

IMIAG1

Maintain health, safety and the environment within the automotive glazing workplace



Overview

This standard covers the broad requirements of health, safety and the environment within the working environment including preventative activities, the need to follow health and safety guidelines and ensuring that the work area is free from hazards and knowing how to deal with emergencies.

IMIAG1

Maintain health, safety and the environment within the automotive glazing workplace

Performance criteria

- You must be able to:*
- P1 Follow the regulations and guidelines for health and safety protection at all times
 - P2 Ensure the immediate work area is free from health and safety hazards
 - P3 Identify promptly any health and safety hazards and report them to an appropriate authority.
 - P4 Take suitable action to prevent harm to individuals.
 - P5 Adopt safe working practices
 - P6 Use equipment and personal protective equipment correctly.
 - P7 Follow manufacturers' and other relevant instructions relating to the safe use of equipment and materials.
 - P8 Inform visitors to the work area of health and safety procedures.
 - P9 Prevent unauthorised access to hazardous areas

IMIAG1

Maintain health, safety and the environment within the automotive glazing workplace

Knowledge and understanding

You need to know and understand:

Health and safety

- K1 what are the relevant health and safety regulations and guidelines?
- K2 what health and safety hazards can be found in the workplace.
- K3 who should be informed of health and safety hazards?
- K4 what are safe and unsafe working practices?
- K5 what type of safety equipment and personal protective equipment should be used in different situations?
- K6 understand what a risk assessment is.

You need to know and understand:

Equipment

- K7 Where to obtain information on the safe use of equipment.

You need to know and understand:

Visitors

- K8 what are the health and safety procedures for visitors?
- K9 who is authorised to enter hazardous areas.

You need to know and understand:

Emergencies

- K10 what to do in an emergency.
- K11 how to summon medical assistance and the emergency services.
who are the qualified first-aiders/appointed persons that are available
- K12 what are the standard operating procedures for different types of emergency
- K13 what are the evacuation procedures for workers and visitors, and where should people gather?
- K14 what are the accident reporting procedures.

You need to know and understand:

Emergency equipment

- K15 which equipment should be used for different types of emergency and who is authorised to use this equipment?

You need to know and understand:

Information systems

- K16 what information systems should be used?
- K17 why it is important to use the information systems?

You need to know and understand:

Materials

- K18 how different types of material should be transported and stored.
- K19 what quantity of materials should be used for different work activities?
- K20 what materials can be salvaged, and how are they salvaged?

You need to know and

Equipment

- K21 what equipment to use for different work activities

IMIAG1

Maintain health, safety and the environment within the automotive glazing workplace

understand:

- K22 how to operate different types of equipment.
- K23 how to avoid damaging equipment through incorrect use
- K24 what are the maintenance requirements for different types of equipment?

You need to know and understand:

Standard operating procedures

- K25 what are the standard operating procedures for different activities
- K26 how to obtain information on the standard operating procedures.
- K27 environmental – understand the impact of your actions on the environment
- K28 what is the relevant environmental legislation?

IMIAG1

Maintain health, safety and the environment within the automotive glazing workplace

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Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG2

Maintain health, safety and the environment within the automotive glazing workplace



Overview

This standard covers the need to not only meet the broad requirements of health and safety, but also ensure that other people also meet them. It deals with mainly preventative activities, the need to follow health and safety guidelines and ensuring the work area is free from hazards. It also covers coping in an emergency, you are expected to ensure that medical assistance is summoned and that the emergency services are called where necessary. It is also concerned with promoting health and safety in the workplace to colleagues and visitors, trying to ensure they also comply with all relevant requirements. It is also important that developments in health and safety regulations are monitored and promoted.

IMIAG2

Maintain health, safety and the environment within the automotive glazing workplace

Performance criteria

- You must be able to:*
- P1 follow the regulations and guidelines for health and safety protection at all times
 - P2 carry out formal risk assessments and report findings to the appropriate person/authority
 - P3 ensure the immediate work area is free from health and safety hazards
 - P4 identify promptly any health and safety hazards and report them to an appropriate authority
 - P5 take suitable action to prevent harm to individuals
 - P6 plan and organise safe working practices
 - P7 select and use safety equipment and personal protective equipment correctly
 - P8 follow manufacturers' and other relevant instructions relating to the safe use of equipment and materials
 - P9 inform visitors to the work area of health and safety procedures
 - P10 prevent unauthorised access to hazardous and/or dangerous areas
 - P11 report clearly accidents and emergencies in the appropriate information systems
 - P12 monitor organisational changes in health and safety regulations and guidelines and implement their requirements as soon as possible
 - P13 monitor colleagues to ensure they comply with health and safety requirements

IMIAG2

Maintain health, safety and the environment within the automotive glazing workplace

Knowledge and understanding

You need to know and understand:

- K1 the relevant health and safety regulations and guidelines
- K2 the health and safety hazards that could be found in the workplace
- K3 who should be informed of health and safety hazards
- K4 what safe and unsafe working practices are
- K5 the type of safety equipment and personal protective equipment should be used in different situations
- K6 what type of injuries could occur
- K7 how to summon medical assistance
- K8 who are the qualified first-aiders that are available
- K9 what are the standard operating procedures for dealing with different types of emergency
- K10 how to alert the emergency services, and what type of information will need to be provided
- K11 what are the evacuation procedures for workers and visitors and where should people gather
- K12 who is authorised to enter dangerous and/or hazardous areas
- K13 what are the accident reporting procedures
- K14 how to obtain information on changes to relevant health and safety regulations and guidelines
- K15 how to monitor colleagues complying with health and safety requirements
- K16 what are the duties of employers and employees in relation to health and safety
- K17 how to identify different types of health and safety hazards
- K18 what actions should be taken to minimise the risks when health and safety hazards are identified
- K19 what health surveillance procedures are available and where to obtain information and training on them
- K20 which work areas contain hazardous activities
- K21 where to obtain information on the safe use of equipment
- K22 what are the health and safety procedures for visitors
- K23 which equipment should be used for different types of emergency
- K24 who is authorised to use emergency equipment
- K25 what information systems should be used
- K26 why it is important to use the information systems

IMIAG2

Maintain health, safety and the environment within the automotive glazing workplace

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Originating organisation Proskills

Original URN PROGP17

Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG3

Working with others within the automotive glazing workplace



Overview

This standard covers the need to go beyond the immediate requirements of the job, and to view work as more than just utilising technical skills. It is about maintaining good working relationships with all colleagues in the working environment by using effective communication and support skills.

