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## 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.

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## 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

## Contribute to Housekeeping in Motor Vehicle Environments

**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

## Contribute to Housekeeping in Motor Vehicle Environments

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**Developed by** IMI
 

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**Version Number** 2
 

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**Date Approved** October 2014
 

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**Indicative Review Date** October 2017
 

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**Validity** Current
 

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**Status** Original
 

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**Originating Organisation** IMI
 

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**Original URN** IMIARBG1
 

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**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);

## Contribute to Housekeeping in Motor Vehicle Environments

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 Valet (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

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## 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

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## 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)

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## 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

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**Developed by** IMI
 

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**Version Number** 2
 

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**Date Approved** October 2014
 

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**Indicative Review Date** October 2017
 

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**Validity** Current
 

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**Status** Original
 

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**Originating Organisation** IMI
 

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**Original URN** IMIARB2
 

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**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

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

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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)

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### 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

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### Keywords

Identify, Agree, Motor Vehicle, Customer Needs

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## Overview

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

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## 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

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## 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

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**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



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**Status** Original

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**Originating Organisation** IMI

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**Original URN** IMIARB3

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**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 Valet (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



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### 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

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### 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

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### 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 I 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

<b>Developed by</b>	IMI Ltd
<b>Version number</b>	1
<b>Date approved</b>	January 2010
<b>Indicative review date</b>	January 2012
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	IMI Ltd
<b>Original URN</b>	G6
<b>Relevant occupations</b>	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
<b>Suite</b>	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
<b>Key words</b>	[KEYWORDS]

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### Overview

This NOS is about ensuring that the work required in your area of responsibility is effectively planned and fairly allocated to individuals and/or teams. It also involves monitoring the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met and reviewing and updating plans of work in the light of developments.

The 'area of responsibility' may be, for example, a branch or department or functional area or an operating site within an organisation.

The NOS is recommended for first line managers and middle managers.

### Performance criteria

*You must be able to:*

- P1 confirm the work required in your area of responsibility with your manager and seek clarification, where necessary, on any outstanding points and issues
- P2 plan how the work will be undertaken, seeking views from people in your area of responsibility, identifying any priorities or critical activities and making best use of the available resources
- P3 ensure that work is allocated to individuals and/or teams on a fair basis taking account of skills, knowledge and understanding, experience and workloads and the opportunities for development
- P4 ensure that individuals and/or teams are briefed on allocated work, showing how it fits with the vision and objectives for the area and the overall organisation, and the standard or level of expected performance
- P5 recognise and seek to find out about differences in expectations and working methods of any team members from a different country or culture and promote ways of working that take account of their expectations and maximise productivity
- P6 encourage individuals and/or team members to ask questions, make suggestions and seek clarification in relation to allocated work
- P7 monitor the progress and quality of the work of individuals and/or teams on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback
- P8 support individuals and/or teams in identifying and dealing with problems and unforeseen events
- P9 motivate individual and/or teams to complete the work they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion
- P10 monitor your area for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively
- P11 identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with individuals and/or teams
- P12 recognise successful completion of significant pieces of work or work activities by individuals and/or teams
- P13 use information collected on the performance of individuals and/or teams in any formal appraisals of performance
- P14 review and update plans of work for your area, clearly communicating any changes to those affected



### Knowledge and understanding

*You need to know and understand:*

- K1 how to select and successfully apply different methods for communicating with people across an area of responsibility
- K2 the importance of confirming/clarifying the work required in your area of responsibility with your manager and how to do this effectively
- K3 how to identify and take due account of health and safety issues in the planning, allocation and monitoring of work
- K4 how to produce a plan of work for your area of responsibility, including how to identify any priorities or critical activities and the available resources
- K5 how to identify sustainable resources and ensure their effective use when planning the work for your area of responsibility
- K6 the importance of seeking views from people working in your area and how to take account of their views in producing the plan of work
- K7 the values, ethics, beliefs, faith, cultural conventions, perceptions and expectations of any team members from a different country or culture and how your own values, ethics, beliefs, faith, cultural conventions, perceptions, expectations, use of language, tone of voice and body language may appear to them
- K8 why it is important to allocate work to individuals and/or teams on a fair basis and how to do so effectively
- K9 why it is important that individuals and/or teams are briefed on allocated work and the standard or level of expected performance and how to do so effectively
- K10 the importance of showing individuals and/or teams how their work fits with the vision and objectives of the area and those of the organisation
- K11 ways of encouraging individuals and/or teams to ask questions and/or seek clarification in relation to the work which they have been allocated
- K12 effective ways of regularly and fairly monitoring the progress and quality of work of individuals and/or teams against the standards or level of expected performance
- K13 how to provide prompt and constructive feedback to individuals and/or teams
- K14 why it is important to monitor your area for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively how to take account of diversity and inclusion issues when supporting and encouraging individuals and/or teams to complete the work they have been allocated
- K15 why it is important to identify unacceptable or poor performance by individuals and/or teams and how to discuss the cause(s) and agree ways of improving performance with them
- K16 the type of problems and unforeseen events that may occur and how to

# IMIARBG11

## Supervisory skills

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- support individuals and/or teams in dealing with them
- K17 the additional support and/or resources which individuals and/or teams might require to help them complete their work and how to assist in providing this
- K18 how to select and successfully apply different methods for encouraging, motivating and supporting individuals and/or teams to complete the work they have been allocated, improve their performance and for recognising their achievements
- K19 how to log information on the ongoing performance of individuals and/or teams and use this information for formal performance appraisal purposes

### **Industry/sector specific knowledge and understanding**

- K20 industry/sector requirements for the development or maintenance of knowledge, understanding and skills
- K21 industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work

### Additional Information

#### Skills

Listed below are the main generic 'skills' which need to be applied in allocating and monitoring the progress and quality of work in your area of responsibility. These skills are explicit/implicit in the detailed content of the NOS and are listed here as additional information.

1. Communicating
2. Consulting
3. Decision making
4. Delegating
5. Information management
6. Leadership
7. Managing conflict
8. Monitoring
9. Motivating
10. Planning
11. Problem solving
12. Providing feedback
13. Prioritising
14. Reviewing
15. Setting objectives
16. Stress management
17. Valuing and supporting others.

# IMIARBG11

## Supervisory skills

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<b>Developed by</b>	IMI Ltd
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<b>Version number</b>	1
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<b>Date approved</b>	January 2010
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<b>Indicative review date</b>	January 2012
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<b>Validity</b>	Current
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<b>Status</b>	Tailored
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<b>Originating organisation</b>	IMI Ltd
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<b>Original URN</b>	(MSC D6)
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<b>Relevant occupations</b>	Engineering; Vehicle Trades
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<b>Suite</b>	Accident Repair - Body
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<b>Key words</b>	supervisory skills
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## Overview

This NOS is about helping members of your team address problems affecting their performance. These may be work-related problems or problems arising from their personal circumstances.

The NOS involves identifying problems affecting people's performance and discussing these in a timely way with the team members concerned to help them find a suitable solution to their problem. Sometimes you may need to refer the team member to specialist support services.

The NOS is recommended particularly for first line managers and middle managers.

# IMIARBG12

## Developing staff

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### Performance criteria

*You must be able to:*

- P1 give team members opportunities to approach you with problems affecting their performance
- P2 identify performance issues and bring these promptly to the attention of the team members concerned
- P3 discuss problems with team members at a time and place appropriate to the type, seriousness and complexity of the problem
- P4 gather and check information to accurately identify the problem and its cause
- P5 discuss the range of alternative courses of action and agree with the team member a timely and effective way of dealing with the problem
- P6 refer the team member to support services or specialists, where necessary
- P7 keep a confidential record of your discussions with team members about problems affecting their performance
- P8 ensure your actions are in line with your organisation's policies for managing people

### Knowledge and understanding

*You need to know and understand:*

- K1 the importance in giving team members opportunities to approach you with problems affecting their performance
- K2 how to encourage team members to approach you with problems affecting their performance
- K3 the importance of identifying performance issues and bringing these promptly to the attention of the team members concerned
- K4 the importance of discussing problems with team members at a time and place appropriate to the type, seriousness and complexity of the problem
- K5 how to gather and check the information you need to identify the problem and its cause
- K6 the importance of identifying the problem accurately
- K7 the range of alternative courses of action to deal with the problem
- K8 the importance of discussing and agreeing with the team member a timely and effective way of dealing with the problem
- K9 when to refer the team member to support services or specialists
- K10 the importance of keeping a confidential record of your discussions with team members about problems affecting their performance, and how to do so
- K11 the importance of ensuring your actions are in line with your organisation's policies for managing people and their performance

#### **Industry/sector specific knowledge and understanding**

- K12 industry/sector requirements for helping team members address problems affecting their performance

#### **Context specific knowledge and understanding**

- K13 the types of problems that your team members may encounter which can affect their performance
- K14 your role, responsibilities and limits of authority when dealing with team members' problems
- K15 the range of support services or specialists that exist inside and outside your organisation
- K16 your organisation's policies for managing people and their performance

### Additional Information

#### Skills

Listed below are the main generic 'skills' which need to be applied in helping team members address problems affecting their performance. These skills are explicit/implicit in the detailed content of the NOS and are listed here as additional information.

