

# National Occupation Standards: Vehicle Damage Assessors

## 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:

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.
- 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:

- our 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:**

#### **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:

### **Identify the hazards and evaluate the risks**

- a. name correctly and locate the persons responsible for health and safety in the workplace.
- b. identify correctly **all** workplace policies relevant to your working practices.
- c. identify working practices in your job role which could harm yourself or other persons.
- d. identify those aspects of the workplace which could harm yourself or other persons.
- e. evaluate which of the potentially harmful working practices and the potentially harmful aspects of the workplace pose the highest **risk** to yourself or to others.
- f. report those hazards which present a high **risk** to the persons responsible for health and safety in the workplace.
- g. identify and deal with low **risk** hazards in accordance with workplace policies and legal requirements.

### **Reduce the risks to health & safety in your workplace:**

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:

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.



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- 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 G6 – Enable Learning through Demonstrations and Instruction**

### **NOS 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.

### **ESSENTIAL KNOWLEDGE**

You need to understand:

#### **The nature and role of demonstrations and instruction**

1. the separate areas of demonstrations which encourage learning.
2. which types of learning are best achieved and supported through demonstrations.
3. how to identify and use different learning opportunities.
4. how to structure demonstrations and instruction sessions.
5. how to choose from a range of demonstration techniques.

#### **Principles and concepts**

6. how to put learners at their ease and encourage them to take part.
7. how to choose between demonstration and instruction as learning methods.
8. how to identify individual learning needs.
9. which factors are likely to prevent learning and how to overcome them
10. how to check learners' understanding and progress.
11. how to put information in order and decide whether the language you will be using is appropriate.
12. how to choose and prepare appropriate materials, including technology based materials.
13. the separate areas of instructional techniques which encourage learning
14. which types of learning are best achieved and supported through instruction.

#### **External factors influencing human resource development**

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

### **PERFORMANCE OBJECTIVES**

#### **Demonstrate skills and methods to learners**

To be competent you must:

- a. base the demonstration on an analysis of the skills needed and the order they must be learned in.
- b. ensure that the demonstration is accurate and realistic.
- c. structure the demonstration so the learner can get the most out of it.
- d. encourage learners to ask questions and get explanation at appropriate stages in the demonstration.
- e. give learners the opportunities to practise the skill being demonstrated and give them positive feedback.
- f. give extra demonstrations of the skills being taught to reinforce learning.



- g. ensure that demonstrations take place in a safe environment and allow learners to see the demonstration clearly.
- h. respond to the needs of learners during the demonstration.
- i. reduce distractions and disruptions as much as possible.

**Instruct learners**

To be competent you must:

- a. match instruction to the needs of the learners.
- b. identify which learning outcomes will be achieved through instruction.
- c. ensure that the manner, level and speed of the instruction encourages learners to take part.
- d. regularly check that learners understand and adapt instruction as appropriate.
- e. give learners positive feedback on the learning experience and the outcomes achieved.
- f. identify anything that prevents learning and review this with the learners.

## **NOS G8 – Identify and Agree the Motor Vehicle Customer Needs**

### **NOS 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.

### **ESSENTIAL KNOWLEDGE**

You need to understand:

#### **Legislative and organisational requirements and procedures**

1. the fundamental legal requirements of current consumer legislation and the consequences of your own actions in respect of this legislation.
2. the content and limitations of company and product warranties for the vehicles dealt with by your company.
3. the limits of your own authority for accepting vehicles.
4. the importance of keeping customers informed of progress.
5. your workplace requirements for the completion of records.
6. how to complete and process all the necessary documentation.

#### **Customer communication and care**

7. How to communicate effectively with, and listen to, customers.
8. how to adapt your language when explaining technical matters to non-technical customers.
9. how to use effective questioning techniques.
10. how to care for customers and achieve customer satisfaction.

#### **Company products and services**

11. the range of options available to resolve vehicle problems.
12. the range and type of services offered by your company.
13. the effect of resource availability upon the receipt of customer vehicles and the completion work.
14. how to access costing and work completion time information.