IMIAG3

Working with others within the automotive glazing workplace

Performance criteria

- You must be able to:*
- P1 treat people in a way that maintains good working relationships
 - P2 bring to the attention of colleagues information that might have an immediate effect on their work
 - P3 carry out requests from other people promptly without holding up the course of the work
 - P4 refer requests that cannot be met to an appropriate person
 - P5 make available to others the resources that are required to achieve work activities
 - P6 treat people's property with care and respect, and comply with security procedures wherever necessary
 - P7 restrict any adverse impact of your own work on other people
 - P8 provide information to other people as soon as possible after they have requested it
 - P9 ensure information provided to other people is accurate and contains sufficient detail to meet their requirements, including vehicle down time and safe drive time
 - P10 provide information in a way that is appropriate to the person requesting it

IMIAG3

Working with others within the automotive glazing workplace

Knowledge and understanding

You need to know and understand:

Working relationships

- K1 why it is important to develop good working relationships with colleagues and customers
- K2 what are the security procedures for dealing with property
- K3 who should be informed of problems in working relationships
- K4 what are the grievance and disciplinary procedures that are available
- K5 report problems in working relationships that cannot be resolved to an appropriate authority as soon as possible

Information systems

You need to know and understand:

- K6 what information systems should be used
- K7 who needs information, and for what purpose
- K8 what are the most appropriate sources for different types of information
- K9 what are the procedures for exchanging different types of information
- K10 what are the consequences of exchanging inaccurate or incomplete information

Problems

You need to know and understand:

- K11 what are the types of problems that could occur
- K12 how can different types of problem be resolved

IMIAG3

Working with others within the automotive glazing workplace

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Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG4

Prepare to carry out automotive glazing work



Overview

This standard covers the need to provide assistance to customers at various stages of the automotive glazing work and the preparation of the equipment and site for installation or repair work on vehicles.

IMIAG4

Prepare to carry out automotive glazing work

Performance criteria

- You must be able to:*
- P1 collect all relevant details relating to the customer's requirements
 - P2 establish what the customer needs are
 - P3 provide information on the available options for achieving the customer's requirements
 - P4 provide the customer with alternative solutions in cases where work cannot be completed
 - P5 carry out and record information on the vehicle condition and component operation prior to commencing work
 - P6 ensure information provided to the customer contains sufficient detail to meet their requirements
 - P7 pass on any requests for information that cannot be met to the appropriate person
 - P8 confirm the suitability of the work with all relevant people
 - P9 ensure the work can be delivered within the time scale agreed with the customer
 - P10 correctly inform the customer of the consequences of proceeding with the work
 - P11 obtain clear authorisation to proceed with the work
 - P12 position and immobilise the vehicle in a way that minimises danger to and from other site users
 - P13 isolate the electrical system of the vehicle correctly when necessary and permissible
 - P14 isolate the work site from hazards and allow sufficient room to work effectively and safely
 - P15 protect yourself and the vehicle and materials from damage, and carefully remove and securely store any vulnerable items
 - P16 record information on the preparation of the work site and vehicle in the appropriate information systems
 - P17 select the equipment that is suitable and confirm that it is available and safe for use
 - P18 set up the equipment correctly
 - P19 start up and shut down equipment safely and in the correct sequence
 - P20 obtain materials of the correct specification as authorised in standard operating procedures
 - P21 prepare the appropriate quantity of materials correctly
 - P22 store the materials in a suitable place
 - P23 replace materials at appropriate intervals using the correct stock rotation procedures

IMIAG4

Prepare to carry out automotive glazing work

Knowledge and understanding

You need to know and understand:

Customers

- P1 what type of information should be obtained from a customer and the relevance of the Data Protection Act when handling customer details
- P2 what are the options for achieving customer's requirements

You need to know and understand:

Work

- P3 what work has to be done to meet different requirements
- P4 who might need to confirm that work should be undertaken

You need to know and understand:

Customers

- P5 what type of information do customers require, and why it could be important to them

You need to know and understand:

Products and services

- P6 what are the products and services that could meet customer's requirements

You need to know and understand:

Payment methods

- P7 what are the prices of routine products and services
- P8 what are the payment methods that could be used
- P9 how to implement insurance claim procedures for customers
- P10 calculate correctly the costs of all the products and services and provide clear information on them to the customer and agree payment method before starting the work
- P11 advise the customer of insurance claim procedures and policy details where available

You need to know and understand:

Vehicle

- P12 how different types of vehicle are operated
- P13 how to source/access relevant technical data
- P14 how vehicles should be positioned for different working conditions
- P15 what are the different methods for immobilising the vehicle
- P16 how to isolate the electrical system of vehicles
- P17 what are the methods for isolating the site from other users
- P18 what type of damage can occur to the vehicle, and which items should be removed
- P19 what type of problems can occur with the work site and vehicle, and what are the standard operating procedures for dealing with them

IMIAG4

Prepare to carry out automotive glazing work

You need to know and understand:

Equipment

- P20 Where to obtain information on the safe use of equipment
- P21 What equipment to use for different work activities
- P22 How to operate different types of equipment
- P23 How to avoid damaging equipment through incorrect use
- P24 How different types of equipment can be set up for different requirements
- P25 What type of problems can occur with the equipment, and what are the standard operating procedures for dealing with them

You need to know and understand:

Materials

- P26 What type of materials are required for different jobs
- P27 How to confirm the specification, suitability and compatibility of materials
- P28 What quantity of materials is required for different jobs
- P29 What are the stock levels for different materials that should be maintained
- P30 How different types of material should be transported, stored and disposed of
- P31 What type of problems can occur with the materials, and what are the standard operating procedures for dealing with them

You need to know and understand:

Information systems

- P32 What information systems should be used
- P33 Why it is important to use the information systems

IMIAG4

Prepare to carry out automotive glazing work

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Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

Overview

This standard covers that on the completion of the work, the vehicle can then be handed over, and the customer informed of all the work that has been undertaken.

