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## Overview

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

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## Performance criteria

You must be able to:

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

## Knowledge and understanding

You need to know and understand:

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

## Contribute to Housekeeping in Motor Vehicle Environments

**Scope/range**

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

## Contribute to Housekeeping in Motor Vehicle Environments

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**Developed by** IMI
 

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**Version Number** 2
 

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**Date Approved** October 2014
 

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**Validity** Current
 

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**Status** Original
 

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**Originating Organisation** IMI
 

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**Original URN** IMIARBG1
 

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**Relevant Occupations**

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

Contribute to Housekeeping in Motor Vehicle Environments
 

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

**Suite**

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

**Keywords**

Contribute, Housekeeping, Motor Vehicle Environments

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## Overview

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

It describes the competence required to ensure that:

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

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## Performance criteria

You must be able to:

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



## Knowledge and understanding

You need to know and understand:

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

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## Scope/range

1. Risk(s) resulting from:
  - a. use of tools and equipment relevant to the task
  - b. the use of materials or substances
  - c. working practices which do not conform to laid down policies
  - d. unsafe behaviour
  - e. accidental breakages and spillages
  - f. environmental factors
  - g. working at height
  - h. lifting operations and manual handling
  - i. incorrect use of personal protective equipment
  
2. Workplace policies covering:
  - a. the use of safe working methods and equipment
  - b. the safe use of hazardous substances
  - c. smoking, eating, drinking and drugs
  - d. what to do in the event of an emergency
  - e. personal presentation
  - f. personal protective equipment
  - g. lifting operations and manual handling
  - h. working at height
  - i. mobile phones and personal stereo equipment
  
3. Motor Vehicle could include:
  - a. Light Vehicles
  - b. Heavy Vehicles/Commercial Vehicles
  - c. Motorcycles
  - d. Lift Trucks
  - e. Heavy Vehicle Trailers
  - f. Caravan and Motorhomes

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

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**Developed by** IMI
 

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**Version Number** 2
 

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**Date Approved** October 2014
 

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**Indicative Review Date** October 2017
 

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**Validity** Current
 

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**Status** Original
 

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**Originating Organisation** IMI
 

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**Original URN** IMIARB2
 

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**Relevant Occupations**

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

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

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

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### Suite

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

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### Keywords

Identify, Agree, Motor Vehicle, Customer Needs

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## Overview

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

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## Performance criteria

You must be able to:

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

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## Knowledge and understanding

You need to know and understand:

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

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**Scope/range**

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



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**Status** Original
 

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**Originating Organisation** IMI
 

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**Original URN** IMIARB3
 

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**Relevant Occupations**

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

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

### Suite

2010 Incremental change to the NOS in Interpreting; Accident Repair - Body; Accident Repair - Joining; Accident Repair - Mechanical, Electrical and Trim; Accident Repair - Paint; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Auto Electrical and Mobile Electrical Installation; Automotive Glazing; Maintenance and Repair - Caravans and Motorhomes; Maintenance and Repair - Heavy Vehicle; Maintenance and Repair - Heavy Vehicle Trailer; Maintenance and Repair - Lift Truck; Maintenance and Repair - Light Vehicle; Maintenance and Repair - Motorcycle; Roadside Assistance; Vehicle Damage Assessment Operations; Vehicle Fitting; Vehicle Sales v3; Vehicle Recovery; Vehicle Parts Operations

### Keywords

Maintain Working Relationships, Motor Vehicle Environment

# IMIARBG6

## Enable learning through demonstration and instruction



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### Overview

This NOS is about demonstrating skills and methods to learners and instructing learners in procedures and processes.

These include; demonstrating how equipment is used, showing a learner how to do something, giving learners instructions on what to do or how to carry out a particular activity, deciding when you should use demonstration or instruction to encourage learning, reviewing the potential use of technology- based learning, checking on the progress of learners and giving feedback to learners.

