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

IMICA01

Contribute to Housekeeping in Motor Vehicle Environments

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

Developed by	IMI
Version Number	2
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Validity	Current
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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Validity	Current
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

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
Date approved	January 2010
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

IMPHS106Sv1
Monitor procedures to control risk to health and safety

Overview

This unit is about making sure that statutory requirements and workplace procedures for controlling risks to health and safety are carried out. You need to ensure that health and safety procedures are being followed within work areas. You also need to know deal with risks that arise from workplace hazards and communicate to others about health and safety matters.

This unit is for you if you have responsibilities for checking and co-ordinating health and safety matters in addition to your normal work role. You may be a supervisor, line manager or team leader, or a safety representative.

IMPHS106Sv1

Monitor procedures to control risk to health and safety

Performance criteria

You must be able to:

Check that health and safety procedures are followed

P1 Confirm that all the information available to you on statutory health and safety regulations is up-to-date and from recognised and reliable information sources

P2 Conduct your monitoring of workplace procedures at agreed intervals and in accordance with workplace requirements

P3 Check regularly that other persons possess: up-to-date information about health and safety hazards; and instructions on how to deal with risks which can arise

P4 Confirm other persons have received relevant training on how to deal with health and safety hazards

P5 Brief and obtain feedback from other persons concerning workplace procedures

P6 Respond promptly to any breaches of health and safety procedures in a way which meets workplace and legal requirements

P7 Make any recommendations for changes to workplace procedures, clearly, to the responsible person

P8 Check regularly that your records relating to health and safety matters: comply with legal and workplace requirements; and are accessible to those who are authorised to use them

Ensure that risks are controlled safely and effectively

P9 Keep accurate and legible records of workplace risks identified or reported to you

P10 Report the existence of azards with high risks in accordance with workplace health and safety procedures

P11 Confirm that appropriate precautions to control these risks have been agreed with the persons responsible for health and safety

P12 Confirm that the precautions are in accordance with legal and workplace health and safety procedures

P13 Check that other persons are: aware of the risks; and understand the action to be taken to reduce the risks which can arise

P14 Review the precautions to ensure those risks are minimised and are no

longer significant

P15 Report promptly and accurately any conflicts which still exist between workplace and statutory requirements to the persons responsible for health and safety

P16 Ensure that your reports contain accurate details about the cause of hazards with high risks and make suitable recommendations to minimise their reoccurrence

IMPHS106Sv1

Monitor procedures to control risk to health and safety

Knowledge and understanding

This is a skill unit and the underpinning knowledge and understanding is set out in:

You need to know and understand:

K1 HS.l07K Understand how to monitor procedures to control risk to health and safety

IMPHS106Sv1

Monitor procedures to control risk to health and safety

Developed by	Improve
Version number	1
Date approved	
Indicative review date	
Validity	Current
Status	Tailored
Originating organisation	Improve
Original URN	HS106S
Relevant occupations	Engineering and manufacturing technologies; Manufacturing technologies; Process, Plant and Machine Operatives; Process Operatives; Plant and Machine Operatives
Suite	Health, Safety & the Environment in Food Manufacture
Key words	food, drink, manufacturing, health and safety, hazard, monitor, procedures

IMIVRG15v2
Work with Others to Improve Customer Service

Overview

This NOS is all about how you develop a relationship with others to improve your customer service performance.

IMIVRG15v2
Work with Others to Improve Customer Service

Performance criteria

You must be able to: **Work with others to follow plans for improving customer service**

P1 contribute to constructive ideas to plans for improving customer service
P2 identify what you have to do to follow plans to improve customer service and confirm this with others
P3 co-operate with others to follow plans to improve customer service
P4 keep your commitments made to others
P5 keep others advised of situations that may affect plans to improve customer service

You must be able to: **Monitor your own performance against plans to improve customer service**

P6 discuss with others how what you do affects their customer service performance
P7 identify how the way you work with others contributes towards meeting plans to improve customer service
P8 continuously review your own performance with others against plans to improve customer service

You must be able to: **Monitor joint performance against plans to improve customer service**

P9 discuss the others joint performance measured against aims to improve customer service
P10 identify with others how joint efforts to follow plans and achieve aims could be improved
P11 take action with others to improve joint customer service performance
P12 identify how the way in which you work with others improved customer service for your organisation and for your customers

IMIVRG15v2
Work with Others to Improve Customer Service

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

K1 the specific aspects of:
- K1.1 health & safety
- K1.2 data protection
- K1.3 equal opportunities
- K1.4 disability discrimination
- K1.5 legislation and regulations which affect the way products or services can be delivered to your customers

K2 industry, organisational and professional codes of practice and ethical standards that affect the way in which products or services can be delivered to your customers

K3 the guidelines laid down by your organisation which limit what you can do within your job

K4 the limits of your own authority and when you need to seek agreement with or permission from others

K5 any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met

You need to know and understand:

Customer Rights

K6 what your customers' rights are and how these rights limit what you are able to do for your customer

You need to know and understand:

Products and or Services and responsibilities

K7 the products or services of your organisation relevant to your customer service role

K8 who else is involved either directly or indirectly with your ability to offer your organisation's products or services

K9 the roles and responsibilities of others in your organisation

K10 the roles of others outside your organisation who have an impact on

K11 the products or services you provide

K12 what the goals or targets of your organisation are in relation to customer service and how these are set

You need to know and understand:

Communication and Customer Service

K13 how to communicate in a clear, polite, confident way and why this is important

IMIVRG15v2
Work with Others to Improve Customer Service

Scope/range

1. **Others** can be
   - 1.1. team members
   - 1.2. colleagues
   - 1.3. suppliers
   - 1.4. supervisors/managers/team members
   - 1.5. service partners
   - 1.6. manufacturers
   - 1.7. individuals from other departments
   - 1.8. individuals from other sites
   - 1.9. individuals from other organizations

2. **Agree roles and responsibilities** which
   - 2.1. are part of your own job
   - 2.2. have been agreed with others as part of their job

IMIVRG15v2
Work with Others to Improve Customer Service

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Version number	1
Date approved	September 2010
Indicative review date	September 2012
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Status	Tailored
Originating organisation	IMI Ltd
Original URN	G15
Relevant occupations	Vehicle Recovery Operators; Vehicle Fitters
Suite	Vehicle Recovery; Vehicle Fitting
Key words	

IMIVF01

Inspect, repair and replace standard light vehicle tyres

Overview

This standard is about inspecting standard light vehicle tyres to assess their condition and suitability for repair and carrying out necessary repair, replacement or refitting activities

Performance criteria

You must be able to:

1. use suitable personal protective equipment and vehicle coverings throughout all tyre inspection, repair and replacement activities
2. use suitable sources of technical information to support your inspection, repair and replacement of tyres
3. work in a way which minimises the risk of damage to the vehicle and its systems
4. confirm that all the tools and equipment required are safe prior to use
5. ensure your inspection techniques are sufficiently in depth to identify the severity of all tyre and wheel defects
6. conduct all inspection, repair and replacement activities following:
6.1 manufacturers' instructions
6.2 your workplace procedures
6.3 health and safety requirements
6.4 the current BSAU standards for tyre repair
6.5 the European Tyre Labelling Legislation
7. carry out all inspection, repair and replacement activities using:
7.1 suitable tools and equipment
7.2 the correct inspection techniques
7.3 the correct type, size and construction of tyre
8. clearly identify and record the cause of any tyre, valve or wheel faults following your normal workplace procedures
9. make clear and accurate recommendations for further action to the relevant person(s) when necessary
10. ensure that replaced, refitted tyres and valves are fitted correctly and balanced
11. ensure that all work carried out conforms to any legal requirements prior to releasing the vehicle to the customer
12. dispose of removed components safely to meet current legal and your workplace requirements
13. complete all activities within the **agreed timescale**
14. report any anticipated delays in completion and any additional faults identified to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the current health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection
2. the legal requirements for light vehicle tyres and the relevant parts of the prevailing British and or European standard for the repair of **light vehicle tyres**
3. the European tyre labelling legislation
4. how to isolate scrapped tyres and dispose of waste materials in your workplace
5. the importance of disposing of waste safely and the consequences of not doing so to others and the environment
6. the importance of selecting, using and maintaining the appropriate personal protective equipment when inspecting, repairing and replacing light vehicle tyres
7. the agreed work specification
8. your workplace procedures for:
8.1 the referral of problems
8.2 reporting of delays to the completion of work
8.3 personal protection
9. the requirements for protecting the vehicle and contents from damage before, during and after removing and replacing wheels
10. the importance of working to agreed timescales and keeping others informed of progress
11. the relationship between time and cost
12. the importance of reporting anticipated delays to the relevant person(s) promptly

Tools and equipment

13. how to select, prepare and use the tools and equipment necessary for inspecting, repairing, replacing and refitting light vehicle tyres

Materials

14. the types of tyre repair materials available (i.e. rubber only plug patch unit and rubber only patch and filler material)
15. the repair material manufacturer's instructions for the type(s) of tyres on which you are working

Tyre inspection, removal, repair and replacement

16. how to find and use suitable **sources of information** on standard light vehicle tyres
17. the purpose, function and construction of standard light vehicle tyres
18. the common faults associated with standard light vehicle tyres and their causes
19. what a tyre inspection should cover
20. the inspection techniques associated with light vehicle tyres and how to carry them out
21. the importance of taking accurate measurements and ensuring any adjustments are within acceptable tolerances for the vehicle
22. the importance of basing your decision to replace or repair tyres upon the results of your inspection
23. how to remove, repair, replace and refit light vehicle tyres, replace valves and remove and replace road wheels
24. the importance of checking the safety and operation of equipment prior to use
25. how to work safely avoiding, injury to yourself, others and damage to tyres and wheels
26. the potential risks associated with aged tyres

Scope/range

1.Tyres include:
a. radial
b. cross ply
c. bias belted
d. run flat capable if applicable

2.Tools and equipment includes:
a. lifting and supporting equipment
b. wheel removal and refitting tools
c. tyre removal and refitting equipment
d. measuring equipment
e. tyre inflation equipment
f. wheel balancing equipment
g. specialist equipment for tyre removal
h. tyre repair tools
i. Tyre Pressure Monitoring Systems (TPMS)

3. Inspection includes:
a. wheel rim and fixings
b. tyres
c. valves

4. Inspection techniques include:
a. visual
b. measurements of tread depth
c. tyre pressures
d. balance
e. electronic

Glossary

Agreed time scales

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

Light vehicle tyres

These can be from light vehicles and trailers

Sources of information

Examples include: tyre manufacturer's publications, Government publications, company documentation, BSI publications

IMIVF01

Inspect, repair and replace standard light vehicle tyres

Developed by	IMI
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Status	Original
Originating Organisation	IMI
Original URN	IMIVF01
Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive)
Suite	Vehicle Fitting
Keywords	Inspect Repair replace standard light vehicle tyres