IMIAG5

Hand over vehicles to customers

Performance criteria

- You must be able to:*
- P1 identify any discrepancies between the completed work and the specifications, and agree appropriate action with the customer
 - P2 advise the customer of any further related work that the vehicle might require.
 - P3 explain any restrictions on the use of the vehicle clearly and correctly to the customer
 - P4 ensure that all surplus materials not required by the customer are removed from the vehicle or work site
 - P5 hand over all keys and documentation belonging to the customer
 - P6 follow organisational procedures for processing payments or invoices
 - P7 record information on the completion of the work in the appropriate information systems

IMIAG5

Hand over vehicles to customers

Knowledge and understanding

You need to know and understand:

Work

- K1 what are the reasons why work might not always be completed to specification
- K2 what type of further work might be required for vehicles
- K3 what restrictions should be imposed on the use of the vehicle after different types of work

Materials

You need to know and understand:

- K4 how to deal with surplus and waste materials

Payment methods

You need to know and understand:

- K5 how to calculate prices
- K6 how to process different types of payment method.
- K7 what are the complaints and dispute procedures available to customers

Customers

You need to know and understand:

- K8 why it is important to establish and maintain goodwill with customers
- K9 what type of behaviour can affect goodwill
- K10 how to deal with disputes over payment in a manner that maintains goodwill, and refer them to the appropriate personnel when necessary

Information systems

You need to know and understand:

- K11 What information systems should be used
- K12 Why it is important to use the information systems

IMIAG5

Hand over vehicles to customers

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Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG6

Shape automotive glazing materials other than glass



Overview

This standard covers the requirements to shape materials relating to automotive glazing work

IMIAG6

Shape automotive glazing materials other than glass

Performance criteria

- You must be able to:*
- P1 comply with health and safety requirements and procedures at all times
 - P2 identify and prepare a suitable location for shaping the automotive glazing material
 - P3 handle and position the automotive glazing material correctly for shaping
 - P4 shape the automotive glazing material correctly according to the requirement
 - P5 monitor the shaping to ensure it achieves the specification
 - P6 use the automotive glazing material effectively to minimise wastage
 - P7 record information on the shaping of the automotive glazing materials in the appropriate information systems

IMIAG6

Shape automotive glazing materials other than glass

Knowledge and understanding

You need to know and understand:

Health and safety

- K1 what are the relevant health and safety responsibilities and obligations
- K2 what are the relevant health and safety procedures that need to be followed

Automotive glazing materials

You need to know and understand:

- K3 what type of automotive glazing materials are used in the organisation, and what are their features
- K4 what are the methods for preparing automotive glazing materials for shaping
- K5 how to handle and position the automotive glazing materials correctly
- K6 what is the correct way of shaping automotive glazing materials for different requirements
- K7 what type of problems can occur with the automotive glazing materials, and what are the standard operating procedures for dealing with them

Information systems

You need to know and understand:

- K8 what information systems should be used
- K9 why it is important to use the information systems

IMIAG6

Shape automotive glazing materials other than glass

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Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG7

Remove and install fixed automotive glass in vehicles



Overview

This standard covers the removal and installation of fixed automotive glass in vehicles. The candidate has to prepare the apertures, ensuring glass and other components are removed, either for disposal or for refitting. The replacement components being installed then have to be positioned and secured within the aperture, using the appropriate bonding and sealing materials.

Fixed glass includes windscreens, side glasses and back glass. Components include sensors, aerials, airbags, safety systems, etc

IMIAG7

Remove and install fixed automotive glass in vehicles

Performance criteria

- You must be able to:*
- P1 Comply with health, safety and legal requirements and procedures at all times
 - P2 Identify and assess any requirements that affect the installation work
 - P3 Check replacement fixed automotive glasses to ensure it is not faulty or damaged and that the installation does not restrict the use of other vehicle components
 - P4 Remove existing glass and materials without causing damage to the surrounding structures and materials according to the approved repair methods /company guidelines
 - P5 Store existing components and materials carefully for re-installation
 - P6 Clear all debris and surplus materials and dispose of it safely in accordance with standard operating procedures
 - P7 Handle automotive glass correctly to minimise damage, waste and danger
 - P8 Apply specified materials in accordance with the manufacturer's specifications to provide a secure and weatherproof installation
 - P9 Ensure the operation of components is restored correctly
 - P10 Ensure work activities that are undertaken are within one's own competence
 - P11 Record information on the installation in the appropriate information systems
 - P12 Fit the fixed automotive glass correctly and securely according to installation specifications.

