

## Qualification Structure: Roadside Assistance

	<b>KEY:</b>  <b>M = Mandatory Units</b> <b>O = Optional Units</b> <b>PR = Pre Requisite</b>	Level 1 -	Level 2 - Operator	Level 3 – Senior Operator	Level 4 - Manager
Unit Ref	Unit Title				
	<b>Generic Units</b>				
G1	Contribute to Housekeeping in Motor Vehicle Environments	M	M	PR	
G2	Reduce Risks to Health and Safety in the Motor Vehicle Environment	M	M	PR	
G3	Maintain Working Relationships in the Motor Vehicle Environment	M	M	PR	
G4	Use of hand tools and equipment in Motor Vehicle Engineering	M	M	PR	
G11	Supervisory Skills			O	
G12	Developing Staff			O	
G13	Business Management				M
	<b>Technical Units</b>				
RR01	Carry Out Roadside Diagnostic Activities on Motor Vehicles			M	
RR02	Carry Out Roadside Rectification Activities on Motor Vehicles			M	
RR03	Assess and Secure the Roadside Situation		M	PR	
RR04	Remove and Transport Light Vehicles		O	M2	
RR08	Recover, remove and transport Motorcycles		O	O	
RR11	Customer Service for Emergency Motor Vehicle Operators		M	PR	
RR12	Basic Motor Vehicle Diagnostic Testing	M			
RR13	Diagnostic Testing on Motor Vehicles		M		
RR14	Technical Data - understanding wiring diagrams & Manufacturers Data on Motor Vehicles		M		
RR15	Basic Motor Vehicle Repairs	M			