1. Acting assertively
2. Communicating
3. Consulting
4. Decision-making
5. Empathising
6. Information management
7. Managing conflict
8. Monitoring
9. Problem solving
10. Providing feedback
11. Reviewing
12. Setting objectives
13. Team building
14. Valuing and supporting others.



# IMIARBG12

## Developing staff

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<b>Developed by</b>	IMI Ltd
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<b>Version number</b>	1
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<b>Date approved</b>	January 2010
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<b>Validity</b>	Current
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<b>Status</b>	Original
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<b>Originating organisation</b>	IMI Ltd
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<b>Original URN</b>	(MSC D8)
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<b>Relevant occupations</b>	Engineering; Vehicle Trades
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<b>Suite</b>	Accident Repair - Body
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<b>Key words</b>	developing staff
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## Overview

This NOS is about managing business processes to make sure the organisation delivers outputs that meet customers' needs and stakeholders' needs, and organisational and legal requirements.

The NOS is recommended for middle managers.

### Performance criteria

*You must be able to:*

- P1 design processes that deliver outcomes based on organisational goals and aims
- P2 ensure processes and resources are sustainable and effective in their use
- P3 identify and provide the resources you need
- P4 take account of influences that may affect and shape how processes work
- P5 link processes so that they interact across the organisation to form a complete system
- P6 provide information and support for staff and other stakeholders involved.
- P7 define process responsibilities
- P8 develop process measures that are affordable and provide enough information for people to decide how to manage the process
- P9 establish and use effective methods to review and improve the process

### Knowledge and understanding

*You need to know and understand:*

- K1 principles and models of effective process management
- K2 how to define business processes
- K3 types of business process measures and how to assess their suitability
- K4 how to ensure processes and resources are sustainable and effective in their use, and the importance of doing so
- K5 the difference between process outputs and outcomes
- K6 how to assess process changes for risk and reward against their potential investment cost
- K7 how to carry out cost and benefit analysis
- K8 types of analytical and problem-solving tools that you can use when developing business processes
- K9 how to measure the effect of changes in the business process

*You need to know and understand:*

#### **Industry/sector specific knowledge and understanding**

- K10 the sector and market in which your organisation works
- K11 relevant sector trends, developments and competitor performance that affect your business processes

*You need to know and understand:*

#### **Context specific knowledge and understanding**

- K12 your organisation's aims and goals
- K13 your organisation's structure, values and culture
- K14 how your organisation adds value through delivering its products, services and processes
- K15 the needs of your actual and potential customers and other key stakeholders
- K16 your organisation's products, services and processes and the interdependencies between them
- K17 measures of process performance that are relevant to your organisation

### Additional Information

#### Skills

Listed below are the main generic 'skills' which need to be applied in managing business processes. These skills are explicit/implicit in the detailed content of the NOS and are listed here as additional information.

TM

1. Communicating
2. Information management
3. Analysing
4. Assessing
5. Presenting information
6. Influencing
7. Persuading
8. Negotiating
9. Problem solving
10. Prioritising
11. Thinking systematically
12. Thinking creatively
13. Reviewing

# IMIARBG13

## Business Management

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<b>Status</b>	Original
<b>Originating organisation</b>	IMI Ltd
<b>Original URN</b>	(MSC F3)
<b>Relevant occupations</b>	Engineering; Vehicle Trades; Communications Officer
<b>Suite</b>	Accident Repair – Body; Local Government Skills
<b>Key words</b>	business, management, strategy, planning

Give vehicle parts operations customers a positive impression of yourself and your organisation

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## Overview

This standard is about communicating and dealing with vehicle parts operations customers in a positive, effective and polite manner. By doing this you will be giving a positive impression of yourself and of your organisation.

Give vehicle parts operations customers a positive impression of yourself and your organisation

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## Performance criteria

You must be able to:

1. meet your organisation's standards for appearance and behaviour
2. greet customers in a way that is appropriate to their needs
3. **communicate** with **customers** in a way that makes them feel valued and respected
4. identify and confirm the needs and expectations of your customers
5. treat customers courteously and helpfully even when you are working under pressure
6. maintain communication with customers to ensure that they are kept informed and reassured
7. adapt your behaviour to respond effectively to different customer behaviour
8. respond appropriately to customers who indicate that they need or want your attention
9. select appropriate methods of communication with customers to suit their needs
10. respond promptly and positively to customers' questions and comments
11. allow customers time to consider your response and give further explanation when appropriate
12. check with customers that you have fully understood their needs and expectations
13. locate information that will help customers promptly
14. give customers all information they need about the products or services offered by your organisation that they are interested in
15. explain clearly and concisely any information that customers might find complicated
16. manage the expectations of the customers so that they do not feel that you over promise and under deliver
17. refer to guidance when you cannot resolve or adequately meet the customer needs by yourself and know who to refer to for guidance
18. deal with all customers in a timely fashion



Give vehicle parts operations customers a positive impression of yourself and your organisation

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## Knowledge and understanding

You need to know and understand:

1. how to communicate in a clear, polite, confident way and why this is important
2. how to recognise when a customer is angry and or confused
3. what your customers' rights are and how these rights determine what you are able to do for your customer
4. the specific aspects of:
  - 4.1 health and safety
  - 4.2 data protection
  - 4.3 equal opportunities and disability discrimination
5. legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
6. industry, organisational and professional codes of practice and that affect the way the products or services you deal with can be delivered to your customers
7. any contractual agreements that your customers have with your organisation
8. the products or services of your organisation relevant to your customer service role
9. the guidelines laid down by your organisation that determine what you can do within your job the limits of your own authority and when you need to seek agreement with or permission from others
10. any organisational responsibilities relevant to your job, your role in meeting them and the implications for your organisation if those responsibilities are not met
11. your organisation's standards for appearance and behaviour
12. your organisation's guidelines for recognising customers' needs and expectations and responding positively to them
13. the rules and procedures regarding the methods of communications you use

Give vehicle parts operations customers a positive impression of yourself and your organisation

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## Scope/range

### Scope of this standard

#### Legislation/Legal requirements:

Examples could include relevant aspects of contract law, Sale of Goods Act 1979; Supply of Goods and Services Act 1982; Unfair Contract Terms 1977; Consumer Protection Act 1987; Road Traffic Act 1988; Consumer Protection Act 1974; Trade Descriptions Act 1968; Data Protection Act 1998; The Sale and Supply of Goods and Consumer Regulations 2002, and current Financial Services Authority (FSA) legislation. Explosives Act – check year.; Environmental Act; ECE Regulation R90.

#### Range of this standard

1. Parts include:
  - a. motor vehicle parts
  - b. any accessories
  - c. consumables

Give vehicle parts operations customers a positive impression of yourself and your organisation

---

## Glossary

### **Communicate/Communication:**

This may be verbal, face to face or via telephone and email

### **Customers:**

These are defined as internal and external customers

Give vehicle parts operations customers a positive impression of yourself and your organisation

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP01
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations; Vehicle Parts Operations v3; Vehicle Parts Operative; Vehicle Parts Supervisor
<b>Keywords</b>	Vehicle, parts, operations, customers, positive, impression, yourself, your organisation

Follow procedures and identify and report security risks within a vehicle parts environment

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## Overview

This standard is about keeping the premises secure by being alert to security risks and following procedures for preventing, dealing with and reporting security risks and potential security risks.