Knowledge and understanding

You need to know and understand:

Health and safety

- K1 what are the relevant health, safety and legal responsibilities and obligations
- K2 what are the relevant health and safety procedures that need to be followed

Components and materials

You need to know and understand:

- K3 what type of materials should be removed from vehicles
- K4 what types of components should be removed from vehicles
- K5 how different types of components should be removed/disabled and the correct methods to do this
- K6 how different types of material should be transported, stored and disposed of
- K7 what are the methods for removing different types of material from the vehicle
- K8 what type of debris needs to be removed from vehicles
- K9 what action should be taken if dangerous materials are exposed
- K10 how to deal with surplus and waste materials

Automotive glazing products

You need to know and understand

- K11 the differences between laminated and toughened glass, the manufacturing processes and the reasons why front windscreens are almost all made of laminated glass
- K12 the reasons some side and rear windows are made of laminated glass and reasons why the use of laminated glass for this purpose is minimal
- K13 the properties of polyvinylbutyral (PVB) interlayers used in automotive glass manufacture
- K14 the benefits of direct glazing systems, the effects that weather conditions can have of the safe use of them, and how and why to use them correctly
- K15 the different requirements for installing various windscreen designs, for example Cello and Panoramic
- K16 The implications when installing an aftermarket sunroof to a vehicle
- K17 The different glass tints available and how to identify them and the problems that can occur
- K18 the make-up of different specialist types of automotive glass, including solar controlled, heat reflective, acoustic, anti-bandit, hydrophobic, why it is used and how it works
- K19 the purpose and meanings of glass markings
- K20 the properties of heated rear and front windscreens

IMIAG7

Remove and install fixed automotive glass in vehicles

~~K21 the need to be aware of safety SRS, how to identify their location and~~

the precautions to be taken when working near them

K22 how electronic ancillaries operate, including moisture sensors, light sensors, antenna, lane departure sensors, how to check them and the types of problems that can occur

K23 the different types of automotive polyurethane and their applications

Fixed automotive glass

You need to know and understand:

K24 what is the typical range and function of fixed automotive glass

K25 how to identify damaged or faulty fixed automotive glass

K26 how to handle different fixed automotive glass

K27 what are the correct methods for fitting different types of fixed automotive glazing component

K28 what types of material should be used to provide a secure and weatherproof installation

K29 the safe-drive time applicable to different types of installations

K30 the reset procedures for glass sensors, how and where to find them and the implications of not following them correctly

K31 what are the procedures and requirements for installing and handling large fixed automotive glass

K32 the different types of tools and equipment used in automotive glazing and what they are used for

Work

You need to know and understand:

K33 what work has to be done to meet different requirements

K34 what restrictions should be imposed on the use of the vehicle after different types of work

Standard operating procedures

You need to know and understand:

K35 what are the standard operating procedures for different activities

K36 how to obtain information on the standard operating procedures

Problems

You need to know and understand:

K37 what are the types of problems that could occur

K38 how can different types of problem be resolved

IMIAG7

Remove and install fixed automotive glass in vehicles

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Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG8

Remove and install opening automotive glass in vehicles



Overview

This standard covers the removal and installation of opening automotive glasses in vehicles. These are those that clearly open, and as such have mechanisms and electrical devices, as well as seals and other fixings.

IMIAG8

Remove and install opening automotive glass in vehicles

Performance criteria

- You must be able to:*
- P1 comply with health, safety and legal requirements and procedures at all times
 - P2 identify and assess any requirements that affect the installation work
 - P3 check replacement opening automotive glass to ensure they are not faulty or damaged and that their installation does not restrict the use of other vehicle components
 - P4 remove existing glass and materials carefully without causing damage to the surrounding structures and materials according to the car manufacturers instructions /company guidelines
 - P5 store existing materials carefully for re-installation
 - P6 clear all debris and surplus materials and dispose of it safely in accordance with standard operating procedures
 - P7 handle automotive components correctly to minimise damage, waste, and danger
 - P8 fit the opening automotive glass correctly and securely according to installation specifications
 - P9 apply specified materials correctly to provide a secure and weatherproof installation
 - P10 ensure the operation of components is restored correctly
 - P11 ensure work activities that are undertaken are within one's own competence
 - P12 record information on the installation in the appropriate information systems

IMIAG8

Remove and install opening automotive glass in vehicles

Knowledge and understanding

You need to know and understand:

Health and safety

- K1 What are the relevant health and safety responsibilities and obligations
- K2 What are the relevant health and safety procedures that need to be followed

Components and Materials

You need to know and understand:

- K3 What type of components and materials should be removed from vehicles
- K4 How different types of components should be removed/disabled and the correct methods to do this
- K5 How different types of material should be transported and stored
- K6 What are the methods for removing different types of material from the vehicle
- K7 What type of debris needs to be removed from vehicles
- K8 What action should be taken if dangerous materials are exposed
- K9 How to deal with surplus materials

Automotive glazing products

You need to know and understand:

- K10 the purpose and meanings of glass markings
- K11 the requirements for light transparency of automotive glass
- K12 the need to be aware of SRS, how to identify their location and the precautions to be taken when working near them

Opening automotive glass

You need to know and understand:

- K13 What is the typical range and function of opening automotive glasses
- K14 How to identify damaged or faulty opening automotive glasses
- K15 How to handle different opening automotive glasses
- K16 What are the correct methods for fitting and alignment of different types of opening automotive glasses
- K17 What types of material should be used to provide a secure and weatherproof installation
- K18 The reset procedures following installation and where to source the relevant technical information

IMIAG8

Remove and install opening automotive glass in vehicles

K19 Types and purposes of vehicle membranes

Work

You need to know and understand:

- K20 What work has to be done to meet different requirements
- K21 What restrictions should be imposed on the use of the vehicle after different types of work

Information systems

You need to know and understand:

- K22 What information systems should be used
- K23 Why it is important to use the information systems

Standard operating procedures

You need to know and understand:

- K24 What are the standard operating procedures for different activities
- K25 How to obtain information on the standard operating procedures

Problems

You need to know and understand:

- K26 What are the types of problems that could occur
- K27 How can different types of problems be resolved

IMIAG8

Remove and install opening automotive glass in vehicles

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Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

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Overview

This standard is concerned with repairing damage to windscreen glass in vehicles, which is typically a basic resin repair. The candidate needs to be able to assess whether the repair is feasible, and consider health, safety and other legal requirements. The repair must also be likely to succeed, rather than doing any unnecessary damage. Once the feasibility of the repair is confirmed, it has to be undertaken. The repair must use the right materials, and meet all requirements.

