
Overview

This NOS is about the routine maintenance of the workplace, carrying out basic, non-specialist checks of relevant workplace equipment, cleaning the work area and using resources as directed.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment throughout all housekeeping and equipment maintenance activities
2. select and use cleaning equipment which is of the right type and suitable for the task
3. use resources as directed and for their intended purpose only following workplace procedures
4. follow workplace policies, schedules and manufacturers' instructions when cleaning and maintaining equipment
5. ensure your equipment maintenance activities keep your equipment fit for purpose
6. clean the work area(s), for which you are responsible, at the specified time and frequency
7. store your equipment in a safe manner which permits ease of access and identification for use
8. carry out housekeeping activities safely and in a way which minimises inconvenience to customers and staff
9. ensure your housekeeping activities keep your work area clean and free from debris and waste materials
10. dispose of used cleaning agents, materials and debris to comply with relevant legal, environmental and workplace requirements
11. report any faulty or damaged equipment to the relevant person(s) clearly and promptly
12. report any anticipated delays in completion to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

1. the scope of your job responsibilities for the use and maintenance of equipment and your work area
2. workplace policies, schedules and legislation for housekeeping activities and equipment maintenance
3. the manufacturer's requirements for the cleaning and general, non-specialist maintenance of the equipment for which you are responsible
4. the regulations and information sources applicable to workshop cleaning and maintenance activities for which you are responsible
5. the importance of reporting faults quickly to the relevant person
6. the importance of reporting anticipated delays to the relevant person(s) promptly
7. how to select and use equipment appropriate to the task
8. how to store equipment safely and accessibly
9. how to report faulty or damaged equipment
10. how to work safely when cleaning and maintaining equipment
11. how to select and use work area cleaning equipment, materials and agents
12. how to clean and maintain the equipment and work areas for which you are responsible
13. how to dispose of unused cleaning agents, materials and debris to comply with relevant legal, environmental and workplace requirements
14. the properties and hazards associated with the use of cleaning agents and materials
15. the importance of wearing personal protective equipment
16. the importance of using resources as directed and for their intended purpose only

Scope/range

1. Equipment maintenance covers:
 - a. routine checks on equipment
 - b. cleaning equipment
 - c. visual inspection of electrical equipment
2. Housekeeping activities cover:
 - a. day to day work area cleaning
 - b. clearing away
 - c. dealing with spillages
 - d. disposal of waste, used materials and debris taking into account relevant environmental factors
3. Motor Vehicle could include:
 - a. Light Vehicles
 - b. Heavy Vehicles/Commercial Vehicles
 - c. Motorcycles
 - d. Lift Trucks
 - e. Heavy Vehicle Trailers
 - f. Caravan and Motorhomes

Contribute to Housekeeping in Motor Vehicle Environments

Developed by IMI

Version Number 2

Date Approved October 2014

Indicative Review Date October 2017

Validity Current

Status Original

Originating Organisation IMI

Original URN IMIARBG1

Relevant Occupations

Accident Repair Technicians; Automotive Aftermarket Electrical Enhancement Technician (Automotive); Auto-electrical Technician (Automotive); Auto and Mobile Installation Technicians; Automotive Paint Supervisor; Automotive Paint Technician; Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician (Automotive); Heavy Vehicle Trailer Fleet/Service Manager (Automotive); Heavy Vehicle Trailer Master Technician (Automotive); Heavy Vehicle Trailer Service Technician (Automotive); Lift Truck Service Technician (Automotive); Lift Truck Trailer Diagnostic Technician (Automotive);

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

Overview

This NOS covers the basic, legally required health and safety duties of everyone in the workplace. This NOS does **not** require a full Risk Assessment to be undertaken. This NOS is about identifying hazards and evaluating risk(s) in the workplace as well as reducing the risk(s) to health and safety in the workplace. This NOS is about having an appreciation of identifiable risk(s) in the workplace and knowing how to identify them and deal with them.

It describes the competence required to ensure that:

- actions or lack of action do not create any health and safety risk(s)
- identifiable risk(s) in the workplace are not ignored
- sensible action is taken to put things right, including reporting situations which pose an identifiable risk(s) to people in the workplace, and seeking advice from others

Performance criteria

You must be able to:

1. carry out your working practices in accordance with relevant legislative requirements
2. identify the correct personal and vehicle protective equipment required to correctly carry out your workplace practices
3. carry out your workplace practices and workplace policies using the correct personal protective equipment
4. rectify health and safety risk(s) that are within your capability and scope of your job responsibilities
5. pass on any suggestions for reducing risk(s) to health and safety within your job role to the responsible persons
6. ensure your personal conduct in the workplace does not endanger the health and safety of yourself or other persons
7. follow the workplace policies and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products and report any differences identified
8. ensure your personal presentation at work ensures the health and safety of yourself and others, meets any relevant legislative duties and is in accordance with workplace policies

Knowledge and understanding

You need to know and understand:

1. the current health and safety legislation, regulations and workplace policies that govern your working practices
2. your duties and responsibilities for current health and safety as defined by any specific legislation covering your job role and where to access the information
3. agreed workplace policies relating to controlling risk(s) to health and safety the responsible person(s) to whom you report health and safety concerns
4. what hazards may exist in your workplace
5. health and safety risk(s) which may be present in your own job role and the precautions you must take
6. the importance of remaining alert to the presence of hazards in the whole workplace
7. how to deal with and report risk(s)
8. the requirements and guidance on the precautions
9. the specific workplace policies including safe working practices covering your job role
10. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
11. the importance of personal presentation in maintaining health and safety in the workplace
12. the importance of personal conduct in maintaining the health and safety of yourself and others
13. the importance of personal protective equipment, when and where it should be used and the importance of maintaining it correctly
14. your scope and responsibility for rectifying risk(s)

Scope/range

1. Risk(s) resulting from:
 - a. use of tools and equipment relevant to the task
 - b. the use of materials or substances
 - c. working practices which do not conform to laid down policies
 - d. unsafe behaviour
 - e. accidental breakages and spillages
 - f. environmental factors
 - g. working at height
 - h. lifting operations and manual handling
 - i. incorrect use of personal protective equipment

2. Workplace policies covering:
 - a. the use of safe working methods and equipment
 - b. the safe use of hazardous substances
 - c. smoking, eating, drinking and drugs
 - d. what to do in the event of an emergency
 - e. personal presentation
 - f. personal protective equipment
 - g. lifting operations and manual handling
 - h. working at height
 - i. mobile phones and personal stereo equipment

3. Motor Vehicle could include:
 - a. Light Vehicles
 - b. Heavy Vehicles/Commercial Vehicles
 - c. Motorcycles
 - d. Lift Trucks
 - e. Heavy Vehicle Trailers
 - f. Caravan and Motorhomes

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

Developed by IMI

Version Number 2

Date Approved October 2014

Indicative Review Date October 2017

Validity Current

Status Original

Originating Organisation IMI

Original URN IMIARB2

Relevant Occupations

Auto-electrical Technician (Automotive); Auto and Mobile Installation Technicians; Automotive Aftermarket Electrical Enhancement Technician (Automotive); Automotive Paint Supervisor; Automotive Paint Technician; Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician (Automotive); Heavy Vehicle Trailer Fleet/Service Manager (Automotive); Heavy Vehicle Trailer Master Technician (Automotive); Heavy Vehicle Trailer Service Technician (Automotive); Lift Truck Service Technician (Automotive); Lift Truck Trailer Diagnostic Technician (Automotive); Lift Truck Trailer Master Technician (Automotive); Lift Truck Workshop Controller ; Light Vehicle Diagnostic