IMIVF02

Inspect, repair and replace high performance light vehicle tyres

Overview

This standard is about inspecting high performance light vehicle tyres to assess their condition and suitability for repair and carrying out necessary repair, replacement or refitting activities.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment throughout all high performance light vehicle tyre inspection, repair and replacement activities
2. use suitable sources of technical information to support your inspection, repair and replacement of high performance light vehicle tyres
3. work in a way which minimises the risk of damage to the vehicle and its systems
4. confirm that all the tools and equipment required are safe prior to use
5. ensure your inspection techniques are sufficiently in depth to identify the severity of all tyre and wheel defects
6. conduct all inspection, repair and replacement activities following:
6.1 manufacturers' instructions
6.2 your workplace procedures
6.3 health and safety requirements
6.4 the current industry standard for tyre repair
6.5 the European Tyre Labelling Legislation
7. carry out all inspection, repair and replacement activities using:
7.1 suitable tools and equipment
7.2 the correct inspection techniques
7.3 the correct type, size and construction of tyre
8. clearly identify and record the cause of any tyre, valve or wheel faults following your normal workplace procedures
9. make clear and accurate recommendations for further action to the relevant person(s) when necessary
10. ensure that replaced and refitted high performance light vehicle tyres and valves are correctly fitted and balanced and conform to legal requirements prior to releasing the vehicle to the customer
11. ensure that all work carried out conforms to any legal requirements prior to releasing the vehicle to the customer
12. dispose of removed components safely to meet current legal and your workplace requirements
13. complete all activities within the **agreed timescale**
14. report any anticipated delays in completion and any additional faults identified to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the current health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection
2. the legal requirements for light vehicle tyres, and the relevant parts of the prevailing British and or European standard for the repair of high performance light vehicle tyres
3. the European tyre labelling legislation
4. how to isolate scrapped tyres and dispose of waste materials in your workplace
5. the importance of disposing of waste safely and the consequences of not doing so to others and the environment
6. the importance of selecting, using and maintaining the appropriate personal protective equipment when inspecting, repairing and replacing high performance light vehicle tyres
7. the agreed work specification
8. your workplace procedures for:
8.1 the referral of problems
8.2 reporting of delays to the completion of work
8.3 personal protection
9. the requirements for protecting the vehicle and contents from damage before, during and after removing and replacing wheels
10. the importance of working to agreed timescales and keeping others informed of progress
11. the relationship between time and cost
12. the importance of reporting anticipated delays to the relevant person(s) promptly

Tools and equipment

13. how to select, prepare and use the tools and equipment necessary for inspecting, repairing, replacing and refitting high performance light vehicle tyres

Materials

14. the types of tyre repair materials available (i.e. rubber only plug patch unit and rubber only patch and filler material)
15. the repair material manufacturer's instructions for the application of repair

materials for the type(s) of tyres on which you are working

Tyre inspection, removal, repair and replacement

16. how to find and use suitable **sources of information** on high performance light vehicle tyres
17. the purpose, function and construction of high performance light vehicle tyres
18. the types and functions of tyre pressure monitoring systems
19. the types of valves used in high performance light vehicle tyres and their installation techniques including TPMS where fitted
20. how run flat tyres function
21. the common faults associated with high performance light vehicle tyres and their causes
22. the manufacturer's recommendations on the 'reparability' of their tyres
23. what a tyre inspection should cover
24. the inspection techniques associated with high performance light vehicle tyres and how to conduct them
25. the importance of taking accurate measurements and ensuring any adjustments are within acceptable tolerances for the vehicle
26. the importance of basing your decision to replace or repair tyres upon the results of your inspection
27. how to remove, repair, replace and refit high performance light vehicle tyres, wheels and valves
28. the characteristics of ultra high performance tyres and how they are fitted
29. the importance of checking the safety and operation of equipment prior to use
30. how to work safely avoiding injury to yourself, others and damage to wheels when removing and refitting high performance light vehicle tyres
31. the potential risks associated with aged tyres

Scope/range

1. High performance light vehicle tyres include:
a. those with a W, Y or ZR rating
b. those having an aspect ratio of 50% or below
c. run flat capable if applicable
d. directional, asymmetric and Ultra High Performance tyres (UHP)

2. Tools and equipment includes:
a. lifting and supporting equipment
b. wheel removal and refitting tools
c. tyre removal and refitting equipment
d. measuring equipment
e. tyre inflation equipment
f. wheel balancing equipment
g. specialist equipment for tyre removal
h. tyre repair tools
i. Tyre Pressure Monitoring Systems (TPMS)

3. Inspection includes:
a. wheel rim and fixings
b. tyres
c. valves

4. Inspection techniques include:
a. visual
b. measurements of tread depth
c. tyre pressures
d. balance
e. electronic

Glossary

Agreed time scales

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

Sources of information

Examples include: tyre manufacturer's publications, Government publications, company documentation, BSI publications

IMIVF02

Inspect, repair and replace high performance light vehicle tyres

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Originating Organisation	IMI
Original URN	IMIVF02
Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive)
Suite	Vehicle Fitting
Keywords	Inspect repair replace high performance light vehicle tyres

IMIVF03

Inspect, repair and replace commercial vehicle tyres

Overview

This standard is about inspecting commercial vehicle tyres to assess their condition and suitability for repair and carrying out necessary repair, replacement or refitting activities.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment throughout all **commercial vehicle** tyre inspection, repair and replacement activities
2. use suitable sources of technical information to support your inspection, repair, regrooving and replacement of commercial vehicle tyres
3. work in a way that minimises the risk of damage to the vehicle and its systems
4. confirm that all the tools and equipment required are safe prior to use
5. ensure your inspection techniques are sufficiently in depth to identify the severity of all tyre and wheel defects
6. conduct all inspection, repair and replacement activities following:
6.1 manufacturers' instructions
6.2 your workplace procedures
6.3 health and safety requirements
6.4 the current industry standard for tyre repair
7. carry out all inspection, repair and replacement activities using:
7.1 suitable tools and equipment
7.2 the correct inspection techniques
7.3 the correct type, size and construction of tyre
8. clearly identify and record the cause of any tyre, valve or wheel faults following your normal workplace procedures
9. make clear and accurate recommendations for further action to the relevant person(s) when necessary
10. ensure that replaced and refitted commercial vehicle tyres and valves are correctly fitted
11. ensure regrooved tyres meet manufacturer's and legal requirements prior to release to the customer
12. dispose of removed components and debris safely to meet current legal and your workplace requirements
13. complete all activities within the **agreed timescale**
14. report any anticipated delays in completion and any additional faults identified to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the current health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection
2. the current legal requirements for commercial vehicle tyres, and the relevant parts of the prevailing British and or European standard for the repair of commercial vehicle tyres BASU159
3. how to isolate scrapped tyres and dispose of waste materials in your workplace
4. the importance of disposing of waste safely and the consequences of not doing so to others and the environment
5. the importance of selecting, using and maintaining the appropriate personal protective equipment when inspecting, repairing and replacing commercial vehicle tyres
6. the agreed work specification
7. your workplace procedures for:
7.1 the referral of problems
7.2 reporting of delays to the completion of work
7.3 personal protection
8. the requirements for protecting the vehicle and contents from damage before, during and after removing and replacing wheels
9. the importance of working to agreed timescales and keeping others informed of progress
10. the relationship between time and cost
11. the importance of reporting anticipated delays to the relevant person(s) promptly

Tools and equipment

12. how to select, prepare and use the tools and equipment necessary for inspecting, repairing, regrooving, replacing and refitting commercial vehicle tyres, including the use of specialist bead unseating tools for EVA/AVH rims

Materials

13. the types of tyre repair materials available (i.e. rubber only plug patch unit and rubber only patch and filler material)
14. the repair material manufacturer's instructions for the application of repair

materials for the type(s) of tyres on which you are working

Tyre inspection, removal, repair and replacement

15. how to find and use suitable sources of information on commercial vehicle tyres
16. the purpose, function and construction of commercial vehicle tyres
17. the specific commercial tyre positions e.g drive, steer and trailer and how to select the appropriate tyre
18. the types and functions of tyre pressure monitoring systems
19. the types of commercial vehicle wheel rims and how to inspect them and their components for compatibility and serviceability
20. the types of valves used in commercial vehicle tyres and their installation techniques
21. the types of commercial vehicle wheel fixings and how to inspect them for compatibility and serviceability BSAU 50
22. the common faults associated with commercial vehicle tyres and their possible causes
23. the potential risks associated with aged tyres
24. the manufacturer's recommendations on the 'reparability' of their tyres
25. what a tyre inspection should cover
26. the inspection techniques associated with commercial vehicle tyres and how to conduct them
27. the importance of taking accurate measurements and ensuring any adjustments are within
28. acceptable tolerances for the vehicle
29. the importance of basing your decision to replace or repair tyres upon the results of your inspection
30. how to remove, repair, replace and refit commercial vehicle tyres, wheels and valves
31. how to identify the regroovability of commercial vehicle tyres
32. how to regroove commercial vehicle tyres to manufacturers' recommendations
33. the importance of checking the safety and operation of equipment prior to use
34. how to work safely avoiding injury to yourself, others and damage to wheels when removing and refitting commercial vehicle tyres

Scope/range

1. Commercial vehicle tyres are fitted to:
a. 17.5, 19.5 and 22.5 diameter code rims
b. external valve aperture or hole (EVA/EVH, A type, U type) rims
c. split rims
d. wide single rims

2. Tools and equipment includes:
a. lifting and supporting equipment
b. wheel removal and refitting tools
c. tyre removal and refitting hand tools
d. measuring
e. **tyre safety inflation equipment**
f. wheel balancing equipment if applicable
g. tyre re-grooving equipment
h. tyre repair tools
i. Tyre Pressure Monitoring Systems (TPMS)

3. Inspection includes:
a. wheel rim components and fixings
b. tyres
c. valves
d. tubes
e. flaps

4. Inspection techniques include:
a. visual
b. measurements of tread depth
c. tyre pressures
d. Tyre Pressure Monitoring Systems TPMS

Glossary

Agreed time scales
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

Sources of information
Examples include: tyre manufacturer's publications, Government publications, company documentation, BSI publications

Tyre safety inflation equipment
Examples include: tyre safety cages and 'bag-it' type inflation devices

IMIVF03

Inspect, repair and replace commercial vehicle tyres

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Original URN	IMIVF03
Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive)
Suite	Vehicle Fitting
Keywords	Inspect repair replace commercial vehicle tyres