IMIAG9

Repair damaged windscreen glass in vehicles

Performance criteria

- You must be able to:*
- P1 comply with health, safety and legal requirements and procedures at all times
 - P2 confirm the type of windscreen damage with the customer
 - P3 identify windscreen damage using approved or appropriate methods
 - P4 identify correctly the zone in which the damage lies, and determine the feasibility of the work in accordance with standard operating procedures
 - P5 inform customers of the appropriate action required to rectify the windscreen damage
 - P6 use materials in the repair that are suitable for their purpose
 - P7 undertake repairs in accordance with standard operating procedures
 - P8 minimise the period the vehicle is not operational
 - P9 record information on the repair in the appropriate information systems

IMIAG9

Repair damaged windscreen glass in vehicles

Knowledge and understanding

You need to know and understand:

Health and safety

- K1 What are the relevant health, safety and legal responsibilities and obligations
- K2 What are the relevant health and safety procedures that need to be followed

You need to know and understand:

Windscreen damage

- K3 Know and understand the relevant industry standards relating to windscreen repair for example the MOT regulations on glass damage or the voluntary BS AU 242A Code of Practice.
- K4 What are the types of windscreen damage that can occur with the vehicle
- K5 What are the approved or appropriate methods for identifying windscreen damage
- K6 Why it is important to identify correctly the zone where the damage lies, and how this affects the feasibility of the work
- K7 What are the types of action that can be taken to rectify windscreen damage

Customers

You need to know and understand:

- K8 What type of information do customers require, and why it could be important to them
- K9 What options to offer the customer if the repair is deemed unacceptable

You need to know and understand:

Standard operating procedures

- K10 What are the standard operating procedures for different activities
- K11 How to obtain information on the standard operating procedures

You need to know and understand:

Problems

- K12 What are the types of problems that could occur
- K13 How can different types of problem be resolved

Materials

You need to know and understand:

- K14 What type of materials are required for different parts of the repair process

IMIAG9

Repair damaged windscreen glass in vehicles

K15 How different types of material should be transported, stored and disposed of

You need to know and understand:

Information systems

K16 What information systems should be used

K17 Why it is important to use the information systems

IMIAG9

Repair damaged windscreen glass in vehicles

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Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

Overview

This standard requires the candidate to cut automotive glass, i.e. laminated safety glass, for installation in vehicles. The dimensions of the glass have to be measured so that the correct glass size is cut. In addition, the correct type of glass has to be installed to meet various requirements (e.g. windscreens and side screens), including health and safety. The glass then has to be cut carefully to ensure it fits into the aperture.

Performance criteria

- You must be able to:*
- P1 comply with health and safety requirements and procedures at all times
 - P2 identify and assess any complex requirements that affect the shaping of the automotive glass
 - P3 ensure appropriate measuring equipment is used and that it is accurate
 - P4 obtain the correct specification for the automotive glass
 - P5 ensure quality assurance requirements are satisfied
 - P6 identify and prepare a suitable location for shaping the automotive glass
 - P7 position the automotive glass correctly for cutting, shaping and finishing
 - P8 cut, shape and finish the automotive glass correctly according to the specification
 - P9 monitor the cutting, shaping and finishing to ensure it achieves the specification
 - P10 ensure that the glass is marked with the correct British or European marking
 - P11 use the automotive glass effectively to minimise wastage
 - P12 store finished product to minimise damage and correctly dispose of waste
 - P13 record information on the cutting, shaping and finishing of automotive glass in the appropriate information systems

Knowledge and understanding

You need to know and understand:

Health and safety

- K1 what are the relevant health and safety responsibilities and obligations
- K2 what are the relevant health and safety procedures that need to be followed

You need to know and understand:

Automotive glass

- K3 what type of automotive glass is used for different purposes, and what are their features
- K4 what are the methods for obtaining the correct specification for automotive glass
- K5 what is the correct equipment for measuring different types of automotive glass
- K6 how to handle and position the automotive glass correctly
- K7 what is the correct way of shaping automotive glass for different requirements

You need to know and understand:

Standard operating procedures

- K8 what are the standard operating procedures for different activities
- K9 how to obtain information on the standard operating procedures

You need to know and understand:

Problems

- K10 what are the types of problems that could occur
- K11 how can different types of problem be resolved

You need to know and understand:

Information systems

- K12 what information systems should be used
- K13 why it is important to use the information systems

IMIAG10

Shape automotive glass for installation in vehicles

Developed by IMI

Version number 1

Date approved

Indicative review date

Validity

Status

Originating organisation

Original URN

Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

Overview

This standard is concerned with developing new work procedures or modifying existing work procedures, for achieving new work requirements. You have to assess the requirements of the work. When all the factors have been assessed, you should specify a procedure that can be successfully used. This will involve testing the procedure to make sure it works, and then providing sufficient details to others so that they can replicate the procedure later.

IMIAG11

Develop new work procedures in the automotive glazing environment

Performance criteria

You must be able to:

- P14 comply with health and safety requirements and procedures at all times
- P15 identify clearly the purpose of the work
- P16 select the resources that have to be used in the work
- P17 identify any features and characteristics of the work that could affect the work procedures that might be used
- P18 identify any potential problems and their solutions
- P19 obtain information on previous examples of similar work
- P20 identify potential work procedures for undertaking the work and assess their advantages and disadvantages
- P21 specify clearly the work procedures that are most suitable
- P22 produce a work procedure that is clear and specific
- P23 identify clearly the resources required to implement the work and incorporate them into the work procedures
- P24 highlight any special requirements for undertaking the work and confirm them with the appropriate people
- P25 inform all relevant parties of the work procedures and provide them with an appropriate rationale for their introduction
- P26 record information on the new work procedures in the appropriate information systems
- P27 obtain information on the effectiveness of the new work procedures wherever possible

Knowledge and understanding

You need to know and understand:

- K27 the relevant health and safety responsibilities and obligations
- K28 the relevant health and safety procedures that need to be followed
- K29 the work has to be done to meet different requirements
- K30 the methods or procedures that are available for doing the work
- K31 how similar work has turned out previously
- K32 how to assess the different work methods or procedures
- K33 the type of special requirements that might be needed for implementing the work
- K34 how to identify features and characteristics of work that could affect procedures
- K35 why written procedures are important
- K36 how to assess advantages and disadvantages of potential work procedures
- K37 who needs to know about the work procedure and rationale
- K38 how to inform people of the work procedure
- K39 how to provide a rationale for the work procedure
- K40 how to test and assess the work procedure
- K41 the resources that are required for different types of work and what resources are available
- K42 the standard operating procedures for different activities
- K43 how to obtain information on the standard operating procedures
- K44 the types of problems that could occur
- K45 how different types of problems can be resolved
- K46 what information systems should be used
- K47 why it is important to use the information systems

IMIAG11

Develop new work procedures in the automotive glazing environment

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Originating organisation Proskills

Original URN PROGP22

Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

Overview

This standard is concerned with being able to make an assessment of the quality of glass-related materials, i.e. those materials that are either glass or are associated with their use. Candidates need to be able to identify the main characteristics of the glass-related materials that they work with, and to ensure that the materials match the specifications required by the work being undertaken. They need to be able to detect any obvious variations, e.g. defects in the manufacture of the materials that could adversely affect the work. They also need to be able to identify the most likely causes of these variations, and make recommendations to correct them to the appropriate people.

IMIAG12

Assess the quality of glass related materials

Performance criteria

- You must be able to:*
- P1 obtain the correct specification for the glass-related materials
 - P2 assess the glass-related materials using appropriate equipment and methods
 - P3 ensure the equipment used to assess quality is functioning correctly
 - P4 identify the main characteristics and features of the glass-related materials
 - P5 check that the glass-related materials accord with the information on them
 - P6 report any discrepancies to the appropriate people according to standard operating procedures
 - P7 examine the glass-related materials for variations in quality using the correct methods
 - P8 ensure the equipment used in the examination process is appropriate
 - P9 identify correctly any variation between the quality of the glass-related materials and the specification
 - P10 ensure the quality assurance results are recorded correctly in the appropriate information systems
 - P11 access all relevant information on the causes of the variation in glass-related materials
 - P12 identify the most likely causes of the variation, and prioritise investigations accordingly
 - P13 correctly identify the causes of the variation
 - P14 obtain expert assistance when the causes of the variation cannot be identified
 - P15 identify suitable solutions for rectifying the causes of the variation
 - P16 ensure quality assurance results are recorded correctly in the appropriate information systems

IMIAG12

Assess the quality of glass related materials

Knowledge and understanding

You need to know and understand:

Materials

- K1 what quantity of glass-related materials should be used for different work activities
- K2 what type of glass-related materials are required for different jobs
- K3 how to confirm the specification of glass-related materials
- K4 what type of problems can occur with the glass-related materials, and what are the standard operating procedures for dealing with them
- K5 what types of variation in quality could occur
- K6 what are indications of the variations
- K7 what are of the most appropriate types of the information for identifying causes of a variation
- K8 what is the likelihood of a variation occurring in different glass-related materials and what are the methods for verifying the correct cause of this.
- K9 when is it appropriate to bring in additional expertise, and what are the consequences on the organisation and the customer
- K10 what types of solution are possible for different quality assurance problems

You need to know and understand:

Equipment

- K11 what equipment to use for different work activities
- K12 how to operate different types of equipment
- K13 how different types of equipment can be set up for different requirements

You need to know and understand:

Information systems

- K14 what information systems should be used
- K15 why it is important to use the information systems

IMIAG12

Assess the quality of glass related materials

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Status

Originating organisation

Original URN

Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG13

Diagnose and rectify technical problems in automotive glazing



Overview

This standard covers the diagnosis and rectification of technical problems, i.e. those problems that require a high degree of problem solving. Often the location of a technical problem is not immediately apparent, and the candidate will have to investigate the location of the problem and identify its nature. Once the location and nature of the fault is identified, it is necessary to identify what is actually causing it: this might be a component, or faulty materials, or even faulty design. The candidate will then have to work through a number of solutions before determining the right one

Performance criteria

- You must be able to:*
- P1 access all relevant information on the technical problem
 - P2 select the appropriate action to identify the technical problem
 - P3 investigate thoroughly the indications of a technical problem and identify its possible location
 - P4 isolate the technical problem to determine its actual location
 - P5 seek alternative solutions where technical problems have not been located, and suggest them to the appropriate people
 - P6 inform the relevant people of the consequences of technical problems being located in difficult locations
 - P7 investigate thoroughly the technical problem and identify its possible causes using appropriate diagnostic methods and technical information
 - P8 evaluate the likelihood of each possible cause being responsible for the technical problem, and prioritise work accordingly
 - P9 diagnose correctly the causes of the technical problem
 - P10 refer the technical problem to a specialist when the cause cannot be identified
 - P11 rectify the technical problem using appropriate equipment, materials, and work procedures
 - P12 ensure that the rectification meets all specifications and requirements
 - P13 verify that the technical problem has been rectified and monitor it over a suitable period
 - P14 inform the relevant people that the technical problem has been rectified or referred to a specialist
 - P15 record information on the rectification in the appropriate information systems

Knowledge and understanding

You need to know and understand:

Technical problems

- K1 what are the types of technical problem that could occur
- K2 what actions are required to identify different types of technical problem
- K3 what are the likely locations of different technical problems
- K4 what locations are difficult or non-accessible
- K5 when it is advisable to escalate attempts to find a technical problem, and what other actions could be pursued
- K6 what are the most appropriate diagnostic methods and equipment for identifying the causes of technical problems, including dashboard warning lights
- K7 what diagnostic methods should be used for different types of technical problems
- K8 what are the possible causes of technical problems
- K9 what type of problems can occur with the diagnostic process, and what are the standard operating procedures for dealing with them

You need to know and understand:

Rectification work

- K10 what work has to be done to meet different requirements
- K11 what equipment, materials, and work procedures should be used for different jobs
- K12 how has similar work turned out previously
- K13 what type of problems can occur with the rectification work, and what are the standard operating procedures for dealing with them

You need to know and understand:

Information systems

- K14 what information systems should be used
- K15 why it is important to use the information systems

IMIAG13

Diagnose and rectify technical problems in automotive glazing

Developed by IMI

Version number 1

Date approved

Indicative review date

Validity

Status

Originating organisation

Original URN

Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

Overview

Excellent customer service is provided by people who are good with people. Your behaviour affects the impression that customers form of the service they are receiving. This standard is all about communicating with customers and giving a positive impression of yourself whenever you deal with a customer. By doing this you will also be giving a positive impression of your organisation and the customer service it provides. All of us enjoy the experience of good customer service if we feel that the person serving us really wants to create the right impression, respond to us and give us good information. Every detail of your behaviour when dealing with a customer counts.