### **PERFORMANCE OBJECTIVES**

To be competent you must:

- a. obtain sufficient, relevant information from the customer to make an assessment of their own and perceived vehicle needs.
- b. 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
  - the estimated costs.
- c. provide advice and information clearly and in a form and manner which the customer will understand.
- d. actively encourage customers to ask questions and seek clarification during your conversation.
- e. support the accurate identification and clarification of customer and vehicle needs, by referring to:

- vehicle data
- operating procedures.
- f. before accepting the vehicle, agree with the customer and record:
  - the extent and nature of the work to be undertaken
  - the terms and conditions of acceptance
  - the cost
  - the timescale.
- g. confirm your customer's understanding of the agreement you have made.
- h. ensure your recording systems are complete, accurate, in the format required and signed by the customer where necessary.
- i. pass all completed records to the next person in the process promptly.
- j. gain further customer approval where the contracted agreement is likely to be exceeded.

## NOS VDA 01 – Establish and Record Motor Vehicle customer and customer needs

### Unit Overview:

This unit is about establishing who the customer or customers are within the vehicle damage assessment process, accurately identifying the customer needs and observing customer requests.

### SCOPE OF THIS UNIT:

1. **Equipment**
  - a. Recording documentation
  - b. Notification details
2. **Appraisal methods are**
  - a. visual
  - b. aural
  - c. measuring

### Essential Knowledge

You need to understand:

#### **Legislative and organisation requirements and procedures**

1. the legal obligation placed on a repairer who repairs damaged vehicles
2. the legal requirements relating to the vehicle (including road safety requirements)
3. the health and safety legislation and workplace procedures relevant to workshop practices, personal and vehicle protection.
4. the health and safety risks associated with safety restraint systems
5. the health and safety risks associated with safety restraint systems and other systems inside and outside a vehicle which may have become damaged and consequently pose a risk
6. how to complete records conforming to workplace requirements specifically associated with the vehicle appraising function and the importance of doing so
7. the health and safety risks associated with the use of ICT equipment
8. knowledge and understanding of contractual, policy and procedural obligations and processes between the employer, work provider and customer
9. understanding of Association of British Insurers code of practice in relation to salvage categorisations
10. have commercial understanding of your actions on your companies performance and profitability

#### **Equipment**

11. how to use and maintain **equipment** used for the purpose of appraising and estimating

#### **Appraising damage**

12. Collation of information to determine the extent of the damage and inquire how the vehicle became damaged.
13. gathering preliminary information and data on the vehicle relating to specifications
14. full understanding of vehicle construction, specification, options and additions
15. repair methods and procedures required to repair a damaged vehicle

16. when to repair and when to replace damaged vehicle components taking into account the economical, environmental and safety issues.
17. how to look for further hidden or secondary damage
18. a full understanding of the vehicle damage appraisal process
19. how to source technical information and data relative to the vehicle being appraised e.g. from the manufacturer, Thatcham, etc
20. ensure all necessary information relating to repair is recorded

#### **Repair Methodology**

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

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

24. how to refer to the chosen system to arrive at the time and cost required to carry out the repair specification
25. to understand where there are overlap times
26. how to determine opinion times for those items which are not listed.
27. how to set up electronic estimating system to reflect agreement with work providers on rates, paint and materials calculation etc.

#### **Imaging**

28. how to use the appropriate photographic equipment and take the necessary photographs to substantiate the extent of the damage and the repairs required
29. using imaging to confirm the vehicle identity
30. how to send these images through an electronic system so that they communicate the extent of the damage and the repair required
31. the importance of saving those images for future reference

#### **Negotiating**

32. how to agree repair methodology and negotiate opinion times within the level of responsibility

## **PERFORMANCE OBJECTIVES**

To be competent you must:

- a. correctly identify and record work provider
- b. correctly confirm and record owner information
- c. correctly confirm and record work provider information
- d. establish and record all customer service requirements
- e. establish and record cause and circumstances of damage
- f. establish and record current vehicle status (mobility)
- g. correctly record any direct costs applicable (e.g. excess, VAT, potential betterment etc)

## NOS VDA 02 – Establish and Record Motor Vehicle Data

### Unit Overview:

This unit is about establishing and correctly recording the vehicle data using vehicle identification and inspection.