IMIVF05

Inspect, repair and replace plant equipment tyres

Overview

This standard is about inspecting **plant equipment** tyres to assess their condition and suitability for repair and carrying out necessary repair, replacement or refitting activities.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment throughout all plant tyre inspection, repair and replacement activities
2. use suitable sources of technical information to support your inspection, repair and replacement of plant tyres
3. work in a way which minimises the risk of damage to the vehicle, its systems and the environment
4. confirm that all the tools and equipment required are safe prior to use
5. ensure your inspection techniques are sufficiently in depth to identify the severity of all tyre, inner tube, valve and wheel defects
6. conduct all inspection, repair and replacement activities following:
6.1 manufacturers' instructions
6.2 your **workplace** procedures
6.3 health and safety requirements
7. carry out all inspection, repair and replacement activities using:
7.1 suitable tools and equipment
7.2 the correct inspection techniques
7.3 the correct type, size and construction of tyre
8. clearly identify and record the cause of any tyre, valve, inner tube or wheel faults following your normal workplace procedures
9. make clear and accurate recommendations for further action to the relevant person(s) when necessary
10. ensure that replaced and refitted plant tyres and valves are correctly fitted
11. ensure that any work carried out conforms to legal requirements prior to releasing the vehicle to the customer
12. dispose of removed components safely to meet current legal and your workplace requirements
13. complete all activities within the **agreed timescale**
14. report any anticipated delays in completion and any additional faults identified to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the current health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection
2. the legal requirements relating to plant tyres and the movement of vehicles on a plant site
3. the hazards and risks associated with working in plant environments
4. how to isolate scrapped tyres and dispose of waste materials in your workplace
5. the importance of disposing of waste safely and the consequences of not doing so to others and the environment
6. the importance of selecting, using and maintaining the appropriate personal protective equipment when inspecting, repairing and replacing plant tyres
7. the agreed work specification
8. your workplace procedures for:
8.1 the referral of problems
8.2 reporting of delays to the completion of work
8.3 personal protection
9. the requirements for protecting the vehicle and contents from damage before, during and after removing and replacing wheels
10. the importance of working to agreed timescales and keeping others informed of progress
11. the relationship between time and cost
12. the importance of reporting anticipated delays to the relevant person(s) promptly

Tools and equipment

13. how to select, prepare and use the tools and equipment necessary for inspecting, repairing, replacing and refitting plant tyres, including the use of specialist bead unseating tools

Materials

14. the types of tyre repair materials available (i.e. rubber only plug patch unit and rubber only patch and filler material)
15. the repair material manufacturer's instructions for the application of repair materials for the type(s) of tyres on which you are working

Tyre inspection, removal, repair and replacement

16. how to find and use suitable sources of information on plant tyres
17. the purpose, function and construction of plant tyres
18. the difference between well base (WB) and double well base (DWB) and divided type wheel rims
19. the types of valves used in plant tyres and their installation techniques
20. how to calculate dynamic rolling circumference in order to select the correct replacement tyres
21. how to adjust wheel track to widen or reduce wheel positioning
22. how to improve traction by the use of ballast (i.e. water ballasting, wheel weights, chassis weights)
23. the common faults associated with plant tyres and their possible causes
24. the manufacturer's recommendations on the 'reparability' of their tyres
25. what a tyre inspection should cover
26. the inspection techniques associated with plant tyres and how to conduct them
27. the importance of taking accurate measurements and ensuring any adjustments are with acceptable tolerances for the vehicle
28. the importance of basing your decision to replace or repair tyres upon the results of your inspection
29. how to remove, repair, replace and refit plant tyres, wheels, valves and tubes
30. how to make the vehicle safe in an outdoor plant environment
31. any biological hazards associated with operating in your working environment
32. the importance of checking the safety and operation of equipment prior to use
33. how to work safely avoiding injury to yourself, others and damage to wheels when removing and refitting plant tyres

Scope/range

1. Plant tyres include:
a. tube
b. tubeless

2. Tools and equipment incluide:
a. lifting and supporting equipment
b. wheel removal and refitting tools
c. tyre and refitting hand tools
d. measuring equipment
e. tyre repair tools

3. Inspection includes:
a. wheel rim and fixings
b. tyres
c. valves
d. inner tubes

4. Inspection techniques include:
a. visual
b. tyre pressures
c. measurements of tread depth

Glossary

Agreed time scales
Examples include job times set by your company or agreed with a specific customer

Plant equipment
Examples include agricultural, horticultural and construction plant equipment

Sources of information
Examples include: tyre manufacturer's publications, Government publications, company documentation, BSI publications

Workplace
Examples include: workshops, an outdoor plant environment, customer's premises and wherever you would normally work when dealing with plant equipment

IMIVF05

Inspect, repair and replace plant equipment tyres

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Status	Original
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Original URN	IMIVF05
Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive)
Suite	Vehicle Fitting
Keywords	Inspect repair replace plant equipment tyres

IMIVF06

Inspect, Repair and replace industrial equipment tyres

Overview

This standard is about inspecting **industrial equipment** tyres to assess their condition and suitability for repair and carrying out necessary repair, replacement or refitting activities.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment throughout all industrial tyre inspection, repair and replacement activities
2. use suitable sources of technical information to support your inspection, repair and replacement of industrial tyres
3. work in a way which minimises the risk of damage to the vehicle and its systems
4. confirm that all the tools and equipment required are safe prior to use
5. ensure your inspection techniques are sufficiently in depth to identify the severity of all tyre, valve and wheel defects
6. conduct all inspection, repair and replacement activities following:
6.1 manufacturers' instructions
6.2 your **workplace** procedures
6.3 health and safety requirements
7. carry out all inspection, repair and replacement activities using:
7.1 suitable tools and equipment
7.2 the correct inspection techniques
7.3 the correct type, size and construction of tyre
8. clearly identify and record the cause of any tyre, valve or wheel faults following your normal workplace procedures
9. make clear and accurate recommendations for further action to the relevant person(s) when necessary
10. ensure that replaced and refitted industrial tyres and valves are correctly fitted
11. ensure that any work carried out conforms to legal requirements prior to releasing the vehicle to the customer
12. dispose of removed components safely to meet current legal and your workplace requirements
13. complete all activities within the **agreed timescale**
14. report any anticipated delays in completion and any additional faults identified to the relevant person(s)promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the current health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection
2. the current legal requirements relating to industrial tyres
3. the specific health and safety requirements for the industrial environment(s) in which you are working
4. how to isolate scrapped tyres and dispose of waste materials in your workplace
5. the importance of disposing of waste safely and the consequences of not doing so to others and the environment
6. the importance of selecting, using and maintaining the appropriate personal protective equipment when inspecting, repairing and replacing industrial tyres
7. the agreed work specification
8. your workplace procedures for:
8.1 the referral of problems
8.2 reporting of delays to the completion of work
8.3 personal protection
9. the requirements for protecting the vehicle and contents from damage before, during and after removing and replacing wheels
10. the importance of working to agreed timescales and keeping others informed of progress
11. the relationship between time and cost
12. the importance of reporting anticipated delays to the relevant person(s) promptly

Tools and equipment

13. how to select, prepare and use the tools and equipment necessary for inspecting, repairing, replacing and refitting industrial tyres, including the use of specialist bead unseating tools

Materials

14. the types of tyre repair materials available (i.e. rubber only plug patch unit and rubber only patch and filler material and externally applied repair materials)
15. the repair material manufacturer's instructions for the application of repair materials for the type(s) of tyres on which you are working

Tyre inspection, removal, repair and replacement

16. how to find and use suitable **sources of information** on industrial tyres
17. the purpose, function and construction of industrial tyres
18. the difference between well base (WB) and double well base (DWB) and divided type wheel rims and multi piece wheels
19. the types of valves used in industrial tyres and their installation techniques
20. how to improve traction by the use of ballast (i.e. water ballasting, wheel weights, chassis weights)
21. the common faults associated with industrial tyres and their possible causes
22. the manufacturer's recommendations on the 'reparability' of their tyres
23. what a tyre inspection should cover
24. the inspection techniques associated with industrial tyres and how to conduct them
25. the importance of taking accurate measurements and ensuring any adjustments are within acceptable tolerances for the vehicle
26. the importance of basing your decision to replace or repair tyres upon the results of your inspection
27. how to remove, repair, replace and refit industrial tyres, wheels and valves
28. how to make the vehicle safe in an outdoor industrial environment
29. the biological and environmental hazards associated with working in the industrial environment
30. the importance of checking the safety and operation of equipment prior to use
31. how to work safely avoiding injury to yourself, others and damage to wheels when removing and refitting industrial tyres

Scope/range

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

1. Industrial tyres include:
a. pneumatic
b. resilient
c. press on band
d. direct band

2. Tools and equipment include:
a. lifting and supporting equipment
b. wheel removal and refitting tools
c. tyre removal and refitting equipment
d. measuring
e. **tyre safety inflation equipment**
f. tyre repair tools

3. Inspection includes:
a. wheel rim and fixings
b. tyres
c. valves
d. tubes
e. flaps

4. Inspection techniques include:
a. visual
b. tyre pressure
c. measurement

Glossary

Agreed time scales
Examples include job times set by your company or agreed with a specific customer

Industrial equipment
Examples include: fork lift trucks, cranes and load moving equipment, etc

Tyre safety inflation equipment
Examples include: tyre safety cages, portal ‘H’ cages, and ‘bag-it’ type inflation devices

Sources of information
Examples include: tyre manufacturer’s publications, Government publications, company documentation, BSI publications

Workplace
Examples include: workshops, an industrial environment such as a factory or warehouse, customer’s premises and wherever you would normally work when dealing with industrial equipment

IMIVF06

Inspect, Repair and replace industrial equipment tyres

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Originating Organisation	IMI
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Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive)
Suite	Vehicle Fitting
Keywords	Inspect repair replace industrial equipment tyres

IMIVF07

Carry out light vehicle four wheel alignment

Overview

This standard is about testing and adjusting four wheel alignment to meet required tolerances.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment and vehicle coverings throughout all four wheel alignment activities
2. work in a way which minimises the risk of damage to the vehicle and its systems
3. ensure that your measuring and adjustment equipment is safe, in good working order and where necessary, calibrated prior to use
4. conduct all four wheel alignment pre checks and four wheel alignment activities following:
4.1 the use of correct technical data
4.2 the vehicle and equipment manufacturers' recommendations
4.3 your workplace procedures
4.4 health and safety requirements
5. carry out all four wheel alignment activities using suitable tools and equipment and the correct techniques
6. ensure your final adjustments and settings are within the tolerances recommended by the vehicle manufacturer for the vehicle
7. inform the relevant person(s) when adjustments to within the tolerances allowed are not possible
8. make clear and suitable recommendations for any further action to the relevant person(s)clearly and accurately
9. complete all four wheel alignment activities within the **agreed timescale**
10. report any anticipated delays in completion the to relevant person(s) promptly
11. ensure your records of measurements taken and adjustments made are clear and accurate

Knowledge and understanding

You need to know and understand:

Legislative and organisational procedures and requirements

1. the current health and safety legislation and workplace procedures relevant to workshop practices, checking equipment and personal and vehicle protection
2. your workplace procedures for:
2.1 the referral of problems
2.2 reporting of delays to the completion of work
2.3 personal protection
3. the importance of working to agreed timescales and keeping others informed of progress
4. the relationship between time and costs
5. your workplace requirements for recording measurements taken and adjustments made
6. the importance of reporting anticipated delays to the relevant person(s) promptly

Tools and equipment

7. how to select and use the tools and equipment used for the measurement and adjustment of four wheel alignment
8. the importance of checking for safety and accuracy
9. how to confirm that measuring and adjustment equipment is safe and, where necessary, calibrated prior to use

Four wheel alignment

10. the Ackerman principle
11. the principles of caster, camber, KPI/SAI, toe out on turns, thrust angle set back, wheel run out and their effects on tyre wear and vehicle handling
12. the purpose, function and location of steering and suspension system components and how wear can affect wheel alignment
13. the abnormal tyre wear associated with misalignment
14. the importance of taking accurate measurements
15. how to find and use vehicle data relating to working tolerances
16. how to carry out four wheel alignment pre checks
17. four wheel alignment and adjustment techniques, including the use of weights, how to apply them and record adjustments
18. the importance of ensuring any adjustments are within acceptable

tolerances for the vehicle
19. the possible consequences of inaccurate adjustments and the effect on other items
20. how to take and record accurate measurements
21. the importance of checking the operation of adjusted items prior to return to the customer
22. the implications for safety and customer satisfaction
23. how to check that the adjusted items function correctly
24. how to work safely avoiding injury to yourself, others and damage to vehicles
25. impact of adjustment on electronic systems, for example, TPMS, steering wheel angle sensor,
26. ESP and dynamic cruise control

Scope/range

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

1. Four wheel alignment pre-checks include:

a. tyre pressures and condition
b. wheel, wheel bearing and ball joint condition
c. suspension condition and ride height
d. steering wheel free play

2. Four wheel alignment includes:

a. individual toe
b. combined toe
c. steering wheel position
d. thrust angle
e. camber
f. caster
g. KPI/SAI

3. Tools and equipment include::

a. hand tools
b. lifting and supporting equipment
c. specialist alignment measuring equipment
d. turn plates
e. steering clamp
f. electronic diagnostic equipment

Glossary

Agreed time scales

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

IMIVF07

Carry out light vehicle four wheel alignment

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Suite	Vehicle Fitting
Keywords	Carry out light vehicle four wheel alignment

IMIVF08

Inspect and replace light vehicle clutches

Overview

This standard is about inspecting and replacing light vehicle clutch components.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment throughout all clutch inspection and replacement activities
2. use suitable sources of technical information to support your inspection and replacement of clutch components
3. work in a way which minimises the risk of damage to the vehicle and its systems
4. confirm that all the tools and equipment required are safe prior to use
5. ensure your inspection techniques are sufficiently in depth to identify the severity of all clutch component defects
6. conduct all inspection and replacement activities following:
6.1 vehicle equipment and component manufacturers' recommendations
6.2 your workplace procedures
6.3 health and safety requirements
6.4 carry out all inspection, repair and replacement activities using:
6.5 suitable tools and equipment
6.6 the correct inspection techniques
6.7 the correct type of replacement component
7. clearly identify and record the possible cause of any clutch component faults following your normal workplace procedures
8. make clear and accurate recommendations for further action to the relevant person(s) when necessary
9. ensure that replaced and refitted clutch components are correctly fitted and conform to requirements prior to releasing the vehicle to the customer
10. dispose of removed components safely to meet current legal and your workplace requirements
11. complete all activities within the **agreed timescale**
12. report any anticipated delays in completion and any additional faults identified to the relevant person(s)promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational procedures and requirements

1. the current health and safety legislation and workplace procedures relevant to workshop practices, checking equipment and personal and vehicle protection
2. your workplace procedures for:
3.1 the referral of problems
3.2 reporting of delays to the completion of work
3.3 personal protection
3. the importance of disposing of waste safely and the consequences of not doing so to others and the environment
4. the importance of working to agreed timescales and keeping others informed of progress
5. the relationship between time and costs
6. your workplace requirements for recording measurements taken and adjustments made
7. the importance of reporting anticipated delays to the relevant person(s) promptly

Tools and equipment

8. the types, function and use of clutch removal, alignment and replacement tools and equipment
9. the importance of checking the safety and operation of equipment prior to use
10. the correct use of diagnostic tools

Inspection and replacement of clutches

11. the different **types of clutches and operating systems** and how they and their associated components operate
12. the different types of inspection techniques and how to carry them out
13. the common faults associated with clutch systems (e.g. slip, drag, judder and noise), their possible cause and how to identify and rectify them
14. the purpose, function and layout of different types of manual transmission
15. the removal and replacement procedures associated with clutch systems, including the effective sequence of working
16. how to make checks and adjustments to clutch operating systems
17. the importance of taking accurate measurements

18. how to find and use data relating to clutch working tolerances
19. the importance of ensuring any adjustments and set up are within acceptable tolerances for the vehicle
20. how to work safely avoiding injury to yourself, others and damage to the vehicle when inspecting and replacing clutches

Scope/range

1. Clutch components include:
a. **clutch assembly**
b. spigot bearing
c. flywheel
d. operating cable
e. hydraulic clutch components
f. automatic and manual adjusters
g. clutch fork
h. oil seals
i. input shaft
j. inspection cover
k. clutch pedal
l. bell housing
m. gear box
n. driveshaft
o. propshaft

2. Tools and equipment include:
a. hand tools
b. special purpose tools
c. lifting and supporting equipment
d. general workshop equipment
e. electronic

3. Inspection includes:
a. clutch operating systems
b. clutch assembly
c. flywheel
d. oil leaks

4. Inspection techniques include:
a. visual
b. aural
c. measurement
d. functional tests
e. electronic

Glossary

1. Agreed time scales
Examples include job times set by your company or agreed with a specific customer

2. Clutch assembly
This consists of the **drive plate**, **pressure plate**, release bearing and dual mass fly wheel (DMF)

3. Drive plate
This is also known as the friction plate

4. Pressure plate
This is also known as the clutch cover

5. Types of clutches and operating systems
Examples include: single/multi-plate, centrifugal, spring and diaphragm types, cable, hydraulic and electronic

IMIVF08

Inspect and replace light vehicle clutches

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Suite	Vehicle Fitting
Keywords	Inspect replace light vehicle clutches

IMIVF09

Inspect and replace light vehicle exhaust components

Overview

This standard is about inspecting exhaust components for replacement or continued serviceability and removing and replacing components identified as being faulty, damaged, deteriorated or where the customer has requested replacement.

Performance criteria

You must be able to:

1. select and wear suitable personal protective equipment throughout all exhaust system component inspection and replacement activities
2. seek confirmation that all equipment is safe prior to use
3. carry out inspections on exhaust system components relevant to the faults reported
4. conduct all inspection and replacement activities following:
4.1 vehicle, equipment and component **manufacturers'** recommendations
4.2 your workplace procedures
4.3 health and safety requirements
5. ensure your inspection clearly identifies the serviceability of the exhaust system component and the cause of any faults identified
6. make clear and suitable recommendations for further action based upon the results of your inspection to the relevant person(s)
7. carry out removal and replacement activities using:
7.1 suitable tools and equipment
7.2 the correct techniques
7.3 suitable exhaust components and fixings
8. ensure that the replacement exhaust system components are correctly fitted and aligned prior to releasing the vehicle to the customer
9. dispose of removed exhaust system components safely to comply with legal requirements and your workplace procedures
10. complete all inspection and replacement activities within the **agreed timescale**
11. report any anticipated delays in completion to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the current health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection
2. the current legal requirements relating to vehicle exhaust systems
3. your workplace procedures for:
3.1 the referral of problems
3.2 reporting of delays to the completion of work
3.3 personal protection
4. how to dispose of removed components in line with health and safety and legal requirements
5. the importance of working to agreed timescales and keeping others informed of progress
6. the importance of reporting anticipated delays to the relevant person(s) promptly
7. the relationship between time and costs

Tools and equipment

8. the tools and equipment used for the removal and replacement of exhausts, for testing and resetting and how to select and use them
9. how to perform safety and operational checks on tools and equipment
10. if appropriate, how to use oxy-acetylene cutting equipment to make straight through section cuts, female from male and male from female cuts

Exhaust inspection, removal and replacement operations

11. the purpose, function and layout of vehicle exhaust systems and their associated components
12. the common faults associated with vehicle exhaust system components
13. the fault identification methods and procedures associated with vehicle exhaust system components
14. the removal and replacement procedures associated with vehicle exhaust systems, including health and safety requirements
15. the construction of vehicle exhaust system components
16. when and how to use heat to remove seized components if applicable
17. how to check that replacement components are of the correct type and quality for the vehicle and conform to legal requirements where relevant i.e type

approved
18. how to make adjustments to exhaust system components
19. how to check exhaust system components are functioning correctly after refitting and or replacement and the importance of doing so before release to the customer
20. the importance of ensuring customers are advised of the running in procedures for new exhausts prior to leaving your premises
21. how to work safely avoiding injury to yourself, to others and damage to vehicles
22. exhaust related emissions control systems
23. how to remove, replace and clean or rethread broken, damaged or seized exhaust fixings

Scope/range

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

1. Exhaust system components include:

a. **complete exhaust system** (separately or as complete unit)

b. individual component, e.g. silencer, link pipe, tail pipe etc.

c. catalytic converters/diesel particulate filters (DPF)

d. lambda sensor

2. Tools and equipment include:

a. hand tools

b. **special purpose tools**

c. lifting and supporting equipment

d. oxy-acetylene cutting equipment

e. electronic

Glossary

1. Agreed time scales

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

2. Complete exhaust system

This is a system from front to rear

3. Manufacturers

This term can include product and vehicle manufacturers

4. Special purpose tools

Examples include exhaust chain cutter, exhaust flaring dolly, thread cutting taps and dies, stud removal tools

IMIVF09

Inspect and replace light vehicle exhaust components

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Suite	Vehicle Fitting
Keywords	Inspect replace light vehicle exhaust components

IMIVF10

Inspect, test and replace motor vehicle batteries and related components

Overview

This standard is about carrying out tests to identify faulty batteries, then the removal and replacement of them.