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

Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle Service Technician (Automotive); Maintenance and Repair Technicians; Maintenance Fitter; Maintenance Team Technician; Mechanical, Electrical and Trim Technician (Automotive); Mechanical, Electrical and Trim Assistant Technician (Automotive); Motorcycle Diagnostic Technician; Motor Vehicle Valeting (Automotive); Motorcycle Fleet/Service Manager (Automotive); Motorcycle Master Technician (Automotive); Motorcycle Service Technician; Motorsport Technician; PDR Senior Technician (Automotive); PDR Technician (Automotive); Rental and Leasing Customer Service Advisor (Automotive); Rental and Leasing Maintenance Advisors (Automotive); Rental and Leasing Technical Service Advisor (Automotive); Roadside Assistance Manager; Roadside Assistance Operator; Roadside Assistance Operators; Roadside Assistance Senior Operator; Roadside Assistance Senior Technician; Roadside Assistance Technician; Sales Controller (Automotive); Sales Executive (Automotive); Senior Automotive Paint Technician; Tyre Fitting Operations (Automotive); Tyre exhaust and windscreen fitters ; Vehicle Damage Assessment Operators; Vehicle Damage Assessor (Automotive); Vehicle Fitters; Vehicle Fitting Operations (Automotive); Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor; Vehicle Recovery Operator; Vehicle Recovery Operators; Vehicle Recovery Technical Operator; Vehicle Sales Operators; Vehicle Trades; Vehicle Valeter (Automotive)

Suite

Accident Repair - Body; Accident Repair - Joining; Accident Repair - Mechanical, Electrical and Trim; Accident Repair - Paint; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Auto Electrical and Mobile Electrical Installation; Body Building; Maintenance and Repair - Caravans and Motorhomes; Maintenance and Repair - Heavy Vehicle; Maintenance and Repair - Heavy Vehicle Trailer; Maintenance and Repair - Lift Truck; Maintenance and Repair - Light Vehicle; Maintenance and Repair - Motorcycle; Vehicle Damage Assessment Operations; Vehicle Fitting; Vehicle Parts Operations; Vehicle Recovery; Vehicle Sales v3

Keywords

Identify, Agree, Motor Vehicle, Customer Needs

Overview

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

Performance criteria

You must be able to:

1. contribute to team working by initiating ideas and co-operating with colleagues
2. respond promptly and willingly to requests for assistance from colleagues which fall within the limits of your own job responsibilities and capabilities
3. refer colleagues to the relevant person(s) where requests fall outside your responsibility and capability
4. give colleagues sufficient, accurate information and support to meet their work needs
5. make requests for assistance to colleagues clearly and courteously
6. use methods of communication which meet the needs of colleagues
7. treat colleagues in a way which shows respect for their views and opinions and promotes goodwill
8. make and keep achievable commitments to colleagues
9. inform colleagues promptly of any problems or information likely to affect their own work

Knowledge and understanding

You need to know and understand:

1. your own and your colleague's job role and limits of responsibility for giving advice and support
2. the operational constraints which may affect interaction with colleagues
3. lines of communication within your workplace
4. how to use suitable and effective communication skills when responding to and interacting with others
5. how to adapt communication methods to satisfy the needs of colleagues
6. how to report problems using appropriate methods of communication
7. the importance of developing positive working relationships with colleagues – the effect on morale, productivity, and company image
8. the importance of acknowledging other peoples' views and opinions
9. the importance of making and honouring realistic commitments to colleagues
10. the implications of inappropriate communication

Scope/range

1. Colleagues are:
 - a. immediate work colleagues
 - b. supervisors and managers
2. Requests for assistance covering:
 - a. technical assistance
 - b. personal assistance
3. Motor Vehicle could include:
 - a. Light Vehicles
 - b. Heavy Vehicles/Commercial Vehicles
 - c. Motorcycles
 - d. Lift Trucks
 - e. Heavy Vehicle Trailers
 - f. Caravan and Motorhomes

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Validity Current

Status Original

Originating Organisation IMI

Original URN IMIARB3

Relevant Occupations Accident Repair Technicians; Automotive Aftermarket Electrical Enhancement Technician (Automotive); Auto and Mobile Installation Technicians; Auto-electrical Technician (Automotive); Automotive Paint Supervisor; Automotive Paint Technician; Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician (Automotive); Heavy Vehicle Trailer Fleet/Service Manager (Automotive); Heavy Vehicle Trailer Master Technician (Automotive); Heavy Vehicle Trailer Service Technician (Automotive); Lift Truck Service Technician (Automotive); Lift Truck Trailer Diagnostic Technician (Automotive);

Lift Truck Trailer Master Technician (Automotive); Lift Truck Workshop Controller ; Light Vehicle Diagnostic Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle Service Technician (Automotive); Maintenance and Repair Technicians; Mechanical, Electrical and Trim Technician (Automotive); Mechanical, Electrical and Trim Assistant Technician (Automotive); Motor Repair and Rewind Electrician; Motor Vehicle Valeting (Automotive); Motorcycle Diagnostic Technician; Motorcycle Fleet/Service Manager (Automotive); Motorcycle Master Technician (Automotive); Motorcycle Service Technician; Motorsport Technician; PDR Senior Technician (Automotive); PDR Technician (Automotive); Rental and Leasing Customer Service Advisor (Automotive); Rental and Leasing Maintenance Advisors (Automotive); Rental and Leasing Technical Service Advisor (Automotive); Roadside Assistance Manager; Roadside Assistance Operator; Roadside Assistance Operators; Roadside Assistance Senior Operator; Roadside Assistance Senior Technician; Roadside Assistance Technician; Sales Executive (Automotive); Sales Controller (Automotive); Tyre exhaust and windscreen fitters ; Tyre Fitting Operations (Automotive); Vehicle Damage Assessment Operators; Vehicle Damage Assessor (Automotive); Vehicle Fitters; Vehicle Fitting Operations (Automotive); Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor; Vehicle Recovery Operators; Vehicle Recovery Operator; Vehicle Recovery Technical Operator; Vehicle 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

Overview

This NOS is about the basic use of tools, materials and fabrications relevant to the Automotive Sector. This NOS is also about interpreting information, adopting safe and healthy working practices and selecting tools, materials and equipment. This NOS is for those working in technical support roles and is also appropriate for workshop planners.