### SCOPE OF THIS UNIT:

#### 1. Equipment

- a. Recording documentation
- b. Notification details

**Appraisal methods** are

- c. visual
- d. aural
- e. measuring

### Essential Knowledge

You need to understand:

#### **Legislative and organisation requirements and procedures**

- 1. the legal obligation placed on a repairer who repairs damaged vehicles (level 3 & 4).
- 2. the legal requirements relating to the vehicle (including road safety requirements) (all)
- 3. the health and safety legislation and workplace procedures relevant to workshop practices, personal and vehicle protection. (all)
- 4. the health and safety risks associated with safety restraint systems (all)
- 5. the health and safety risks associated with safety restraint systems and other systems inside and outside a vehicle which may have become damaged and consequently pose a risk (level 3 & 4)
- 6. how to complete records conforming to workplace requirements specifically associated with the vehicle appraising function and the importance of doing so (all)
- 7. the health and safety risks associated with the use of ICT equipment (all)
- 8. knowledge and understanding of contractual, policy and procedural obligations and processes between the employer, work provider and customer (all – take out contractual element for level 1)
- 9. understanding of Association of British Insurers code of practice in relation to salvage categorisations (3 & above)
- 10. have commercial understanding of your actions on your companies performance and profitability (all)

#### **Equipment**

- 11. how to use and maintain **equipment** used for the purpose of appraising and estimating (remove estimating for 1)

#### **Appraising damage**

- 12. Collation of information to determine the extent of the damage and inquire how the vehicle became damaged. (2 & above)
- 13. gathering preliminary information and data on the vehicle relating to specifications (all)
- 14. full understanding of vehicle construction, specification, options and additions (3 & above)

15. repair methods and procedures required to repair a damaged vehicle (2 & above)
16. when to repair and when to replace damaged vehicle components taking into account the economical, environmental and safety issues. (2, 3 & 4)
17. how to look for further hidden or secondary damage (2 & above)
18. a full understanding of the vehicle damage appraisal process (3 & 4)
19. Repeat above for level 2 with 'an understanding of..'
20. how to source technical information and data relative to the vehicle being appraised e.g. from the manufacturer, Thatcham, etc (all)
21. ensure all necessary information relating to repair is recorded (all)

### **Repair Methodology**

22. how to interpret repair and methods data from the vehicle Manufacturers, Thatcham or other suitable organisations to ascertain the safe and appropriate repair process (For non-structural 2 & above – structural - 3& above)
23. how to prepare a repair specification based on the safe and appropriate repair process
24. how to list all the parts which are damaged and require replacing
25. how to list all the remove and refit operations to gain access
26. how to replace or repair damaged panels
27. how to repaint repaired or replaced panel and other trim items (levels as above)
28. any other functions that must be performed to reinstate the vehicle to the manufacturers specifications and its pre-damage condition (2& above)

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

29. how to refer to the chosen system to arrive at the time and cost required to carry out the repair specification (2 & above)
30. to understand where there are overlap times (2 & above)
31. how to determine opinion times for those items which are not listed. (2 & above)
32. how to set up electronic estimating system to reflect agreement with work providers on rates, paint and materials calculation etc. (2& above)

### **Imaging**

33. how to use the appropriate photographic equipment and take the necessary photographs to substantiate the extent of the damage and the repairs required (2 & above)
34. using imaging to confirm the vehicle identity (all)
35. how to send these images through an electronic system so that they communicate the extent of the damage and the repair required (2 & above)
36. the importance of saving those images for future reference (all)

### **Negotiating**

37. how to agree repair methodology and negotiate opinion times within the level of responsibility

## **PERFORMANCE OBJECTIVES**

To be competent you must:

- a. accurately record vehicle information, including:
  - make
  - model
  - vehicle specification (trim level)
  - fuel type
  - vehicle registration number
  - mileage
  - VIN (Vehicle Identification Number)
  - transmission type

