

Vehicle Parts

Unique Reference Number	Title of NOS standard
IMICA01	Contribute to housekeeping in motor vehicle environments
IMICA02	Reduce risks to health and safety in the motor vehicle environment
IMICA03	Maintain working relationships in the motor vehicle environment
IMIARBG6	Enable learning through demonstration and instruction
IMIARBG11	Supervisory skills
IMIARBG12	Developing staff
IMIARBG13	Business management
IMIVP01	Give vehicle parts operations customers a positive impression of yourself and your organisation
IMIVP02	Follow procedures and identify and report security risks within a vehicle parts environment
IMIVP03	Select and issue motor vehicle parts
IMIVP04	Receive and store motor vehicle parts
IMIVP05	Process orders for non-stock motor vehicle parts
IMIVP06	Process returned goods and materials in a vehicle parts environment
IMIVP07	Deliver motor vehicle parts to customers
IMIVP08	Process payment transactions within a vehicle parts environment

IMIVP09	Stock control within a vehicle parts operation
IMIVP10	Participate in motor vehicle parts stocktaking activities
IMIVP11	Enter and find data using information technology within a vehicle parts environment
IMIVP12	Communicate information electronically within a vehicle parts environment
IMIVP13	Develop customer relationships within a vehicle parts environment
IMIVP14	Monitor and solve customer service problems within a vehicle parts
IMIVP15	Support customer service improvements within a vehicle parts environment
IMIVP16	Help customers to choose motor vehicle parts products
IMIVP17	Maximise product sales in a vehicle parts operation
IMIVP18	Contribute to the continuous improvement of operations within a vehicle parts environment
IMIVP19	Sell vehicle parts online