# IMIARBG6

## Enable learning through demonstration and instruction

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### Performance criteria

*You must be able to:*

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

- P1 base the demonstration on an analysis of the skills needed and the order they must be learned in
- P2 ensure that the demonstration is accurate and realistic
- P3 structure the demonstration so the learner can get the most out of it
- P4 encourage learners to ask questions and get explanation at appropriate stages in the demonstration
- P5 give learners the opportunities to practise the skill being demonstrated and give them positive feedback
- P6 give extra demonstrations of the skills being taught to reinforce learning
- P7 ensure that demonstrations take place in a safe environment and allow learners to see the demonstration clearly
- P8 respond to the needs of learners during the demonstration
- P9 reduce distractions and disruptions as much as possible

*You must be able to:*

#### **Instruct learners**

- P10 match instruction to the needs of the learners
- P11 identify which learning outcomes will be achieved through instruction
- P12 ensure that the manner, level and speed of the instruction encourages learners to take part
- P13 regularly check that learners understand and adapt instruction as appropriate
- P14 give learners positive feedback on the learning experience and the outcomes achieved
- P15 identify anything that prevents learning and review this with the learners

# IMIARBG6

## Enable learning through demonstration and instruction

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### Knowledge and understanding

*You need to know and understand:*

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

- K1 the separate areas of demonstrations which encourage learning
- K2 which types of learning are best achieved and supported through demonstrations
- K3 how to identify and use different learning opportunities
- K4 how to structure demonstrations and instruction sessions
- K5 how to choose from a range of demonstration techniques

*You need to know and understand:*

#### **Principles and concepts**

- K6 how to put learners at their ease and encourage them to take part
- K7 how to choose between demonstration and instruction as learning methods
- K8 how to identify individual learning needs
- K9 which factors are likely to prevent learning and how to overcome them
- K10 how to check learners' understanding and progress
- K11 how to put information in order and decide whether the language you will be using is appropriate
- K12 how to choose and prepare appropriate materials, including technology based materials
- K13 the separate areas of instructional techniques which encourage learning
- K14 which types of learning are best achieved and supported through instruction

*You need to know and understand:*

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

- K15 how to make sure everybody acts in line with health, safety and environmental protection I legislation and best practice
- K16 how to analyse and use developments in learning and new ways of delivery, including technology-based learning

# IMIARBG6

Enable learning through demonstration and instruction

<b>Developed by</b>	IMI Ltd
<b>Version number</b>	1
<b>Date approved</b>	January 2010
<b>Indicative review date</b>	January 2012
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	IMI Ltd
<b>Original URN</b>	G6
<b>Relevant occupations</b>	Maintenance and Repair Technicians; Accident Repair Technicians; Auto and Mobile Installation Technicians; Roadside Assistance Operators; Vehicle Recovery Operators; Vehicle Damage Assessment Operators; Vehicle Parts Operators; Vehicle Sales Operators
<b>Suite</b>	Maintenance and Repair – Light Vehicle; Heavy Vehicle, Heavy Vehicle Trailer; Motorcycle; Lift Truck; Caravans and Motorhomes; Accident Repair – Body; Paint; Joining; Mechanical, Electrical & Trim (MET); SMART Cosmetic; SMART Paintless Dent Removal (PDR); Auto electrical and Mobile Electrical Installation; Body Building; Roadside Assistance; Vehicle Recovery; Vehicle Damage Assessors; Vehicle Fitting; Vehicle Parts; Vehicle Sales
<b>Key words</b>	[KEYWORDS]

Generate sales and profit using knowledge of market, brand, product and vehicle retail operations

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## Overview

This standard is about generating vehicle and related sales through opportunities created by the structure and size of the UK Automotive market. It covers using brand and product values to contribute to the profit of your organisation.

Generate sales and profit using knowledge of market, brand, product and vehicle retail operations

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## Performance criteria

You must be able to:

1. use your knowledge of the structure and size of the UK Automotive market to select vehicle and related products suited to your customer's needs
2. determine the customer's requirements, brand loyalties and their expectations of your product
3. research and use information on competitive products to be able to make suitable comparisons that lead to a sale
4. communicate the manufacturer's / retailer's brand values and your product knowledge when interacting with customers to motivate them to buy
5. use your knowledge of the manufacturer (new) and retailer (used) supply chains to identify available vehicles that meet the needs of your customers
6. ensure your sale is competitive in price and specification whilst making a profit for the business



Generate sales and profit using knowledge of market, brand, product and vehicle retail operations

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## Knowledge and understanding

You need to know and understand:

1. economic factors that can influence potential buyers
2. an awareness of the size and trends within the UK automotive market
3. what a brand is, what brand values mean to customers and how they influence their expectations
4. the product range, main competitors and how and where to access own product and competition information
5. the structure and ownership of a franchise network and the relationship between the retailers, dealer groups and the vehicle manufacturers
6. the structure and inter-departmental relationships of a retailer
7. the manufacturer supply chain for new vehicles, new vehicle production cycles and the delivery process
8. the difference between wholesale and retail pricing, new and used profitability, margins and bonus structures and an overview of cash flow within vehicle sales departments
9. the different sources of stock and their profitability, and the impact of stock source on customer choice, lead time and the financial offer

Generate sales and profit using knowledge of market, brand, product and vehicle retail operations

<b>Developed by</b>	IMI
<b>Version Number</b>	2
<b>Date Approved</b>	December 2014
<b>Indicative Review Date</b>	December 2017
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVS1
<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Generate sales profit using knowledge market, brand, product vehicle retail operations

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## Overview

This standard is about identifying and meeting the needs of both the fleet and business buyer. It includes presenting the benefits of the product features and the financial options available for these customers within the automotive sector.

## Meet fleet and business buyers needs

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### Performance criteria

You must be able to:

1. manage the business sales process through:
  - 1.1 the identification of fleet and business buyer needs
  - 1.2 conveying relevant selling points of the product, brand and network to the business buyer
  - 1.3 reaching an agreement to buy
2. research the product features of the vehicle and current funding options relevant to business/commercial needs
3. show the financial options available to your business buyer together with their advantages/disadvantages and the tax implication
4. use the relationship between the manufacturer and retailer effectively in order to maximise sales

## Meet fleet and business buyers needs

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### Knowledge and understanding

You need to know and understand:

1. the longer term value and potential of a business buyer as well as the fleet and business market to your organisation in relation to profit and volume
2. the relevant contacts and relationships between the manufacturer and retailer group
3. the reasoning and methodology applicable to the sales process for the fleet and business buyer
4. how to identify the fleet and business buyers' needs
5. how to present the relevant selling points of the product, brand and network to the fleet and business buyer
6. how to identify product features relevant to business/commercial use and why a fleet and business buyers may require a specifically designed demonstration and test drive.
7. how to present the funding options and tax implications for a fleet or business buyer and the importance of providing accurate and appropriate advice in relation to both

## Glossary

**Business Buyer** - For the purpose of this standard is someone with the requirement to purchase a vehicle or vehicles partly or wholly intended for business/commercial use. Although no industry wide specific volume requirement exists, the norm to be classed as a Business Buyer is up to 10-25 vehicles purchased per annum.

**Fleet Buyer** - For the purpose of this standard is someone with the requirement to purchase vehicles partly or wholly intended for business/commercial use in larger volumes, over 10-25 vehicles per annum, for example: car rental, leasing or utility companies or public service organisations such as police forces.

Meet fleet and business buyers needs

<b>Developed by</b>	IMI
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<b>Status</b>	Original
<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVS2
<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Meet fleet business buyer needs

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## Overview

This standard is about satisfying the legal requirements in the vehicle sales environment whilst adopting best practice and includes data protection and trading law relevant to the sales process.



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## Performance criteria

You must be able to:

1. conduct all business relating to vehicle sales inline with current regulation, legislation, data protection and trading law
2. access up to date information regarding regulation, legislation, data protection and trading law relevant to your role
3. identify and access appropriate sources of accurate information relating to legislation
4. explain relevant regulation, legislation, data protection and trading law using accurate terminology to the customer as appropriate
5. report any non-compliance or infringement to the appropriate person in the organisation understanding the implications of doing so

## Knowledge and understanding

You need to know and understand:

1. current regulation and legislation relating to vehicle sales, its impact on the business and specifically your role, including but not limited to:
  - 1.1 contract law
  - 1.2 consumer's legal rights
  - 1.3 data protection
  - 1.4 Duty of Care
  - 1.5 health and safety relevant to your job role
  - 1.6 financial regulation including fraud, payments, money laundering and FCA Regulations
2. the use of Trade Plates and the consequences of misuse or loss
3. the organisation's internal policies and procedures relating to compliance with regulation and adherence to legislation including your legal and moral responsibilities
4. how to report non-compliance or infringement by you and colleagues in your organisation and the potential liability involved
5. how to maintain your knowledge and understanding of current regulation and legislation relevant to your role and how to access accurate sources of information

Comply with the legal requirements and regulations of vehicle sales

<b>Developed by</b>	IMI
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<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVS3
<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Comply with legal requirements regulations vehicle sales

## Manage your own performance in a vehicle sales environment

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### Overview

This standard is about managing oneself to achieve the performance objectives required for the role. The standard covers using efficient administration skills, continuous personal development, time management and use of information technology effectively to monitor and meet targets and objectives.

