IMICA01

Contribute to Housekeeping in Motor Vehicle Environments

Overview

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

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment throughout all housekeeping and equipment maintenance activities
2. select and use cleaning equipment which is of the right type and suitable for the task
3. use resources as directed and for their intended purpose only following workplace procedures
4. follow workplace policies, schedules and manufacturers' instructions when cleaning and maintaining equipment
5. ensure your equipment maintenance activities keep your equipment fit for purpose
6. clean the work area(s), for which you are responsible, at the specified time and frequency
7. store your equipment in a safe manner which permits ease of access and identification for use
8. carry out housekeeping activities safely and in a way which minimises inconvenience to customers and staff
9. ensure your housekeeping activities keep your work area clean and free from debris and waste materials
10. dispose of used cleaning agents, materials and debris to comply with relevant legal, environmental and workplace requirements
11. report any faulty or damaged equipment to the relevant person(s) clearly and promptly
12. report any anticipated delays in completion to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

1. the scope of your job responsibilities for the use and maintenance of equipment and your work area
2. workplace policies, schedules and legislation for housekeeping activities and equipment maintenance
3. the manufacturer's requirements for the cleaning and general, non-specialist maintenance of the 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
7. how to select and use equipment appropriate to the task
8. how to store equipment safely and accessibly
9. how to report faulty or damaged equipment
10. how to work safely when cleaning and maintaining equipment
11. how to select and use work area cleaning equipment, materials and agents
12. how to clean and maintain the equipment and work areas for which you are responsible
13. how to dispose of unused cleaning agents, materials and debris to comply with relevant legal, environmental and workplace requirements
14. the properties and hazards associated with the use of cleaning agents and materials
15. the importance of wearing personal protective equipment
16. the importance of using resources as directed and for their intended purpose only

Scope/range

1. Equipment maintenance covers:

a. routine checks on equipment
b. cleaning equipment
c. 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 taking into account relevant environmental factors

3. Motor Vehicle could include:

a. Light Vehicles
b. Heavy Vehicles/Commercial Vehicles
c. Motorcycles
d. Lift Trucks
e. Heavy Vehicle Trailers
f. Caravan and Motorhomes

Developed by	IMI
Version Number	2
Date Approved	October 2014
Indicative Review Date	October 2017
Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIARBG1
Relevant Occupations	Accident Repair Technicians; Automotive Aftermarket Electrical Enhancement Technician (Automotive); Auto-electrical Technician (Automotive); Auto and Mobile Installation Technicians; Automotive Paint Supervisor; Automotive Paint Technician; Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician (Automotive); Heavy Vehicle Trailer Fleet/Service Manager (Automotive); Heavy Vehicle Trailer Master Technician (Automotive); Heavy Vehicle Trailer Service Technician (Automotive); Lift Truck Service Technician (Automotive); Lift Truck Trailer Diagnostic Technician (Automotive);

	Lift Truck Trailer Master Technician (Automotive); Lift Truck Workshop Controller ; Light Vehicle Diagnostic Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle Service Technician (Automotive); Maintenance and Repair Technicians; Maintenance Team Technician; Maintenance Fitter; Mechanical Fitter; Mechanical Maintenance Technician; Mechanical Supervisor; Mechanical, Electrical and Trim Assistant Technician (Automotive); Mechanical, Electrical and Trim Technician (Automotive); Motor Repair and Rewind Electrician; Motor Vehicle Valeting (Automotive); Motorcycle Diagnostic Technician; Motorcycle Fleet/Service Manager (Automotive); Motorcycle Master Technician (Automotive); Motorcycle Service Technician; Motorsport Technician; PDR Senior Technician (Automotive); PDR Technician (Automotive); Rental and Leasing Customer Service Advisor (Automotive); Rental and Leasing Maintenance Advisors (Automotive); Rental and Leasing Technical Service Advisor (Automotive); Roadside Assistance Manager; Roadside Assistance Operator; Roadside Assistance Operators; Roadside Assistance Senior Operator; Roadside Assistance Senior Technician; Roadside Assistance Technician; Sales Executive (Automotive); Sales Controller (Automotive); Tyre Fitting Operations (Automotive); Tyre exhaust and windscreen fitters ; Vehicle Damage Assessment Operators; Vehicle Damage Assessor (Automotive); Vehicle Fitters; Vehicle Fitting Operations (Automotive); Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor; Vehicle Recovery Operator; Vehicle Recovery Operators; Vehicle Recovery Technical Operator; Vehicle Sales Operators; Vehicle Trades; Vehicle Valeter (Automotive)
Suite	Accident Repair - Body; Accident Repair - Joining; Accident Repair - Paint; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Accident Repair - Mechanical, Electrical and Trim; Body Building; Maintenance and Repair - Caravans and Motorhomes; Maintenance and Repair - Heavy Vehicle; Maintenance and Repair - Heavy Vehicle Trailer; Maintenance and Repair - Lift Truck; Maintenance and Repair - Light Vehicle; Maintenance and Repair - Motorcycle; Auto Electrical and Mobile Electrical Installation; Roadside Assistance; Vehicle Damage Assessment Operations; Vehicle Fitting; Vehicle Parts Operations; Vehicle Recovery; Vehicle Sales v3
Keywords	Contribute, Housekeeping, Motor Vehicle Environments

IMICA02

Reduce Risk(s) to Health and Safety in the Motor Vehicle Environment

Overview

This NOS covers the basic, legally required health and safety duties of everyone in the workplace. This NOS does **not** require a full Risk Assessment to be undertaken. This NOS is about identifying hazards and evaluating risk(s) in the workplace as well as reducing the risk(s) to health and safety in the workplace. This NOS is about having an appreciation of identifiable risk(s) in the workplace and knowing how to identify them and deal with them.

It describes the competence required to ensure that:

- actions or lack of action do not create any health and safety risk(s)
- identifiable risk(s) in the workplace are not ignored
- sensible action is taken to put things right, including reporting situations which pose an identifiable risk(s) to people in the workplace, and seeking advice from others

Performance criteria

You must be able to:

1. carry out your working practices in accordance with relevant legislative requirements
2. identify the correct personal and vehicle protective equipment required to correctly carry out your workplace practices
3. carry out your workplace practices and workplace policies using the correct personal protective equipment
4. rectify health and safety risk(s) that are within your capability and scope of your job responsibilities
5. pass on any suggestions for reducing risk(s) to health and safety within your job role to the responsible persons
6. ensure your personal conduct in the workplace does not endanger the health and safety of yourself or other persons
7. follow the workplace policies and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products and report any differences identified
8. ensure your personal presentation at work ensures the health and safety of yourself and others, meets any relevant legislative duties and is in accordance with workplace policies

Knowledge and understanding

You need to know and understand:

1. the current health and safety legislation, regulations and workplace policies that govern your working practices
2. your duties and responsibilities for current health and safety as defined by any specific legislation covering your job role and where to access the information
3. agreed workplace policies relating to controlling risk(s) to health and safety the responsible person(s) to whom you report health and safety concerns
4. what hazards may exist in your workplace
5. health and safety risk(s) which may be present in your own job role and the precautions you must take
6. the importance of remaining alert to the presence of hazards in the whole workplace
7. how to deal with and report risk(s)
8. the requirements and guidance on the precautions
9. the specific workplace policies including safe working practices covering your job role
10. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
11. the importance of personal presentation in maintaining health and safety in the workplace
12. the importance of personal conduct in maintaining the health and safety of yourself and others
13. the importance of personal protective equipment, when and where it should be used and the importance of maintaining it correctly
14. your scope and responsibility for rectifying risk(s)

Scope/range

1. Risk(s) resulting from:

a. use of tools and equipment relevant to the task
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

3. Motor Vehicle could include:

a. Light Vehicles
b. Heavy Vehicles/Commercial Vehicles
c. Motorcycles
d. Lift Trucks
e. Heavy Vehicle Trailers
f. Caravan and Motorhomes

