the vehicle work specification agreed.
5. your workplace procedures for:
 - the referral of problems
 - reporting delays to the completion of work
 - personal protection
1. the importance of working to agreed timescales and keeping others informed of progress.
2. the relationship between time, cost and profitability
3. the importance of reporting anticipated delays to the relevant person(s) promptly.
4. how to prepare, test, adjust and use all the tools and equipment required for vehicle refinishing operations.
5. spray gun faults, their cause and their rectification.
6. how to prepare refinishing systems and materials for use.
7. the properties of refinishing systems and materials and the factors affecting their use.
8. how to recognise damage to surfaces and ancillary fittings
9. how to recognise substrates
10. how the substrate affects the preparation process
11. how to interpret manufacturer's preparation schedules
12. how to prepare panels and parts adjacent to the area being painted
13. 18. the factors governing the choice of panel preparation methods for electro-coated panels, repaired panels, original manufacturer's finish, plastic components, zinc coated panels, steel panels, aluminium panels and previously primed panels
14. the types and grades of available abrasives and the factors governing their use for different substrates.
15. methods of protecting panels and parts adjacent to the areas being painted and the circumstances in which they should be used

PERFORMANCE OBJECTIVES

To be competent you must:

- a. a. wear suitable personal protective equipment and use the specified environmental safety equipment throughout all vehicle refinishing operations.
- b. b. support vehicle refinishing operations by reviewing:
 - product data
 - the vehicle manufacturer's technical data
 - colour libraries
 - work instructions
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- c. c. identify the body panel surfaces accurately prior to undertaking any refinishing work
- d. d. prepare, test and adjust all the tools and equipment required, following manufacturers' instructions, prior to use.
- e. e. prepare all the refinishing systems and materials required following health and safety requirements and using:
 - materials which conform to the specification required
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- f. f. apply all refinishing systems and materials using approved tools and equipment and following:
 - the manufacturer's instructions
 - the correct methods and techniques
 - the correct application techniques for managing colour and tone variables
 - health and safety requirements
- h. h. dispose of waste materials to conform with legal and workplace requirements
- i. i. complete all refinishing activities within the agreed timescale
- j. j. report any anticipated delays in completion to the relevant person(s) promptly

NOS PO9 - Flatting & Polishing Motor Vehicles

NOS OVERVIEW

This NOS is about the ability to undertake flatting & polishing activities

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety and environmental legislative requirements specific to vehicle refinishing operations and why it is important that these are followed.
2. workplace procedures and workshop practices relevant to personal and vehicle protection before, during and after vehicle refinishing operations.
3. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
4. the vehicle work specification agreed.
5. your workplace procedures for:
 - the referral of problems
 - reporting delays to the completion of work
 - personal protection
6. the importance of working to agreed timescales and keeping others informed of progress.
7. the relationship between time, cost and profitability
8. the importance of reporting anticipated delays to the relevant person(s) promptly.
9. how to prepare, test, adjust and use all the tools and equipment required for vehicle refinishing operations.
10. spray gun faults, their cause and their rectification.
11. how to prepare refinishing systems and materials for use.
12. the properties of refinishing systems and materials and the factors affecting their use.
13. how to recognise damage to surfaces and ancillary fittings
14. how to interpret manufacturer's preparation schedules
15. how to prepare new and repaired panels using feathering out, de-greasing, flatting using guide coats, masking for foundation and topcoats, plastic preparation and tack off techniques
16. how to prepare panels and parts adjacent to the area being painted
17. how to condition and clean surfaces prior to the application of foundation coats.
18. the importance of proper cleaning and using the correct foundation material to ensure adequate adhesion of the paint system.
19. how to dispose of waste materials
20. how to work safely avoiding damage to vehicles, personal injury and injury to colleagues. the consequences of failing to follow manufacturers' instructions.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment and use the specified environmental safety equipment throughout all vehicle refinishing operations.
- b. support vehicle refinishing operations by reviewing:

- product data
 - the vehicle manufacturer's technical data
 - colour libraries
 - work instructions
- f. identify the body panel surfaces accurately prior to undertaking any refinishing work
- g. prepare, test and adjust all the tools and equipment required, following manufacturers' instructions, prior to use.
- h. prepare all the refinishing systems and materials required following health and safety requirements and using:
- materials which conform to the specification required
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- i. apply all refinishing systems and materials using approved tools and equipment and following:
- the manufacturer's instructions
 - the correct methods and techniques
 - the correct application techniques for managing colour and tone variables
 - health and safety requirements
- h. dry all refinishing applied materials following health and safety requirements and using:
- the manufacturer's approved method
 - the manufacturer's approved equipment
- i. ensure the finish produced:
- meets the requirements of the manufacturer's warranty
 - meets the refinishing specification required and customer needs
 - blends with the existing finish
 - is free from contaminants and defects
- i. dispose of waste materials to conform with legal and workplace requirements
- j. complete all refinishing activities within the agreed timescale
- k. report any anticipated delays in completion to the relevant person(s) promptly

NOS PO10 - Spot Repair on Motor Vehicles

NOS OVERVIEW

This NOS is about the ability to undertake spot repair activities

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety and environmental legislative requirements specific to vehicle refinishing operations and why it is important that these are followed.
2. workplace procedures and workshop practices relevant to personal and vehicle protection before, during and after vehicle refinishing operations.
3. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
4. the vehicle work specification agreed.
5. your workplace procedures for:
 - the referral of problems
 - reporting delays to the completion of work
 - personal protection
6. the importance of working to agreed timescales and keeping others informed of progress.
7. the relationship between time, cost and profitability
8. the importance of reporting anticipated delays to the relevant person(s) promptly.
9. how to prepare, test, adjust and use all the tools and equipment required for vehicle refinishing operations.
10. spray gun faults, their cause and their rectification.
11. how to prepare refinishing systems and materials for use.
12. the properties of refinishing systems and materials and the factors affecting their use.
13. how to recognise damage to surfaces and ancillary fittings
14. how to interpret manufacturer's preparation schedules
15. how to prepare panels and parts adjacent to the area being painted
16. methods of protecting panels and parts adjacent to the areas being painted and the circumstances in which they should be used
17. how to find, interpret and use sources of information relevant to the refinishing of vehicles.
18. how to apply top coat materials using spot repairs, avoiding contamination and defects.
19. how to dispose of waste materials
20. how to work safely avoiding damage to vehicles, personal injury and injury to colleagues.
21. how to minimize the spray area when carrying out spot repairs
22. the effect of the spray environment and natural environment on vehicle finishes.
23. the importance of following manufacturers' instructions and using their approved methods of working (including the use of refinishing systems and materials and equipment).
24. the consequences of failing to follow manufacturers' instructions.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. a. wear suitable personal protective equipment and use the specified environmental safety equipment throughout all vehicle refinishing operations.
- b. b. support vehicle refinishing operations by reviewing:
 - product data
 - the vehicle manufacturer's technical data
 - colour libraries
 - work instructions
- c. c. identify the body panel surfaces accurately prior to undertaking any refinishing work
- d. d. prepare, test and adjust all the tools and equipment required, following manufacturers' instructions, prior to use.
- e. e. prepare all the refinishing systems and materials required following health and safety requirements and using:
 - materials which conform to the specification required
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- f. f. apply all refinishing systems and materials using approved tools and equipment and following:
 - the manufacturer's instructions
 - the correct methods and techniques
 - the correct application techniques for managing colour and tone variables
 - health and safety requirements
- h. h. dry all refinishing applied materials following health and safety requirements and using:
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- i. i. ensure the finish produced:
 - meets the requirements of the manufacturer's warranty
 - meets the refinishing specification required and customer needs
 - blends with the existing finish
 - is free from contaminants and defects
- i. i. dispose of waste materials to conform with legal and workplace requirements
- j. j. complete all refinishing activities within the agreed timescale
- k. k. report any anticipated delays in completion to the relevant person(s) promptly