Follow procedures and identify and report security risks within a vehicle parts environment

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## Performance criteria

You must be able to:

1. follow procedures for securing premises, stock and cash
2. notice when unlocked or unattended areas or items pose a security risk
3. inform the relevant person about the security risk promptly
4. check how people are behaving and follow procedures when their behaviour is a risk to you, the premises or others
5. note where theft may have occurred and report it to the **relevant person**
6. take **action** within your area of responsibility to minimise risk and maximise protection
7. complete accurate reports, where required, of any incidents that you have noticed
8. act within company policy when dealing with suspected thieves

Follow procedures and identify and report security risks within a vehicle parts environment

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## Knowledge and understanding

You need to know and understand:

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

1. current, organisational procedures, regulations, codes of practice and guidelines relating to identifying and reporting security risks and or potential security risks
2. the types of security risk that can arise in your workplace
3. the approved procedures and techniques for protecting your personal safety when security risks arise and how to prevent or stop violent behaviour safely and legally
4. how and when:
  - 4.1 stock could be stolen or deliberately damaged
  - 4.2 cash could be stolen
  - 4.3 the police should be involved
5. what the procedures are for keeping stock, premises and cash secure
6. who to report security risks to, and how to contact them
7. when and who to ask for help when a security risk or potential risk arises
8. the legal definition of theft and the procedures to follow if you witness a theft
9. company policies and procedures for maintaining security at all times
10. company policy on the type of security systems and procedures used to protect the premises
11. policy on the use of CCTV in the workplace
12. how to complete a clear and accurate report providing details of any incidents you have noticed

Follow procedures and identify and report security risks within a vehicle parts environment

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**Scope/range**

**Scope of this standard**

1. **Relevant person(s)** could include:
  - a. manager
  - b. supervisor
  - c. team leader
  - d. senior manager



Follow procedures and identify and report security risks within a vehicle parts environment

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## Glossary

**Action:** report to an appropriate authority, implement company procedures and make enquiries about unattended items.

Follow procedures and identify and report security risks within a vehicle parts environment

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<b>Status</b>	Original
<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP02
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations; Vehicle Parts Operations v3; Vehicle Parts Operative; Vehicle Parts Supervisor
<b>Keywords</b>	vehicle, parts, operations, identify and report, security risks

## Select and issue motor vehicle parts

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### Overview

This standard is about the correct identification, location, selection and issuing of motor vehicle parts to internal and external customers in order to meet their needs. The accurate completion of relevant documentation is also required.

## Select and issue motor vehicle parts

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### Performance criteria

You must be able to:

1. select and wear suitable **personal protective equipment** when selecting and issuing **parts**, where relevant
2. access and use suitable **sources of parts information** to identify accurately the part(s) required by your **customer**
3. ensure the part identified is correct for the vehicle and suits your customer's needs
4. locate and select part(s) accurately
5. **handle and move** all parts:
  - 5.1 following your workplace procedures
  - 5.2 to meet health and safety requirements
  - 5.3 in a way that minimises the risk of damage to the part, storage system, surrounding fittings and components
6. store any orders to be collected at a later time safely and securely in the designated area
7. report any apparent low levels of stock to the relevant person promptly
8. report any parts in poor condition to the **relevant person** promptly
9. present the correct part(s) to your customer promptly
10. present parts in good condition with no obvious faults and damage
11. confirm the acceptability of parts with your customer prior to completing any documentation
12. seek assistance from the relevant person(s) promptly when you experience difficulties in selecting and issuing parts
13. ensure your parts issue documentation and records are accurate, complete and passed to the relevant person(s) promptly in the required format

## Select and issue motor vehicle parts

**Knowledge and understanding**

You need to know and understand:

1. current relevant legislation, regulations, codes of practice and guidelines relating to the selection and issue of parts
2. the requirements for and importance of, wearing personal protective equipment when selecting and issuing parts
3. your organisation's systems and procedures for:
  - 3.1 parts identification system used in your organisation
  - 3.2 parts storage, rotation and management
  - 3.3 handling damaged parts
4. documentation completion and keeping records
5. the storage and collection of picked orders

**Technical information**

6. the types of vehicle systems (e.g. braking, suspension, steering and transmission) to be found in a vehicle; their layout and basic function and the location of parts within each system; including parts terminology and any variations in terminology
7. how to gather information from the customer to enable correct vehicle identification
8. how to use technical information to correctly identify the parts required
9. how to use Electronic Parts Catalogue (EPC) or alternative information systems to identify parts required
10. what action should be taken when superseded parts are identified
11. how to identify any associated parts that a customer may require for the parts that you have looked up
12. what action should be taken when the correct part cannot be identified
13. what action should be taken when the correct part is not in stock

**Parts Handling**

14. the parts numbering system for the makes and types of parts you deal with
15. how to locate where parts are stored using the appropriate parts location **information systems** used in your organisation
16. how to handle and move parts safely including using appropriate mechanical handling equipment
17. the implications of failing to select and allocate orders correctly

## Select and issue motor vehicle parts

**Scope/range****Scope of this standard****1. Personal protective equipment** includes:

- a. overalls
- b. safety shoes
- c. gloves
- d. eye protection
- e. head protection

**2. Information systems** includes:

- a. databases
- b. internet
- c. intranet
- d. spreadsheets
- e. word processed documents
- f. electronic point of sales systems (EPOS)
- g. vehicle manufacturers/your own sales processing system etc

**3. Relevant persons** include:

- a. manager
- b. supervisor
- c. team leader
- d. senior manager

Select and issue motor vehicle parts

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**Behaviours****Behaviours underpinning effective performance**

you identify customer's information needs  
you display a positive disposition when communicating with others  
you constantly seek to improve performance  
you realise how the efficient selection and issuing of parts contributes to the productivity of the organisation you are working for

**Glossary**

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

**Handle and move:** Manual and/or mechanically assisted lifting and carrying work depending on the size and type of part being handled.  
**Note:** individuals who operate fork lift trucks must:  
have successfully completed an appropriate approved basic training course in fork lift truck operation, and hold a certificate of basic training issued by an approved organisation

**Sources of parts information:** Parts lists and other relevant parts information stored on manual or computerised parts information systems, including parts identification systems, parts location systems, parts ordering systems. Customer feedback, staff comments, records and reports, your own observations.

**Customer:** These are defined as internal and external customers.

## Select and issue motor vehicle parts

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP03
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations
<b>Keywords</b>	vehicle, parts, select, issue, motor, parts, identification, selection



## Receive and store motor vehicle parts

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### Overview

This standard is about taking responsibility for ensuring incoming vehicle 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.

## Receive and store motor vehicle parts

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### Performance criteria

You must be able to:

1. select and wear suitable **personal protective equipment** when receiving and storing parts
2. ensure the goods inwards area is clear and that there is sufficient storage space before the arrival of expected deliveries
3. ensure deliveries are unloaded safely and securely, observing all manual handling requirements
4. ensure the **parts** received are checked against requirements / stock orders promptly
5. ensure that delivery documentation is complete, accurate and processed promptly
6. check delivery records promptly to ensure your organisation's requirements have been met by your individual **suppliers**
7. place parts into storage correctly in the time allowed according to relevant stock rotation requirements and ensure that parts can be accessed easily
8. organise storage facilities to take account of:
  - 8.1 known operational needs
  - 8.2 safety requirements
  - 8.3 the need to preserve the condition of parts
  - 8.4 legal requirements
9. maintain a routine for checking stock condition and storage and carry out checks at regular intervals
10. maintain a routine for checking the movement of stock to ensure that health and safety and other organisational requirements are being met
11. take prompt remedial action to resolve any parts receipt and storage problems
12. keep complete, accurate and up-to-date stock records that can be accessed by everyone who needs them
13. provide accurate, up-to-date parts receipt and storage information to **relevant persons** promptly, when necessary
14. update stock records accurately upon receipt of stock orders
15. report any discrepancies identified during receipt of stock orders to the relevant person(s) promptly

## Receive and store motor vehicle parts

### Knowledge and understanding

You need to know and understand:

1. the current legislation, including health and safety legislation, relevant to the receiving and storing of parts
2. the requirements for and importance of, how to select and wear personal protective equipment when receiving and storing of parts
3. manual handling techniques and weights that can be moved without assistance
4. your organisation's systems and procedures for:
  - 4.1 receiving and accepting parts
  - 4.2 storing and moving parts stock, including maintaining the quality of stock susceptible to damage and/or deterioration
  - 4.3 dealing with discrepancies and late deliveries
  - 4.4 record keeping, documentation for parts stock control
  - 4.5 health, safety and security requirements when receiving and moving parts
  - 4.6 checking stock condition and the storage of stock
5. the importance of checking incoming parts stock against requirements, stock orders and stock inventory promptly after unloading or receiving parts
6. your organisation's systems and procedures for:
  - 6.1 parts storage, rotation and management
  - 6.2 **handling** damaged parts
  - 6.3 documentation completion and keeping records
  - 6.4 the receiving into stock of new parts
7. the implications of failing to receive and store parts correctly
8. the business and customer satisfaction related factors governing why:
  - 8.1 deliveries should be checked promptly
  - 8.2 shortfalls rectified promptly
  - 8.3 accurate purchasing records are maintained
9. your organisation's legal rights as a consumer
10. who in your organisation you report to for:
  - 10.1 incorrect supply of parts
  - 10.2 damaged parts