IMICA02

Reduce Risk(s) to Health and Safety in the Motor Vehicle Environment

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Status	Original
Originating Organisation	IMI
Original URN	IMIARB2
Relevant Occupations	Auto-electrical Technician (Automotive); Auto and Mobile Installation Technicians; Automotive Aftermarket Electrical Enhancement Technician (Automotive); Automotive Paint Supervisor; Automotive Paint Technician; Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician (Automotive); Heavy Vehicle Trailer Fleet/Service Manager (Automotive); Heavy Vehicle Trailer Master Technician (Automotive); Heavy Vehicle Trailer Service Technician (Automotive); Lift Truck Service Technician (Automotive); Lift Truck Trailer Diagnostic Technician (Automotive); Lift Truck Trailer Master Technician (Automotive); Lift Truck Workshop Controller ; Light Vehicle Diagnostic

	Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle Service Technician (Automotive); Maintenance and Repair Technicians; Maintenance Fitter; Maintenance Team Technician; Mechanical, Electrical and Trim Technician (Automotive); Mechanical, Electrical and Trim Assistant Technician (Automotive); Motorcycle Diagnostic Technician; Motor Vehicle Valeting (Automotive); Motorcycle Fleet/Service Manager (Automotive); Motorcycle Master Technician (Automotive); Motorcycle Service Technician; Motorsport Technician; PDR Senior Technician (Automotive); PDR Technician (Automotive); Rental and Leasing Customer Service Advisor (Automotive); Rental and Leasing Maintenance Advisors (Automotive); Rental and Leasing Technical Service Advisor (Automotive); Roadside Assistance Manager; Roadside Assistance Operator; Roadside Assistance Operators; Roadside Assistance Senior Operator; Roadside Assistance Senior Technician; Roadside Assistance Technician; Sales Controller (Automotive); Sales Executive (Automotive); Senior Automotive Paint Technician; Tyre Fitting Operations (Automotive); Tyre exhaust and windscreen fitters ; Vehicle Damage Assessment Operators; Vehicle Damage Assessor (Automotive); Vehicle Fitters; Vehicle Fitting Operations (Automotive); Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor; Vehicle Recovery Operator; Vehicle Recovery Operators; Vehicle Recovery Technical Operator; Vehicle Sales Operators; Vehicle Trades; Vehicle Valeter (Automotive)
Suite	Accident Repair - Body; Accident Repair - Joining; Accident Repair - Mechanical, Electrical and Trim; Accident Repair - Paint; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Auto Electrical and Mobile Electrical Installation; Body Building; Maintenance and Repair - Caravans and Motorhomes; Maintenance and Repair - Heavy Vehicle; Maintenance and Repair - Heavy Vehicle Trailer; Maintenance and Repair - Lift Truck; Maintenance and Repair - Light Vehicle; Maintenance and Repair - Motorcycle; Vehicle Damage Assessment Operations; Vehicle Fitting; Vehicle Parts Operations; Vehicle Recovery; Vehicle Sales v3
Keywords	Identify, Agree, Motor Vehicle, Customer Needs

IMICA03

Maintain Working Relationships in the Motor Vehicle Environment

Overview

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

Performance criteria

You must be able to:

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

Knowledge and understanding

You need to know and understand:

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
4. how to use suitable and effective communication skills when responding to and interacting with others
5. how to adapt communication methods to satisfy the needs of colleagues
6. how to report problems using appropriate 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 acknowledging other peoples' views and opinions
9. the importance of making and honouring realistic commitments to colleagues
10. the implications of inappropriate communication

Scope/range

1. Colleagues are:

a. immediate work colleagues
b. supervisors and managers

2. Requests for assistance covering:

a. technical assistance
b. personal assistance

3. Motor Vehicle could include:

a. Light Vehicles
b. Heavy Vehicles/Commercial Vehicles
c. Motorcycles
d. Lift Trucks
e. Heavy Vehicle Trailers
f. Caravan and Motorhomes

Developed by	IMI
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Status	Original
Originating Organisation	IMI
Original URN	IMIARB3
Relevant Occupations	Accident Repair Technicians; Automotive Aftermarket Electrical Enhancement Technician (Automotive); Auto and Mobile Installation Technicians; Auto-electrical Technician (Automotive); Automotive Paint Supervisor; Automotive Paint Technician; Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician (Automotive); Heavy Vehicle Trailer Fleet/Service Manager (Automotive); Heavy Vehicle Trailer Master Technician (Automotive); Heavy Vehicle Trailer Service Technician (Automotive); Lift Truck Service Technician (Automotive); Lift Truck Trailer Diagnostic Technician (Automotive);

	Lift Truck Trailer Master Technician (Automotive); Lift Truck Workshop Controller ; Light Vehicle Diagnostic Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle Service Technician (Automotive); Maintenance and Repair Technicians; Mechanical, Electrical and Trim Technician (Automotive); Mechanical, Electrical and Trim Assistant Technician (Automotive); Motor Repair and Rewind Electrician; Motor Vehicle Valeting (Automotive); Motorcycle Diagnostic Technician; Motorcycle Fleet/Service Manager (Automotive); Motorcycle Master Technician (Automotive); Motorcycle Service Technician; Motorsport Technician; PDR Senior Technician (Automotive); PDR Technician (Automotive); Rental and Leasing Customer Service Advisor (Automotive); Rental and Leasing Maintenance Advisors (Automotive); Rental and Leasing Technical Service Advisor (Automotive); Roadside Assistance Manager; Roadside Assistance Operator; Roadside Assistance Operators; Roadside Assistance Senior Operator; Roadside Assistance Senior Technician; Roadside Assistance Technician; Sales Executive (Automotive); Sales Controller (Automotive); Tyre exhaust and windscreen fitters ; Tyre Fitting Operations (Automotive); Vehicle Damage Assessment Operators; Vehicle Damage Assessor (Automotive); Vehicle Fitters; Vehicle Fitting Operations (Automotive); Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor; Vehicle Recovery Operators; Vehicle Recovery Operator; Vehicle Recovery Technical Operator; Vehicle Valeter (Automotive)
Suite	2010 Incremental change to the NOS in Interpreting; Accident Repair - Body; Accident Repair - Joining; Accident Repair - Mechanical, Electrical and Trim; Accident Repair - Paint; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Auto Electrical and Mobile Electrical Installation; Automotive Glazing; Maintenance and Repair - Caravans and Motorhomes; Maintenance and Repair - Heavy Vehicle; Maintenance and Repair - Heavy Vehicle Trailer; Maintenance and Repair - Lift Truck; Maintenance and Repair - Light Vehicle; Maintenance and Repair - Motorcycle; Roadside Assistance; Vehicle Damage Assessment Operations; Vehicle Fitting; Vehicle Sales v3; Vehicle Recovery; Vehicle Parts Operations
Keywords	Maintain Working Relationships, Motor Vehicle Environment

IMICA04

Use of tools and equipment in Motor Vehicle Environments

Overview

This NOS is about the basic use of tools, materials and fabrications relevant to the Automotive Sector. This NOS is also about interpreting information, adopting safe and healthy working practices and selecting tools, materials and equipment. This NOS is for those working in technical support roles and is also appropriate for workshop planners.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment appropriate to the task
2. interpret the information supplied relating to the task
3. carry out pre-start preparation inspections on tools and equipment in accordance with approved procedures
4. carry out operations using tools and equipment in accordance with safe working practices to achieve the work outcome
5. highlight and identify problems associated with tools and equipment to the relevant person
6. demonstrate work skills to manufacture and repair components using measure, mark out, file, fit, tap, thread, cut, drill, finish, position and secure
7. use and maintain the relevant tools and equipment
8. dispose of waste in accordance with relevant legislation including environmental to maintain a clean work space
9. carry out checks in accordance with manufacturer's/operator's guidance, schedules, relevant legislation and official guidance and relevant organisational requirements.
10. demonstrate correct selection of materials for manufacture or repair
11. inspect, clean and store tools and equipment after use

Knowledge and understanding

You need to know and understand:

1. the relevant organisational procedures developed to report and rectify inappropriate information and unsuitable resources, and how they are implemented
2. the types of information, their source and how they are interpreted
3. the relevant organisational procedures to solve problems with the information and why it is important they are followed
4. the relevant legislation and official guidance and how it is applied
5. what the accident reporting procedures are and who is responsible for making the reports
6. why and when personal protective equipment (PPE) should be used
7. the relevant requirements for the disposal of waste, used materials and debris taking into account relevant environmental factors
8. material properties relevant to the task and their appropriate applications
9. the appropriate use of materials for fabrication and repair
10. how to file, fit, tap, thread, cut and drill mterials you are working on
11. how to select and use gaskets, sealants, seals, fittings and fasteners

Scope/range

1. Tools and equipment are:

a. hand tools
b. electrical
c. mechanical
d. pneumatic
e. hydraulic

2. Motor Vehicle could include:

a. Light Vehicles
b. Heavy Vehicles/Commercial Vehicles
c. Motorcycles
d. Lift Trucks
e. Heavy Vehicle Trailers
f. Caravan and Motorhomes

IMICA04

Use of tools and equipment in Motor Vehicle Environments

Developed by	IMI
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Date Approved	October 2014
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Validity	Current
Status	Original
Originating Organisation	IMIARB4
Original URN	IMIARB4
Relevant Occupations	Automotive Aftermarket Electrical Enhancement Technician (Automotive); Auto-electrical Technician (Automotive); Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician (Automotive); Heavy Vehicle Trailer Fleet/Service Manager (Automotive); Heavy Vehicle Trailer Master Technician (Automotive); Heavy Vehicle Trailer Service Technician (Automotive); Lift Truck Service Technician (Automotive); Lift Truck Trailer Diagnostic Technician (Automotive); Lift Truck Trailer Master Technician (Automotive); Lift Truck Workshop Controller ; Light Vehicle Diagnostic

	Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle Service Technician (Automotive); Maintenance and Repair Technicians; Maintenance Electrician; Mechanical, Electrical and Trim Assistant Technician (Automotive); Mechanical, Electrical and Trim Technician (Automotive); Motor Repair and Rewind Electrician; Motorcycle Diagnostic Technician; Motorcycle Master Technician (Automotive); Motorcycle Service Technician; PDR Technician (Automotive); PDR Senior Technician (Automotive); Roadside Assistance Operator; Roadside Assistance Operators; Roadside Assistance Senior Operator; Roadside Assistance Senior Technician; Roadside Assistance Technician; Tyre Fitting Operations (Automotive); Tyre exhaust and windscreen fitters ; Vehicle Fitters; Vehicle Fitting Operations (Automotive); Vehicle Recovery Operator; Vehicle Recovery Operators; Vehicle Recovery Technical Operator
Suite	Accident Repair - Body; Accident Repair - Joining; Accident Repair - Mechanical, Electrical and Trim; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Auto Electrical and Mobile Electrical Installation; Body Building; Maintenance and Repair - Heavy Vehicle; Maintenance and Repair - Heavy Vehicle Trailer; Maintenance and Repair - Lift Truck; Maintenance and Repair - Light Vehicle; Maintenance and Repair - Motorcycle; Maintenance and Repair - Caravans and Motorhomes; Maintenance and Repair - Motorcycle; Vehicle Recovery; Vehicle Fitting
Keywords	Tools, Equipment, Motor Vehicle Engineering

IMIARBG6
Enable learning through demonstration and instruction

Overview

This NOS is about demonstrating skills and methods to learners and instructing learners in procedures and processes.

These include; demonstrating how equipment is used, showing a learner how to do something, giving learners instructions on what to do or how to carry out a particular activity, deciding when you should use demonstration or instruction to encourage learning, reviewing the potential use of technology- based learning, checking on the progress of learners and giving feedback to learners.

IMIARBG6

Enable learning through demonstration and instruction

Performance criteria

You must be able to:

Demonstrate skills and methods to learners

P1 base the demonstration on an analysis of the skills needed and the order they must be learned in

P2 ensure that the demonstration is accurate and realistic

P3 structure the demonstration so the learner can get the most out of it

P4 encourage learners to ask questions and get explanation at appropriate stages in the demonstration

P5 give learners the opportunities to practise the skill being demonstrated and give them positive feedback

P6 give extra demonstrations of the skills being taught to reinforce learning

P7 ensure that demonstrations take place in a safe environment and allow learners to see the demonstration clearly

P8 respond to the needs of learners during the demonstration

P9 reduce distractions and disruptions as much as possible

You must be able to:

Instruct learners

P10 match instruction to the needs of the learners

P11 identify which learning outcomes will be achieved through instruction

P12 ensure that the manner, level and speed of the instruction encourages learners to take part

P13 regularly check that learners understand and adapt instruction as appropriate

P14 give learners positive feedback on the learning experience and the outcomes achieved

P15 identify anything that prevents learning and review this with the learners

IMIARBG6

Enable learning through demonstration and instruction

Knowledge and understanding

You need to know and understand:

The nature and role of demonstrations and instruction

K1 the separate areas of demonstrations which encourage learning
K2 which types of learning are best achieved and supported through demonstrations
K3 how to identify and use different learning opportunities
K4 how to structure demonstrations and instruction sessions
K5 how to choose from a range of demonstration techniques

You need to know and understand:

Principles and concepts

K6 how to put learners at their ease and encourage them to take part
K7 how to choose between demonstration and instruction as learning methods
K8 how to identify individual learning needs
K9 which factors are likely to prevent learning and how to overcome them
K10 how to check learners' understanding and progress
K11 how to put information in order and decide whether the language you will be using is appropriate
K12 how to choose and prepare appropriate materials, including technology based materials
K13 the separate areas of instructional techniques which encourage learning
K14 which types of learning are best achieved and supported through instruction

You need to know and understand:

External factors influencing human resource development

K15 how to make sure everybody acts in line with health, safety and environmental protection l legislation and best practice
K16 how to analyse and use developments in learning and new ways of delivery, including technology-based learning

IMIARBG6

Enable learning through demonstration and instruction

Developed by	IMI Ltd
Version number	1
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Indicative review date	January 2012
Validity	Current
Status	Original
Originating organisation	IMI Ltd
Original URN	G6
Relevant occupations	Maintenance and Repair Technicians; Accident Repair Technicians; Auto and Mobile Installation Technicians; Roadside Assistance Operators; Vehicle Recovery Operators; Vehicle Damage Assessment Operators; Vehicle Parts Operators; Vehicle Sales Operators
Suite	Maintenance and Repair – Light Vehicle; Heavy Vehicle, Heavy Vehicle Trailer; Motorcycle; Lift Truck; Caravans and Motorhomes; Accident Repair – Body; Paint; Joining; Mechanical, Electrical & Trim (MET); SMART Cosmetic; SMART Paintless Dent Removal (PDR); Auto electrical and Mobile Electrical Installation; Body Building; Roadside Assistance; Vehicle Recovery; Vehicle Damage Assessors; Vehicle Fitting; Vehicle Parts; Vehicle Sales
Key words	[KEYWORDS]

IMICA08

Identify and Agree the Motor Vehicle Customer Needs

Overview

This NOS is about gaining information from customers on their perceived needs; giving advice and information and agreeing a course of action; contracting for the agreed work and completing all necessary records and instructions.