- colour
- the vehicle's engine capacity (to the nearest 100cc)
- b. carry out static checks on handbrake, steering and footbrake operations
- c. establish and record pre damage roadworthiness of vehicle
- d. correctly record date of first registration
- e. correctly record date of loss
- f. ensure appropriate care of the vehicle is taken throughout the vehicle damage assessment process
- g. establish and record all non incident related damage



## NOS VDA 03 – Appraising Motor Vehicle Damage and Establishing Correct Repair Method and Estimating Cost

### Unit Overview:

This unit is about carrying out a vehicle establishing and correctly recording the vehicle data using vehicle identification and inspection.

### SCOPE OF THIS UNIT:

#### 1. Equipment

- a. Recording documentation
- b. Notification details

**Appraisal methods** are

- c. visual
- d. aural
- e. measuring

### Essential Knowledge

You need to understand:

#### **Legislative and organisation requirements and procedures**

- 1. the legal obligation placed on a repairer who repairs damaged vehicles
- 2. the legal requirements relating to the vehicle (including road safety requirements)
- 3. the health and safety legislation and workplace procedures relevant to workshop practices, personal and vehicle protection.
- 4. the health and safety risks associated with safety restraint systems
- 5. the health and safety risks associated with safety restraint systems and other systems inside and outside a vehicle which may have become damaged and consequently pose a risk
- 6. how to complete records conforming to workplace requirements specifically associated with the vehicle appraising function and the importance of doing so
- 7. the health and safety risks associated with the use of ICT equipment
- 8. knowledge and understanding of contractual, policy and procedural obligations and processes between the employer, work provider and customer
- 9. understanding of Association of British Insurers code of practice in relation to salvage categorisations
- 10. have commercial understanding of your actions on your companies performance and profitability

#### **Equipment**

- 11. how to use and maintain **equipment** used for the purpose of appraising and estimating

#### **Appraising damage**

- 12. Collation of information to determine the extent of the damage and inquire how the vehicle became damaged.
- 13. gathering preliminary information and data on the vehicle relating to specifications
- 14. full understanding of vehicle construction, specification, options and additions
- 15. repair methods and procedures required to repair a damaged vehicle

16. when to repair and when to replace damaged vehicle components taking into account the economical, environmental and safety issues.
17. how to look for further hidden or secondary damage
18. a full understanding of the vehicle damage appraisal process
19. how to source technical information and data relative to the vehicle being appraised e.g. from the manufacturer, Thatcham, etc
20. ensure all necessary information relating to repair is recorded

#### **Repair Methodology**

21. how to interpret repair and methods data from the vehicle Manufacturers, Thatcham or other suitable organisations to ascertain the safe and appropriate repair process
22. how to prepare a repair specification based on the safe and appropriate repair process
23. how to list all the parts which are damaged and require replacing
24. how to list all the remove and refit operations to gain access
25. how to replace or repair damaged panels
26. how to repaint repaired or replaced panel and other trim items
27. any other functions that must be performed to reinstate the vehicle to the manufacturers specifications and its pre-damage condition

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

28. how to refer to the chosen system to arrive at the time and cost required to carry out the repair specification
29. to understand where there are overlap times
30. how to determine opinion times for those items which are not listed.
31. how to set up electronic estimating system to reflect agreement with work providers on rates, paint and materials calculation etc.

#### **Imaging**

32. how to use the appropriate photographic equipment and take the necessary photographs to substantiate the extent of the damage and the repairs required
33. using imaging to confirm the vehicle identity
34. how to send these images through an electronic system so that they communicate the extent of the damage and the repair required
35. the importance of saving those images for future reference

#### **Negotiating**

36. how to agree repair methodology and negotiate opinion times within the level of responsibility

## **PERFORMANCE OBJECTIVES**

To be competent you must:

- a. accurately record the direction of impact, point of impact and severity of impact on the accident damaged vehicle
- b. evaluate and confirm that recorded actual damage matches incident circumstances
- c. evaluate, establish and record safe and appropriate repair methods
- d. carry out a check on operation and condition of front and rear seat belts. Check correct operation of front seat (when rear, or side impact if near B or C post, has occur).
- e. identify and record those components to be renewed and those to be removed and refitted. Establish appropriate blend panels
- f. establish and record the components requiring repair and those requiring refinishing processes
- g. record any jig operations that will be necessary as part of the repair process including (where necessary):
- h. jig mount

- i. jig measure (if required and if universal jig is used)
- j. pulling operations
- k. identify and record any geometry tests, air conditioning operations, and any specialist operations required
- l. identify and record quality checks
- m. calculate the repair cost using the appropriate published materials within the following parameters:
  - n. labour hours within 15% of benchmark estimate
  - o. parts costs within 15% of benchmark estimate
  - p. paint costs within 15% of benchmark estimate
- q. estimate and specify acceptable panel repair times for the repair process
- r. review the system generated assessment and check accuracy
- s. categorise vehicle salvage to ABI guidelines
- t. ensure appropriate care of the vehicle is taken throughout the vehicle damage assessment process

## NOS VDA 04 – Establish and Record Motor Vehicle Valuation

### Unit Overview:

This unit is about establishing and correctly recording the vehicle value using vehicle identification and inspection methods, identify and correctly using .

### SCOPE OF THIS UNIT:

1. **Equipment**
  - a. Recording documentation
  - b. Notification details
2. **Appraisal methods** are
  - c. visual
  - d. aural
  - e. measuring

### Essential Knowledge

You need to understand:

#### **Legislative and organisation requirements and procedures**

1. the legal obligation placed on a repairer who repairs damaged vehicles
2. the legal requirements relating to the vehicle (including road safety requirements)
3. the health and safety legislation and workplace procedures relevant to workshop practices, personal and vehicle protection
4. the health and safety risks associated with safety restraint systems
5. the health and safety risks associated with safety restraint systems and other systems inside and outside a vehicle which may have become damaged and consequently pose a risk
6. how to complete records conforming to workplace requirements specifically associated with the vehicle appraising function and the importance of doing so
7. the health and safety risks associated with the use of ICT equipment
8. knowledge and understanding of contractual, policy and procedural obligations and processes between the employer, work provider and customer
9. understanding of Association of British Insurers code of practice in relation to salvage categorisations
10. have commercial understanding of your actions on your companies performance and profitability (all)

#### **Equipment**

11. how to use and maintain **equipment** used for the purpose of appraising and estimating

#### **Appraising damage**

12. collation of information to determine the extent of the damage and inquire how the vehicle became damaged.
13. gathering preliminary information and data on the vehicle relating to specifications (all)
14. full understanding of vehicle construction, specification, options and additions (3 & above)
15. repair methods and procedures required to repair a damaged vehicle
16. when to repair and when to replace damaged vehicle components taking into account the economical, environmental and safety issues.

17. how to look for further hidden or secondary damage
18. a full understanding of the vehicle damage appraisal process
19. how to source technical information and data relative to the vehicle being appraised e.g. from the manufacturer, Thatcham, etc

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

20. how to refer to the chosen system to arrive at the time and cost required to carry out the repair specification
21. to understand where there are overlap times
22. how to determine opinion times for those items which are not listed.
23. how to set up electronic estimating system to reflect agreement with work providers on rates, paint and materials calculation etc.

**Imaging**

24. how to use the appropriate photographic equipment and take the necessary photographs to substantiate the extent of the damage and the repairs required
25. using imaging to confirm the vehicle identity
26. how to send these images through an electronic system so that they communicate the extent of the damage and the repair required
27. the importance of saving those images for future reference

## PERFORMANCE OBJECTIVES

To be competent you must:

- a. value vehicle in the latest edition of industry recognised vehicle valuation guide
- b. make correct mileage and option adjustments with the use of an appropriate evaluator tool (e.g. Glass's evaluator)
- c. accurately assess vehicle pre-damage condition and make appropriate condition adjustment
- d. establish vehicle value, taking in to account, items a to d above
- e. establish the vehicle's pre damage value, adjusting for mileage, options and conditions (within 10% of benchmark value)
- f. ensure appropriate care of the vehicle is taken throughout the vehicle damage assessment process
- g. establish and record all non incident related damage

## **NOS MR05 – Inspect Motor Vehicles using Prescribed Inspection Methods**

### **UNIT OVERVIEW**

This unit is about carrying out a range of inspections on vehicles using a variety of prescribed testing and inspection methods.