### Parts Handling

11. locate where parts are stored using the appropriate parts location information systems used in your organisation
12. how to issue parts locations to new parts that have been added to the "standard" stock list
13. how to **handle and move parts** safely including using mechanical handling equipment available

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14. the implications of failing to select and allocate bin locations correctly

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**Scope/range****Legislation/Legal requirements:**

Examples could include relevant aspects of contract law, Sale of Goods Act 1979; Supply of Goods and Services Act 1982; Unfair Contract Terms 1977; Consumer Protection Act 1987; Road Traffic Act 1988; Consumer Protection Act 1974; Trade Descriptions Act 1968; Data Protection Act 1998; The Sale and Supply of Goods and Consumer Regulations 2002, and current Financial Services Authority (FSA) legislation. Explosives Act – check year.; Environmental Act; ECE Regulation R90.

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## Glossary

**Parts:** These are motor vehicle parts, any accessories and consumables

**Personal protective equipment:** Examples include overalls, safety shoes, gloves, eye protection and head protection

**Handling and moving parts:** Manual and/or mechanically assisted lifting and carrying work depending on the size and type of part being handled.

Note: individuals who operate fork lift trucks must:

- have successfully completed an appropriate approved basic training course in fork lift truck operation, and hold a certificate of basic training issued by an approved organisation

**Relevant persons:**

Examples include manager, supervisor, team leader or senior manager

**Suppliers:** vehicle parts suppliers such as manufacturers and factors

## Receive and store motor vehicle parts

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP04
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	receive, store. motor, vehicle, parts, storage, stock

## Process orders for non-stock motor vehicle parts

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### Overview

This standard is about fulfilling customer requirements by ordering out-of-stock or 'special order' motor vehicle items. Chasing the order and handling all relevant documentation is also included.



## Process orders for non-stock motor vehicle parts

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### Performance criteria

You must be able to:

1. check existing orders for delivery lead time prior to placing any new orders
2. identify suppliers that:
  - 2.1 can supply the **parts** your customer requires
  - 2.2 can specify the delivery time
3. confirm your customer's understanding of any conditions applying to their order and gain their agreement prior to raising the order
4. gain your customer's agreement on price, discount and delivery dates and any necessary authorisation prior to placing an order
5. gain authorisation for accepting and processing orders when the value exceeds the limit you are able to process, when necessary
6. gain the appropriate payment, or the necessary authorisation for special items, prior to accepting your customer's order
7. keep customers informed if there are any anticipated delays in delivery accurately and promptly
8. offer customers suitable alternatives where applicable, if their original requirements cannot be met
9. record and report the reasons for any lost sales to the relevant person(s) accurately and promptly
10. follow up your customer's orders with suppliers when required
11. report any difficulties in supplying customer orders to the relevant person(s) promptly if required
12. update order records accurately upon receipt of customers order requirements
13. inform customers of the arrival of their order promptly
14. ensure **documentation** is accurate, complete and forwarded to the relevant person(s) in the required format promptly

## Process orders for non-stock motor vehicle parts

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### Knowledge and understanding

You need to know and understand:

1. how to identify and access potential suppliers
2. how to operate the parts identification and order system used in your organisation
3. how to check the 'stock on order' situation
4. how to identify and calculate the price of special order parts with regards to mark up and gross profit/margin
5. how to process and complete documentation for orders
6. how to record and report lost sales
7. how to update stock records on receipt of goods
8. how to communicate clearly, politely and accurately with customers and suppliers
9. the company procedure on receipt of the order for non-stock parts
10. the types of vehicle and systems that your company supply parts for
11. the **conditions applying to orders** and the importance of informing customers and gaining their agreement to such conditions and which items must always be paid for in full prior to ordering
12. your organisation's systems and procedures for:
  - 12.1 the ordering of **non-stock parts**
  - 12.2 discount
  - 12.3 booking non-stock parts to customer accounts
  - 12.4 reporting and recording lost sales
  - 12.5 organising delivery and collection of parts from local suppliers
13. the person to whom you should report any problems or difficulties in meeting customer needs
14. suitable time scales and methods for progressing orders
15. the importance of keeping customers informed of the progress of their order
16. the order value you are able to accept without reference to your line manager/supervisor



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Scope/range	Scope of this standard
	<ul style="list-style-type: none"><li>1. Relevant person(s) include:<ul style="list-style-type: none"><li>a. manager</li><li>b. supervisor</li><li>c. team leader</li><li>d. senior manager</li></ul></li></ul>

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## Glossary

**Parts:** These are motor vehicle parts, any accessories and consumables

**Documentation:** manual and/or computerised recording systems for ordering, receipt of goods and any payments

**Conditions applying to orders:** Examples include minimum order quantities, 'no return' policies, reduced purchase terms (e.g. VOR), 'payment with order only policies', authorisation by a named person only, etc.

**Non-stock parts:** items normally stocked but currently out of stock and special orders

## Process orders for non-stock motor vehicle parts

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<b>Original URN</b>	IMIVP05
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	process, orders, non-stock, motor, vehicle, parts

Process returned goods and materials in a vehicle parts environment

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**Overview**

The standard is about returned goods and materials, including surcharged motor vehicle parts and dealing with old units and motor vehicle parts warranty. It includes informing customers what you can do to help them and taking suitable action (refund, credit note or replacement goods etc).

## Process returned goods and materials in a vehicle parts environment

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### Performance criteria

You must be able to:

1. check clearly and politely with the **customer** what goods they want to return and their reasons
2. apologise promptly if your company appears to be at fault
3. follow legal and company requirements for offering replacements and refunds, and explain these to the customer clearly and politely
4. explain to the customer clearly and politely the action you are going to take, and any charges that apply
5. pick out accurately the replacement goods and follow company procedures for preparing them to be sent out
6. explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods
7. check the type, quantity and condition of returned goods accurately
8. give accurate and complete information to the person who can raise a credit note or refund the payment
9. update the stock control system promptly, accurately and fully
10. label clearly any goods that are to be returned to the supplier or manufacturer
11. move returned goods to the correct place and position
12. separate unsalable goods from sales stock

## Knowledge and understanding

You need to know and understand:

1. current relevant legislation, regulations, codes of practice and guidelines relating to processing the return of goods
2. the main reasons customers might have for returning goods
3. the customer's legal rights to replacements and refunds
4. when and how to inform **relevant persons** of a return
5. when to offer an apology when the company appears to be at fault
6. company policies and procedures for replacements and refunds, including proof of purchase
7. the authority levels you and other colleagues hold to agree to replacements and refunds
8. how customers should return unwanted goods
9. where to find replacement goods
10. any charges that apply when your company is not at fault
11. who can raise credit notes and refund payments, and the information they need
12. your company procedures for preparing replacement goods for sending out
13. how to update the stock control system accurately and fully when goods are returned and why you should do so promptly
14. how to label goods for return to the supplier or manufacturer
15. where to place returned goods that cannot be re-sold
16. where to place returned goods that can be re-sold



Process returned goods and materials in a vehicle parts environment

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**Scope/range**

**Scope of this standard**

1. **Relevant person(s)** include:
  - a. Manager
  - b. Supervisor
  - c. Team leader
  - d. Senior manager

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## Glossary

**Customers:** These are defined as internal and external customers.

## Process returned goods and materials in a vehicle parts environment

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP06
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	process, returned, goods, materials , vehicle , parts, environment

## Deliver motor vehicle parts to customers

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### Overview

This standard is about the delivery of orders for motor vehicle parts direct to customers. It involves aspects of loading small delivery vehicles, safety and security, planning and making deliveries to meet agreed timescales and providing feedback on market information to the relevant people at your place of work.