Performance criteria

You must be able to:

1. obtain the relevant information from the customer to make an assessment of their own and perceived vehicle needs
2. provide customers with accurate, current and relevant advice and information on suitable vehicle inspection, repair and/or service procedures, potential courses of action, the implications of courses of action and the estimated costs
3. provide advice and information clearly and in a form and manner which the customer will understand
4. actively encourage customers to ask questions and seek clarification during your conversation.
5. support the accurate identification and clarification of customer and vehicle needs, by referring to vehicle data and operating procedures
6. agree with the customer before accepting the vehicle and record the extent and nature of the work to be undertaken, the terms and conditions of acceptance, the cost and the timescale
7. confirm your customer's understanding of the agreement you have made
8. ensure your recording systems are complete, accurate, in the format required and signed by the customer where necessary
9. pass all completed records to the next person in the process promptly
10. gain further customer approval where the contracted agreement is likely to be exceeded

Knowledge and understanding

You need to know and understand:

1. the relevant legal requirements of consumer legislation and the consequences of your own actions in respect of these
2. the different types of company and product warranties that you deal with within your organisation
3. the limits of your own responsibility for accepting and returning vehicles
4. the importance of keeping customers informed and managing their expectations
5. your workplace requirements for the completion of records and documentation
6. how to communicate effectively with, and listen to, customers
7. how to adapt your language when explaining technical matters to non-technical customers
8. how to extract the relevant information to identify and agree the motor vehicle customer needs
9. how to care for customers and achieve customer satisfaction
10. the range of options available to meet customer needs
11. the range and type of services offered by your organisation
12. the effect of non-availability of resource upon the receipt of customer vehicles and for the completion of the work
13. where and how to access costing and work completion time information

Scope/range

1. Motor Vehicle could include:

a. Light Vehicles
b. Heavy Vehicles/Commercial Vehicles
c. Motorcycles
d. Lift Trucks
e. Heavy Vehicle Trailers
f. Caravan and Motorhomes

IMICA08

Identify and Agree the Motor Vehicle Customer Needs

Developed by	IMI
Version Number	2
Date Approved	October 2014
Indicative Review Date	October 2017
Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIARB8
Relevant Occupations	Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician (Automotive); Heavy Vehicle Trailer Fleet/Service Manager (Automotive); Heavy Vehicle Trailer Master Technician (Automotive); Heavy Vehicle Trailer Service Technician (Automotive); Lift Truck Service Technician (Automotive); Lift Truck Trailer Diagnostic Technician (Automotive); Lift Truck Trailer Master Technician (Automotive); Lift Truck Workshop Controller ; Light Vehicle Diagnostic Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle

	Service Technician (Automotive); Maintenance and Repair Technicians; Mechanical, Electrical and Trim Assistant Technician (Automotive); Mechanical, Electrical and Trim Technician (Automotive); Motorcycle Diagnostic Technician; Motorcycle Fleet/Service Manager (Automotive); Motorcycle Master Technician (Automotive); Motorcycle Service Technician; PDR Senior Technician (Automotive); PDR Technician (Automotive); Roadside Assistance Manager; Roadside Assistance Operator; Roadside Assistance Operators; Roadside Assistance Senior Operator; Roadside Assistance Senior Technician; Roadside Assistance Technician
Suite	Accident Repair - Body; Accident Repair - Joining; Accident Repair - Mechanical, Electrical and Trim; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Auto Electrical and Mobile Electrical Installation; Body Building; Maintenance and Repair - Caravans and Motorhomes; Maintenance and Repair - Heavy Vehicle; Maintenance and Repair - Heavy Vehicle Trailer; Maintenance and Repair - Lift Truck; Maintenance and Repair - Light Vehicle; Maintenance and Repair - Motorcycle; Roadside Assistance; Vehicle Fitting; Vehicle Recovery
Keywords	Reduce Risk(s), Health and Safety, Motor Vehicle Environment

IMIARB21
Deliver reliable customer service

Overview

This unit sits within the Customer Service Theme of Delivery. This theme covers Customer Service behaviours and processes that have most effect on the customer experience during Customer Service delivery

This unit is all about how you deliver consistent and reliable service to customers. As well as being good with people, you need to work with your organisation's service systems to meet and, wherever possible, exceed customer expectations.

In your job there will be many examples of how you combine your approach and behaviour with your organisation's systems. You need to prepare for each transaction with a customer, deal with different types of customers in different circumstances and check that what you have done has met customer expectations.

To meet this standard you have to deliver excellent customer service over and over again.

IMIARB21
Deliver reliable customer service

Performance criteria

You must be able to:

Prepare to deal with your customers

P1 keep your knowledge of your organisation's services or products up-to-date

P2 ensure that the area you work in is tidy, safe and organised efficiently

P3 prepare and arrange everything you need to deal with your customers before your shift or period of work commences

You must be able to:

Give consistent service to customers

P4 make realistic promises to your customers about the delivery of services or products

P5 ensure that your promises balance the needs of your customer and your organisation

P6 keep your promises to your customers

P7 inform your customers if you cannot keep your promises due to unforeseen circumstances

P8 recognise when your customer's needs or expectations have changed and adapt your service to meet their new requirements

P9 keep your customer informed if delivery of the service needs to involve passing them on to another person or organisation

P10 check that the service you have given meets your customer's needs and expectations

P11 identify when you could have given better service to your customer and how your service could have been improved

P12 share information with colleagues and service partners to maintain and improve your standards of service delivery

IMIARB21
Deliver reliable customer service

Knowledge and understanding

You need to know and understand:

K1 your organisation's procedures and systems for delivering customer service

K2 methods or systems for measuring an organisation's effectiveness in delivering customer service

K3 your organisation's procedures and systems for checking service delivery

K4 your organisation's requirements for health and safety in your area of work

IMIARB21

Deliver reliable customer service

Developed by	IMI Ltd
Version number	1
Date approved	January 2010
Indicative review date	January 2012
Validity	Current
Status	Tailored
Originating organisation	IMI Ltd
Original URN	21
Relevant occupations	Engineering; Vehicle Trades
Suite	Accident Repair – Body; Accident Repair - SMART – Cosmetic; Accident Repair - SMART – PDR; Accident Repair – Joining; Body Building
Key words	Customer Service

IMIARB37
Support Customer Service improvements

Overview

This unit sits within the Customer Service Theme of Development and Improvement. This Theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments

Organisations change the way they deliver service to their customers because customer expectations rise and because other organisations improve the services they offer. Often the most important ideas about how to improve customer service come from people dealing directly with customers.

Your job involves delivering customer service. If your organisation has decided to make changes, it is your job to support them and to present them positively to your customers. Also, by listening to customer comments you may have your own ideas about how the service you deliver could be improved.

This unit is all about how you provide support for changes that your organisation has introduced. In addition, it covers how you present your own ideas for improvements to someone in your organisation who can authorise trying out the change.

IMIARB37
Support Customer Service improvements

Performance criteria

You must be able to:

Use feedback to identify potential customer service improvements

P1 gather informal feedback from your customers
P2 use customer feedback procedures to collect information from your customers
P3 use the information from your customers to develop a better understanding of their customer service experience
P4 identify ways the service you give could be improved based on information you have gathered
P5 share your ideas for improving customer service with colleagues

You must be able to:

Implement changes in customer service

P6 identify a possible change that could be made to improve customer service
P7 present your idea for improving customer service to a colleague with the appropriate authority to approve the change
P8 Carry out changes to customer service procedures based on your own idea or proposed by your organization.
P9 keep your customers informed of changes to customer service
P10 give customers a positive impression of changes that have been made
P11 work positively with others to support customer service changes

You must be able to:

Assist with the evaluation of changes in customer service

P12 discuss with others how changes to customer service are working

Work with others to identify any negative effects of changes and how these can be avoided

IMIARB37

Support Customer Service improvements

Knowledge and understanding

You need to know and understand:

K1 how customer experience is influenced by the way service is delivered

K2 how customer feedback is obtained

K3 how to work with others to identify and support change in the way service is delivered

K4 why it is important to give a positive impression to your customer about the changes made by your organisation even if you disagree with them

IMIARB37

Support Customer Service improvements

Additional Information

Links to other NOS

This unit is imported from the Institute of Customer Services (ICS) NOS Unit 37 now owned by CfA.

IMIARB37

Support Customer Service improvements

Developed by	IMI Ltd
Version number	1
Date approved	January 2010
Indicative review date	January 2012
Validity	Current
Status	Tailored
Originating organisation	The Institute of Customer Service ICS (now owned by CfA)
Original URN	ICS Unit 37
Relevant occupations	Engineering; Vehicle Trades
Suite	Accident Repair – Body; Accident Repair - SMART – Cosmetic; Accident Repair - SMART – PDR; Accident Repair – Joining; Body Building; Auto Electrical and Mobile Electrical Installation
Key words	Customer, service, improvements

IMIARPDRCR01

Remove Dents and Creases from Motor Vehicle Flat Panels

Overview

This standard is about the straightforward removal of dents and creases from motor vehicle flat panels. It is also about checking the integrity of the panel prior to repair and the condition of the panel after the repair has been completed. The damage may be either a single area of damage or two areas of damage that are contained within a 100mm radius.