This unit does not include working on hybrid/electric vehicle battery packs.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment and vehicle coverings throughout all battery and component testing and replacement activities
2. work in a way which minimises the risk of damage to the **vehicle** and its systems
3. carry out tests on batteries and components relevant to the faults reported
4. conduct all testing and replacement activities following:
4.1 vehicle, equipment and component manufacturers' recommendation
4.2 your workplace procedures
4.3 health and safety requirements
5. ensure your testing techniques clearly identify the type of battery or charging system fault(s)
6. make clear and suitable recommendations for further action based upon the results of your inspection to the relevant person(s)
7. carry out removal and replacement activities using:
7.1 suitable tools and equipment
7.2 the correct techniques
7.2 suitable replacement batteries and components
8. ensure that the replacement battery and charging system function correctly prior to releasing the vehicle to the customer
9. dispose of removed batteries safely to comply with current legal requirements and your workplace procedures
10. complete all testing, inspection and replacement activities within the **agreed timescale**
11. report any anticipated delays in completion to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the current health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection
2. the current legal requirements relating to vehicle batteries and components
3. your workplace procedures for:
3.1 the referral of problems
3.2 reporting of delays to the completion of work
3.3 personal protection
3.4 storage and maintenance of battery stock
4. how to dispose of removed components in line with health and safety and legal requirements
5. the importance of disposing of waste safely and the consequences of not doing so to others and the environment
6. the importance of working to agreed timescales and keeping others informed of progress
7. the importance of reporting anticipated delays to the relevant person(s) promptly
8. the relationship between time and costs

Tools and equipment

9. the function and use of **diagnostic testing equipment**
10. the tools and equipment used for replacing batteries and how to select and use them
11. how to perform safety and operational checks on tools and equipment
12. code saving devices and how and when to use them

Battery fault finding and replacement

13. the purpose, function and layout of **automotive batteries** and charging system, including smart charging
14. battery ratings and the circumstances in which differently rated batteries should be fitted
15. the possible faults associated with batteries and charging systems
16. fault identification methods and procedures and testing techniques associated with batteries and components (e.g. visual, use of hand held diagnostic equipment, use of battery manufacturer's battery testing equipment)

17. how to interpret test results
18. the removal and replacement procedures associated with batteries and components including electrolyte filling and health and safety requirements
19. how to check that replacement batteries and components are of the correct type and quality for the vehicle
20. how to inspect, replace and adjust drive belt tension as required
21. how to check that batteries and components are functioning correctly and the importance of doing so before release to the customer
22. how to work safely avoiding injury to yourself, to others and damage to vehicles

Scope/range

1. Batteries and components include:
   a. automotive batteries
   b. battery connections
   c. battery supports
   d. battery hold down device
   e. **generators**
   f. drive belt

2. Testing techniques include:
   a. visual
   b. aural
   c. functional
   d. electronic

3. Tools and equipment
   a. hand tools
   b. diagnostic equipment

Glossary

Agreed time scales
Examples include job times set by your company or agreed with a specific customer

Automotive batteries
Examples include standard, low maintenance, maintenance free, gel filled and advanced glass matt (AGM)

Diagnostic equipment
Examples include voltmeter, multimeter, battery test equipment, hydrometer and diagnostic tool

Generators
These can be alternators, dynamos, magnetos

Vehicles
These can be light vehicles, commercial vehicles and motorcycles, mopeds and scooters

IMIVF10

Inspect, test and replace motor vehicle batteries and related components

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Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive)
Suite	Vehicle Fitting
Keywords	Inspect test replace motor vehicle batteries related components

IMIVF11

Inspect and replace light vehicle suspension dampers and springs

Overview

This standard is about inspecting and replacing suspension dampers and springs using a variety of equipment and testing techniques.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment and vehicle coverings throughout all suspension damper testing and replacement activities
2. work in a way which minimises the risk of damage to the vehicle and its systems
3. carry out tests on suspension dampers and springs relevant to the faults reported
4. conduct all testing and replacement activities following:
4.1 vehicle, equipment and component manufacturers' recommendations
4.2 your workplace procedures
4.3 health and safety requirements
4.4 legal requirements
5. ensure your testing techniques clearly identify the type of suspension damper and spring fault(s)
6. make clear and suitable recommendations for further action based upon the results of your inspection to the relevant person(s)
7. carry out removal and replacement activities using:
7.1 suitable tools and equipment
7.2 the correct techniques
7.3 suitable suspension dampers or springs for the vehicle
8. ensure that vehicle geometry is checked and adjusted to manufacturer's recommendations before release to the customer
9. ensure that the replacement suspension dampers and springs functions correctly prior to releasing the vehicle to the customer
10. dispose of removed suspension dampers and springs safely to comply with your workplace procedures
11. complete all testing, inspection and replacement activities within the **agreed timescale**
12. report any anticipated delays in completion to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the current health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection
2. your workplace procedures for:
2.1 the referral of problems
2.2 reporting of delays to the completion of work
2.3 personal protection
3. how to dispose of removed components in line with health and safety requirements
4. the importance of disposing of waste safely and the consequences of not doing so to others and the environment
5. the importance of working to agreed timescales and keeping others informed of progress
6. the importance of reporting anticipated delays to the relevant person(s) promptly
7. the relationship between time and costs

Tools and equipment

8. the tools used for the replacement of suspension dampers and springs and how to select and use them
9. how to perform safety and operational checks on tools and equipment

Inspection and replacement of suspension dampers and springs

10. the types, purpose, function and location of suspension dampers and springs
11. the possible faults associated with suspension dampers and springs
12. the testing techniques and procedures associated with suspension dampers and springs
13. the removal and refitting procedures associated with suspension dampers and springs including health and safety requirements
14. the dangers of and precautions to be taken when using spring compressors
15. how to check that replacement components are of the correct type and quality for the vehicle and conform to legal requirements where relevant
16. how to check that components are functioning and adjusted correctly and the importance of doing so before release to the customer

17. how to check suspension and steering geometry post replacement
18. how to work safely avoiding injury to yourself, to others and damage to vehicles

Scope/range

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

1. Suspension dampers include:

a. telescopic

b. semi-strut/MacPherson strut

c. gas assisted

2. Springs include:

a. metallic

b. rubber

c. pneumatic

3. Tools and equipment include:

a. hand tools

b. lifting and supporting equipment

c. **specialist tools**

d. electronic

e. vehicle geometry

3. Testing techniques include:

a. damper operation

b. visual

c. audible

d. electronic

Glossary

Agreed time scales
Examples include job times set by your company or agreed with a specific customer

Specialist tools
Examples include spring compressors, strut guide, strut insert retainer tools, ball joint separators

IMIVF11

Inspect and replace light vehicle suspension dampers and springs

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Suite	Vehicle Fitting
Keywords	Inspect replace light vehicle suspension dampers springs

IMIVF12

Inspect, adjust and replace light vehicle braking systems and components

Overview

This standard is about inspecting light vehicle braking systems and replacing and adjusting braking system components.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment and vehicle coverings throughout all braking system testing and replacement activities
2. work in a way which minimises the risk of damage to the vehicle and its systems
3. carry out tests on braking systems relevant to the faults reported
4. conduct all testing and replacement activities following:
4.1 vehicle, equipment and component manufacturers' recommendations
4.2 your workplace procedures
4.3 health and safety requirements
5. ensure your diagnostic techniques clearly identify the possible cause of the braking system fault(s)
6. make clear and suitable recommendations for further action based upon the results of your inspection to the relevant person(s)
7. carry out removal and replacement activities using:
7.1 suitable tools and equipment
7.2 the correct techniques
7.3 the correct brake components for the vehicle
8. ensure that the replacement braking system operates correctly and safely prior to releasing the vehicle to the customer
9. ensure customers are advised of the bedding in procedures for new brakes prior to leaving your premises
10. dispose of removed brake components safely to comply with your workplace procedures
11. complete all brake inspection, adjustment and replacement activities within the **agreed timescale**
12. report any anticipated delays in completion to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the current health and safety legislation and workplace procedures relevant to workshop practices and personal and vehicle protection
2. the current legal requirements relating to vehicle braking systems
3. your workplace procedures for:
4.1 the referral of problems
4.2 reporting of delays to the completion of work
4.3 personal protection
4.4 vehicle protection
4. how to dispose of removed components in line with health and safety and legal requirements
5. the importance of disposing of waste safely and the consequences of not doing so to others and the environment
6. the importance of working to agreed timescales and keeping others informed of progress
7. the importance of reporting anticipated delays to the relevant person(s) promptly
8. the relationship between time and costs

Tools and equipment

9. the tools and equipment used for inspection, testing and replacing braking system
10. components and how to select and use them
11. how to perform safety and operational checks on tools and equipment

Inspection, adjustment and replacement of braking systems and components

12. the purpose, function and layout of typical braking systems (i.e. single line systems; split circuit systems; including diagonal, triangular and IH systems; disc and drum braking systems; transmission brakes; systems with load sensing valves; parking brake (including electronic systems) and ABS arrangements (including electronic systems); hydraulic fluids)
13. the testing techniques and procedures associated with braking systems
14. the removal and replacement procedures associated with brake components, including health and safety requirements

15. how to identify electronic braking systems, for example ABS, EBD, EBA, ESP
16. how to check that replacement components are of the correct type and quality for the vehicle and conform to legal requirements where relevant i.e. Regulation 90
17. how to make **adjustments** to braking systems
18. how to check that components are functioning correctly and the importance of doing so before release to the customer
19. how to work safely avoiding injury to yourself, to others and damage to vehicles

Scope/range

1. Braking system components include:

a. brake discs
b. brake pads
c. brake shoes
d. brake drums
e. **hydraulic**
f. parking brake
g. electronic

2. Testing techniques include:

a. visual
b. aural
c. measurement
d. functional
e. electronic

3. Tools and equipment include:

a. hand tools
b. lifting and supporting equipment
c. **special purpose tools**
d. brake bleeding equipment
e. **measuring**
f. electronic

Glossary

Adjustments
Examples include handbrake movement, topping up brake fluid level, brake shoe adjustment, pad to disc resetting

Agreed time scales
Examples include job times set by your company or agreed with a specific customer

Hydraulic components
Examples include wheel cylinders, callipers, brake pipes, brakes hoses, master cylinder, load proportioning/load sensing valves and ABS components

Measuring equipment
Examples include micrometers, Vernier Calipers, dial test indicators and manufacturers' specialist measuring equipment

Special purpose tools
Examples include piston retracting tools, wind back tools, brake shoe horn/lifter, brake shoe clip remover, brake fluid testers and electronic reset tools

Testing equipment
Examples include brake roller tester, brake decelerometer, brake fluid tester, precision measuring equipment, electronic testing equipment

IMIVF12

Inspect, adjust and replace light vehicle braking systems and components

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Suite	Vehicle Fitting
Keywords	Inspect adjust replace light vehicle braking systems components