## Deliver motor vehicle parts to customers

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### Performance criteria

You must be able to:

1. ensure the type and quantity of parts to be delivered match those listed on your documentation
2. make sure that your delivery vehicle complies with company and legal regulations at all times
3. plan an effective delivery route that takes into account all local conditions and is time and cost efficient
4. load and deliver only those parts that are in a visibly saleable condition
5. load your delivery vehicle:
  - 5.1 using safe handling techniques
  - 5.2 in a way that prevents damage to goods, vehicle and yourself
  - 5.3 in a sequence relevant to the delivery schedule
  - 5.4 to meet weight distribution requirements
  - 5.5 to not exceed vehicle weight requirements
6. ensure your load is secure prior to the vehicle moving off
7. make sure that all deliveries comply with legal and organisational safety and security requirements at all times
8. make sure that all parts orders are delivered meeting the timescales agreed with customers
9. report any anticipated delays and/or problems in making deliveries to the relevant person(s) promptly
10. store safely and securely any payments collected from customers
11. ensure your delivery records are accurate, complete and passed to the relevant person promptly on your return
12. pass any relevant **market information** gained to the relevant person(s) promptly

## Deliver motor vehicle parts to customers

---

### Knowledge and understanding

You need to know and understand:

1. current relevant legislation, regulations, codes of practice and guidelines relating to the delivery of parts (for example, Road Traffic Act)
2. how to drive a commercial delivery vehicle
3. how to handle loads safely
4. how to protect parts from damage during transit
5. how to visually check parts for damage
6. how to plan deliveries to take account of local conditions
7. how to distribute loads correctly
8. how to pack parts for delivery
9. how to complete documentation accurately
10. the importance of not mixing customer orders
11. the importance of loading a vehicle in a sequence to match deliveries and weight distribution
12. the implications of delivering incorrect and damaged parts
13. the legal requirements for vehicle roadworthiness
14. your personal responsibilities for delivery **vehicle maintenance**
15. how to plan delivery routes to enable parts to be delivered in a cost and time efficient manner
16. your organisation's procedures for:
  - 16.1 health and safety
  - 16.2 checking your vehicle
  - 16.3 dealing with accidents
  - 16.4 reporting delivery problems
  - 16.5 vehicle and payment security
  - 16.6 payment for goods
  - 16.7 completing and returning documentation
17. the type of customer and competitor information which should be reported and who to report to

Deliver motor vehicle parts to customers

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**Scope/range**

**Scope of this standard**

**Vehicle maintenance** includes:

- a. checking and replenishing oil and water levels
- b. tyre checks
- c. indicator and light function checks
- d. vehicle tax checks
- e. reporting any problems to the relevant person and ensuring that they are resolved prior to taking the vehicle on the road

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## Glossary

**Market information:** information about new contacts, staff changes, competitor 'special offers' and price variations.



Deliver motor vehicle parts to customers

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP07
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	deliver motor vehicle parts customers

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## Overview

This standard is about the calculation of the cost of parts and processing both cash and other forms of payment, including credit and debit card payments, account payments and credit transfers. 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.

## Process payment transactions within a vehicle parts environment

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### Performance criteria

You must be able to:

1. identify the price of items accurately
2. resolve any problems in pricing **parts** 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, if relevant
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 in a suitable manner when authorisation for payment cannot be obtained for non-cash transactions
9. complete and process all documentation required clearly and accurately
10. store payments securely and protect them from theft
11. ensure you are 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

## Process payment transactions within a vehicle parts environment

## Knowledge and understanding

You need to know and understand:

1. current relevant legislation, regulations, codes of practice and guidelines relating to processing payment transactions
2. how to identify and check prices in your own parts operation
3. how to get information and advice to deal with pricing problems
4. how to identify current discounts and special offers (e.g. campaigns and promotions)
5. how to keep cash and other payments safe and secure
6. how to check for and identify counterfeit payments
7. how to check for stolen credit cards, charge cards or debit cards
8. how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods
9. how to deal with customers when authorisation cannot be obtained for their non-cash payments
10. common methods of calculating payments, including the use of point of sale equipment and manual calculations
11. the types of payment you are able to receive and accept
12. your organisation's systems and procedures for:
  - 12.1 authorising non-cash
  - 12.2 verifying account holders and booking purchases to customer accounts
  - 12.3 calculating and taking payments
  - 12.4 dealing with suspected fraud
  - 12.5 completing and processing documentation
13. the value and importance of customer service to effective trading operations
14. the limits of your authority for processing payments
15. the types of transaction errors that can occur and the consequences of failure to report errors

## Glossary

**Sources of information:** Parts lists and other relevant parts information stored on manual or computerised parts information systems, including parts identification systems, parts location systems, parts ordering systems. Customer feedback, staff comments, records and reports, your own observations

**Parts:** These are motor vehicle parts, any accessories and consumables

## Process payment transactions within a vehicle parts environment

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP08
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	process payment transactions vehicle parts environment

## Stock control within a vehicle parts operation

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### Overview

This standard is about the control of parts for stock including analysing stock records to identify parts to be purchased, buying at the most advantageous terms, following up orders, monitoring the performance of suppliers and maintaining accurate purchasing records, as well as identifying when to carry out stock cleansing procedures.

## Stock control within a vehicle parts operation

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### Performance criteria

You must be able to:

1. ensure your analysis of parts **stock records** correctly identifies the types and quantities of items that need replenishing
2. ensure your analysis of 'lost sales' records correctly identifies any possibilities for stocking new product lines
3. make justifiable recommendations for stocking new product lines to the relevant person, when appropriate
4. establish parts availability and lead times with suppliers accurately when placing an order
5. source and order parts in accordance with company policy to meet **known and anticipated customer demands**
6. order quantities to maximise supplier discounts and special offers, when appropriate
7. place orders with **suppliers** in a way and at a time to achieve maximum business advantage for your own organisation
8. place orders at times which enable your supplier to pick and deliver your requirements in line with their own systems and procedures, when appropriate
9. follow up all outstanding orders promptly in a way that maintains goodwill and positive working relationships with your suppliers
10. ensure your purchasing records are complete, accurate and up-to-date and can be accessed by other people who need to use them



## Stock control within a vehicle parts operation

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### Knowledge and understanding

You need to know and understand:

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

1. how to organisational systems to produce suggested stock order
2. how to use and analyse parts suggested stock order
3. how to analyse 'lost sales' to identify potential demand for new product lines and make appropriate recommendations
4. how to evaluate the viability of supplier terms of business in order to achieve maximum business advantage to your own organisation
5. how to communicate with suppliers effectively
6. how to place and follow up orders using the system in your organisation
7. how to monitor supplier performance
8. how to complete necessary purchase orders
9. what types of parts your organisation normally requires and stocks
10. your suppliers' order systems and requirements
11. the importance of using supplier special offers and bulk purchase terms to maximise the business advantage to your organisation wherever possible
12. the factors that can influence customer demand for parts and their impact on the ordering process
13. the business and customer satisfaction related factors governing why:
  - 13.1 deliveries should be checked promptly
  - 13.2 shortfalls rectified promptly
  - 13.3 supplier performance is formally evaluated
  - 13.4 accurate purchasing records are maintained
14. your organisation's legal rights as a consumer
15. what records your organisation keeps about suppliers' performance

## Stock control within a vehicle parts operation

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### Glossary

**Supplier:** Examples include manufacturers, factors and other vehicle parts suppliers

**Stock records:** Manual or computerised, depending on the system in use in your organisation

**Known and anticipated customer demands:** e.g seasonal demands, manufacturer's campaigns, organisational promotions

## Stock control within a vehicle parts operation

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP09
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	stock control vehicle parts environment analysing records

## Participate in motor vehicle parts stocktaking activities

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### Overview

This standard is about the reporting on checks of vehicle parts stock levels and stock inventories by physically counting stock and checking the amount held against the amounts recorded in the parts stock inventory.