Performance criteria

You must be able to:

1. use the appropriate personal protective equipment when carrying out Paintless Dent Removal (PDR) operations
2. protect the vehicle and its contents effectively when carrying out Paintelss Dent Removal (PDR) operations
3. assess the area for repair to ensure that a repair can be effected to an acceptable standard without compromising the integrity of the vehicle
4. identify additional distortion on a panel caused by a primary impact
5. select and use the appropriate tools and equipment for the panel area you are going to repair
6. ensure that your tools and equipment are in a safe working condition
7. avoid damaging other components and units on the vehicle whilst carrying out the repair
8. store all removed components safely in an appropriate location
9. check that all relevant components operate correctly following the manufacturer's specification before and after you have completed your repairs
10. report any potential or additional faults you find during or prior to the course of your work to the relevant person(s) promptly report any delays in completing your work to the relevant person(s) promptly
11. carry out your repair within the agreed timescale
12. complete work records accurately, in the format required and pass them to the relevant person(s) promptly
13. check that any areas you have used to gain access are treated for corrosion inhibition where appropriate – note the whole area needs to be returned to pre-damaged condition

Knowledge and understanding

You need to know and understand:

1. the health, safety and legal requirements relating to the removal of damage using Paintless Dent Removal (PDR) techniques
2. your workplace procedures for the referral of problems, reporting of delays to the completion of work and completion of work records
3. how to assess the size, depth and plane of damage, and recognise any additional damage and identify the best course of action to carry out a repair to the standard required
4. how the panel material affects the complexity of the repair
5. the action you need to take if the repair cannot be carried out to the required standard
6. the requirements for protecting the vehicle and contents from damage before, during and after repairing panels using Paintles Dent Removal (PDR) techniques
7. the requirements for protecting the vehicle being repaired from cross contamination including metallurgy and electrolysis
8. the importance of selecting, using and maintaining the appropriate personal protective equipment when repairing panels using Paintless Dent Removal (PDR) techniques
9. the importance of maintaining your tools in a safe working condition
10. how to find, interpret and use sources of information applicable to the safe repair of panels using Paintless Dent Removal (PDR) techniques (this information me be in the from of advice and guidance from your mentor or trainer and or manufacturer data)
11. how to select, check and use all the tools and equipment required to repair panels effectively using Paintless Dent Removal (PDR) techniques
12. the different types of Paintless Dent Removal (PDR) techniques and methods used for repairing panels
13. the faults that can occur when repairing panels using Paintless Dent Removal (PDR) techniques and the causes of these faults, including the dangers of damaging wiring, protective coatings or SRS systems
14. the types of quality control checks that can be used to ensure a correct repair has been achieved
15. the need for correct alignment of components and the methods used to achieve this
16. the types of quality checks that can be used to ensure correct alignment and operation of components to manufacturer's specification and their purpose

Scope/range

All of the items listed below form part ofthis National Occupational Standard.

Scopeof this standard:

1. Examples of Tools and Equipment specific to Paintless Dent Removal (PDR) are:

- Hand tools
- Lever bars
- Power tools
- Specialist Paintles Dent Removal (PDR) tooling and accessories

Rangeof this standard:

2. Flat Panels:

For the purpose of this standard a flatpanel is defined as a panel area that contains no swage line, body line ordefining contours.

Note: The panel itself may contain convexcurvature as part of the overall structure. Such as, Bonnet, Doors, Roof etc.

3. Drilling:

For the purpose of this standard drilling to gain access to effect a repair isnot acceptable.

4. Acceptable Repair:

For the purpose of this standard an acceptable repair is one that is assessedby a qualified Paintless Dent Removal (PDR) Assessor that would meet the normalexpectations of a customer.

In general terms the acceptable standard would be that the panel is returned tooriginal condition without any visible sign that a repair has been carried out.

IMIARPDRCR01

Remove Dents and Creases from Motor Vehicle Flat Panels

Developed by	IMI
Version Number	2
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Indicative Review Date	December 2017
Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIARPDRCR01
Relevant Occupations	PDR Technician (Automotive); PDR Senior Technician (Automotive)
Suite	Accident Repair - SMART - PDR
Keywords	Remove Dents Creases Motor Vehicle Flat Panels

IMIARPDRCR02

Remove Dents and Creases from Motor Vehicle Body Panels through Swage Lines

Overview

This standard is about the removal of dents and creases from motor vehicle body panels where the damage is through a Swage Line. It is also about checking the integrity of the panel prior to repair and the condition of the panel after the repair has been completed.

Performance criteria

You must be able to:

1. use the appropriate personal protective equipment when carrying out Paintless Dent Removal (PDR) operations
2. protect the vehicle and its contents effectively when carrying out Paintless Dent Removal (PDR) operations
3. assess the area for repair to ensure that a repair can be effected to an acceptable standard without compromising the integrity of the vehicle
4. identify additional distortion on a panel caused by a primary impact
5. select and use the correct tools and equipment for the panel area you are going to repair
6. ensure that the tools and equipment you require are in a safe working condition
7. avoid damaging other components and units on the vehicle whilst carrying out the repair
8. store all removed components safely in the appropriate location
9. check that all relevant components operate correctly following the manufacturer's specification before and after you have completed your repairs
10. report any potential or additional faults you find during or prior to the course of your work to the relevant person(s) promptly
11. report any delays in completing your work to the relevant person(s) promptly
12. carry out your repair within the agreed timescale
13. complete work records accurately, in the format required and pass them to the relevant person(s) promptly
14. check that any areas you have used to gain access are treated for corrosion inhibition where appropriate – note the whole area needs to be returned to pre-damaged condition

Knowledge and understanding

You need to know and understand:

1. the health, safety and legal requirements relating to the removal of damage using Paintless Dent Removal (PDR) techniques
2. your workplace procedures for the referral of problems, reporting of delays to the completion of work and completion of work records
3. how to assess the size, depth and plane of damage, and recognise any additional damage and identify the best course of action to carry out a repair to the standard required
4. how the panel material affects the complexity of the repair
5. the requirements for protecting the vehicle and contents from damage before, during and after repairing panels using Paintless Dent Removal (PDR) techniques
6. the requirements for protecting the vehicle being repaired from cross contamination including an understanding of metallurgy and electrolysis
7. the importance of selecting, using and maintaining the appropriate personal protective equipment when repairing panels using Paintless Dent Removal (PDR) techniques
8. how to find, interpret and use sources of information applicable to the repairing of panels using Paintless Dent Removal (PDR) techniques
9. how to select, check and use all the tools and equipment required to repair panels using Paintless Dent Removal (PDR) techniques
10. the different types of Paintless Dent Removal (PDR) techniques and methods used for repairing panels
11. the faults that can occur when repairing panels using Paintless Dent Removal (PDR) techniques and the causes of these faults
12. the need for correct choice of tools to carry out a suitable repair and the methods used to achieve this
13. the types of quality control checks that can be used to ensure a correct repair has been achieved
14. the need for correct alignment of components and the methods used to achieve this
15. the types of quality checks that can be used to ensure correct alignment and operation of components to manufacturer's specification and their purpose

Scope/range

All of the items listed below form part ofthis National Occupational Standard.

Scopeof this standard:

1. Examples of Tools and Equipment specific to Paintless Dent Removal (PDR) are:

- Hand tools
- Lever bars
- Power tools
- Specialist Paintless Dent Removal (PDR) tooling and accessories

Rangeof this standard:

2. Swage Lines:

This is a contour line pressed into a panel at the manufacturing process.

Swage Lines are also referred to as body lines, design lines or style lines.
3. Drilling:

For the purpose of this standard drilling to gain access to effect a repair isnot acceptable.