NOS PO11 - Blend/Fade Out Repair on Motor Vehicles

NOS OVERVIEW

This NOS is about the ability to undertake blend and fade out repair activities

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety and environmental legislative requirements specific to vehicle refinishing operations and why it is important that these are followed.
2. workplace procedures and workshop practices relevant to personal and vehicle protection before, during and after vehicle refinishing operations.
3. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
4. the vehicle work specification agreed.
5. your workplace procedures for:
 - the referral of problems
 - reporting delays to the completion of work
 - personal protection
6. the importance of working to agreed timescales and keeping others informed of progress.
7. the relationship between time, cost and profitability
8. the importance of reporting anticipated delays to the relevant person(s) promptly.
9. how to prepare, test, adjust and use all the tools and equipment required for vehicle refinishing operations.
10. spray gun faults, their cause and their rectification.
11. how to prepare refinishing systems and materials for use.
12. the properties of refinishing systems and materials and the factors affecting their use.
13. how to recognise damage to surfaces and ancillary fittings
14. how to interpret manufacturer's preparation schedules
15. how to prepare panels and parts adjacent to the area being painted
16. methods of protecting panels and parts adjacent to the areas being painted and the circumstances in which they should be used
17. how to find, interpret and use sources of information relevant to the refinishing of vehicles.
18. how to apply top coat materials using fade out and blending techniques when applying top coats avoiding contamination and defects.
19. how to dispose of waste materials
20. how to work safely avoiding damage to vehicles, personal injury and injury to colleagues.
21. the importance of following manufacturers' instructions and using their approved methods of working (including the use of refinishing systems and materials and equipment).
22. the consequences of failing to follow manufacturers' instructions.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. a. wear suitable personal protective equipment and use the specified environmental safety equipment throughout all vehicle refinishing operations.
- b. support vehicle refinishing operations by reviewing:
 - product data
 - the vehicle manufacturer's technical data
 - colour libraries
 - work instructions
- c. identify the body panel surfaces accurately prior to undertaking any refinishing work
- d. prepare, test and adjust all the tools and equipment required, following manufacturers' instructions, prior to use.
- e. prepare all the refinishing systems and materials required following health and safety requirements and using:
 - materials which conform to the specification required
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- f. apply all refinishing systems and materials using approved tools and equipment and following:
 - the manufacturer's instructions
 - the correct methods and techniques
 - the correct application techniques for managing colour and tone variables
 - health and safety requirements
- h. dry all refinishing applied materials following health and safety requirements and using:
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- i. ensure the finish produced:
 - meets the requirements of the manufacturer's warranty
 - meets the refinishing specification required and customer needs
 - blends with the existing finish
 - is free from contaminants and defects
- i. dispose of waste materials to conform with legal and workplace requirements
- j. complete all refinishing activities within the agreed timescale
- k. report any anticipated delays in completion to the relevant person(s) promptly