## Participate in motor vehicle parts stocktaking activities

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### Performance criteria

You must be able to:

1. select and wear suitable personal protective equipment throughout all **stocktaking activities**
2. confirm when you are required to carry out a stock take, its scope and purpose and who requires the report on its outcomes
3. find out what format the report should be in and the level of detail required
4. confirm what resources are available to carry out the stock take
5. anticipate any problems that are likely to prevent completing the stock take effectively in the time available
6. check on the stocktaking progress at appropriate intervals and help resolve any difficulties as appropriate
7. record and identify any damaged, old, obsolete or **parts** not fit for sale, and the type of damage, as applicable
8. collate your findings in the required format with discrepancies suitably highlighted
9. investigate **discrepancies** and resolve them as far as you can within the scope of your responsibilities
10. help to prepare the final report in the format required, including **comments** on any remaining discrepancies
11. pass the completed valuation report to the people who need to see it
12. make sure the reports are completed and distributed to the appropriate persons on time
13. report anticipated delays in the completion of the stock check to the appropriate persons

## Participate in motor vehicle parts stocktaking activities

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### Knowledge and understanding

You need to know and understand:

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

1. how to select and wear the correct personal protective equipment and the importance of doing so
2. how to interpret information in the stock inventory and correct mistakes in the inventory
3. how to determine when assistance from others will be required
4. how to choose suitable people required to assist with the stock take
5. what the responsibilities are during the stock check
6. how to monitor and check on the progress of a major stock take
7. how to investigate discrepancies revealed by the results of the stock take and what action to take when discrepancies are identified
8. how to report on the results of stocktaking and the type of reports used
9. why it is important to check stock levels and stock inventories
10. what you are checking for when carrying out checks on stock levels and stock inventories (inc. damage and condition)
11. how often stock takes are required by your organisation
12. the reason(s) that a stock check is required
13. how stock checks are audited and by whom
14. what information is held in the stock inventory, how to access it (if required for a full stock check) and what it can be used for
15. the types of situations that can make it difficult to carry out an effective stock take in the time available, and how to anticipate and prevent them
16. what preparations will be required before a stock check can be carried out
17. what resources you need to be able to carry out a full stock take
18. when and how to tell colleagues that a full stock take is to take place and how it is likely to affect colleague's work
19. your organisations procedures for reporting the results of stocktaking including when and who to give your report to

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## Glossary

**Discrepancies:** inaccuracies relating to part numbers, shelf life, damage, location and quantity

**Stocktaking activities:** Examples include major stock take or perpetual stock take

**Parts:** These are motor vehicle parts, any accessories and consumables

**Comments:** Comments you might make in a report include explanations where relevant facts are known to you, recommendations for further investigations and/or preventative action.

## Participate in motor vehicle parts stocktaking activities

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<b>Original URN</b>	IMIVP10
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	participate stocktaking vehicle parts levels



## Enter and find data using information technology within a vehicle parts environment

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### Overview

This standard is about the operations and techniques required for entering and finding data using information technology with a given, pre-set system operating in a vehicle parts operation. For example, this system could be about entering and finding vehicle and vehicle parts information or processing sales and orders.

Enter and find data using information technology within a vehicle parts environment

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## Performance criteria

You must be able to:

1. obtain any necessary authority to access data
2. use IT systems correctly to enter data effectively
3. enter data correctly in the required sequence
4. report any problems with data entry to the relevant person(s) promptly when necessary
5. confirm data entered is accurate, complete and meets your customer's needs
6. enter any data not fitting with **pre-set data parameters** correctly, when necessary
7. save any data to preserve its **integrity** and to comply with your organisation's procedures
8. access the **information system** to comply with company policy
9. locate the information needed by the customer accurately
10. resolve any problems in accessing information with the relevant person(s) promptly
11. check the information found is correct, up-to-date and meets your customer's needs
12. handle the information in a way which meets your customer's needs

Enter and find data using information technology within a vehicle parts environment

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## Knowledge and understanding

You need to know and understand:

1. current relevant legislation, regulations, codes of practice and guidelines relating to entering data using information technology
2. how to use the appropriate IT system
3. how to enter and save data on the chosen system and alter pre-set data parameters to enable data entry
4. how to interpret and access your **customer's** needs.
5. how to use the available information technology system to locate and find the information following your organisation's procedures
6. how to **handle the information** to satisfy your customer's needs
7. the limits of your own responsibility for data entry and how to gain authority from the **relevant person** to access data and the information system and the reasons why access authority is required for certain data
8. the different methods and importance of checking data
9. the importance of conforming to your organisation's procedures
10. the importance of meeting your customer's needs

Enter and find data using information technology within a vehicle parts environment

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## Scope/range

### Scope of this standard

1. **Relevant person** includes: manager, supervisor, team leader or senior manager
2. **Information system** includes:
  - a. databases
  - b. internet
  - c. intranet
  - d. spreadsheets or word processed documents
  - e. electronic point of sales systems (EPOS)
  - f. vehicle manufacturers' or your own sales processing system etc

## Glossary

**integrity:** This covers completeness, accuracy and security (both in terms of unauthorised access and corruption)

**pre-set data parameters:** Examples include the set number of lines in the format that appears on screen, other personal details and details of the service required, details of the vehicles, parts or accessories, etc

**data:** This is defined as number, text or codes

**customer:** These are defined as internal and external customers

**handle the information:** Examples include 'copy', 'create' a new file, 'search', 'print' or written or spoken communication

Enter and find data using information technology within a vehicle parts environment

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP11
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	Enter find data information technology vehicle parts environment

## Communicate information electronically within a vehicle parts environment

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### Overview

This standard is about the skills involved in using information technology to communicate electronically with others within vehicle parts operations. It covers the techniques required for transmitting and retrieving messages electronically and accessing and retrieving information via an electronic information service.

## Communicate information electronically within a vehicle parts environment

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### Performance criteria

You must be able to:

1. obtain any necessary authority to use the electronic communication facilities
2. ensure the **electronic communication facility** you use for transmitting messages meets your **customer's** requirements
3. seek guidance from the **relevant person(s)** promptly, when necessary
4. minimise the occurrence of errors to your message by effective use of available **automated checking facilities**
5. identify and attach the required file(s) correctly
6. enter the **transmission parameters** correctly to meet your customer's requirements
7. ensure the message is complete and meets your customer's requirements
8. ensure messages have been successfully transmitted and comply with regulations
9. save messages to comply with your organisation's requirements
10. ensure the required electronic communication facility is ready to receive messages
11. check the correct location regularly for incoming messages throughout each working day
12. ensure the received messages are complete
13. report any messages received in error to the relevant person(s) promptly
14. process received messages correctly to comply with regulations
15. obtain any necessary authority to access remote information systems
16. access remote **information systems** to comply with regulations where applicable
17. raise any queries during the retrieving of the required information with the relevant person(s) promptly
18. locate and retrieve the information required by the customer correctly in a cost effective manner
19. ensure the retrieved information is correct, up-to-date and processed to meet customer's needs



## Communicate information electronically within a vehicle parts environment

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### Knowledge and understanding

You need to know and understand:

1. current relevant legislation, regulations, codes of practice and guidelines relating to communication using information technology
2. the importance of how to interpret electronic communication and apply your customer's requirements
3. how to select and use the electronic communication facilities
4. how to use the available communication software to meet requirements
5. how to transmit attachments with messages for the system in use
6. how to use automated checking facilities when appropriate
7. the importance of how to check successful transmission
8. how to follow your organisation's requirements when saving files and/or electronic messages
9. how to use the available electronic information system
10. how to locate, retrieve and process information
11. the person(s) from whom to gain authority to access the electronic communication facilities and system
12. the importance of:
  - 12.1 checking data
  - 12.2 conforming to your organisation's requirements
  - 12.3 regularly checking for incoming messages and information received
  - 12.4 checking messages are complete
13. your organisation's requirements for message saving
14. the person to whom you report any problems
15. the reason why access authority may be required and the person(s) from whom to gain authority to access the information system
16. the costs which may be involved when accessing remote information systems

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**Scope/range**

**Scope of this standard:**

1. **Relevant person(s)** include:
  - a. manager
  - b. supervisor
  - c. team leader
  - d. senior manager

Communicate information electronically within a vehicle parts environment

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## Glossary

**Transmission parameters:** These are single addressee, multiple addressees, cc, bcc.

**Customer:** These are defined as internal and external customers

**Electronic communication facilities:** Examples include electronic mail (email), computer generated fax, information services and text

**Automated checking facilities:** Facilities provided by the software in use, for example, spell checker, on-line help, sort information, etc

**Information system:** systems such as databases, internet, intranet, spreadsheets or word processed documents, electronic point of sales systems (EPOS), vehicle manufacturers' or your own sales processing system etc.

Communicate information electronically within a vehicle parts environment

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP12
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	communicate information electronically vehicle parts environment

## Develop customer relationships within a vehicle parts environment

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### Overview

This standard is about developing customer relationships in vehicle parts operations with both external and internal customers. Such relationships with external customers seek to encourage and build customer loyalty. Relationships with internal customers seek to improve the efficiency of the organisation and the way different parts of it work together.