4. Acceptable Repair:

For the purpose of this standard an acceptable repair is one that is assessedby a qualified Paintless Dent Removal (PDR) Assessor that would meet the normalexpectations of a customer.

In general terms the acceptable standard would be that the panel is returned tooriginal condition without any visible sign that a repair has been carried out.

5. Type of Damage:

For the purpose of this standard the damage may be a single area of damage or acrease through the swage line contained with a 100mm radius.

IMIARPDRCR02

Remove Dents and Creases from Motor Vehicle Body Panels through Swage Lines

Developed by	IMI
Version Number	2
Date Approved	December 2014
Indicative Review Date	December 2017
Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIARPDRCR02
Relevant Occupations	PDR Technician (Automotive); PDR Senior Technician (Automotive)
Suite	Accident Repair - SMART - PDR
Keywords	Remove Dents Creases Motor Vehicle Body Panels Swage Lines

IMIARPDRCR03

Remove Dents and Creases from Motor Vehicle Body Panels where Access is Difficult or Restricted

Overview

This standard is about the removal of dents and creases from motor vehicle body panels where access to enable the repair to be carried out is difficult or restricted. It is also about checking the integrity of the body panel prior to repair and the condition of the panel after the repair has been completed.

Performance criteria

You must be able to:

1. use the appropriate personal protective equipment when carrying out Paintless Dent Removal (PDR) operations
2. protect the vehicle and its contents effectively when carrying out Paintless Dent Removal (PDR) operations
3. assess the area for repair to ensure that a repair can be effected to an acceptable standard without compromising the integrity of the vehicle
4. identify additional distortion on a panel caused by a primary impact
5. select and use the correct tools and equipment for the panel area you are going to repair
6. ensure that the tools and equipment you require are in a safe working condition
7. avoid damaging other components and units on the vehicle whilst carrying out the repair
8. store all removed components safely in the appropriate location
9. check that all relevant components operate correctly following the manufacturer's specification before and after you have completed your repairs
10. report any potential or additional faults you find during or prior to the course of your work to the relevant person(s) promptly
11. report any delays in completing your work to the relevant person(s) promptly
12. carry out your repair within the agreed timescale
13. complete work records accurately, in the format required and pass them to the relevant person(s) promptly
14. check that any areas you have used to gain access are treated for corrosion inhibition where appropriate – note the whole area needs to be returned to pre-damaged condition

Knowledge and understanding

You need to know and understand:

1. the health, safety and legal requirements relating to the removal of damage using Paintless Dent Removal (PDR) techniques
2. your workplace procedures for the referral of problems, reporting of delays to the completion of work and completion of work records
3. how to assess the size, depth and plane of damage, and recognise any additional damage and identify the best course of action to carry out a repair to the standard required
4. how the panel material affects the complexity of the repair
5. the requirements for protecting the vehicle and contents from damage before, during and after repairing panels using Paintless Dent Removal (PDR) techniques
6. the requirements for protecting the vehicle being repaired from cross contamination including metallurgy and electrolysis
7. the importance of selecting, using and maintaining the appropriate personal protective equipment when repairing panels using Paintless Dent Removal (PDR) techniques
8. how to find, interpret and use sources of information applicable to the repairing of panels using Paintless Dent Removal (PDR) techniques
9. how to select, check and use all the tools and equipment required to repair panels using Paintless Dent Removal (PDR) techniques
10. the different types of Paintless Dent Removal (PDR) techniques and methods used for repairing panels, including how to use glue type pulling/repair kits and where their use will enable a repair to be completed when access to the panel cannot be achieved
11. the faults that can occur when repairing panels using Paintless Dent Removal (PDR) techniques and the causes of these faults
12. the correct techniques for the removal of bonding to access the damage and the approved method of reinstating the bonding where required
13. the need for correct choice of tools to carry out a suitable repair and the methods used to achieve this
14. the types of quality control checks that can be used to ensure a correct repair has been achieved
15. the need for correct alignment of components and the methods used to achieve this
16. the types of quality checks that can be used to ensure correct alignment and operation of components to manufacturer's specification and their purpose

IMIARPDRCR03

Remove Dents and Creases from Motor Vehicle Body Panels where Access is Difficult or Restricted

Scope/range

All of the items listed below form part ofthis National Occupational Standard.

Scopeof this standard:

1. Examples of Tools and Equipment specificto Paintless Dent Removal (PDR) are:
• Hand tools
• Lever bars
• Power tools
• Specialist Paintless Dent Removal (PDR) tooling and accessories

Range of this standard:

2. Restricted Access:

Restricted access is where access to the rear of the damage cannot be gainedeither directly or indirectly using normal access methods, or where the rear ofthe dent is enclosed or covered by another component.

3. Drilling:

For the purpose of this standard drilling to gain access to effect a repair isnot acceptable.

4. Acceptable Repair:

For the purpose of this standard an acceptable repair is one that is assessedby a qualified Paintless Dent Removal (PDR) Assessor that would meet the normalexpectations of a customer.

In general terms the acceptable standard would be that the panel is returned tooriginal condition without any visible sign that a repair has been carried out.

5. Type of Damage:

For the purpose of this standard the damage may be no more than two areas ofdamage contained within a 100mm radius.
The types of dents that would normallyhave restricted access are:

• Dents covered by a crash/strengthening bar
• Dents covered by box section
• Dents covered by a cross/strengthening bracing (glued or not glued)
• A dent where the edge of the damage is close to the edge of a panel

IMIARPDRCR03

Remove Dents and Creases from Motor Vehicle Body Panels where Access is Difficult or Restricted

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Status	Original
Originating Organisation	IMI
Original URN	IMIARPDRCR03
Relevant Occupations	PDR Technician (Automotive); PDR Senior Technician (Automotive)
Suite	Accident Repair - SMART - PDR
Keywords	Remove Dents Creases Motor Vehicle Body Panels Access Difficult Restricted

IMIARPDRCR04

Remove Multiple Dents and Creases from Motor Vehicle Flat Panels

Overview

This standard is about the removal of dents and creases from motor vehicle flat panels where the process may consist of multiple stages and combinations of repair techniques. It is also about checking the integrity of the panel prior to repair and the condition of the panel after the repair has been completed.

Performance criteria

You must be able to:

1. use the appropriate personal protective equipment when carrying out Paintless Dent Removal (PDR) operations
2. protect the vehicle and its contents effectively when carrying out Paintless Dent Removal (PDR) operations
3. assess the area for repair to ensure that a repair can be effected to an acceptable standard without compromising the integrity of the vehicle
4. identify additional distortion on a panel caused by a primary impact
5. identify damage on a panel where the initial impacted area is damaged by a further or subsequent impact for example a dent within a dent
6. select and use the correct tools and equipment for the panel area you are going to repair
7. ensure that the tools and equipment you require are in a safe working condition
8. check that all relevant components operate correctly following the manufacturer's specification before and after you have completed your repairs
9. avoid damaging other components and units on the vehicle whilst carrying out the repair
10. store all removed components safely in an appropriate location
11. report any potential or additional faults you find during or prior to the course of your work to the relevant person(s) promptly
12. report any delays in completing your work to the relevant person(s) promptly
13. carry out your repair within the agreed timescale
14. complete work records accurately, in the format required and pass them to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

1. the health, safety and legal requirements relating to the removal of damage using Paintless Dent Removal (PDR) techniques
2. your workplace procedures for the referral of problems, reporting of delays to the completion of work and completion of work records
3. how to assess the size, depth and plane of damage, and recognise any additional damage and identify the best course of action to carry out a repair to the standard required
4. how the panel material affects the complexity of the repair
5. the requirements for protecting the vehicle and contents from damage before, during and after repairing panels using Paintless Dent Removal (PDR) techniques
6. the requirements for protecting the vehicle being repaired from cross contamination including metallurgy and electrolysis
7. the importance of selecting, using and maintaining the appropriate personal protective equipment when repairing panels using Paintless Dent Removal (PDR) techniques
8. how to find, interpret and use sources of information applicable to the repairing of panels using Paintless Dent Removal (PDR) techniques
9. how to select, check and use all the tools and equipment required to repair panels using Paintless Dent Removal (PDR) techniques
10. the different types of Paintless Dent Removal (PDR) techniques and methods used for repairing panels, including how to use glue type pulling/repair kits
11. the faults that can occur when repairing panels using Paintless Dent Removal (PDR) techniques and the causes of these faults
12. the need for correct choice of tools to carry out a suitable repair and the methods used to achieve this
13. the types of quality control checks that can be used to ensure a correct repair has been achieved
14. the need for correct alignment of components and the methods used to achieve this
15. the types of quality checks that can be used to ensure correct alignment and operation of components to manufacturer's specification and their purpose

Scope/range

All of the items listed below form part ofthis National Occupational Standard.