IMIVF13

Safe use of oxyacetylene in automotive applications

Overview

This standard is about the safe setting up, testing and use of oxyacetylene in automotive applications.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment throughout all activities
2. work safely at all times, complying with health and safety, and other relevant regulations and guidelines
3. confirm that the oxy-fuel assembly is correctly set up prior to use and ready for the heating activities to be carried out
4. manipulate the heating equipment safely and correctly in line with operational procedures
5. perform thermal cutting operations e.g
5.1 cut pipe sections straight through
5.2 female from male pipe cuts
5.3 male from female pipe cuts
6. carry out the necessary checks to the vehicle and surrounding area to ensure correct operation and safety
7. deal promptly and effectively with problems within your control and report those that cannot be solved to an appropriate person
8. safely light and shut down the equipment to a safe condition on conclusion of the heating/cutting activities
9. safely replace empty bottles observing the necessary health and safety requirements

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the specific safety precautions to be taken when working with thermal cutting equipment in a fabrication environment (general workshop and site safety, fire and explosion prevention, protecting other workers, safety in enclosed/confined spaces; fume control; accident procedure; statutory requirements, risk assessment procedures and relevant requirements of HASAWA, COSHH and Work Equipment Regulations; safe disposal of waste materials)
2. how to select and use the personal protective clothing and equipment that needs to be worn when working with fabrications and thermal cutting, equipment examples include leather aprons, gauntlets, eye protection, safety helmets, etc)
3. the correct methods of manual handling relating to moving or lifting heavy materials and components
4. the hazards associated with thermal cutting (naked flames, fumes and gases, explosive gas mixtures, oxygen enrichment, spatter, hot metal, elevated working, enclosed spaces), and how they can be minimised
5. safe working practices and procedures for using thermal equipment in line with British Compressed Gas Association (BCGA) codes of practice, to include setting up procedures, permit-to-work procedures and emergency shutdown procedures
6. the importance of an auditable checklist of the oxy acetylene plant to ensure safe working practices
7. the thermal cutting process (basic principles of thermal cutting and related equipment; the various techniques and their limitation; care of the equipment to ensure that it is safe and ready to use)
8. the gases used in thermal cutting; gas identification and colour codes; their particular characteristics and safety procedures
9. how to set up the thermal cutting equipment (connection of hoses, regulators and flashback arrestors, selection of cutting torch and nozzle size in relationship to material thickness and operations performed)
10. preparations prior to cutting (checking connections for leaks, setting gas pressures, setting up the material/workpiece, checking cleanliness of materials used)
11. the setting of operating conditions (flame control and the effects of mixtures and pressures associated with thermal cutting)
12. the correct procedure for lighting and extinguishing the flame, and the importance of following the procedure

13. procedures to be followed for cutting specific materials, and why these procedures must always be adhered to
14. the problems that can occur with thermal cutting, and how they can be avoided; causes of distortion during thermal cutting and methods of controlling distortion
15. the effects of oil, grease, scale or dirt on the cutting process
16. the causes of cutting defects, how to recognise them, and methods of correction and prevention
17. the extent of your own authority and to whom you should report if you have problems that you cannot resolve

Scope/range

The numbers of scope items specified (below) indicate the minimum requirements for this occupational standard.

1. Confirm that the equipment is safe and fit for purpose by carrying out all of the following checks:

a. regulators, hoses and valves are securely connected and free from leaks and damage

b. the correct gas nozzle is fitted to the cutting torch

c. that a flashback arrestor is fitted to gas equipment

d. gas pressures are set and maintained as instructed

e. the correct procedure is used for lighting, adjusting and extinguishing the cutting flame

f. hoses are safely routed and protected at all times

g. gas cylinders are handled and stored safely and correctly

Safe use of oxyacetylene in automotive applications

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Original URN	IMIVF13
Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive)
Suite	Vehicle Fitting
Keywords	Safe use oxyacetylene automotive applications

IMIVF44

Receive and Store automotive stock

Overview

This standard is about receiving parts into storage, putting them into the required location, updating stock control systems and completing necessary documentation in a dealership, fast fit centre, parts distribution centre or similar situation.

Performance criteria

You must be able to:

1. select and wear suitable **personal protective equipment** throughout all parts receipt and storage activities
2. make sure the parts receiving area is clean, tidy and free from obstructions and hazards prior to deliveries of expected orders
3. accept deliveries after checking they confirm to the type, quality and quantity of parts expected
4. report any **discrepancies** in deliveries and storage problems to the relevant person promptly
5. access available information systems to identify the location for parts correctly
6. place parts in the correct locations in the time allowed
7. put parts into storage in a way that makes best use of the space available
8. put parts into storage in such a way that they can be accessed at the right time according to stock rotation requirements, where applicable
9. work in a way which minimises the risk of:
9.1 accidents and or injury to yourself and others
9.2 damage to the received parts
9.3 damage to parts already in stock
9.4 damage to facilities
10. enter details of the stock received into the stock control system in a timely and accurate way
11. receipt and storage documentation is accurate, complete and passed to the relevant person(s) promptly in the required format

Knowledge and understanding

You need to know and understand:

Legislative and organisational procedures and requirements

1. your organisation's systems and procedures for:
1.1 the receipt and storage of goods (including those for 'special order' parts) parts
1.2 storage, rotation and management
1.3 update of stock records
1.4 completion of parts receipt and storage documentation
2. the person to whom discrepancies and storage problems should be reported
3. the differing security, safety (e.g. COSHH) and environmental conditions required for parts storage, including the storage and handling of replacement air bags, and the reasons for these
4. the requirements for and the importance of wearing personal protective equipment when handling and moving parts
5. the costs associated with damaged parts and why it is important that damaged parts are reported promptly

Parts handling and storage

6. how to perform visual and physical quality checks at the time of receipt of parts
7. how to locate where parts are stored using the parts information system in operation in your organisation
8. how to **handle and move parts** safely
9. how to use the mechanical handling equipment available in your parts operation
10. how to store parts to make best use of available space
11. how to store parts to conform with any stock rotation requirements
12. good housekeeping practices and the consequences of not carrying them out
13. when and where handling equipment should be used

Stock records and stock control

14. how to access and interpret information to determine what parts deliveries are expected
15. how to update stock records on the receipt of goods
16. how to complete relevant parts receipt and storage documentation

17. the parts numbering system for the makes and types of parts you deal with
18. the storage requirements for special and or easily damaged parts (e.g. body panels)
19. how the parts stock control system works

Glossary

Discrepancies:
Examples include shortfalls, order omissions, damages, colour variations, and wrong type of part, etc

Handling and moving of parts:
This is manual and or mechanically assisted lifting and carrying work, depending on the size and type of parts being handled. It should be noted that individuals who operate fork lift trucks must:
a. have completed successfully an approved basic training course in fork lift truck operation, and
b. hold a certificate of basic training issued by an approved organisation

Parts:
These are vehicle parts, any accessories and consumables

Personal Protective Equipment:
Examples include overalls, safety shoes, gloves, goggles and barrier cream

IMIVF44

Receive and Store automotive stock

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Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive); Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
Suite	Vehicle Fitting
Keywords	Receive store automotive stock

IMIVF45

Co-ordinate the receipt and storage of automotive parts

Overview

This standard is about taking responsibility for ensuring incoming parts are checked, handled and stored effectively. It includes organising storage facilities, allocating work roles, keeping reliable **stock records** and monitoring the quality of parts and the way they are stored.

Performance criteria

You must be able to:

1. when necessary, assemble sufficient competent staff to handle incoming orders before the deliveries are received
2. allocate and clearly explain roles and responsibilities to all staff involved in storing and moving parts received
3. ensure that the parts receiving area is clear and that sufficient storage space is prepared before the expected delivery
4. check that deliveries are unloaded safely and securely
5. ensure the parts received are checked against requirements promptly
6. ensure that delivery documentation is complete, accurate and processed promptly
7. check delivery records promptly to see if your organisation's requirements have been met by your individual suppliers
8. when necessary, organise storage facilities to take account of known operational needs, safety requirements and the need to preserve the condition of parts
9. develop and update contingency plans to cope with abnormal situations
10. maintain a routine for checking stock condition and storage and carry out spot checks at regular intervals
11. maintain a routine for checking the movement of stock to ensure health and safety and other organisational requirements are being met
12. take prompt remedial action in line with both legal and organisational requirements to resolve any parts receipt and storage problems
13. actively encourage individuals to make suggestions for improving the movement and storage of stock
14. when necessary, implement workable improvements promptly and effectively following approval from the **relevant person**
15. keep complete, accurate and up-to-date stock records that can be accessed by everyone who needs them
16. when requested to do so, provide accurate, up-to-date parts receipt and storage information to relevant people promptly

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. how to use the stock recording and controlling systems in use in your organisation effectively
2. your organisation's systems and procedures for:
2.1 receiving and accepting parts
2.2 storing and moving parts stock, including maintaining the quality of stock susceptible to damage and or deterioration
2.3 dealing with discrepancies and late deliveries
2.4 recording, documentation and parts stock control
2.5 health, safety and security when receiving and moving parts
2.6 checking stock condition and the storage of stock
2.7 removing out of date stock
2.8 stock rotation if applicable
3. **legal requirements** applicable to the storage of parts (e.g. air bags)

Organisation and storage of stock

4. how to prepare for the receipt and handling of different types of parts
5. how to assess and determine storage needs for parts
6. how to protect vehicle parts from damage and deterioration
7. how to determine appropriate storage layouts for the storage of parts
8. how to monitor parts stock storage and movements of stock
9. the importance of checking incoming parts against requirements promptly after unloading

Dealing with stock related problems

10. how to solve storage problems efficiently, safely and securely
11. the causes of parts stock deterioration and how this can be minimised

Communicating and working with others

12. how to evaluate the profitability of ideas for improving the procedures for moving and storing stock
13. how to organise and communicate work roles and responsibilities accurately and clearly
14. who may be called upon to assist with parts deliveries and storage

15. the information staff need in order to receive, move and store parts received efficiently and safely
16. the **criteria necessary for evaluating ideas**

Scope/range

1. Requirements relate to:
a. type of goods
b. quantity of goods
c. delivery time

2. Abnormal situations include:
a. heavy parts
b. large orders
c. unscheduled deliveries

Glossary

1. Criteria for evaluating ideas:
Examples include safety, cost effectiveness, use of personnel, contribution to improving productivity and effectiveness of working, potential to improve customer service, etc

2. Legal requirements:
These are any current, relevant health and safety and care of substances hazardous to health (COSHH) legislation applicable to the storage of parts

3. Parts:
These are vehicle parts, any accessories and consumables

4. Relevant people:
Examples include your line manager and other senior colleagues

5. Stock Records and Documentation:
Manual or computer based systems, depending on what is in use within your organisation

IMIVF45

Co-ordinate the receipt and storage of automotive parts

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Suite	Vehicle Fitting
Keywords	Co-ordinate receipt storage automotive parts

IMIVF49

Process Payment Transactions in the Automotive Retail Environment

Overview

This unit is about calculating the cost of parts and services and processing not only cash payments but other forms of payment too, including account payments. You are expected to be able to use the relevant point of sale equipment and be aware of and able to deal with instances of potential fraud.