## Manage your own performance in a vehicle sales environment

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### Performance criteria

You must be able to:

1. follow your organisation's procedures for completing documentation specifically, contract and order forms
2. complete both vehicle and customer relationship management (CRM) systems accurately
3. access and efficiently use the internet and appropriate intranet applications
4. implement effective time management processes for your work
5. set and complete a personal Continuous Professional Development (CPD) training plan to include activities relevant to the role
6. monitor and analyse the achievement of personal sales against targets, applying appropriate solutions if required
7. monitor achievement of profit contribution and sales volume against targets
8. make effective decisions that contribute to meeting the targets and objectives set

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## Knowledge and understanding

You need to know and understand:

1. the benefit of effective self management and accurate administration to yourself, the team and the business as a whole
2. how and where to access and record relevant CPD options for your role
3. the importance of meeting the targets and objectives of your role and the cost to the organisation if these are not met
4. the importance of time management and how to prioritise time for specific tasks
5. how to use customer relationship management systems (CRM) tools and diary systems to record activity and schedule follow up
6. how to use all relevant operating systems required to effectively carry out the role
7. your level of autonomy and decision making available to perform your role

Manage your own performance in a vehicle sales environment

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<b>Originating Organisation</b>	IMI
<b>Original URN</b>	IMIVS4
<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Manage own performance vehicle sales environment

## Handle telephone and digital vehicle sales enquiries

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### Overview

This standard is about handling and logging enquiries and the identification of customer needs, the importance of communication and creating empathy with the customer, and building a relationship to facilitate the gathering of information, throughout the customer experience.



Handle telephone and digital vehicle sales enquiries

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## Performance criteria

You must be able to:

1. use effective and positive communication methods to progress the enquiry
2. handle the enquiry effectively to determine the customers' needs
3. agree next steps with the customer clearly
4. summarise the enquiry accurately
5. personalise your response
6. provide timely, relevant advice and information to the customer
7. record customer information and requirements accurately

Handle telephone and digital vehicle sales enquiries

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## Knowledge and understanding

You need to know and understand:

1. the sales process and the validity of each of its components
2. how to use effective communication methods to help to progress the enquiry
3. the possible channels of communication available to your customers
4. how to establish the purpose of the inbound enquiry
5. what relevant information to obtain from the customer
6. your enquiry management systems for recording
7. the need for a timely response in line with dealer and or manufacturer requirements

Handle telephone and digital vehicle sales enquiries

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<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Handle telephone digital vehicle sales enquiries

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## Overview

This standard is about presenting sales packages based on information from the retailer, manufacturer or government, whilst complying with audit requirements.

Present the sales offer

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**Performance criteria**

You must be able to:

1. adhere to the policy of your organisation in relation to identifying and offering sales offers and additional promotions
2. identify and use appropriate sources of information
3. present the offer to the customer clearly
4. introduce specialised team members to explain the sales offer, if required
5. adhere to work place procedures and guidelines
6. comply with prescribed audit requirements
7. show different customers how updated information has been used to offer the best possible sales package

Present the sales offer

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## Knowledge and understanding

You need to know and understand:

1. the policy of your organisation in relation to identifying and offering sales offers and additional promotions
2. your organisation's policy in relation to the qualifying criteria used to identify the components contained in the sales offer relevant to a customer
3. the features, advantages and benefits of all components contained within sales offers available
4. the importance of keeping information up to date in order to offer the best possible business opportunity to the customers and to your organisation
5. audit requirements resulting from government and industry regulations (e.g. Financial Conduct Authority)
6. the relevant contacts and relationships between the supplier and retailer group

Present the sales offer

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<b>Original URN</b>	IMIVS6
<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Present sales offer

## Sell an automotive product or service

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### Overview

This standard is about delivering a positive experience and a successful outcome, and the skills required to facilitate a customer's buying decision. It covers; identifying and meeting customer's needs, creating value and gaining an agreement to purchase whilst selling a product or service profitably.