#### **KEY WORDS AND PHRASES**

##### **Agreed timescales:**

Examples include: manufacturer's recommended work times, job times set by your company or a job time agreed with a specific customer.

##### **Commercial Vehicles**

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

##### **Vehicles:**

These can be any of the following – light vehicles

##### **Sources of technical information:**

Examples include pre-determined / pre-printed inspection schedules, manufacturers' manuals and Trade Association check lists, workplace procedures.

### **SCOPE OF THIS UNIT:**

#### **1. Vehicle inspections are**

- a. pre-work
- b. post work
- c. pre-delivery
- d. maintenance Inspection

Examples of maintenance inspection at this level include:  
Brake inspections, Seasonal Inspections, Tyre inspections etc.

#### **2. Test methods are**

- a. visual
- b. aural
- c. functional
- d. measurement

### 3. Examples of Equipment Includes:

Appropriate test equipment to correctly confirm the functionality of the system that you are inspecting; this may include measuring equipment, specialist diagnostic equipment or any type of tool required.

## ESSENTIAL KNOWLEDGE

You need to understand:

### **Legislative and organisational requirements and procedures**

1. the health and safety legislation and workplace procedures relevant to conducting **vehicle inspections** and personal and vehicle protection.
2. the legislation relevant to the **activities** described in the Scoping Statement for this unit.
3. your workplace procedures for
  - recording **vehicle inspections** and any variations from acceptable tolerances
  - the referral of problems
  - reporting delays to the completion of work
4. the importance of making accurate records of the results of your tests and inspections and interpreting them correctly.
5. the importance of working to agreed timescales and keeping others informed of progress.
6. the relationship between time and costs.
7. the importance of reporting anticipated delays to the relevant person(s) promptly.

### **Sources of information**

8. how to find, interpret and use technical information .
9. the importance of using technical information to inform your inspection and testing of vehicles.

### **Testing methods and the conduct of Inspections**

10. how vehicle systems operate (including the engine area, transmission area, chassis / frame area and electrical area) and the operational tolerances for the vehicle(s) on which you are working.
11. how to follow procedures to carry out the systematic inspections described in the scoping statement above.
12. how to confirm the correct operation of vehicle systems and vehicle condition.
13. how to compare test and inspection results against vehicle specifications and legal requirements.
14. how to record test and inspection results in the format required.
15. how to make recommendations based upon the results of your inspections.
16. the implications of failing to carry out inspections activities correctly.
17. the implications of signing workplace documentation and vehicle records.

## PERFORMANCE OBJECTIVES

To be competent you must:

- a. use suitable personal protective equipment throughout all **vehicle inspection** activities.

- b. use suitable sources of technical information to support your **vehicle inspection** activities.
- c. carry out systematic vehicle inspections following:
  - manufacturer's approved procedures
  - Recognised researched repair methods(see guidance document)
  - health and safety requirements.
  - prescribed documentation
- d. confirm all systems and components inspected, function correctly following the manufacturer's specifications.
- e. ensure your comparison of the vehicle against specification accurately identifies any:
  - differences from the vehicle specification
  - vehicle appearance and condition faults
- f. work in a way which minimises the risk of damage to the vehicle and its systems, other people and their property.
- g. make suitable recommendations for **future action** based upon the results of your tests and inspections.
- h. ensure your records are accurate, complete and passed to the relevant person(s) promptly in the format required. (This includes all vehicle related paperwork).
- i. complete all inspection activities within the agreed timescale and to specification.
- j. report any anticipated delays in completion to the relevant person(s) promptly.