Performance criteria

You must be able to:

1. select and use suitable personal protective equipment appropriate to the task
2. interpret the information supplied relating to the task
3. carry out pre-start preparation inspections on tools and equipment in accordance with approved procedures
4. carry out operations using tools and equipment in accordance with safe working practices to achieve the work outcome
5. highlight and identify problems associated with tools and equipment to the relevant person
6. demonstrate work skills to manufacture and repair components using measure, mark out, file, fit, tap, thread, cut, drill, finish, position and secure
7. use and maintain the relevant tools and equipment
8. dispose of waste in accordance with relevant legislation including environmental to maintain a clean work space
9. carry out checks in accordance with manufacturer's/operator's guidance, schedules, relevant legislation and official guidance and relevant organisational requirements.
10. demonstrate correct selection of materials for manufacture or repair
11. inspect, clean and store tools and equipment after use

Knowledge and understanding

You need to know and understand:

1. the relevant organisational procedures developed to report and rectify inappropriate information and unsuitable resources, and how they are implemented
2. the types of information, their source and how they are interpreted
3. the relevant organisational procedures to solve problems with the information and why it is important they are followed
4. the relevant legislation and official guidance and how it is applied
5. what the accident reporting procedures are and who is responsible for making the reports
6. why and when personal protective equipment (PPE) should be used
7. the relevant requirements for the disposal of waste, used materials and debris taking into account relevant environmental factors
8. material properties relevant to the task and their appropriate applications
9. the appropriate use of materials for fabrication and repair
10. how to file, fit, tap, thread, cut and drill materials you are working on
11. how to select and use gaskets, sealants, seals, fittings and fasteners

Scope/range

1. Tools and equipment are:
 - a. hand tools
 - b. electrical
 - c. mechanical
 - d. pneumatic
 - e. hydraulic

2. Motor Vehicle could include:
 - a. Light Vehicles
 - b. Heavy Vehicles/Commercial Vehicles
 - c. Motorcycles
 - d. Lift Trucks
 - e. Heavy Vehicle Trailers
 - f. Caravan and Motorhomes

Developed by IMI

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Validity Current

Status Original

Originating Organisation IMIARB4

Original URN IMIARB4

Relevant Occupations Automotive Aftermarket Electrical Enhancement Technician (Automotive); Auto-electrical Technician (Automotive); Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician (Automotive); Heavy Vehicle Trailer Fleet/Service Manager (Automotive); Heavy Vehicle Trailer Master Technician (Automotive); Heavy Vehicle Trailer Service Technician (Automotive); Lift Truck Service Technician (Automotive); Lift Truck Trailer Diagnostic Technician (Automotive); Lift Truck Trailer Master Technician (Automotive); Lift Truck Workshop Controller ; Light Vehicle Diagnostic

Use of tools and equipment in Motor Vehicle Environments

Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle Service Technician (Automotive); Maintenance and Repair Technicians; Maintenance Electrician; Mechanical, Electrical and Trim Assistant Technician (Automotive); Mechanical, Electrical and Trim Technician (Automotive); Motor Repair and Rewind Electrician; Motorcycle Diagnostic Technician; Motorcycle Master Technician (Automotive); Motorcycle Service Technician; PDR Technician (Automotive); PDR Senior Technician (Automotive); Roadside Assistance Operator; Roadside Assistance Operators; Roadside Assistance Senior Operator; Roadside Assistance Senior Technician; Roadside Assistance Technician; Tyre Fitting Operations (Automotive); Tyre exhaust and windscreen fitters ; Vehicle Fitters; Vehicle Fitting Operations (Automotive); Vehicle Recovery Operator; Vehicle Recovery Operators; Vehicle Recovery Technical Operator

Suite

Accident Repair - Body; Accident Repair - Joining; Accident Repair - Mechanical, Electrical and Trim; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Auto Electrical and Mobile Electrical Installation; Body Building; Maintenance and Repair - Heavy Vehicle; Maintenance and Repair - Heavy Vehicle Trailer; Maintenance and Repair - Lift Truck; Maintenance and Repair - Light Vehicle; Maintenance and Repair - Motorcycle; Maintenance and Repair - Caravans and Motorhomes; Maintenance and Repair - Motorcycle; Vehicle Recovery; Vehicle Fitting

Keywords

Tools, Equipment, Motor Vehicle Engineering

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

- 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

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

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

Developed by	IMI Ltd
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Version number	1
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Date approved	January 2010
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Indicative review date	January 2012
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Validity	Current
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Status	Original
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Originating organisation	IMI Ltd
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Original URN	(MSC D8)
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Relevant occupations	Engineering; Vehicle Trades
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Suite	Accident Repair - Body
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Key words	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

Developed by	IMI Ltd
Version number	1
Date approved	January 2010
Indicative review date	January 2012
Validity	Current
Status	Original
Originating organisation	IMI Ltd
Original URN	(MSC F3)
Relevant occupations	Engineering; Vehicle Trades; Communications Officer
Suite	Accident Repair – Body; Local Government Skills
Key words	business, management, strategy, planning

IMPHS106Sv1

Monitor procedures to control risk to health and safety



Overview

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

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

Performance criteria

You must be able to:

Check that health and safety procedures are followed

- P1 Confirm that all the information available to you on statutory health and safety regulations is up-to-date and from recognised and reliable information sources
- P2 Conduct your monitoring of workplace procedures at agreed intervals and in accordance with workplace requirements
- P3 Check regularly that other persons possess: up-to-date information about health and safety hazards; and instructions on how to deal with risks which can arise
- P4 Confirm other persons have received relevant training on how to deal with health and safety hazards
- P5 Brief and obtain feedback from other persons concerning workplace procedures
- P6 Respond promptly to any breaches of health and safety procedures in a way which meets workplace and legal requirements
- P7 Make any recommendations for changes to workplace procedures, clearly, to the responsible person
- P8 Check regularly that your records relating to health and safety matters: comply with legal and workplace requirements; and are accessible to those who are authorised to use them

Ensure that risks are controlled safely and effectively

- P9 Keep accurate and legible records of workplace risks identified or reported to you
- P10 Report the existence of hazards with high risks in accordance with workplace health and safety procedures
- P11 Confirm that appropriate precautions to control these risks have been agreed with the persons responsible for health and safety
- P12 Confirm that the precautions are in accordance with legal and workplace health and safety procedures
- P13 Check that other persons are: aware of the risks; and understand the action to be taken to reduce the risks which can arise
- P14 Review the precautions to ensure those risks are minimised and are no

IMPHS106Sv1

Monitor procedures to control risk to health and safety

longer significant

- P15 Report promptly and accurately any conflicts which still exist between workplace and statutory requirements to the persons responsible for health and safety
- P16 Ensure that your reports contain accurate details about the cause of hazards with high risks and make suitable recommendations to minimise their reoccurrence

IMPHS106Sv1

Monitor procedures to control risk to health and safety

Knowledge and understanding

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

You need to know and understand:

K1 HS.I07K Understand how to monitor procedures to control risk to health and safety

IMPHS106Sv1

Monitor procedures to control risk to health and safety

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

IMPHS107Kv1

Understand how to monitor procedures to control risk to health and safety



Overview

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

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

IMPHS107Kv1

Understand how to monitor procedures to control risk to health and safety

Performance criteria

This is a knowledge unit which underpins the skills set out in:

You must be able to:

P1 HS.106S Monitor procedures to control risk to health and safety

IMPHS107Kv1

Understand how to monitor procedures to control risk to health and safety

Knowledge and understanding

You need to know and understand:

Health and safety legislation

- K1 Employers and employees legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974
- K2 Your responsibilities for health and safety as defined by any specific legislation covering your job role

Risks to health and safety

- K3 How to keep health and safety records
- K4 Effective communication methods
- K5 Effective methods of monitoring the activities and understanding of other people with respect to health and safety matters
- K6 The difference between a hazard and a risk
- K7 What hazards may exist in your workplace
- K8 The particular health and safety risks which may be present in your own job role and the precautions to take
- K9 The importance of remaining alert to the presence of hazard in the whole workplace
- K10 The importance of promptly dealing with or reporting significant risks in the workplace

General

- K11 The work areas and people for whom you are responsible
- K12 The scope of your job and your own capabilities with respect to health and safety matters
- K13 The specific organisational health and safety arrangements covering your job role