IMIAG14

Give customers a positive impression of yourself and your organisation

Performance criteria

Establish effective rapport with customers

You must be able to:

- P1 meet your organisation's standards of appearance and behaviour
- P2 greet your customer respectfully and in a friendly manner
- P3 communicate with your customer in a way that makes them feel valued and respected
- P4 identify and confirm your customer's expectations
- P5 treat your customer courteously and helpfully at all times
- P6 keep your customer informed and reassured
- P7 adapt your behaviour to respond effectively to different customer behaviour

You must be able to:

Respond appropriately to customers

- P8 respond promptly to a customer seeking assistance
- P9 select the most appropriate way of communicating with your customer
- P10 check with your customer that you have fully understood their expectations
- P11 respond promptly and positively to your customers' questions and comments
- P12 allow your customer time to consider your response and give further explanation when appropriate

You must be able to:

Communicate information to customers

- P13 quickly locate information that will help your customer
- P14 give your customer the information they need about the services or products offered by your organisation
- P15 recognise information that your customer might find complicated and check whether they fully understand
- P16 Explain clearly to your customers any reasons why their needs or expectations cannot be met

IMIAG14

Give customers a positive impression of yourself and your organisation

Knowledge and understanding

You need to know and understand:

- K1 your organisation's standards for appearance and behaviour
- K2 your organisation's guidelines for how to recognise what your customer wants and respond appropriately
- K3 your organisation's rules and procedures regarding the methods of communication you use
- K4 how to recognise when a customer is angry or confused
- K5 your organisation's standards for timeliness in responding to customer questions and requests for information

IMIAG14

Give customers a positive impression of yourself and your organisation

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Date approved

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Validity

Status

Originating organisation CFA

Original URN

Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

Key words glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG15

Carry out non high energy electrical system work on or near electric and hybrid vehicles



Overview

This standard is for people who work on or near electric and hybrid vehicles **but do not work on the vehicle's high energy electrical system**. Examples of these job roles include: sales staff, cleaners/valeters or vehicle fitters. The standard includes essential knowledge of the hazards associated with electric and hybrid vehicles and the precautions to follow to avoid these.

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

IMIAG15

Carry out non high energy electrical system work on or near electric and hybrid vehicles

Performance criteria

You must be able to:

- P1 collect relevant information about the **electric/hybrid vehicle** and any potential hazards
- P2 wear personal protective equipment appropriate to the **work activities** you are carrying out
- P3 follow the correct procedures to ensure the **electric/hybrid vehicle** has been made safe prior to starting any work
- P4 carry out **work activities** in a way that avoids contact with, or damage to, **high energy electrical** systems and their components
- P5 refer any problems with the **electric/hybrid** vehicle to a relevant person in your workplace
- P6 report the **work activities** you have carried out on or near the **electric/hybrid vehicle** to relevant colleagues

IMIAG15

Carry out non high energy electrical system work on or near electric and hybrid vehicles

Knowledge and understanding

You need to know and understand:

- K1 the hazards associated with high energy electrical vehicle components
- K2 the health and safety legislation and workplace procedures relevant to working on or near electric/hybrid vehicles, including the appropriate personal protective equipment and its use
- K3 your workplace procedures for:
 - K3.1 checking that the vehicle has been made safe as appropriate to the work you are carrying out
 - K3.2 referring/reporting problems when working with **electric/hybrid vehicles**
 - K3.3 making others aware of the work carried out on **electric/hybrid vehicles**
- K4 the differences between an electric/hybrid and non-electric vehicle
- K5 how to operate an **electric/hybrid vehicle** safely
- K6 how to charge an **electric/hybrid vehicle** with plug-in capability
- K7 the precautions necessary when using plug-in charging equipment
- K8 how to make an **electric/hybrid vehicle** safe, including isolating **high energy electrical** systems where required within your level of training
- K9 the implications of electrical conductivity through the human body and other potential medical conditions that can occur regardless of current type present in the **electric/hybrid vehicle**
- K10 how to find, interpret and use sources of information applicable to **electric/hybrid vehicles** as appropriate to your job role.
- K11 the hazards associated with electric/hybrid vehicle batteries when exposed to extreme temperatures, impact and other adverse conditions

IMIAG15

Carry out non high energy electrical system work on or near electric and hybrid vehicles

Additional Information

Scope/range

- 1 **Electric/hybrid vehicle** – 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 V and ≤ 1500 V DC or > 30 V and ≤ 1000 V AC root mean square (rms).’
- 3 **Status of vehicle** – without any damage that might present a greater electrical hazard than an undamaged vehicle.
- 4 **Work activities** – not involving work on the high energy electrical system and its components.