Performance criteria

You must be able to:

1. identify the price of items accurately
2. resolve any problems in pricing parts and services promptly by using the **sources of information** at your disposal
3. calculate the total price of the transaction correctly
4. inform customers of the amount due clearly and accurately
5. confirm the cash amount given by your customer and the change you give them
6. verify the identity of account holders following your organisation's procedures prior to debiting their account
7. gain authorisation for accepting non-cash payments and processing account debits when the value of the order exceeds the limit you are able to authorise
8. inform the customer tactfully when authorisation for payment cannot be obtained for non-cash transactions
9. complete and process payment documentation accurately
10. store payments securely and protect them from theft
11. be courteous to customers at all times
12. balance the need to give attention to individual customers whilst ensuring that others are not left without attention

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. your organisation's systems and procedures for:
1.1 authorising non-cash and credit account transaction
1.2 verifying account holders
1.3 calculating and taking payments
1.4 booking purchases to customer accounts
1.5 dealing with suspected fraud
2. the relevant rights, duties and responsibilities contained within current versions of consumer **legislation**
3. the features of any current parts and or services campaigns and promotions
4. the limits of your authority for processing payments
5. the limits of your authority for processing a refund
6. the limits of your authority for processing credit notes

Pricing

7. how to identify and check prices in your own **parts and services** operation
8. how to get information and advice to deal with pricing problems
9. how to identify current discounts and special offers (e.g. campaigns and promotions)

Handling payments and payment problems

10. how to keep cash and other payments safe and secure
11. how to check for and identify counterfeit payments
12. how to check for stolen cheques, credit cards, charge cards or debit cards
13. how to deal with customers offering suspect tender or non-cash payments
14. common methods of calculating payments, including the use of point of sale equipment and manual calculations
15. the types of payment you are able to receive and accept
16. the types of transactions errors that can occur and the consequences of failure to report errors

Customer Care

17. how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy

trading periods

18. the value and importance of customer service to effective trading operations

Scope/range

1. Payments include:
a. cash
b. non-cash

2. Payment documentation includes:
a. receipts and records
b. credit and charge card slips
c. credit account slips
d. cheques
e. records of electronic transfer

Glossary

Legislation:
Current, relevant legal requirements governing the sale of goods, trade descriptions and consumer protection, data protection act

Non-cash Payments:
Examples include cheques, account payments, credit and debit card payments and electronic transfer

Parts and services:
These are vehicle parts, any accessories and consumables. Services can be any associated with the retail motor industry

Sources of information:
Examples include parts and services pricing information, other colleagues and your line manager

IMIVF49

Process Payment Transactions in the Automotive Retail Environment

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Original URN	IMIVF49
Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive)
Suite	Vehicle Fitting
Keywords	Process payment transactions automotive retail environment

IMIVF32

Monitor and solve customer service problems

Overview

This standard is about solving immediate customer service problems effectively and about changing systems to avoid repeated customer service problems.

Performance criteria

You must be able to:

Solve immediate customer service problems

1. respond positively to customers' problems according to organisational guidelines
2. solve customer problems when it is within you own area of authority
3. work with others to solve customer's problems
4. keep customers informed of the action being taken
5. check with customers that they are satisfied with the action taken,
6. solve problems within service systems and procedures which might affect customers before they come aware of them
7. inform the **relevant person** and colleagues of the steps taken to solve specific problems

Identify repeated customer service problems and options for solving them

8. work individually or with colleagues to identify repeated customer service problems
9. identify the options for dealing with repeated problems and consider the advantages and disadvantages of each option
10. work with others to determine an agreed way forward for solving repeated problems
11. select the best option for both your customers and your organisation

Take action to avoid the repetition of customer service problems

12. negotiate with the relevant person changes to customer service systems and procedures that will reduce the change of problems being repeated
13. action your agreed solution
14. keep your customers informed in a positive and clear manner of steps being taken to solve any service problems
15. monitor the solutions you have implemented and make any suitable changes to ensure that no further problems occur
16. action changes to customer service systems and procedures brought in by your organisation

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the specific aspects of:
1.1 health & safety
1.2 data protection
1.3 equal opportunities
1.4 disability discrimination
1.5 legislation and regulations
2. which affect the way products or services can be delivered to your customers
3. industry, organisational and professional codes of practice and ethical standards that affect the way in which products or services can be delivered to your customers
4. the guidelines laid down by your organisation which limit what you can do within your job
5. the limits of your own authority and when you need to seek agreement with or permission from others
6. any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met
7. organisational procedures and systems for dealing with customer service problems

Customer Rights

8. what your customers' rights are and how these rights limit what you are able to do for your customer

Products and or Services

9. the products or services of your organisation relevant to your customer service role

Communication and Customer Service

10. how to communicate in a clear, polite, confident way and why this is important
11. how to negotiate with and reassure customers whilst their problems are being solved
12. how the successful resolution of customer service problems contributes to

customer loyalty and with the external customer and improved working relationships with the internal customer

Scope/range

1. Problems resulting from include:
a. difference between customer expectations and the products or services of your organisation
b. system or procedures failure
c. shortage of resources or human error

2. Problems identified include:
a. by you and or your colleague
b. by your customer

3. Options include:
a. using formal organisational procedures
b. involving agreed and or authorised exceptions to usual practice

4. Advantages and disadvantages include:
a. from the customer's point of view
b. from your organisation's point of view

5. Systems include:
a. company systems or
b. systems you have set up

Glossary

Relevant person:
Examples include your line manager, customer service manager, and business manager

IMIVF32

Monitor and solve customer service problems

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Originating Organisation	IMI
Original URN	IMIVF32
Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive)
Suite	Vehicle Fitting
Keywords	Monitor solve customer service problems

IMILV01
Carry out routine light vehicle maintenance

Overview

This NOS is about conducting routine maintenance, adjustment and replacement activities as part of the periodic servicing of light vehicles.

Performance criteria

You must be able to:

P1 use suitable personal protective equipment and vehicle coverings throughout all vehicle maintenance activities

P2 prepare the vehicle systems and work area for safe working procedures (where appropriate)

P3 use suitable **sources of technical information** to support all your vehicle maintenance activities

P4 adhere to the correct specifications and tolerances for the vehicle when making **assessments** of system and component performance

P5 record details accurately and use this adapted specification as the basis for your examination and assessment where the customer's vehicle falls outside the manufacturer's original specification

P6 examine the vehicle's systems and components following:

- P6.1 the manufacturer's approved **examination methods**
- P6.2 recognised repair methods
- P6.3 your workplace procedures
- P6.4 health and safety requirements

P7 ensure your **examination methods** identify accurately any vehicle system and component problems falling outside the maintenance schedule specified

P8 carry out adjustments, replacement of vehicle components and replenishment of consumable materials following the manufacturer's current specification for:

- P8.1 the particular maintenance interval
- P8.2 working methods and procedures
- P8.3 use of equipment
- P8.4 the tolerances for the vehicle

P9 record the details accurately and take action which complies with the customer's instructions where system adjustments cannot be made within the manufacturer's specification

P10 work in a way which minimises the risk of damage to the vehicle and its systems and the surrounding area

P11 use suitable testing methods to evaluate the performance of all replaced and adjusted components and systems accurately, prior to returning the vehicle to

the customer

P12 report any problems or issues relating to the vehicle's condition or conformity to the relevant person(s) promptly

P13 ensure your maintenance records are accurate, complete and passed to the relevant person(s) promptly in the format required

P14 complete all vehicle maintenance activities within the agreed timescale

P15 report any anticipated delays in completion to the relevant person(s) promptly

Knowledge and understanding

Legislative and organisational requirements and procedures

You need to know and understand:

K1 the manufacturer's and warranty requirements relating to routine maintenance activities for vehicle systems and components

K2 the legal requirements relating to the vehicle maintenance activities for vehicle systems and components

K3 the legislation and workplace procedures relevant to:

- K3.1 health and safety
- K3.2 the environment (including waste disposal)
- K3.3 appropriate personal and vehicle protection

K4 your workplace procedures for:

- K4.1 recording vehicle maintenance work and any variations from the original vehicle specification
- K4.2 the referral of problems
- K4.3 reporting delays to the completion of work

K5 the importance of documenting vehicle maintenance information

K6 the importance of working to agreed timescales and keeping others informed of progress

K7 the relationship between time and costs

K8 the importance of reporting anticipated delays to the relevant person(s) promptly

Use of technical information

You need to know and understand:

K9 how to find, interpret and use **sources of technical information** for scheduled maintenance activities, including on-board diagnostic displays

K10 the importance of using the correct **sources of technical information**

K11 the purpose of and how to use identification codes

Vehicle system operation

You need to know and understand:

K12 how engines, cooling systems, air supply and exhaust systems, fuel systems and ignition systems operate for the type(s) of vehicle on which you are

working (including hybrid vehicles and alternative fuel vehicles)

K13 how clutch assemblies, clutch operating systems, manual gear boxes, automatic gear boxes, drivelines and hubs (if appropriate) and final drive assemblies operate for the type of vehicle on which you are working (including hybrid / alternative fuel and electric vehicles)

K14 how suspension systems, steering systems, braking systems, non-electrical body systems, wheels and tyres operate for the type of vehicle on which you are working (including regenerative braking systems and other energy recuperation systems used on hybrid / electric and alternative fuel vehicles)

K15 the purpose, operating principles and location of power storage systems (including batteries), power generating systems,(including vehicle charging systems), starting systems, lighting systems and ancillary equipment for the type of vehicle on which you are working (including hybrid / alternative fuel and electric vehicles)

K16 the operating specifications and tolerances for the type(s) of vehicles on which you are working (including hybrid / alternative fuel and electric vehicles)

K17 the hazards associated with high energy electrical vehicle components

Routine maintenance requirements

You need to know and understand:

K18 how to conduct scheduled, routine light vehicle maintenance activities using prescribed **examination methods** and **assessments** against vehicle specifications to identify damage, corrosion, inadequate fluid levels, leaks, wear, security problems and general condition and serviceability

K19 how to check and make adjustments to clearances, gaps, settings, alignment, pressures, tension, speeds and levels relevant to the engine area, transmission area, chassis area, electrical area and body (including to valves, ignition, fuel and emissions, brakes, transmission, lights, tyres, steering and body fittings)

K20 how to replenish and replace routine service components and materials, including filters, drive, belts, wiper blades, brake linings and pads, lubricants and fluids

K21 how to recognise and report cosmetic damage to vehicle components and units outside normal service items

K22 how to identify codes and grades of lubricants

K23 how to work safely avoiding damage to the vehicle and its systems (including special precautions that may be required when working on hybrid / alternative fuel and electric vehicles)

K24 the consequence of using incorrect lubricants, fluids and components

Additional information

Scope/range

1. Sources of technical information are:

1.1. vehicle technical data
1.2. schedules of inspection
1.3. regulations

2. Examination methods are:

2.1. aural
2.2. visual
2.3. functional
2.4. measurements

3. Assessments are for:

3.1. malfunction
3.2. damage
3.3. fluid levels
3.4. leaks
3.5. wear
3.6. security
3.7. condition and serviceability
3.8. conformity
3.9. necessity for adjustment(s)

Glossary

Agreed timescales:

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

Adjustments:

Examples include: adjustments to clearances, gaps, settings, alignment pressures, tensions, speeds and levels, and adjustments to valves, ignition, fuel and emissions, brakes, transmission, lights, tyres, steering and body fittings.