Health and safety procedures and policies

- K14 Agreed health and safety policies and their procedures at your workplace

IMPHS107Kv1

Understand how to monitor procedures to control risk to health and safety

K15 Agreed intervals for monitoring health and safety compliance

K16 Workplace policies relating to resolving hazards

K17 Workplace procedures for record keeping

IMPHS107Kv1

Understand how to monitor procedures to control risk to health and safety

Developed by	Improve
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Version number	1
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Date approved	
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Indicative review date	
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Validity	Current
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Status	Tailored
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Originating organisation	Improve
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Original URN	HS107K
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Relevant occupations	Engineering and manufacturing technologies; Manufacturing technologies; Process, Plant and Machine Operatives; Process Operatives; Plant and Machine Operatives
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Suite	Health, Safety & the Environment in Food Manufacture
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Key words	food, drink, manufacturing, health and safety, hazard, monitor, procedures
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IMIVRG15v2

Work with Others to Improve Customer Service



Overview

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

Performance criteria

You must be able to:

Work with others to follow plans for improving customer service

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

You must be able to:

Monitor your own performance against plans to improve customer service

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

You must be able to:

Monitor joint performance against plans to improve customer service

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

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 the specific aspects of:
 - K1.1 health & safety
 - K1.2 data protection
 - K1.3 equal opportunities
 - K1.4 disability discrimination
 - K1.5 legislation and regulations which affect the way products or services can be delivered to your customers
- K2 industry, organisational and professional codes of practice and ethical standards that affect the way in which products or services can be delivered to your customers
- K3 the guidelines laid down by your organisation which limit what you can do within your job
- K4 the limits of your own authority and when you need to seek agreement with or permission from others
- K5 any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met

You need to know and understand:

Customer Rights

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

You need to know and understand:

Products and or Services and responsibilities

- K7 the products or services of your organisation relevant to your customer service role
- K8 who else is involved either directly or indirectly with your ability to offer your organisation's products or services
- K9 the roles and responsibilities of others in your organisation
- K10 the roles of others outside your organisation who have an impact on
- K11 the products or services you provide
- K12 what the goals or targets of your organisation are in relation to customer service and how these are set

You need to know and understand:

Communication and Customer Service

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

Scope/range

1. **Others** can be
 - 1.1. team members
 - 1.2. colleagues
 - 1.3. suppliers
 - 1.4. supervisors/managers/team members
 - 1.5. service partners
 - 1.6. manufacturers
 - 1.7. individuals from other departments
 - 1.8. individuals from other sites
 - 1.9. individuals from other organizations
2. **Agree roles and responsibilities** which
 - 2.1. are part of your own job
 - 2.2. have been agreed with others as part of their job

IMIVRG15v2

Work with Others to Improve Customer Service

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

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

Performance criteria

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

Knowledge and understanding

Legal and organisational requirements and procedures

You need to know and understand:

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

Assessing and securing the site

You need to know and understand:

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

Developed by	IMI
Version number	2
Date approved	February 2014
Indicative review date	February 2017
Validity	Current
Status	Original
Originating organisation	IMI Ltd
Original URN	RR03
Relevant occupations	Engineering; Vehicle Trades; Roadside Assistance Technician; Roadside Assistance Senior Technician; Vehicle Recovery Operator; Vehicle Recovery Technical Operator; Specialist Tyre Fitting Operations (Automotive); Vehicle Fitting Operations (Automotive); Vehicle Fitters
Suite	Roadside Assistance; Vehicle Recovery; Vehicle Fitting
Key words	Assess; secure; roadside; situation; hazardous; incident; accident

Overview

This NOS is about removing and transporting upright vehicles from the roadside or similar hard, level standing.

Performance criteria

- You must be able to:
- P1 wear suitable personal protective equipment throughout all vehicle removal activities
 - P2 carry out a daily check, in accordance with your company procedures, on the vehicle being used for the recovery operation
 - P3 assess the dangers relating to the vehicle and its location prior to commencing recovery activities
 - P4 secure the immediate safety of the driver and passengers effectively, if present
 - P5 use a recovery vehicle and **recovery equipment** which:
 - P5.1 is suitable for the type, condition and weight of vehicle to be transported
 - P5.2 is suitable for the nature of the incident
 - P5.3 complies with legal requirements
 - P6 use warning lights in a way which complies with legal requirements and current industry codes of practice
 - P7 report viable options to your recovery controller for action promptly where the recovery vehicle and equipment prove unsuitable
 - P8 make the vehicle safe for transportation
 - P9 inform the relevant authorities promptly where the condition of the vehicle and its removal presents a hazard
 - P10 position and rig the recovery vehicle and **recovery equipment** to:
 - P10.1 comply with industry codes of practice
 - P10.2 minimise the need to re-rig
 - P10.3 secure the best recovery advantage
 - P11 fit all necessary loading and securing equipment to comply with:
 - P11.1 legal requirements
 - P11.2 industry codes of practice
 - P11.3 manufacturer's operating instructions
 - P11.4 your organisation's requirements
 - P12 ensure your roadside working practices and procedures during all removal and loading activities comply with legal requirements and industry codes of practice for the type of road involved, the **roadside situation** and prevailing **weather**

conditions

- P13 contact the relevant authority promptly where the loading manoeuvre is likely to obstruct the flow of traffic
- P14 ensure the recovery site is left free from debris, waste, tools, equipment and cones prior to moving off
- P15 dispose of any debris or waste in accordance to any environmental requirements
- P16 transport the vehicle to the relevant destination without further damage
- P17 transport and unload the recovered vehicle to comply with:
 - P17.1 legal requirements
 - P17.2 industry codes of practice
 - P17.3 manufacturer's operating instructions
 - P17.4 your organisation's requirements
- P18 ensure your records are accurate and complete and passed to the relevant person(s) promptly

Knowledge and understanding

Legal and organisational requirements and procedures

You need to know and understand:

- K1 the legal requirements and industry codes of practice governing site protection and recovery operations
- K2 your organisation's operating, reporting and recording procedures
- K3 the limits of your authority for dealing with hazardous substances
- K4 the importance of wearing the appropriate personal protective equipment
- K5 the importance of carrying out a daily check on the recovery vehicle
- K6 how to complete recovery records and the importance of doing so
- K7 the referral process for the recovery of vehicles with High Energy systems and components

Vehicle recovery equipment

You need to know and understand:

- K8 the types, purpose and use of relevant vehicle **recovery equipment**
- K9 the safe working loads for **recovery equipment**, axle weights and stability

Vehicle recovery

You need to know and understand:

- K10 how to assess the most suitable recovery method for the type of incident, type of vehicle, the location and the condition of the vehicle involved
- K11 how to assess the weight of a vehicle, including a load where appropriate
- K12 the effect of **weather conditions** on the feasibility of recovery operations and how they are conducted
- K13 how to use suitable site to base communication methods
- K14 how to give clear, appropriate and informative instructions to customers
- K15 the circumstances in which to call for specialist advice and assistance
- K16 the operation of braking and transmission systems
- K17 the principles of loading and load containment
- K18 on site recovery planning and control techniques
- K19 how to prepare and secure vehicles for transportation
- K20 how to check for and deal with any vehicle system and load leakage
- K21 the dangers associated with roadside recovery operations and how to lessen

-
- the risks to yourself, customers and other road users
 - K22 how to identify vehicles carrying hazardous substances
 - K23 the importance of informing the authorities where roadside operations are likely to affect other traffic
 - K24 how to position and rig recovery vehicles
 - K25 how to fit towing, loading and transportation equipment for the types of vehicle you deal with
 - K26 how to work safely at the roadside following industry codes of practice
 - K27 how to perform safety checks on vehicles relevant to the types of vehicle you deal with
 - K28 how to clear the site prior to moving off taking in to account any environmental issues where appropriate
 - K29 how to use suitable warning lights
 - K30 how to avoid damage to vehicles during transportation

Additional information

Scope/range

- 1 **Recovery equipment** is:
 - 1.1. tow poles
 - 1.2. transporters
 - 1.3. vehicle mounted recovery systems
 - 1.4. winches
 - 1.5. truck mounted loaders
 - 1.6. underlifts
 - 1.7. trailers
 - 1.8. spec lifts/support lifts
- 2 **Roadside situation** is:
 - 2.1. off a live carriageway (driveway, car park)
 - 2.2. on a live carriageway
- 3 **Weather conditions** are:
 - 3.1. poor visibility
 - 3.2. light
 - 3.3. dark
 - 3.4. dry
 - 3.5. rain
 - 3.6. snow
 - 3.7. ice
 - 3.8. wind

Glossary**Industry Codes of Practice**

The current Code of Practice for Safe Roadside Working.