Scopeof this standard:

1. Examples of Tools and Equipment specific to Paintless Dent Removal (PDR) are:

- Hand tools
- Lever bars
- Power tools
- Specialist Paintless Dent Removal (PDR) tooling and accessories

Rangeof this standard:

2. Flat Panels:

For the purpose of this standard a flat panel is defined as a panel area thatcontains no swage line, body line or defining contours. Note the panel itselfmay contain convex curvature as part of its overall structure. Such as, Bonnet,Doors, Roof etc.

3. Drilling:

For the purpose of this standard drilling to gain access to effect a repair isnot acceptable.

4. Acceptable Repair:

For the purpose of this standard an acceptable repair is one that is assessedby a qualified Paintless Dent Removal (PDR) Assessor that would meet the normalexpectations of a customer.

In general terms the acceptable standard would be that the panel is returned toits original condition without any visible sign that a repair has been carriedout.

5. Type of Damage:

For the purpose of this standard the damage may be no more than four areas ofdamage caused by four points of impact contained within a 300mm diameter.

At this level damage can also be caused by two points of impact; i.e. Damagecaused along two different planes within a 300mm diameter.

IMIARPDRCR04

Remove Multiple Dents and Creases from Motor Vehicle Flat Panels

Developed by	IMI
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Date Approved	December 2014
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Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIARPDRCR04
Relevant Occupations	PDR Technician (Automotive); PDR Senior Technician (Automotive)
Suite	Accident Repair - SMART - PDR
Keywords	Remove Multiple Dents Creases Motor Vehicle Flat Panels

IMIARPDRCR05

Remove Multiple Dents and Creases from Motor Vehicle Body Panels through Swage Lines

Overview

This standard is about the removal of dents and creases from motor vehicle body panels where the damage is through a Swage Line. It is also about checking the integrity of the panel prior to repair and the condition of the panel after the repair has been completed.

Performance criteria

You must be able to:

1. use the appropriate personal protective equipment when carrying out Paintless Dent Removal (PDR) operations
2. protect the vehicle and its contents effectively when carrying out Paintless Dent Removal (PDR) operations
3. assess the area for repair to ensure that a repair can be effected to an acceptable standard without compromising the integrity of the vehicle
4. identify additional distortion on a panel caused by a primary impact
5. select and use the correct tools and equipment for the panel area you are going to repair
6. ensure that the tools and equipment you require are in a safe working condition
7. check that all relevant components operate correctly following the manufacturer's specification before and after you have completed your repairs
8. avoid damaging other components and units on the vehicle whilst carrying out the repair
9. store all removed components safely in the appropriate location
10. report any potential or additional faults you find during or prior to the course of your work to the relevant person(s) promptly
11. report any delays in completing your work to the relevant person(s) promptly
12. carry out your repair within the agreed timescale
13. complete work records accurately, in the format required and pass them to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

1. the health, safety and legal requirements relating to the removal of damage using Paintless Dent Removal (PDR) techniques
2. your workplace procedures for the referral of problems, reporting of delays to the completion of work and completion of work records
3. how to assess the size, depth and plane of damage, and recognise any additional damage and identify the best course of action to carry out a repair to the standard required
4. how the panel material affects the complexity of the repair
5. the requirements for protecting the vehicle and contents from damage before, during and after repairing panels using Paintless Dent Removal (PDR) techniques
6. the requirements for protecting the vehicle being repaired from cross contamination including metallurgy and electrolysis
7. the importance of selecting, using and maintaining the appropriate personal protective equipment when repairing panels using Paintless Dent Removal (PDR) techniques
8. how to find, interpret and use sources of information applicable to the repairing of panels using Paintless Dent Removal (PDR) techniques
9. the different types of Paintless Dent Remval (PDR) techniques and methods used for repairing panels, including how to use glue type pulling / repair kits
10. the different types of Paintles Dent Removal (PDR) techniques and methods used for repairing panels
11. the faults that can occur when repairing panels using Paintless Dent Removal (PDR) techniques and the causes of these faults
12. the need for correct choice of tools to carry out a suitable repair and the methods used to achieve this
13. the types of quality control checks that can be used to ensure a correct repair has been achieved
14. the need for correct alignment of components and the methods used to achieve this
15. the types of quality checks that can be used to ensure correct alignment and operation of components to manufacturer's specification and their purpose

Scope/range

All of the items listed below form part ofthis National Occupational Standard.

Scopeof this standard:

1. Examples of Tools and Equipment specific to Paintless Dent Removal (PDR) are:

- Hand tools
- Lever bars
- Power tools
- Specialist Paintless Dent Removal (PDR) tooling and accessories

Rangeof this standard:

2. Drilling:

For the purpose of this standard drillingto gain access to effect a repair is not acceptable.

3. Acceptable Repair:

For the purpose of this standard an acceptable repair is one that is assessedby a qualified Paintless Dent Removal (PDR) Assessor that would meet the normalexpectations of a customer.

In general terms the acceptable standard would be that the panel is returned tooriginal condition without any visible sign that a repair has been carried out.

4. Type of Damage:

For the purpose of this standard the damage may be either a single area ofdamage or four areas of damage that are contained within a single 300mm radius.

IMIARPDRCR05

Remove Multiple Dents and Creases from Motor Vehicle Body Panels through Swage Lines

Developed by	IMI
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Originating Organisation	IMI
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Relevant Occupations	PDR Technician (Automotive); PDR Senior Technician (Automotive)
Suite	Accident Repair - SMART - PDR
Keywords	Remove Multiple Dents Creases Motor Vehicle Body Panels Swage Lines

IMIARPDRCR06

Remove Multiple Dents and Creases from Motor Vehicle Body Panels where Access is Difficult or Restricted

Overview

This standard is about the removal of dents and creases from motor vehicle body panels where access to enable the repair to be carried out is difficult or restricted. It is also about checking the integrity of the panel prior to repair and the condition of the panel after the repair has been completed.

Performance criteria

You must be able to:

1. use the appropriate personal protective equipment when carrying out Paintless Dent Removal (PDR) operations
2. protect the vehicle and its contents effectively when carrying out Paintless Dent Removal (PDR) operations
3. assess the area for repair to ensure that a repair can be effected to an acceptable standard without compromising the integrity of the vehicle
4. identify additional distortion on a panel caused by a primary impact
5. select and use the correct tools and equipment for the panel area you are going to repair
6. ensure that the tools and equipment you require are in a safe working condition
7. avoid damaging other components and units on the vehicle whilst carrying out the repair
8. store all removed components safely in the appropriate location
9. check that all relevant components operate correctly following the manufacturer's specification before and after you have completed your repairs
10. report any potential or additional faults you find during or prior to the course of your work to the relevant person(s) promptly
11. report any delays in completing your work to the relevant person(s) promptly
12. carry out your repair within the agreed timescale
13. complete work records accurately, in the format required and pass them to the relevant person(s) promptly
14. check that any areas you have used to gain access are treated for corrosion inhibition where appropriate – note the whole area needs to be returned to pre-damaged condition

Knowledge and understanding

You need to know and understand:

1. the health, safety and legal requirements relating to the removal of damage using Paintless Dent Removal (PDR) techniques
2. your workplace procedures for the referral of problems, reporting of delays to the completion of work and completion of work records
3. how to assess the size, depth and plane of damage, and recognise any additional damage and identify the best course of action to carry out a repair to the standard required
4. how the panel material affects the complexity of the repair
5. the requirements for protecting the vehicle and contents from damage before, during and after repairing panels using Paintless Dent Removal (PDR) techniques
6. the requirements for protecting the vehicle being repaired from cross contamination including metallurgy and electrolysis
7. the importance of selecting, using and maintaining the appropriate personal protective equipment when repairing panels using Paintless Dent Removal (PDR) techniques
8. how to find, interpret and use sources of information applicable to the repairing of panels using Paintless Dent Removal (PDR) techniques
9. how to select, check and use all the tools and equipment required to repair panels using Paintless Dent Removal (PDR) techniques
10. the different types of Paintless Dent Removal (PDR) techniques and methods used for repairing panels, including how to use glue type pulling/repair kits and where their use will enable a repair to be completed when access to the panel is only partial or cannot be achieved
11. the faults that can occur when repairing panels using Paintless Dent Removal (PDR) techniques and the causes of these faults
12. the correct techniques for the removal of bonding to access the damage and the approved method of reinstating the bonding where required
13. the need for correct choice of tools to carry out a suitable repair and the methods used to achieve this
14. the types of quality control checks that can be used to ensure a correct repair has been achieved
15. the need for correct alignment of components and the methods used to achieve this
16. the types of quality checks that can be used to ensure correct alignment and operation of components to manufacturer's specification and their purpose

IMIARPDRCR06

Remove Multiple Dents and Creases from Motor Vehicle Body Panels where Access is Difficult or Restricted

Scope/range

All of the items listedbelow form part of this National Occupational Standard.
Scope of this standard:

1. Examples of Tools and Equipment specific to Paintless Dent Removal (PDR)are:

- Hand tools
- Lever bars
- Power tools
- Specialist Paintless Dent Removal (PDR) tooling and accessories

Rangeof this standard:

2. Drilling:

For the purpose of this standard drilling to gain access to effect a repair isnot acceptable, unless a manufacturer has issued specific guidelines for themodel of vehicle that you are trying to repair.

3. Acceptable Repair:

For the purpose of this standard an acceptable repair is one that is assessedby a qualified Paintless Dent Removal (PDR) Assessor that would meet the normalexpectations of a customer.

In general terms the acceptable standard would be that the panel is returned toit's original condition without any visible sign that a repair has been carriedout.

4. Type of Damage:

For the purpose of this standard the damage may be either a single area ofdamage or four areas of damage that are contained within a single 300mm radius,and for this standard one area of damage must be within 30mm of the edge of apanel.

IMIARPDRCR06

Remove Multiple Dents and Creases from Motor Vehicle Body Panels where Access is Difficult or Restricted

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Suite	Accident Repair - SMART - PDR
Keywords	Remove Multiple Dents Creases Motor Vehicle Body Panels Access Difficult Restricted

IMILVBP18

remove and fit basic motor Mechanical, Electrical and Trim (MET) components and non permanently fixed vehicle body panels

Overview

This NOS is about the straightforward removal and fitting of basic mechanical, electrical and trim (MET) components to vehicles. It is also about checking the operation of the components fitted.

IMILVBP18

Remove and fit basic motor Mechanical, Electrical and Trim (MET) components and non permanently fixed vehicle body panels

Performance criteria

You must be able to:

P1 use the appropriate personal protective equipment when removing and fitting **basic MET components and non welded non-structural body panels**

P2 protect the vehicle and its contents effectively when removing and fitting **basic MET components and non welded non-structural body panels**

P3 select and use the correct **tools and equipment** for the panels or components you are going to remove or fit

P4 ensure that the **tools and equipment** you require are in a safe working condition

P5 remove and fit **basic MET components and non welded non-structural body panels** following:

- P5.1 removal and fitting procedures
- P5.2 manufacturers' instructions
- P5.3 your workplace procedures
- P5.4 health, safety and legal requirements

P6 avoid damaging other components, units and panels on the vehicle

P7 store all removed panels and components safely in the correct location

P8 realign the panels and components you have fitted correctly in a way which regains their original manufactured gaps

P9 check that the components you have fitted operate correctly following the manufacturer's specification

P10 report any additional faults you find during the course of your work to the relevant person(s) promptly

P11 report any delays in completing your work to the relevant person(s) promptly

P12 remove and fit **basic MET components or non welded non-structural body panels** within the agreed timescale

P13 complete work records accurately, in the format required and pass them to the relevant person(s) promptly

IMILVBP18

Remove and fit basic motor Mechanical, Electrical and Trim (MET) components and non permanently fixed vehicle body panels

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

K1 the health, safety and legal requirements relating to the removal and fitting of **basic MET components and non welded non-structural body panels**

K2 your workplace procedures for:

- K2.1 the referral of problems
- K2.2 reporting of delays to the completion of work
- K2.3 completion of work records

K3 the work that needs to be done and the standard required

K4 the requirements for protecting the vehicle and contents from damage before, during and after removing and fitting activities

K5 the importance of selecting, using and maintaining the appropriate personal protective equipment when removing and fitting **basic MET components and non welded non-structural body panels**

Removing and fitting basic MET components

K6 how to find, interpret and use sources of information applicable to the removal and fitting of **basic MET components and non welded non-structural body** panels

K7 how to select, check and use all the tools and equipment required to remove and fit **basic MET components and non welded non-structural body** panels

K8 the correct procedures for removing and fitting basic MET components and **non welded non-structural body panels**

K9 the correct procedures for working with supplementary safety systems when fitting and removing **basic MET components and non welded non- structural body panels**

K10 the correct procedures for working with Gas Discharge headlight systems and when fitting and removing **basic MET components and non welded non- structural body panels**

K11 the methods of storing removed panels and components and the importance of storing them correctly

K12 the different types of fastenings and fixings and the reasons for their use

K13 the need for correct alignment of panels and components and the correct methods used to achieve this

K14 the types of quality checks that can be used to ensure correct alignment and operation of components to manufacturer's specification and their purpose

IMILVBP18

Remove and fit basic motor Mechanical, Electrical and Trim (MET) components and non permanently fixed vehicle body panels

Additional Information

Scope/range related to performance criteria

1. **Basic MET components includes:**
   - 1.1. bumpers
   - 1.2. headlamp units
   - 1.3. road wheels
   - 1.4. batteries
   - 1.5. bonnet and boot lid trim
   - 1.6. interior trim components
   - 1.7. exterior trim components

2. **Non permanently attached body panels** are
   - 2.1. wings
   - 2.2. doors
   - 2.3. bonnets
   - 2.4. boot lids and tailgates
   - 2.5. bumper bars, covers and components

3. **Tools and equipment** are
   - 3.1. spanners
   - 3.2. socket set
   - 3.3. screwdrivers
   - 3.4. manufacturer's specified specialist tools
   - 3.5. pliers and self locking grips
   - 3.6. power drill and drill bits
   - 3.7. trolley jack
   - 3.8. axle stands
   - 3.9. vehicle lifts
   - 3.10. torque wrench

IMILVBP18

Remove and fit basic motor Mechanical, Electrical and Trim (MET) components and non permanently fixed vehicle body panels

Glossary

Agreed timescales:
Examples include: job times set by your company or agreed with a specific customer

Commercial Vehicles:
These are medium and large goods vehicles of 3500kgs gross vehicle mass (GVM) and above.

Components fitted:
These can be either replacement or refitted components

MET:
Mechanical, electrical and trim

Non Permanently Fixed panels:
Any cosmetic panel within a vehicle that is fitted by mechanical fastening devices and will be undamaged when removed

Vehicles:
These can be any of the following: light vehicles, commercial vehicles, motorcycles, mopeds and scooters

IMILVBP18

Remove and fit basic motor Mechanical, Electrical and Trim (MET) components and non permanently fixed vehicle body panels

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Key words	Basic Motor Mechanical Electrical Trim MET Components Non Permanently Fixed Vehicle Body Panels