NOS PO12 - Edge to Edge Repair on Motor Vehicles

NOS OVERVIEW

This NOS is about the ability to undertake edge to edge repair activities

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety and environmental legislative requirements specific to vehicle refinishing operations and why it is important that these are followed.
2. workplace procedures and workshop practices relevant to personal and vehicle protection before, during and after vehicle refinishing operations.
3. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
4. the vehicle work specification agreed.
5. your workplace procedures for:
 - the referral of problems
 - reporting delays to the completion of work
 - personal protection
6. the importance of working to agreed timescales and keeping others informed of progress.
7. the relationship between time, cost and profitability
8. the importance of reporting anticipated delays to the relevant person(s) promptly.
9. how to prepare, test, adjust and use all the tools and equipment required for vehicle refinishing operations.
10. spray gun faults, their cause and their rectification.
11. how to prepare refinishing systems and materials for use.
12. the properties of refinishing systems and materials and the factors affecting their use.
13. how to recognise damage to surfaces and ancillary fittings
14. how to interpret manufacturer's preparation schedules
15. how to prepare panels and parts adjacent to the area being painted
16. methods of protecting panels and parts adjacent to the areas being painted and the circumstances in which they should be used
17. how to find, interpret and use sources of information relevant to the refinishing of vehicles.
18. how to apply top coat materials using edge to edge techniques when applying top coats avoiding contamination and defects.
19. how to dispose of waste materials
20. how to work safely avoiding damage to vehicles, personal injury and injury to colleagues.
21. the importance of following manufacturers' instructions and using their approved methods of working (including the use of refinishing systems and materials and equipment).
22. the consequences of failing to follow manufacturers' instructions.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. a. wear suitable personal protective equipment and use the specified environmental safety equipment throughout all vehicle refinishing operations.
- b. support vehicle refinishing operations by reviewing:
 - product data
 - the vehicle manufacturer's technical data
 - colour libraries
 - work instructions
- c. identify the body panel surfaces accurately prior to undertaking any refinishing work
- d. prepare, test and adjust all the tools and equipment required, following manufacturers' instructions, prior to use.
- e. prepare all the refinishing systems and materials required following health and safety requirements and using:
 - materials which conform to the specification required
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- f. apply all refinishing systems and materials using approved tools and equipment and following:
 - the manufacturer's instructions
 - the correct methods and techniques
 - the correct application techniques for managing colour and tone variables
 - health and safety requirements
- h. dry all refinishing applied materials following health and safety requirements and using:
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- i. ensure the finish produced:
 - meets the requirements of the manufacturer's warranty
 - meets the refinishing specification required and customer needs
 - blends with the existing finish
 - is free from contaminants and defects
- i. dispose of waste materials to conform with legal and workplace requirements
- j. complete all refinishing activities within the agreed timescale
- k. report any anticipated delays in completion to the relevant person(s) promptly

NOS PO13 - Mix & Match Colours for Motor Vehicles

NOS OVERVIEW

This NOS is about the ability to identify, mix and match vehicle paint colours, including the use of tinters and the preparation of colour test cards.

ESSENTIAL KNOWLEDGE

You need to understand:

1. the health and safety and environmental legislative requirements specific to mixing and matching vehicle colours and why it is important that these are followed.
2. workplace procedures and workshop practices relevant to personal and vehicle protection before, during and after mixing and matching vehicle colours.
3. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
4. the vehicle work specification agreed.
5. your workplace procedures for
 - the referral of problems
 - reporting delays to the completion of work
6. the importance of working to agreed timescales and keeping others informed of progress.
7. the relationship between time, cost and profitability
8. the importance of reporting anticipated delays to the relevant person(s) promptly.
9. how to prepare, test, adjust and use all the equipment required for mixing and matching vehicle paint colours
10. how spraying equipment adjustments can alter colour
11. spray gun faults, their cause and their rectification
12. the properties of refinishing systems and materials and the factors affecting their use
13. how to find, interpret and use sources of information relevant to the mixing and matching of vehicle paint colours
14. the principles of colour, the colour wheel and the effects of light
15. how to compare, mix, test and adjust colour tones and effects, including metallic and mica effects.
16. the consequences of adding too much tinter and the process for correcting and adjusting it
17. the factors affecting colour variation and tone, including the effects of metamerism
18. how to dry test panels and colour test cards and the importance of doing so
19. how to identify the causes of, and rectify, colour mismatch
20. how to assess and evaluate the need for blending techniques to achieve an acceptable colour match
21. the importance of correctly preparing the existing finish for colour matching and checking the match using the correct light source
22. how to identify the paint substrate and the importance of doing so
23. how to dispose of waste materials
24. how to work safely avoiding damage to vehicles, personal injury and injury to colleagues
25. the importance of following manufacturers' instructions and using their approved methods of working, including using of refinishing systems and materials and equipment)
26. the consequences of failing to follow manufacturers' instructions