IMIAG15

Carry out non high energy electrical system work on or near electric and hybrid vehicles

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Version number 1

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Validity Current

Status Original

Originating organisation The Institute of The Motor Industry (IMI)

Original URN IMIEV1

Relevant occupations Sales Executive (Automotive); Sales Controller (Automotive); Vehicle Valet (Automotive); Vehicle Fitting Operations (Automotive); Specialist Tyre Fitting Operations (Automotive); Tyre Fitting Operations (Automotive); Hire and Rental Operations (Automotive); Hire and Rental Delivery and Collection Operations (Automotive); Hire and Rental Counter Operations (Automotive); Rental and Leasing Customer Service Advisor (Automotive); Rental and Leasing Technical Service Advisor (Automotive); Rental and Leasing Maintenance Advisors (Automotive); Body Repair Technician (Automotive); Body Repair and Alignment Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); PDR Technician (Automotive); PDR Senior Technician (Automotive); Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Vehicle Damage Assessor (Automotive); Insurance Engineer (Automotive)

Suite Electric and Hybrid Vehicles; Vehicle Sales; Vehicle Parts Operations; Motor Vehicle Valeting; Vehicle Fitting; Accident Repair – Body; Accident Repair – Joining; Accident Repair – Paint; Accident Repair - SMART – Cosmetic; Accident Repair - SMART – PDR; Rental and Leasing; Hire and Rental Operations; Body Building; Vehicle Damage Assessment Operations

Key words Electric vehicle; hybrid vehicle; high energy electrical; status of vehicle; hazards; work activities

IMIAG15

Carry out non high energy electrical system work on or near electric and hybrid vehicles

IMIAG16

Remove and Refit Basic Motor Mechanical, Electrical and Trim (MET) Components and Non Permanently Fixed Motor Vehicle Body Panels



Overview

This NOS is about the straightforward removal and fitting of basic mechanical, electrical and trim (MET) components to vehicles. It is also about checking the operation of the components fitted.

IMIAG16

Remove and Refit Basic Motor Mechanical, Electrical and Trim (MET) Components and Non Permanently Fixed Motor Vehicle Body Panels

Performance criteria

You must be able to:

- P1 use the appropriate personal protective equipment when removing and fitting **basic MET components and non welded non-structural body panels**
- P2 protect the vehicle and its contents effectively when removing and fitting **basic MET components and non welded non-structural body panels**
- P3 select and use the correct **tools and equipment** for the panels or components you are going to remove or fit
- P4 ensure that the **tools and equipment** you require are in a safe working condition
- P5 remove and fit **basic MET components and non welded non-structural body panels** following:
 - P5.1 removal and fitting procedures
 - P5.2 manufacturers' instructions
 - P5.3 your workplace procedures
 - P5.4 health, safety and legal requirements
- P6 avoid damaging other components, units and panels on the vehicle
- P7 store all removed panels and components safely in the correct location
- P8 realign the panels and components you have fitted correctly in a way which regains their original manufactured gaps
- P9 check that the components you have fitted operate correctly following the manufacturer's specification
- P10 report any additional faults you find during the course of your work to the relevant person(s) promptly
- P11 report any delays in completing your work to the relevant person(s) promptly
- P12 remove and fit **basic MET components or non welded non-structural body panels** within the agreed timescale
- P13 complete work records accurately, in the format required and pass them to the relevant person(s) promptly

IMIAG16

Remove and Refit Basic Motor Mechanical, Electrical and Trim (MET) Components and Non Permanently Fixed Motor Vehicle Body Panels

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 the health, safety and legal requirements relating to the removal and fitting of **basic MET components and non permanently fixed body panels**
- K2 your workplace procedures for:
 - K2.1 the referral of problems
 - K2.2 reporting of delays to the completion of work
 - K2.3 completion of work records
- K3 the work that needs to be done and the standard required
- K4 the requirements for protecting the vehicle and contents from damage before, during and after removing and fitting activities
- K5 the importance of selecting, using and maintaining the appropriate personal protective equipment when removing and fitting **basic MET components and non permanently fixed body panels**

Removing and fitting basic MET components

You need to know and understand:

- K6 how to find, interpret and use sources of information applicable to the removal and fitting of **basic MET components and non welded non-structural body panels**
- K7 how to select, check and use all the **tools and equipment** required to remove and fit **basic MET components and non welded non-structural body panels**
- K8 the correct procedures for removing and fitting **basic MET components and non welded non-structural body panels.**
- K9 the correct procedures for working with supplementary safety systems when fitting and removing **basic MET components and non welded non-structural body panels.**
- K10 the correct procedures for working with Gas Discharge headlight systems and when fitting and removing **basic MET components and non welded non-structural body panels.**
- K11 the methods of storing removed panels and components and the importance of storing them correctly
- K12 the different types of fastenings and fixings and the reasons for their use
- K13 the need for correct alignment of panels and components and the correct methods used to achieve this
- K14 the types of quality checks that can be used to ensure correct alignment and operation of components to manufacturer's specification and their purpose

IMIAG16

Remove and Refit Basic Motor Mechanical, Electrical and Trim (MET) Components and Non Permanently Fixed Motor Vehicle Body Panels

Additional Information

Scope/range

- 1 Basic MET components include:
 - 1.1 Windscreen
 - 1.1.1 heated screen
 - 1.1.2 light sensors
 - 1.1.3 head-up displays
 - 1.1.4 rain sensor
 - 1.1.5 moisture sensor
 - 1.1.6 lane change cameras
 - 1.1.7 GPS
 - 1.1.8 integral ariels
 - 1.2 Whole vehicle
 - 1.2.1 headlamp units/headlinings
 - 1.2.2 window motors
 - 1.2.3 anti-theft
 - 1.2.4 trap-detectors
 - 1.2.5 electric mirrors
 - 1.2.6 airbag systems/pressure sensors
- 2 Non permanently attached body panels and exterior trim
 - 2.1 door panels
 - 2.2 pillar trims
 - 2.3 tailgate trims
 - 2.4 door mouldings

IMIAG16

Remove and Refit Basic Motor Mechanical, Electrical and Trim (MET) Components and Non Permanently Fixed Motor Vehicle Body Panels

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Validity

Status

Originating organisation

Original URN

Relevant occupations 8135 Tyre exhaust and windscreen fitters

Suite Automotive glazing

Key words Non Permanently Fixed Panels:
Any cosmetic panel within a vehicle that is fitted by mechanical fastening devices and will be undamaged when removed