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## Performance criteria

You must be able to:

1. prepare effectively for customer appointments
2. understand and empathise with customers by building rapport through the use of appropriate language
3. demonstrate active listening to the customer by summarising and reinforcing what they are saying
4. identify needs and requirements by using open and closed questions
5. summarise the customer's needs and requirements and present an appropriate offer of products or services
6. identify and present solutions to overcome a range of reasons not to buy
7. emphasise the value of the offer in order to obtain an agreement to purchase that reflects value for your organisation and the customer
8. conclude and agree the sale successfully

Sell an automotive product or service

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## Knowledge and understanding

You need to know and understand:

1. the sales process and the validity of each of its components
2. how to identify customer expectations and the factors that influence them
3. the factors that affect the delivery of customer service, why it is important and the role it plays in the sales environment
4. how to use different communication styles to match your customer profiles
5. how to use correct terminology when interacting with customers, avoiding jargon and abbreviations
6. how the intelligent use of active listening and open and closed questions can help to clarify and meet the customer's needs and requirements and thereby minimise the reasons not to buy
7. how to handle reasons not to buy through questioning and presenting solutions
8. the difference between price and value
9. how to successfully conclude and agree the sale

Sell an automotive product or service

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<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	sell automotive product service

## Deliver a static product or service presentation

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### Overview

This standard is about delivering effective static sales presentations to maximise sales potential. It includes giving bespoke presentations to the customer and creating the desire to purchase.

Deliver a static product or service presentation

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## Performance criteria

You must be able to:

1. generate rapport with the customer
2. use effective questioning and listening to understand and respond to customers needs and requirements
3. use relevant information gathered from the customer to structure presentations of appropriate products and services
4. provide relevant information about the features, benefits and advantages of the products and services using supporting media where appropriate
5. deliver a full and accurate exterior and interior presentation of the vehicle
6. show how the selected products and/or services meet the customer's needs and requirements
7. gain agreement that the selected products and/or services meet the needs of the customer to continue the customer journey

Deliver a static product or service presentation

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## Knowledge and understanding

You need to know and understand:

1. how to establish a positive relationship with the customer and the importance of doing so
2. the features, advantages and customer benefits of your product and services, appropriate to your role and how to source and update your knowledge as required
3. how to use information gained from the customer to present relevant features as personalised benefits during the demonstration drive
4. how to make an effective presentation of the product or service using an appropriate process, for example, in the case of vehicles sales; a full vehicle walk around, and how to incorporate supporting media to enhance to the presentation
5. how to gain agreement from the customer before continuing on the sales journey

Deliver a static product or service presentation

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<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Deliver static product service presentation

## Conduct vehicle demonstration and test drives

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### Overview

This standard is about planning and carrying out demonstration and test drives with customers in order to motivate them to purchase. Particular attention is paid to the safety and security of the individual and the vehicle.



## Conduct vehicle demonstration and test drives

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### Performance criteria

You must be able to:

1. ensure you have the required customer data, paperwork and meet relevant legal requirements prior to the drive
2. define the customer's needs and requirements before the drive
3. identify an appropriate demonstration and /or test drive route or routes and evaluate any risks to self, customer and vehicle
4. use the demonstration drive to offer a representative experience of the vehicle
5. present features, advantages and customer benefits effectively with due care and safety
6. gain agreement that the selected products meet the needs and requirements of the customer to continue the customer journey

## Conduct vehicle demonstration and test drives

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### Knowledge and understanding

You need to know and understand:

1. the legal requirements and duty of care in relation to demonstration and test drives
2. the retailer demonstration vehicle standards, including the process for booking, preparation and completion of demonstration and test drives
3. how to use information gained from the customer regarding his or her needs and requirements to identify the objective of the demonstration drive
4. the importance of planning a structured demonstration including an appropriate route tailored to specific customer requirements
5. the features, advantages and customer benefits of your product
6. how and when to use trade plates and the consequences of misuse or loss
7. how to gain agreement from the customer before continuing on the sales journey

Conduct vehicle demonstration and test drives

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**Glossary**

**Demonstration drive** – where the sales person drives and demonstrates the features of the vehicle

**Test drive** – where the customer drives the vehicle with or without the sales person

## Conduct vehicle demonstration and test drives

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<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Conduct vehicle demonstration test drives

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## Overview

This standard is about assisting customers to secure the appropriate finance to enable them to purchase vehicles. It includes identifying the customer's finance and insurance needs before presenting possible options.