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment and use the specified environmental safety equipment throughout all paint mixing and matching activities.
- b. support paint mixing and matching activities by reviewing:
 - the vehicle manufacturer's technical data
 - material manufacturer's data
 - colour libraries
 - work instructions
- c. prepare, test and adjust all the equipment required, following manufacturers' instructions, prior to use.
- d. prepare all the refinishing systems and materials required following health and safety requirements and using:
 - materials which conform to the specification required
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- e. mix, compare and adjust colour tones and effects correctly using suitable mixing and matching techniques
- f. ensure all refinishing systems and materials prepared meet the specification required for colour and viscosity prior to application.
- g. apply refinishing systems and materials to colour test cards using approved equipment and following:
 - the manufacturer's instructions
 - the correct application techniques for managing colour and tone variables
 - health and safety requirements
- h. dry all colour test cards before checking colour following health and safety requirements and using:
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- i. ensure the colour produced:
 - meets the material manufacturer's requirements
 - meets the customer's requirements
 - is a blendable match to the existing colour
- j. dispose of waste materials to conform with legal and workplace requirements
- k. complete all mixing and matching activities within the agreed timescale
- l. report any anticipated delays in completion to the relevant person(s) promptly

NOS PO14 - Advanced Colour Matching for Motor Vehicles

NOS OVERVIEW

This NOS is about the ability to identify, mix and match vehicle paint colours, including the use of tinters and the preparation of colour test cards.

ESSENTIAL KNOWLEDGE

You need to understand:

6. the health and safety and environmental legislative requirements specific to mixing and matching vehicle colours and why it is important that these are followed.
7. workplace procedures and workshop practices relevant to personal and vehicle protection before, during and after mixing and matching vehicle colours.
8. the importance of disposing of waste safely and the consequences of not doing so to others and the environment.
9. the vehicle work specification agreed.
10. your workplace procedures for:
 - the referral of problems
 - reporting delays to the completion of work
6. the importance of working to agreed timescales and keeping others informed of progress.
7. the relationship between time, cost and profitability
8. the importance of reporting anticipated delays to the relevant person(s) promptly.
9. how to prepare, test, adjust and use all the equipment required for mixing and matching vehicle paint colours
10. how spraying equipment adjustments can alter colour
11. spray gun faults, their cause and their rectification
12. the properties of refinishing systems and materials and the factors affecting their use
13. how to find, interpret and use sources of information relevant to the mixing and matching of vehicle paint colours
14. the principles of colour, the colour wheel and the effects of light
15. how to compare, mix, test and adjust colour tones and effects, including metallic and mica effects.
16. the consequences of adding too much tinter and the process for correcting and adjusting it
17. the factors affecting colour variation and tone, including the effects of metamerism
18. how to dry test panels and colour test cards and the importance of doing so
19. how to identify the causes of, and rectify, colour mismatch
20. how to assess and evaluate the need for blending techniques to achieve an acceptable colour match
21. the importance of correctly preparing the existing finish for colour matching and checking the match using the correct light source
22. how to identify the paint substrate and the importance of doing so
23. how to dispose of waste materials
24. how to work safely avoiding damage to vehicles, personal injury and injury to colleagues
25. the importance of following manufacturers' instructions and using their approved methods of working, including using of refinishing systems and materials and equipment)
26. the consequences of failing to follow manufacturers' instructions

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment and use the specified environmental safety equipment throughout all paint mixing and matching activities.
- b. support paint mixing and matching activities by reviewing:
 - the vehicle manufacturer's technical data
 - material manufacturer's data
 - colour libraries
 - work instructions
- c. prepare, test and adjust all the equipment required, following manufacturers' instructions, prior to use.
- d. prepare all the refinishing systems and materials required following health and safety requirements and using:
 - materials which conform to the specification required
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- e. mix, compare and adjust colour tones and effects correctly using suitable mixing and matching techniques
- f. ensure all refinishing systems and materials prepared meet the specification required for colour and viscosity prior to application.
- g. apply refinishing systems and materials to colour test cards using approved equipment and following:
 - the manufacturer's instructions
 - the correct application techniques for managing colour and tone variables
 - health and safety requirements
- h. dry all colour test cards before checking colour following health and safety requirements and using:
 - the manufacturer's approved method
 - the manufacturer's approved equipment
- i. ensure the colour produced:
 - meets the material manufacturer's requirements
 - meets the customer's requirements
 - is a blendable match to the existing colour
- j. dispose of waste materials to conform with legal and workplace requirements
- k. complete all mixing and matching activities within the agreed timescale
- l. report any anticipated delays in completion to the relevant person(s) promptly