## Develop customer relationships within a vehicle parts environment

---

### Performance criteria

You must be able to:

1. deal with all **customers** promptly and politely
2. communicate with customers in a way that provides confidence and reassurance in their dealings with your organisation
3. manage the time taken to deal with customers in accordance with organisation guidelines
4. reassure customers that you are doing everything possible to keep the commitments made by your organisation
5. operate within the limits of your own authority in attempting to meet customers' and your organisation's needs
6. recognise when there may be a conflict between the needs of customers and your organisation
7. take all reasonable actions to **minimise the conflict** between customers' needs and the products and services offered by your organisation
8. work effectively with others to resolve difficulties in meeting the needs of customers and your organisation
9. give additional help and information if required to customers in response to their questions and comments about the **products or services** your organisation provides
10. discuss expectations with customers and explain how these compare with the products or services that your organisation can provide
11. advise others of feedback received from customers
12. identify new ways of helping customers based on the feedback they have given you

## Develop customer relationships within a vehicle parts environment

---

### Knowledge and understanding

You need to know and understand:

1. how to communicate in a clear, polite, confident way and why this is important
2. the current consumer legislation affecting customer's rights are and how they affect your handling of a customer issue
3. how to behave assertively and professionally in time of conflict
4. how to diffuse potentially stressful situations
5. the specific aspects of:
  - 5.1 health and safety
  - 5.2 data protection
  - 5.3 equal opportunities
  - 5.4 disability discrimination
6. legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
7. industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you sell can be delivered to your customers
8. any contractual agreements that your customers have with your organisation
9. the products or services of your organisation relevant to your customer service role
10. the guidelines laid down by your organisation that determine what you can do within your job role
11. the limits of you own authority and when you need to seek agreement with or permission from other relevant persons
12. any organisational **targets or objectives** relevant to your job role, and your responsibility in meeting them and the implications for your organisation if those targets are not met
13. how your conduct will affect the behaviour of your customer
14. the limitations of the products and services of your organization that you are able to offer your customer
15. how your customer's needs and expectations may change as they deal with your organisation
16. the implications to your organisation in terms of resources and cost when you meet your customers'needs
17. who you will need to liaise with to find a solution

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## Glossary

**Minimise the conflict:** Through making use of alternative products or services offered by your organisation making an exception to the service you would normally offer

**Customer:** These are defined as internal and external customers

**Products or services:** Examples include parts, accessories, consumables and related support or 'add on' services available as part of the total parts and or sales offer

**Targets or objectives:** Examples include organisational and personal quantitative and qualitative parts and sales targets, customer service and retention targets



Develop customer relationships within a vehicle parts environment

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVP13
<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	develop customer relationships vehicle parts environment

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## Overview

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

## Monitor and solve customer service problems within a vehicle parts environment

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### Performance criteria

You must be able to:

1. respond positively to **customers'** problems in line with organisational guidelines
2. solve customer problems when it is within your 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
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 customers and your organisation
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 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

## Monitor and solve customer service problems within a vehicle parts environment

### Knowledge and understanding

You need to know and understand:

1. how to communicate in a clear, polite, confident way and why this is important
2. how to negotiate with and reassure customers whilst their problems are being solved
3. your customer's rights and how these rights determine what you are able to do for your customer in respect of:
  - 3.1 health and safety
  - 3.2 data protection
  - 3.3 equal opportunities
  - 3.4 disability discrimination
4. legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
5. industry, organisational and professional codes of practice and that affect the way the products or services you deal with can be delivered to your customers
6. any contractual agreements that your customers have with your organisation
7. the products or services of your organisation relevant to your customer service role
8. the guidelines laid down by your organisation that determine what you can do within your job
9. the limits of your own authority and when you need to seek agreement with or permission from others
10. any organisational requirements relevant to your job, role and monitoring and solving customer service problems
11. how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with the internal customer

---

## Glossary

**Relevant person(s):** Examples include manager, supervisor, team leader or senior manager.

**Options for resolution:** These are using formal organisational procedures, involving agreed and or authorised exceptions to usual practice.

**Customers:** These are defined as internal and external customers

Monitor and solve customer service problems within a vehicle parts environment

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<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	Monitor solve customer service problems within vehicle parts environment

## Support customer service improvements within a vehicle parts environment

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### Overview

This standard is about making a contribution to improving customer service within vehicle parts operations by gathering and using customer feedback to identify improvements, making suggestions for and carrying out changes to customer service systems and assisting with the evaluation of changes to customer service levels.

## Support customer service improvements within a vehicle parts environment

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### Performance criteria

You must be able to:

1. gather any feedback from your **customers** when you deal with them
2. use agreed customer feedback procedures to obtain information from your customers on their needs and expectations
3. use the information obtained from your customers to develop a better understanding of their needs and expectations
4. identify ways the service you give your customers could be improved based on the information you have gathered
5. discuss your ideas for improving customer service with others
6. identify a possible **change** that could be made to improve the service you give to your customers
7. present your suggestions for improving the service you give to the **relevant person**
8. carry out changes to customer service systems or procedures either based on your own ideas or proposed by your organisation
9. keep your customers informed of changes to customer service in accordance with organisational guidelines
10. work positively with others to support the changes made by your organisation
11. discuss with others how changes to customer service are working
12. work with others to identify any negative aspects of changes and how these can be resolved



## Support customer service improvements within a vehicle parts environment

### Knowledge and understanding

You need to know and understand:

1. how to communicate in a clear, polite, confident way and why this is important
2. how to work with others to identify and support change in the way in which service is delivered
3. the current Consumer legislation affecting customer's rights are and how they affect your handling of a customer issue.
4. the specific aspects of:
  - 4.1 health and safety
  - 4.2 data protection
  - 4.3 equal opportunities
  - 4.4 equality and diversity
  - 4.5 disability discrimination
5. legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
6. industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you sell can be delivered to your customers
7. any contractual agreements that your customers have with your organisation
8. the products or services of your organisation relevant to your customer service role
9. the guidelines laid down by your organisation that determine what you can do within your job role
10. the limits of your own authority and when you need to seek agreement with or permission from other relevant persons
11. any organisational targets or objectives relevant to your job role, your responsibility in meeting them and the implications for your organisation if those targets are not met
12. how the customer experience is influenced and improved by the way service is delivered
13. how to capture both formal and informal feedback from customers
14. how customer feedback from customers is obtained and utilised to drive improvement in the service offered

Support customer service improvements within a vehicle parts environment

**Scope/range**

**Scope of this standard**

**Relevant person(s)** can include:

- a. manager
- b. supervisor
- c. team leader
- d. senior manager

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## Glossary

**Change:** These can be in products or services offered by your organisation, in how products or services are supplied or in how you and your colleagues behave when delivering products or services.

**Customer:** These are defined as internal and external customers

Support customer service improvements within a vehicle parts environment

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<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	support customer service improvements vehicle parts environment



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## Overview

This standard is about providing information to vehicle parts operations customers in order to sell products that are suitable for their needs.

Help customers to choose motor vehicle parts products

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## Performance criteria

You must be able to:

1. show courtesy to **customers** and promote sales and goodwill through the way you communicate with them
2. identify the customer's requirement accurately from the information they give you
3. give clear explanations and suggestions about alternatives if you decide the customer's requirements are unrealistic
4. check whether the **parts** most likely to meet the customer's requirements are available
5. explain the process accurately if the customer's preferred part is not available
6. promote the options that give the best match between the customer's requirements and the need to make sales
7. ensure you help each customer to understand the features and benefits of the parts they are buying and how they meet their requirements
8. demonstrate the features of parts where it is necessary
9. balance the time you spend with a customer effectively whilst ensuring other areas of the Parts Operations are not compromised
10. provide customers with enough time to ask questions, seek clarification and make buying decisions
11. handle objections and queries in a way that promotes sales and keeps the customer's confidence
12. identify and take opportunities for selling associated or additional parts
13. acknowledge clearly the customer's buying decisions
14. explain any after sales service and customer rights that apply clearly
15. process payments promptly and, where applicable, offer facilities for packing and transporting purchases

Help customers to choose motor vehicle parts products

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## Knowledge and understanding

You need to know and understand:

1. how to identify the features and benefits of parts, including the use of reference materials
2. how to communicate to different types of customers and help them to understand the information you provide
3. how to handle objections and queries effectively
4. the difference between the features of a part and the benefits of a part
5. the features, advantages and benefits of different parts
6. the methods for comparing and contrasting the features, advantages and benefits of parts to help customers make decisions about which parts to buy
7. how to identify the different product options that are available and how to access information about those options
8. how to use questioning techniques to clarify and confirm customer's buying needs
9. techniques for closing the sale
10. the importance of customer confidence and loyalty to the organisation and how you contribute towards them
11. legal rights and obligations of retailers and customers, including the Sale of Goods Act
12. acceptable methods of payment and the payment process including customer credit checks in line with legal requirements

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## Glossary

**Parts:** These are motor vehicle parts, any accessories and consumables

**Customers:** These are defined as internal and external customers



Help customers to choose motor vehicle parts products

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<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	help customers choose motor vehicle parts products

## Maximise product sales in a vehicle parts operation

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### Overview

This standard is about identifying opportunities to increase sales of a particular part(s) and carrying out promotional activity which increases sales of the product and retains goodwill. The promotional activity must be a definite campaign that is planned beforehand and evaluated afterwards - it does not mean merely promoting products as a part of normal vehicle parts sales transactions.