Components:

Examples include: filters, drive belts, wiper blades, brake linings and pads, lubricants and fluids.

Conformity:

Examples include conformity to manufacturer's specifications, UK and European legal requirements where applicable.

Systems testing equipment:

Examples include: test instruments, emission test equipment, wheel alignment equipment, tyre tread depth gauges.

Maintenance records:

Examples include: records of vehicle inspection, manufacturers', fleet, company or customer job cards.

Major service:

As defined by manufacturers' specifications appropriate to the vehicle being

working upon.

Vehicles:

These can be any of the following – light vehicles. Additionally these vehicles may be SI, CI, Hybrid, Electric or Alternative fuel vehicles.

Alternative Fuel:

This is defined as any type of fuel that may be used to power an internal combustion engine, examples would include LPG, bio ethanol etc.

Routine vehicle maintenance:

Examples include: conducting scheduled maintenance, adjustments, replacements and replenishment of, or to, components and systems in accordance with manufacturer's instructions for the period and/or mileage interval.

Vehicle technical data:

Examples include: hard copy manuals, data on computer and data obtained from on- board diagnostic displays.

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Original URN	LV01
Relevant occupations	Engineering; Vehicle Trades; Light Vehicle Service Technician (Automotive)
Suite	Maintenance & Repair - Light Vehicle; Vehicle Fitting
Key words	Vehicle; maintenance; light; servicing; routine; periodic; schedule

IMIRR03
Assess and secure the roadside situation

Overview

This NOS is about securing and making an initial assessment of the site and vehicle in order to make decisions for further action. Providing information to, and seeking guidance from, relevant specialist authorities where hazardous substances or situations may be involved.

Performance criteria

You must be able to:

- P1 wear suitable personal protective equipment throughout all roadside assessment and security activities
- P2 secure and protect the incident site to comply with legal and environmental requirements, current industry codes of practice, prevailing weather conditions and the roadside situation
- P3 secure the immediate safety of the driver and passengers effectively
- P4 ensure your initial assessment of the incident identifies accurately:
  - P4.1 the existence of any hazardous and potentially hazardous substances
  - P4.2 any real and potential fire risks
  - P4.3 the need for any specialist assistance
- P5 provide accurate information, where necessary, promptly and clearly to all relevant authorities and or your organisation covering:
  - P5.1 the customer's personal/medical requirements
  - P5.2 the prevailing weather conditions
  - P5.3 the location and roadside situation
  - P5.4 the nature of the incident
  - P5.5 real and potential hazards
- P6 seek assistance and guidance promptly from the relevant authorities when you believe that hazardous substances are present
- P7 ensure your initial assessment of the vehicle establishes:
  - P7.1 the nature and extent of any vehicle damage and or breakdown
  - P7.2 the feasibility of roadside repair
- P8 make justifiable decisions for a course of action based upon the information gained from your initial assessment of the situation
- P9 ensure your records are accurate and complete and passed to the relevant person(s) promptly

Knowledge and understanding

Legal and organisational requirements and procedures

You need to know and understand:

K1 the legal requirements and industry codes of practice governing site protection and recovery operations
K2 the range of services and resources available within your organisation
K3 your organisation's operating, reporting and recording procedures
K4 how to complete records and the importance of doing so
K5 the referral process for incidents relating to vehicles with High Energy systems and components

Assessing and securing the site

You need to know and understand:

K6 the difference between a risk assessment and a dynamic risk assessment
K7 the difference in requirements for securing and protecting a breakdown site and an incident site
K8 the sources of specialist advice and guidance
K9 how weather conditions affect the assessment and security of the roadside situation
K10 how to assess the immediate roadside situation surrounding an incident
K11 the circumstances in which to call for specialist assistance
K12 how to secure and protect incident sites in line with current industry codes of practice
K13 how to take steps to secure the safety of yourself and others
K14 how to use electronic and radio communication methods effectively
K15 how to communicate with customers and relevant authorities
K16 how to make an initial assessment of the extent of vehicle damage and or faults
K17 how to identify vehicles carrying hazardous substances
K18 how to interpret the results of your initial assessment and make justifiable decisions for a course of action
K19 the possible consequences of inaccurate roadside assessment
K20 the importance of wearing appropriate personal protective equipment

IMIRR03
Assess and secure the roadside situation

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Originating organisation	IMI Ltd
Original URN	RR03
Relevant occupations	Engineering; Vehicle Trades; Roadside Assistance Technician; Roadside Assistance Senior Technician; Vehicle Recovery Operator; Vehicle Recovery Technical Operator; Specialist Tyre Fitting Operations (Automotive); Vehicle Fitting Operations (Automotive); Vehicle Fitters
Suite	Roadside Assistance; Vehicle Recovery; Vehicle Fitting
Key words	Assess; secure; roadside; situation; hazardous; incident; accident

IMIMC10
Inspect, repair and replace motorcycle tyres

Overview

This NOS is about inspecting motorcycle tyres on wheels not fitted to a machine, to assess their condition and suitability for repair. It also covers carrying out necessary repair, replacement or refitting activities.

For the purposes of this standard a motorcycle is defined as any of the following: motorcycle, scooter, moped, those with a third wheel and ATVs (all terrain vehicles/quads) which you sit astride.

Performance criteria

You must be able to:

P1 use suitable personal protective equipment throughout all motorcycle tyre **inspection**, repair and replacement activities

P2 use suitable sources of technical information to support your **inspection**, repair and replacement of **motorcycle tyres**

P3 work in a way which minimises the risk of damage to the motorcycle and its systems

P4 confirm that all the **tools and equipment** required are safe prior to use

P5 ensure your **inspection techniques** are sufficiently in depth to identify the severity of all tyre, valve, inner tube and wheel defects

P6 conduct all **inspection**, repair and replacement activities following:

- P6.1 manufacturer's instructions
- P6.2 your workplace procedures
- P6.3 health and safety requirements
- P6.4 the current industry standard for tyre repair

P7 carry out all **inspection**, repair and replacement activities using:

- P7.1 suitable **tools and equipment**
- P7.2 the correct **inspection techniques**
- P7.3 the correct type and size of component

P8 clearly identify and record the cause of any tyre, valve, inner tube or wheel faults following your normal workplace procedures

P9 make clear and accurate recommendations for further action to the relevant person(s), when necessary

P10 ensure that replaced and refitted **motorcycle tyres**, valves and any inner tubes are correctly fitted and balanced and conform to legal requirements prior to releasing the motorcycle to the customer

P11 dispose of removed components safely to meet legal, environmental and your workplace requirements

P12 complete all activities within the agreed timescale

P13 report any anticipated delays in completion and any additional faults identified to the relevant person(s) promptly

Knowledge and understanding

Legislative and organisational requirements and procedures

You need to know and understand:

K1 the health and safety legislation, environmental requirements and workplace procedures relevant to workshop practices and personal and motorcycle protection

K2 the legal requirements for motorcycle tyres, and the relevant parts of the prevailing British and or European standard for the repair of **motorcycle tyres**

K3 how to isolate scrapped tyres and dispose of waste materials in your workplace following environmental requirements

K4 the importance of disposing of waste correctly and the consequences of not doing so to others, the business and the environment

K5 the importance of selecting, using and maintaining the appropriate personal protective equipment when inspecting, repairing and replacing **motorcycle tyres**

K6 the agreed work specification

K7 your workplace procedures for:

- K7.1 the referral of problems
- K7.2 reporting of delays to the completion of work
- K7.3 personal protection

K8 the requirements for protecting the motorcycle and contents from damage before, during and after removing and replacing wheels

K9 the importance of working to agreed timescales and keeping others informed of progress

K10 the relationship between time and cost

K11 the importance of reporting anticipated delays to the relevant person(s) promptly

Tools and equipment

You need to know and understand:

K12 how to select, prepare and use the **tools and equipment** necessary for inspecting, repairing, replacing and refitting **motorcycle tyres**

Materials

You need to know and understand:

K13 the types of tyre repair materials available (i.e. rubber only plug patch unit and rubber only patch and filler material)

K14 the repair material manufacturer's instructions for the application of repair materials for the type(s) of tyres on which you are working

Tyre inspection, removal, repair and replacement

You need to know and understand:

K15 how to find and use suitable sources of information on **motorcycle tyres**

K16 the purpose, function and construction of **motorcycle tyres**

K17 the types of valves used in **motorcycle tyres** and their installation techniques

K18 the common faults associated with **motorcycle tyres** and their causes (e.g. normal wear; abnormal wear due to misalignment; incorrect inflation, adjustment, installation and application damage)

K19 the manufacturer's recommendations on the 'repair ability' of their tyres

K20 what a tyre **inspection** should cover

K21 the **inspection techniques** associated with **motorcycle tyres** and how to conduct them

K22 the importance of taking accurate measurements and ensuring any adjustments are within acceptable tolerances for the motorcycle

K23 the importance of basing your decision to replace or repair tyres upon the results of your inspection

K24 how to remove, repair, replace and refit **motorcycle tyres**, wheels, tubes and valves

K25 the importance of checking the safety and operation of equipment prior to use

K26 how to work safely avoiding injury to yourself, others and damage to wheels when removing and refitting **motorcycle tyres**

Additional information

Scope/range

1 **Motorcycle tyres** are:

1.1. tube

1.2. tubeless

2 **Tools and equipment** are:

2.1. lifting and supporting equipment

2.2. tyre removal and refitting tools and equipment

2.3. measuring equipment

2.4. tyre inflation equipment

2.5. wheel balancing equipment

2.6. tyre repair tools

3 **Inspection** covers:

3.1. wheel rim and fixings

3.2. tyres

3.3. valves

3.4. inner tubes

4 **Inspection techniques** are:

4.1. visual

4.2. measurements of tread depth

4.3. tyre pressures

4.4. balance

Glossary

Agreed timescales

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

Sources of information

Examples include: hard copy manuals, computer based data, specific manufacturer's instructions

Motorcycles

These can be any of the following – motorcycles, scooters, mopeds, those with a third wheel and ATVs (all terrain vehicles/quads) which you sit astride

IMIMC10
Inspect, repair and replace motorcycle tyres

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