## Present finance and insurance services for vehicle sales

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### Performance criteria

You must be able to:

1. use effective questioning and listening techniques to identify the customers funding and insurance requirements
2. summarise the customer's requirements and use your knowledge to present the different finance and insurance offers available through the retailer, along with their relative benefits to the customer, using supporting media / systems where appropriate
3. present the features and benefits of finance and insurance offers in conjunction with the product range
4. use your industry and competitor knowledge to offer value to the customer
5. gain agreement that the selected funding and insurance products meet the needs of the customer in order to continue the customer journey
6. identify and provide correct documentation relating to the financial products and services

## Present finance and insurance services for vehicle sales

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### Knowledge and understanding

You need to know and understand:

1. the current relevant legislation, regulation, codes of practice and guidelines relating to finance and insurance for vehicle sales
2. how to use questioning and listening techniques effectively to identify the customers funding and insurance requirements
3. internal processes and procedures relating to the selling of finance and insurance products
4. the different finance and insurance options and products that your organisation can offer, how they compare to competitor products and how to keep your knowledge up to date
5. how to identify individual customer needs in order to present the available products and services, and outline their features, advantages
6. the benefits of the products and services to help the customer make an informed decision
7. when and where to refer a customer for more specialised information and guidance

Present finance and insurance services for vehicle sales

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<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Present finance insurance services for vehicle sales



## Appraise vehicles for part exchange

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### Overview

This standard is about appraising customer vehicles to be purchased in part exchange, through assessing condition, verifying vehicle identity, ownership and history. This is to confirm that there are no vehicle ownership issues, in order to facilitate an accurate valuation and purchase.

## Appraise vehicles for part exchange

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### Performance criteria

You must be able to:

1. conduct and document accurate vehicle appraisals in line with the organisation's process
2. verify the vehicle identity, ownership and history
3. interact positively with a customer during a part exchange appraisal
4. present the appraisal to the manager accurately
5. present the valuation to the customer effectively in order to progress the sale
6. handle customer feedback effectively and manage their expectations accordingly
7. follow the organisation's process for the sale and disposal of part exchanged vehicles

## Appraise vehicles for part exchange

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### Knowledge and understanding

You need to know and understand:

1. the organisation's process of used vehicle appraisal and the handling of the used vehicle in the retailer's sales process
2. how to carry out an accurate appraisal
3. the resources used in the appraisal and valuation process
4. how to verify vehicle identity, ownership and history
5. the factors that influence the vehicle value
6. how to use information about the part exchange to support the sales process
7. the importance of accurate appraisal and valuation and their impact on the profitability for the business
8. why there may be a difference between the used vehicle appraisal and the valuation offer
9. how to positively present the appraisal and valuation to the customer, and manage the customer's expectations
10. the organisation's policies and procedures for the sale and disposal of part exchanged vehicles

Appraise vehicles for part exchange

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<b>Original URN</b>	IMIVS11
<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Appraise vehicles part exchange

## Manage customer relationships in a vehicle sales environment

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### Overview

This standard is about using effective customer relationship management to generate customer satisfaction and loyalty, and to create opportunities for referral and repeat business. It also covers the use of the Customer Relationship Management (CRM) system.

## Manage customer relationships in a vehicle sales environment

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### Performance criteria

You must be able to:

1. maintain a positive relationship with the customer both during and after they have received their vehicle or service in order to create loyalty and generate future business
2. use relevant, accurate and brand consistent written and verbal communication to manage and maintain customer relationships
3. use the CRM system to generate opportunities for further business, such as referrals and after sales services in order to maximise customer loyalty and profitability for the organisation

## Manage customer relationships in a vehicle sales environment

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### Knowledge and understanding

You need to know and understand:

1. the potential long term value of customer satisfaction and loyalty in relation to profit and volume for both your organisation and the brand
2. the importance of effective communication and adding value for the customer
3. how to use the CRM system to generate opportunities for further business such as repeat and referral business as well as aftersales services through customer follow up and ongoing customer contact
4. the need to gain and maintain accurate customer and prospect information in accordance with the retailer's/manufacturer's standards

## Manage customer relationships in a vehicle sales environment

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<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Manage customer relationships vehicle sales environment



Manage the process of vehicle order through to customer

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## Overview

This standard is about maintaining effective communication with the customer from placing the order through to the handover and completing a successful handover of a vehicle to a customer.