Legal requirements

Current legislation (including local by-laws and regulations) applicable to securing and protecting the recovery site.

Personal protective equipment

Reflective safety garments, safety footwear, safety gloves and safety glasses as recommended by the current industry Code of Practice for Safe Roadside Working.

Recovery vehicle

Any vehicle fitted with recovery equipment.

Roadside

Examples include: rural roads, urban roads and motorways, in hazardous and non- hazardous situations.

Similar hard, level standing

Examples include: driveways, forecourts and car parks.

Vehicles

These can be any vehicle up to 3500kgs which could include cars, vans and multi purpose vehicles (MPV's).

IMIRR04

Remove and transport light vehicles



Developed by	IMI
Version number	2
Date approved	February 2014
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Validity	Current
Status	Original
Originating organisation	IMI Ltd
Original URN	RR04
Relevant occupations	Engineering; Vehicle Trades; Roadside Assistance Technician; Roadside Assistance Senior Technician; Vehicle Recovery Operator; Vehicle Recovery Technical Operator
Suite	Roadside Assistance; Vehicle Recovery
Key words	Remove; transport; recover; load; light; vehicles

Overview

This standard is about recovering vehicles using advanced winching techniques. For the purpose of this standard light vehicles are vehicles up to 3500kgs gross vehicle mass (GVM).

Recover Light Vehicles Using Advanced Winching Techniques

Performance criteria

You must be able to:

1. keep accurate and up-to-date records as required by relevant legislation
2. identify and wear suitable Personal Protective Equipment (PPE) which complies with the legal and industry codes of practice
3. safeguard and maintain your own health and safety and that of those likely to be affected by your winching operation preparation in accordance with current legislation
4. meet relevant legislative, organisational and environmental requirements relevant to preparing the winching operation
5. comply with any existing site risk assessments and carry out a dynamic risk assessment
6. maintain the security of machinery and equipment on site
7. gain access to the equipment safely and get into a secure working position when carrying out off-the-ground activities
8. carry out routine operator maintenance on the winch unit to include power unit, drive system (shaft, chain, hydraulic, electrical or direct drive), braking system, other moving parts and guarding, as appropriate to the machine used, following manufacturer's recommendations
9. carry out pre-start checks, deploy winch cable at a distance and carry out a practical check on all operating functions of the equipment including safety devices, winch controls, clutches and brakes, as appropriate, prior to winching
10. agree the signaling system with the winch operator and banksman as appropriate
11. deploy winch cable avoiding obstacles to the winching process
12. assess the operational and environmental requirements for the site and plan safe and efficient winch route
13. identify (and calculate) the different resistances to winching when recovering a vehicle

Recover Light Vehicles Using Advanced Winching Techniques

Knowledge and understanding

You need to know and understand:

1. your own role in company working practices and industry good practice relevant to preparing a winching operation
2. how and why to initiate and maintain effective communication when preparing a winching operation
3. the implications of working at height in relation to routine operator checks and basic maintenance
4. how to identify hazards and comply with the control procedures of risk assessments in relation to preparing a winching operation
5. emergency planning and procedures for the site
6. the principles of winch theory, resistances to winching a casualty and stabilisation of the recovery vehicle
7. the methods used to change direction of pull or increasing the pull of the winch
8. causes of, and how to prevent potential pollution and environmental damage when preparing a winching operation
9. the function of all operating controls for a winch
10. the principles of powered winch operation and the loads to be applied, including the multiplication of forces when pulleys, snatch blocks, strops and anchor points are used
11. the points to inspect on the cable and terminal fixings, the range and signs of possible cable damage and the limits to cable wear and tear that are acceptable for winching
12. the bearing capacity of pulley anchor strops in various configurations
13. the safety clearance/safety zone from the cable that should be respected
14. the capabilities, limitations and methods of operating the winch on steep ground
15. the types of winch used to recover light vehicles
16. the types of winch ropes used to recover light vehicles
17. the ancillary equipment used when winching a light vehicle

Scope/range

Scope of this standard:

1. Ancillary equipment:

- a) shackles
- b) snatch blocks
- c) chains
- d) strops
- e) capston

Recover Light Vehicles Using Advanced Winching Techniques

Developed by	IMI
Version Number	2
Date Approved	November 2014
Indicative Review Date	November 2017
Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIVR05
Relevant Occupations	Vehicle Recovery Operator; Vehicle Recovery Technical Operator
Suite	Vehicle Recovery
Keywords	Recover Light Vehicles Advanced Winching Techniques

Remove and Transport Heavy Vehicles

Overview

This standard is about recovering and transporting heavy upright vehicles from the roadside or similar hard, level standing. For the purpose of this standard heavy vehicles are vehicles of 3500kgs gross vehicle mass (GVM) and above.

Remove and Transport Heavy Vehicles

Performance criteria

You must be able to:

1. identify and wear suitable Personal Protective Equipment (PPE) which complies with the legal and industry codes of practice
2. secure the immediate safety of the driver and passengers effectively, if present
3. use a recovery vehicle and recovery equipment which is suitable for the type, condition and weight of vehicle to be transported, is suitable for the nature of the situation and complies with legal requirements
4. use warning lights in a way which complies with legal requirements and current industry codes of practice
5. make the vehicle safe for transportation
6. inform the relevant authorities promptly where the condition of the vehicle and its removal presents a hazard
7. position and rig the recovery vehicle and recovery equipment to comply with industry codes of practice, minimise the need to re-rig and secure the best recovery advantage
8. fit all necessary loading and securing equipment to comply with legal requirements, industry codes of practice, manufacturer's operating instructions and your organisation's procedures
9. ensure your roadside working practices and procedures during all removal and loading activities comply with legal requirements and industry codes of practice for the type of road involved, the roadside situation and prevailing weather conditions
10. contact the relevant authority promptly where the loading manoeuvre is likely to obstruct the flow of traffic
11. ensure the recovery site is left free from debris, waste, tools, equipment and cones prior to moving off
12. transport the vehicle to the relevant destination without causing further damage
13. transport and unload the recovered vehicle to comply with legal requirements, industry codes of practice, manufacturer's operating instructions and your organisation's requirements
14. ensure your records are accurate, complete and passed to the relevant person(s) promptly
15. ensure no recovery equipment is overloaded adhering to manufacturer's instructions, equipment loading instructions and company procedures

Remove and Transport Heavy Vehicles

Knowledge and understanding

You need to know and understand:

1. the legal requirements and industry codes of practice governing site protection and recovery operations
2. your organisation's operating, reporting and recording procedures
3. the limits of your authority for dealing with hazardous substances
4. the importance of wearing suitable personal protective equipment (PPE) which complies with legislation and industry codes of practice
5. how to complete recovery records and the importance of doing so
6. the types, purpose and use of the vehicle recovery equipment in the Scoping Statement for this standard
7. the safe working loads for recovery equipment, axle weights and stability
8. how to assess the most suitable recovery method for the situation and the condition of the vehicle involved
9. how to assess the weight of a casualty vehicle, including a load where appropriate
10. the effect of weather conditions on the feasibility of recovery operations and how they are conducted
11. how to use suitable site to base communication methods
12. how to give clear instructions to customers
13. the circumstances in which to call for specialist advice and assistance
14. the operation of braking and transmission systems using appropriate diagnostic techniques
15. the principles of loading and load containment
16. on site recovery planning and control techniques
17. how to prepare and secure casualty vehicles for transportation
18. how to check for and deal with any casualty vehicle system and load leakage
19. the dangers associated with roadside recovery operations and how to reduce the risks to yourself, customers and other road users
20. how to identify casualty vehicles carrying hazardous substances
21. the importance of informing the authorities where roadside operations are likely to affect other traffic
22. how to position and rig recovery vehicles
23. how to fit towing, loading and transportation equipment for the types of vehicle you deal with
24. how to work safely at the roadside following industry codes of practice
25. how to perform safety checks on the casualty vehicles
26. how to clear the site prior to moving off

Remove and Transport Heavy Vehicles

- 27. how to use suitable warning lights
- 28. how to avoid damage to casualty vehicles during transportation

Remove and Transport Heavy Vehicles

Scope/range**Scope of this standard:**

1. Recovery equipment is:
 - a. tow poles
 - b. transporters
 - c. vehicle mounted recovery cranes
 - d. winches
 - e. truck mounted loaders
 - g. trailers
 - h. spec lifts/support lifts/underlifts
2. Roadside situation is:
 - a. off a live carriageway
 - b. on a live carriageway
3. Weather conditions are:
 - a. poor visibility
 - b. light
 - c. dark
 - d. dry
 - e. rain
 - f. snow
 - g. ice
 - h. wind
 - i. extreme temperatures

Remove and Transport Heavy Vehicles

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Status	Original
Originating Organisation	IMI
Original URN	IMIVR06
Relevant Occupations	Vehicle Recovery Operator; Vehicle Recovery Technical Operator
Suite	Vehicle Recovery
Keywords	Remove Transport Heavy Vehicles

Overview

This standard is about recovering vehicles using advanced winching techniques. For the purpose of this standard heavy vehicles are vehicles of 3500kgs gross vehicle mass (GVM) and above.

Recover Heavy Vehicles Using Advanced Winching Techniques

Performance criteria

You must be able to:

1. keep accurate and up-to-date records as required by relevant legislation
2. identify and wear suitable Personal Protective Equipment (PPE) which complies with legislation and industry codes of practice
3. safeguard and maintain your own health and safety and that of those likely to be affected by your work in accordance with current legislation in relation to preparing a winching operation
4. meet relevant legislative, organisational and environmental requirements relevant to preparing the winching operation
5. comply with any existing site risk assessments and carry out a dynamic risk assessment
6. maintain the security of machinery and equipment on site
7. gain access to the equipment safely and get into a secure working position when carrying out off-the-ground activities
8. carry out routine operator maintenance on the winch unit to include power unit, drive system (shaft, chain, hydraulic, electrical or direct drive), braking system, other moving parts and guarding, as appropriate to machine used, following manufacturer's recommendations
9. carry out pre-start checks, deploy the winch cable a distance and carry out a practical check on all operating functions of the equipment including safety devices, winch controls, clutches and brakes, as appropriate, prior to winching
10. agree the signaling system with the winch operator and banksman as appropriate
11. deploy winch cable avoiding obstacles to the winching process
12. assess the operational and environmental requirements for the site and plan safe and efficient winch route
13. identify (and calculate) the different resistances to winching when recovering a vehicle

Recover Heavy Vehicles Using Advanced Winching Techniques

Knowledge and understanding

You need to know and understand:

1. your own role in company working practices and industry good practice relevant to preparing a winching operation
2. how and why to initiate and maintain effective communication when preparing a winching operation
3. the implications of working at height in relation to routine operator checks and basic maintenance
4. how to identify hazards and comply with the control procedures of risk assessments in relation to preparing a winching operation
5. emergency planning and procedures for the site
6. the principles of winch theory, resistances to winching a casualty and stabilisation of the recovery vehicle
7. the methods used to change direction of pull or increasing the pull of the winch
8. causes of, and how to prevent potential pollution and environmental damage when preparing a winching operation
9. the function of all operating controls for a winch
10. the principles of powered winch operation and the loads to be applied, including the multiplication of forces when pulleys, snatch blocks, strops and anchor points are used
11. the points to inspect on the cable and terminal fixings, the range and signs of possible cable damage and the limits to cable wear and tear that are acceptable for winching
12. the bearing capacity of pulley anchor strops in various configurations
13. the safety clearance/safety zone from the cable that should be respected
14. the capabilities, limitations and methods of operating the winch on steep ground
15. the types of winch used to recover heavy vehicles
16. the types of winch ropes used to recover heavy vehicles
17. the ancillary equipment used when winching a heavy vehicle



Scope/range	Scope of this standard
	<div>1. Ancillary equipment:<div><div>a) shackles</div><div>b) snatch blocks</div><div>c) chains</div><div>d) strops</div><div>e) capston</div></div></div>

Recover Heavy Vehicles Using Advanced Winching Techniques

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Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIVR07
Relevant Occupations	Vehicle Recovery Operator; Vehicle Recovery Technical Operator
Suite	Vehicle Recovery
Keywords	Recover Heavy Vehicles Advanced Winching Techniques

Overview

This NOS is about recovering Motorcycles from on and off road positions to a suitable on road or hard standing ready for onward transportation.

Performance criteria

- You must be able to:
- P1 wear suitable personal protective equipment which complies with legal and industry codes of practice throughout all motorcycle recovery activities
 - P2 carry out a daily check, in accordance with your company procedures, on the vehicle being used for the recovery operation
 - P3 use the most suitable recovery method based upon:
 - P3.1 your initial assessment of the incident and roadside conditions
 - P3.2 motorcycle condition and position
 - P3.3 the risks and hazards involved
 - P3.4 available resources
 - P4 work in a way which minimises the risk of:
 - P4.1 further damage to the motorcycle
 - P4.2 damage to yourself or others
 - P4.3 contact with leakages
 - P4.4 contact with hazardous substances
 - P5 report viable options for action promptly to your recovery controller where the recovery vehicle and recovery equipment to hand prove unsuitable
 - P6 gain agreement to your plans from the relevant person(s) prior to commencement
 - P7 inform the relevant person(s) promptly and clearly of:
 - P7.1 the recovery method to be used
 - P7.2 any implications affecting them or the motorcycle
 - P8 store all personal effects and loads in a secure location
 - P9 seek guidance and assistance from the relevant person(s) promptly where loads require specialist handling and transfer procedures
 - P10 make the casualty motorcycle safe prior to commencing any recovery operation
 - P11 inform the relevant authorities promptly where the condition of the motorcycle and its removal presents a hazard
 - P12 calculate accurately, the effort needed to right and winch motorcycles back onto the road, when necessary
 - P13 operate all recovery equipment appropriately to comply with:

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- P13.1 legal requirements
 - P13.2 industry codes of practice for recovery operations
 - P13.3 the manufacturer's instructions
 - P13.4 your organisation's requirements
 - P14 ensure your accident recovery working practices and procedures comply with legal requirements and industry codes of practice for safe operation, where necessary
 - P15 ensure the casualty motorcycle is secured safely on a suitable hard surface ready for transportation
 - P16 ensure the recovery site is left free of all debris, waste, tools and equipment prior to leaving and dispose of any waste in accordance to environmental requirements
 - P17 ensure all your records are accurate and complete and passed to the relevant person(s) promptly

Knowledge and understanding

You need to know and understand:

- K1 the relevant legal requirements, health and safety requirements and industry codes of practice governing site protection and recovery operations
- K2 your organisation's operating, reporting and recording procedures for accident recovery
- K3 the limitations of your authority for dealing with hazardous substances and hazardous situations
- K4 the referral process for the recovery of motorcycles with High Energy systems and components
- K5 the importance of wearing the specified personal protective equipment
- K6 the importance of carrying out a daily check on the recovery vehicle
- K7 how to complete records accurately and the importance of doing so
- K8 the basic principles of winch operation including rolling resistance, gradient resistance and damage resistance forces
- K9 the effect of weather and roadside conditions on recovery operations
- K10 the effect of the design and contents of the casualty motorcycle on the recovery operation
- K11 the effect of motorcycle condition and position on the recovery operation
- K12 the importance of reporting and seeking guidance from others when hazardous substances are present at an incident site
- K13 the operation of motorcycle braking and transmission systems
- K14 the hazards associated with high energy electrical motorcycle components
- K15 the principles of loading and load containment
- K16 the requirements for securing personal effects and loads
- K17 on site accident recovery planning and control techniques
- K18 the authorities who may have an interest in incident situations and the importance of liaising with them and following their instructions
- K19 the dangers associated with accident recovery operations and how to reduce the risks to yourself, customers and other road users
- K20 how to work safely and effectively at the scene of a motorcycle accident
- K21 how to use site to base communication methods
- K22 how to identify motorcycles carrying hazardous substances

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- K23 how to assess the most suitable method of recovery
 - K24 how to recover casualty motorcycles without inflicting unnecessary further damage
 - K25 how to prepare and secure motorcycles for recovery
 - K26 how to check for and suitably deal with any spillages and load loss
 - K27 how to clear and make safe accident sites prior to moving off in accordance with any legislation, codes or practice and environmental requirements

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Validity	Current
Status	Original
Originating organisation	IMI Ltd
Original URN	RR08
Relevant occupations	Engineering; Vehicle Trades; Roadside Assistance Technician; Roadside Assistance Senior Technician; Vehicle Recovery Operator; Vehicle Recovery Technical Operator
Suite	Roadside Assistance; Vehicle Recovery
Key words	Recover; remove; transport; motorcycles; accident; incident; breakdown

Carry out Incident Management Activities for Motor Vehicle Recovery Operations

Overview

This standard is about Incident Manager activities for recovery of motor vehicles in major incident situations or where it is deemed essential to the recovery operation.

Performance criteria

You must be able to:

1. establish the emergency services command structure
2. communicate effectively with interested parties
3. determine the vehicle(s) involved and estimate their weight
4. establish if there is any risk to the recovery team from spilt loads
5. carry out a site survey and construct a risk assessment
6. calculate the resistances relating to the recovery of the casualty(s)
7. determine the recovery equipment needed
8. construct a method statement
9. communicate the method statement and risk assessment to all interested parties
10. establish a communication method for the incident
11. control the recovery operation throughout
12. continually assess the situation and alter plans and risk assessments to reduce risk (where required)
13. communicate any changes to the plan to the emergency services and recovery team
14. carry out a recovery team debrief
15. construct a post recovery report and pass to the relevant person(s)

Carry out Incident Management Activities for Motor Vehicle Recovery Operations

Knowledge and understanding

You need to know and understand:

1. the Health and Safety legislation that affects vehicle recovery operations
2. safety implications relating to new technologies
3. how to communicate effectively with the emergency services and others
4. the roles and command structure of the emergency services
5. how to construct a risk assessment
6. how to construct a Method Statement
7. the different types of recovery equipment and their capabilities
8. the equipment your own organisation has available to carry out a recovery operation
9. the additional equipment that might aid the recovery and where it might be sourced from
10. the importance of discussing the recovery plan with the emergency services
11. how to communicate the recovery plan effectively to the recovery technicians
12. the importance of listening to the recovery technicians where alternative methods may be available
13. the importance of communicating effectively with third parties assisting with the operation
14. how to establish a communication protocol for the recovery operation
15. how to control the operation to minimise risk to the recovery team, the emergency services and the general public
16. the importance of a continual Dynamic Risk Assessment during the operation
17. what a hot and cold debrief is and their importance
18. how to construct a post operation report
19. the importance of post operation vehicle and equipment checks

Carry out Incident Management Activities for Motor Vehicle Recovery Operations

Scope/range

Scope of this standard:

1. New technologies include:

- a) Hybrid
- b) Plug in Electric
- c) CNG (Compressed Natural Gas)
- d) LPG (Liquid Petroleum Gas)
- e) Hydrogen Cell
- f) Any other emerging technologies

Carry out Incident Management Activities for Motor Vehicle Recovery Operations

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Indicative Review Date	November 2017
Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIVR10
Relevant Occupations	Vehicle Recovery Operator; Vehicle Recovery Technical Operator
Suite	Vehicle Recovery
Keywords	Incident Management Motor Vehicle Recovery Operations

Overview

This NOS is about providing assistance to customers in emergency situations including the ability to co-ordinate the post-emergency situation, including any necessary recording.

**Performance
criteria**

- You must be able to:
- P1 assess the situation accurately and promptly and develop a suitable plan of action, prioritising needs
 - P2 take control in a calm, professional manner and in a way that prevents the situation escalating further
 - P3 issue prompt, clear and relevant instructions to others assisting with the situation, if necessary
 - P4 inform any relevant emergency services promptly
 - P5 refer any situations outside of your personal authority or control promptly to the correct authorities
 - P6 take suitable immediate action to minimise danger or distress to your customers who are in the immediate vicinity
 - P7 ensure your responses comply with organisational procedures and any local requirements
 - P8 minimise any inconvenience to customers and maintain customer morale and goodwill
 - P9 brief and reassure customers affected by the emergency
 - P10 make suitable arrangements for those customers unable to continue with their original plans
 - P11 give sympathetic and on-going support to those directly affected
 - P12 maintain and process full and accurate records in the required format to meet current local, legal and your organisation's requirements

Knowledge and understanding

You need to know and understand:

- K1 the steps to contain the types of emergency situations
- K2 the possible courses of action available to handle the emergency situations
- K3 how to assess emergency situations and factors that must be considered in order to arrive at the most suitable course of action
- K4 the factors affecting customer morale and goodwill in emergency situations
- K5 the consequences of failure to take appropriate action in the emergency situations
- K6 where to find emergency contact numbers and the nature of the help available
- K7 why prompt help and good communications with customers, colleagues and other affected parties is so important
- K8 the role taking the correct action plays in maintaining good customer relationships and its value to your organisation
- K9 the importance of giving on-going support to those closely affected by the emergency
- K10 why different approaches may have to be used when considering the local situation and organisational policy
- K11 the types of arrangements that can be made for customers unable to continue with their plans and how to instigate these

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Status	Original
Originating organisation	IMI Ltd
Original URN	RR11
Relevant occupations	Engineering; Vehicle Trades; Roadside Assistance Technician; Roadside Assistance Senior Technician; Vehicle Recovery Operator; Vehicle Recovery Technical Operator
Suite	Roadside Assistance; Vehicle Recovery
Key words	Customer; service; motor; vehicle; roadside

Carry out Basic Motor Vehicle Repairs at the Roadside

Overview

This standard is about conducting basic repairs on vehicles at the roadside.