Maximise product sales in a vehicle parts operation

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## Performance criteria

You must be able to:

1. identify selling opportunities and assess their potential to attract new customers
2. identify opportunities which offer the greatest potential to increase sales
3. communicate essential features and benefits of products and services to customers in a manner which promotes a buying decision and retains goodwill
4. report sales opportunities accurately to the **relevant person**
5. complete any relevant documentation fully and accurately
6. provide customers with information about promotions in a way which can lead to an increase in sales
7. identify and carry out **actions** which offer the greatest potential for converting promotional activity into orders
8. record the outcomes of **promotional activities** accurately
9. report the effectiveness of promotions to the relevant person when requested

Maximise product sales in a vehicle parts operation

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## Knowledge and understanding

You need to know and understand:

1. current relevant legislation, regulations, codes of practice and guidelines relating to product sales
2. how to identify and assess sales opportunities
3. how to promote the features and benefits of products
4. how to promote products in ways that gain and build customer interest
5. how to evaluate the effectiveness of promotional activities
6. the difference between a feature of a product and a benefit of a product
7. how seasonal trends affect opportunities for sales
8. competitors' promotional and marketing activities

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**Scope/range**

**Scope of this standard**

**Relevant person(s) include:**

- a. manager
- b. supervisor
- c. team leader
- d. senior manager

Maximise product sales in a vehicle parts operation

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## Glossary

**Actions:** Examples include report to an appropriate authority, implement company procedures and make enquiries about unattended items

**Promotional activities:** Examples include distribution of leaflets and/or samples, offers of customer incentives

Maximise product sales in a vehicle parts operation

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<b>Suite</b>	Vehicle Parts Operations v3
<b>Keywords</b>	Maximise product sales vehicle parts operation

## Contribute to the continuous improvement of operations within a vehicle parts environment

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### Overview

This standard is about helping your organisation to improve the way its motor vehicle parts operation works, so that sales targets and standards of service can be achieved or exceeded. It involves identifying opportunities for solving problems and improving parts operations, making recommendations and contributing to implementing operational improvements.



Contribute to the continuous improvement of operations within a vehicle parts environment

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## Performance criteria

You must be able to:

1. obtain accurate, up-to-date **information about operations** within your own area of responsibility from relevant sources
2. identify the causes of the problems accurately where **operations** are not meeting quality standards or sale targets
3. identify the scope for further development clearly and accurately where operations are not achieving quality standards and sales targets
4. assess **potential improvements** for their relevance, practicality, consistency with company policy and style and ease of implementation
5. select ideas for implementation which offer the greatest benefits for your organisation and its customers
6. offer recommendations to management clearly and concisely in a suitable format and supported by relevant information
7. acknowledge clearly and honestly recommendations based on suggestions made by other people
8. explain clearly, the benefits that the recommended improvements could bring and the resources needed to implement them
9. discuss recommendations with the relevant **decision makers**
10. explain intended improvements to the relevant individuals in a manner which encourages understanding and effective implementation
11. give appropriate support, encouragement, advice and training to individuals for as long as necessary to achieve effective implementation
12. seek information, advice and support from the relevant persons as soon as possible where specific implementation problems arise

Contribute to the continuous improvement of operations within a vehicle parts environment

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## Knowledge and understanding

You need to know and understand:

1. current relevant legislation, regulations, codes of practice and guidelines relating to parts **operations**
2. how to identify aspects of customer service and sales that could be improved
3. how to generate suggestions for making improvement to customer service and sales
4. how to determine and prioritise the benefits of potential improvements
5. how to evaluate what resources would be needed to implement the improvements you wish to make
6. how to evaluate the costs of your improvements against the benefits
7. how to present your recommendations to management clearly, concisely and in a suitable **format**
8. how to identify implementation problems and who to ask for advice and support
9. your organisation's standards and policy for customer service
10. the sales targets and objectives your parts operation is expected to reach
11. your organisation's policies, procedures and computerised systems within your areas of responsibility
12. the key characteristics of your organisation's customer profile and products or services
13. different sources of information regarding operational performance and the relative usefulness of each one
14. common causes of failure to achieve quality standards and sales targets
15. the types of questions and concerns that management are likely to have when considering your recommendations, and how to respond to these
16. why it is important to encourage staff and colleagues to suggest ideas for improvement and why it is important to ensure they get the credit if their ideas are implemented
17. why it is important for staff to understand the purpose and intended benefits of improvements
18. different ways of explaining implementation plans to staff and how to decide which one to use
19. how your manner and behaviour whilst explaining improvements can affect your staff's response to implementation plans
20. why it is important to show enthusiasm and lead by example when implementing improvements
21. how and why the needs of individuals for support, encouragement, advice and training can vary in relation to the changes being implemented

Contribute to the continuous improvement of operations within a vehicle parts environment

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## Glossary

**Information about operations:** Relating to customers, current performance, products, customer service.

**Operations:** This is the parts operation in your organisation.

**Decision makers:** Examples include immediate manager, senior management or specialist department.

**Potential improvements:** Examples include improvements in product range and availability, in customer service, in staff performance and training, in stock management, in company systems and procedures.

**Format:** Examples include written, diagrammatic, pictorial, numerical

Contribute to the continuous improvement of operations within a vehicle parts environment

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<b>Keywords</b>	continuous improvement operations vehicle parts environment

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## Overview

This standard is about the promotion and sales of vehicle parts using a company website. It includes handling orders and payments made online and being aware of promotions that may be advertised on the website.

## Sell vehicle parts online

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**Performance criteria**

You must be able to:

1. access and process the orders placed by customers via the website
2. check that the part being ordered is in stock and can be dispatched
3. follow company procedures to order any **non-stock vehicle part/s** if required
4. arrange a date, time and location for the delivery and fitting of the vehicle part that is suitable for both the customer and your organisation
5. communicate effectively with the customer to answer any queries regarding the products shown online
6. arrange a suitable time and date for the customer to collect the ordered vehicle part from the workplace if requested
7. process **non-cash payments** made online effectively ensuring that the customer had paid the correct amount and the transaction has gone through
8. process a refund accurately when necessary
9. report any problems with the website or electronic ordering facility to an appropriate person
10. navigate your way around the website to support customers when required
11. keep track of customer orders and inform relevant people if there are any delays
12. ensure your parts issue documentation and records are accurate, complete and passed to the relevant person(s) promptly

## Sell vehicle parts online

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### Knowledge and understanding

You need to know and understand:

1. the current legislation, regulatory requirements and codes of practice for selling products online
2. how you will be alerted to new orders placed via the website
3. how to use the online ordering system effectively to process orders
4. how to use the stock control system within the workplace and how the information is linked to the customer facing website
5. the company systems and procedures for the ordering of non-stock parts
6. the potential difficulties customers may face when ordering online
7. the timescales and process for ordering **non-stock parts**
8. the company invoicing procedure to ensure that full payment has been made with records kept
9. the detail of any promotions, special offers or discount codes applied to the products sold online
10. the layout of the website and how to navigate round it to find information and support customers
11. how to provide a refund accurately when required
12. how to handle customer complaints
13. the importance of keeping customers informed of the progress of their order
14. the company procedure for reporting any issues arising with the online sales website
15. how to complete documentation and records accurately

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## Glossary

**Non-stock parts:** Items normally stocked but currently out of stock and special orders

**Non-cash payments:** Can include credit transfers, account payments, credit and debit card payments. Processing payment transactions includes the processing of inter-department balance transfers



## Sell vehicle parts online

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<b>Relevant Occupations</b>	Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
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<b>Keywords</b>	sell vehicle parts online website