## Manage the process of vehicle order through to customer

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### Performance criteria

You must be able to:

1. keep the customer informed of progress from the placing of their order to the handover
2. offer a positive customer experience throughout that is consistent with the brand
3. agree an appointment and schedule with the customer, accommodating customer requests without undermining the prescribed structure or value of the handover
4. ensure that all colleagues relevant to the handover are made aware of their place in the schedule
5. ensure that the vehicle and paperwork is prepared prior to the vehicle handover and that the vehicle reflects the customer order
6. ensure that the vehicle has been allocated adequate space for the handover to run smoothly and that it is parked safely
7. incorporate the part-exchange acceptance (if appropriate) to include re-appraisal and collation of all necessary documentation and proofs as applicable
8. explain operating controls to the customer to ensure a safe ownership and satisfactory handover experience, offering an accompanied familiarisation drive if necessary
9. seek customer understanding to ensure that all queries have been answered and the customer is completely satisfied

Manage the process of vehicle order through to customer

---

## Knowledge and understanding

You need to know and understand:

1. the retailer's vehicle ordering, preparation and delivery process including the fitment of options
2. why the handover is an integral and important part of the sales process
3. the effect upon customer satisfaction of the 'order to handover' experience, the opportunities generated for further business
4. the importance of effective and accurate communications with the customer throughout
5. the retailer's processes and standards for vehicle handover
6. the required documentation and timescales involved in a successful handover
7. how to effectively present and demonstrate the operation of the vehicle with emphasis on the customer's requirements, including a familiarisation drive where appropriate
8. the importance of introducing the customer to the aftersales operations

Manage the process of vehicle order through to customer

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<b>Original URN</b>	IMIVS14
<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Manage process from vehicle order customer handover

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## Overview

This standard is about using effective communication methods to offer a welcoming and comfortable environment that provides customers with a positive first and subsequent impression.

## Engage with vehicle sales customers – on site visit

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### Performance criteria

You must be able to:

1. create an environment that makes the customer feel welcome and comfortable
2. communicate effectively and accurately to personalise your response and provide relevant product knowledge and advice in order to satisfy the customer's enquiry
3. summarise the enquiry effectively, agree next steps with the customer and secure the transition to the next stage of the sales process
4. meet any commitments agreed with the customer
5. record customer information, requirements and any agreed next action accurately in the customer management system
6. provide a smooth and efficient handover of the customer to the appropriate personnel in the next stage of the sales process, if required

## Engage with vehicle sales customers – on site visit

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### Knowledge and understanding

You need to know and understand:

1. how and why it is important to use effective communication tools to build customer rapport and to make them feel welcome
2. the opportunity presented by a new customer enquiry and the value of making a positive impression
3. how to progress the initial enquiry through each stage of the sales process
4. how to use your brand and product knowledge in order to respond to customer requests for basic information
5. the operation of the Customer Relationship Management system and the importance of recording accurate and relevant information
6. how to accommodate the various access needs of your customers

## Engage with vehicle sales customers – on site visit

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<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Engage vehicle sales customers on site visit



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## Overview

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

## Process payment transactions in the automotive retail environment

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### Performance criteria

You must be able to:

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

## Knowledge and understanding

You need to know and understand:

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

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

### **Pricing**

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

### **Handling payments and payment problems**

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

### **Customer Care**

16. how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods
17. the value and importance of customer service to effective trading operations

Process payment transactions in the automotive retail environment

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**Scope/range**

1. Payments include:
  - a. cash
  - b. **non-cash**
  
2. Payment documentation includes:
  - a. receipts and records
  - b. credit and charge card slips
  - c. credit account slips
  - d. cheques
  - e. records of electronic transfer

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## Glossary

### **Legislation:**

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

### **Non-cash Payments:**

Examples include cheques, account payments, credit and debit card payments and electronic transfers

### **Products:**

These are vehicles, accessories and financial services

### **Sources of information:**

Examples include vehicles, pricing information, other colleagues and your line manager

## Process payment transactions in the automotive retail environment

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<b>Relevant Occupations</b>	Vehicle Sales Operators
<b>Suite</b>	Vehicle Sales v3
<b>Keywords</b>	Process payment transactions automotive retail environment