Carry out Basic Motor Vehicle Repairs at the Roadside

Performance criteria

You must be able to:

1. identify and wear suitable Personal Protective Equipment (PPE) which complies with legislation and industry codes of practice
2. safeguard and maintain your own health and safety and that of those likely to be affected by your basic motor vehicle repair activities in accordance with current legislation
3. comply with any existing site risk assessments and carry out a dynamic risk assessment
4. undertake basic repairs at the roadside on the following: electrical systems & circuits, engine, transmission, steering, fuel, suspension, brakes, cooling systems and exhaust.
5. demonstrate the ability to repair identified faults within the system
6. select the correct method of repair from the appropriate manual or other media
7. perform a re-test to ensure the repair is successful
8. use safe working practices when dealing with test equipment and tools
9. take prompt and effective corrective actions to resolve any errors within the limits of your workplace responsibilities

Carry out Basic Motor Vehicle Repairs at the Roadside

Knowledge and understanding

You need to know and understand:

1. basic system features and operation including fundamentals of electrical systems & circuits, engine, transmission, steering, fuel, suspension, brakes, cooling systems and exhaust
2. how to recognise the repair procedure for the appropriate fault within the system
3. the vehicle repair manual or other media to determine the correct method
4. the appropriate test equipment to be used for the fault presented
5. the appropriate tools and equipment to be used for the fault presented
6. the procedures for reporting problems
7. the health and safety requirements relevant to repair procedures

Carry out Basic Motor Vehicle Repairs at the Roadside

Developed by	IMI
Version Number	1
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Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIRR15
Relevant Occupations	Vehicle Recovery Operator; Vehicle Recovery Technical Operator
Suite	Vehicle Recovery
Keywords	Carry out Basic Motor Vehicle Repairs at the Roadside

IMIEV2

Carry out work on broken down and damaged electric and hybrid vehicles



Overview

This standard is designed for staff who deal with broken down or accident damaged electric and hybrid vehicles, for example, those working for roadside recovery operators and the emergency services. It contains the knowledge and competence required to carry out a risk assessment and work safely around an electric/hybrid vehicle that may have damage to its high and/or low energy age electrical systems.

Note: *This standard does not deem someone competent to maintain, service or repair high energy electrical systems and their components.*

IMIEV2

Carry out work on broken down and damaged electric and hybrid vehicles

Performance criteria

You must be able to:

- P1 wear personal protective equipment appropriate to the work activities you are carrying out
- P2 collect and evaluate relevant information about the **electric/hybrid vehicle** and any potential hazards
- P3 identify the hazards and assess the risks presented by the **electric/hybrid vehicle**
- P4 follow the correct procedures to make the **electric/hybrid vehicle** safe prior to starting any **work activities**, including where necessary, isolating **high energy electrical** systems, within your level of training
- P5 carry out **work activities** in a way that minimises risks to yourself and other people
- P6 refer any problems with the **electric/hybrid vehicle** that you cannot deal with yourself to a relevant person in your organisation and follow their instructions
- P7 report the **work activities** you have carried out on or near the **electric/hybrid vehicle** to relevant colleagues

IMIEV2

Carry out work on broken down and damaged electric and hybrid vehicles

Knowledge and understanding

You need to know and understand:

Safety precautions

- K1 the potential hazards associated with high and low voltage systems including batteries and other **high energy electrical** vehicle components
- K2 the health and safety legislation and workplace procedures relevant to working with **electric/hybrid vehicles**, as appropriate to your work role, including the appropriate personal protective equipment and its use
- K3 the legislation relevant to the **work activities** described in the scoping statement for this standard.
- K4 your organisation's procedures for the:
 - K4.1 referral/reporting of problems when working with **electric/hybrid vehicles**
 - K4.2 reporting work carried out on **electric/hybrid vehicles**
- K5 the differences between an on **electric/hybrid vehicle** and non-electric vehicle
- K6 how to operate an on **electric/hybrid vehicle** safely
- K7 the charging systems associated with **electric/hybrid vehicles** and how to charge them safely, including the use of plug-in charging equipment
- K8 how to carry out a risk assessment on damaged and broken down on **electric/hybrid vehicles**
- K9 how to make electric vehicles safe in order to carry **out work activities**, including isolating **high energy electrical** systems, where required, within your level of training
- K10 how to reduce the risk of hazards when working on and around on **electric/hybrid vehicles**
- K11 the hazards associated with on **electric/hybrid vehicle** batteries when exposed to extreme temperatures, impact and other adverse conditions
- K12 the specific vehicle manufacturer restrictions regarding non-start and recovery, for example jump starting (hybrid only) and towing/lifting

IMIEV2

Carry out work on broken down and damaged electric and hybrid vehicles

K13 the implications of electrical conductivity through the human body and the potential medical conditions that can occur regardless of voltage or current type present in an **electric/hybrid vehicle**

Use of technical information

You need to know and understand:

K14 how to find, interpret and use sources of information applicable to a **electric/hybrid vehicle** as relevant to your job role

High Energy Electrical component construction

You need to know and understand:

K15 how **high energy electrical** components function and are constructed, including battery modules, electric motors and associated electrical components

Systems

You need to know and understand:

K16 how to identify the typical location of **high energy electrical** cables and components, for example, labelling and colour

K17 the different types of energy storage systems and voltages associated with on **electric/hybrid vehicles**

IMIEV2

Carry out work on broken down and damaged electric and hybrid vehicles

Additional Information

Scope/range

- 1 **Electric/hybrid vehicles**— any vehicle that is powered wholly or in part by an electrical drive train. This includes electric hybrid plug-in vehicles
- 2 **High energy electrical/high voltage** – typical voltages used for a range of Electric and Hybrid Vehicles 100-650V **ECE R100** (relating to vehicle regulations) paragraph 2.14 clearly defines high voltage: "High Voltage" means the classification of an electric component or circuit, if its working voltage is $> 60 \text{ V}$ and $\leq 1500 \text{ V DC}$ or $> 30 \text{ V}$ and $\leq 1000 \text{ V AC}$ root mean square (rms).
- 3 **Status of vehicle** – broken down or with damage which may present high or low voltage electrical hazards.
- 4 **Work activities** – recovering or dealing with electric/hybrid vehicles as part of an emergency response.

IMIEV2

Carry out work on broken down and damaged electric and hybrid vehicles

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Status	Original
Originating organisation	The Institute of The Motor Industry (IMI)
Original URN	IMIEV2
Relevant occupations	Roadside Recovery Operator (Automotive); Roadside Assistance Senior Operator (Automotive); Roadside Assistance; Roadside Assistance Manager (Automotive); Vehicle Recovery Operator (Automotive); Vehicle Recovery Technical Operator (Automotive); Supervisory Vehicle Recovery Technical Operator (Automotive)
Suite	Electric and Hybrid Vehicles; Vehicle Recovery; Roadside Assistance
Key words	Electric vehicles; hybrid vehicles; high energy electrical; status of vehicle; hazards; work activities