PROAG1

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.

PROAG1

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

PROAG1

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

Knowledge and understanding

Health and safety

You need to know and understand:

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.

Equipment

You need to know and understand:

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

Visitors

You need to know and understand:

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

Emergencies

You need to know and understand:

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.

Emergency equipment

You need to know and understand:

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

Information systems

You need to know and understand:

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

Materials

You need to know and understand:

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?

Equipment

You need to know and understand:

K21 what equipment to use for different work activities
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?

PROAG1

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

Developed by	Proskills
Version number	1
Date approved	May 2009
Indicative review date	April 2012
Validity	Current
Status	Original
Originating organisation	Proskills
Original URN	AG3
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG2
Working with others within the automotive glazing work environment

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.

IMIAG2
Working with others within the automotive glazing work environment

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

IMIAG2
Working with others within the automotive glazing work environment

Knowledge and understanding

Working relationships

You need to know and understand:

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

IMIAG2

Working with others within the automotive glazing work environment

Developed by	IMI
Version number	1
Date approved	November 2012
Indicative review date	November 2015
Validity	Current
Status	Tailored
Originating organisation	Proskills
Original URN	PROAG3
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG3
Preparing 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.

IMIAG3

Preparing 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

IMIAG3

Preparing to carry out automotive glazing work

Knowledge and understanding

You need to know and understand:

Customers

K1 what type of information should be obtained from a customer and the relevance of current legislation relating to data protection when handling customer details

K2 what are the options for achieving customer's requirements

You need to know and understand:

Work

K3 what work has to be done to meet different requirements

K4 who might need to confirm that work should be undertaken

You need to know and understand:

Customers

K5 what type of information do customers require, and why it could be important to them

You need to know and understand:

Products and services

K6 what are the products and services that could meet customer's requirements

You need to know and understand:

Payment methods

K7 what are the prices of routine products and services

K8 what are the payment methods that could be used

K9 how to inform and implement insurance claim procedures for customers

K10 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

Vehicle

You need to know and understand:

K11 how different types of vehicle are operated

K12 how to source/access relevant technical data

K13 how vehicles should be positioned for different working conditions

K14 what are the different methods for immobilising the vehicle

K15 how to isolate the electrical system of vehicles

K16 what are the methods for isolating the site from other users

K17 what type of damage can occur to the vehicle, and which items should be removed

K18 what type of problems can occur with the work site and vehicle, and what are the standard operating procedures for dealing with them

Equipment

You need to know and understand:

K19 where to obtain information on the safe use of equipment
K20 what equipment to use for different work activities
K21 how to operate different types of equipment
K22 how to avoid damaging equipment through incorrect use
K23 how different types of equipment can be set up for different requirements
K24 what type of problems can occur with the equipment, and what are the standard operating procedures for dealing with them

Materials

You need to know and understand:

K25 what type of materials are required for different jobs
K26 how to confirm the specification, suitability and compatibility of materials
K27 what quantity of materials is required for different jobs
K28 what are the stock levels for different materials that should be maintained
K29 how different types of material should be transported, stored and disposed of
K30 what type of problems can occur with the materials, and what are the standard operating procedures for dealing with them

Information systems

You need to know and understand:

K31 what information systems should be used
K32 why it is important to use the information systems

IMIAG3

Preparing to carry out automotive glazing work

Developed by	IMI
Version number	1
Date approved	November 2012
Indicative review date	November 2015
Validity	Current
Status	Tailored
Originating organisation	ProSkills
Original URN	PROAG4
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG4
Hand over vehicles to automotive glazing customers

Overview

This standard covers the completion of the automotive glazing repair/refitting work, including the procedures for handing the vehicle over to the customer and communicating to the customer all the work that has been undertaken. For the purpose of this standard, customers can be either external or internal to the business.

IMIAG4
Hand over vehicles to automotive glazing customers

Performance criteria

You must be able to:

P1 ensure that all surplus materials not required by the customer are removed from the vehicle or work site.

P2 liaise with customer to agree satisfactory completion of work or where any discrepancies between the completed work and the specification is identified, agree appropriate action with the customer.

P3 explain any restrictions on the use of the vehicle clearly and correctly to the customer.

P4 advise the customer of any further related work that the vehicle might require.

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.

IMIAG4
Hand over vehicles to automotive glazing customers

Knowledge and understanding

Work

You need to know and understand:

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

IMIAG4
Hand over vehicles to automotive glazing customers

Developed by	IMI
Version number	1
Date approved	November 2012
Indicative review date	November 2015
Validity	Current
Status	Tailored
Originating organisation	Proskills
Original URN	PROAG5
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG5
Shape non-glass based automotive glazing materials

Overview

This standard covers the requirements to shape materials other than glass relating to automotive glazing work.

IMIAG5
Shape non-glass based automotive glazing materials

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.

IMIAG5
Shape non-glass based automotive glazing materials

Knowledge and understanding

Health and safety

You need to know and understand:

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

IMIAG5
Shape non-glass based automotive glazing materials

Developed by	IMI
Version number	1
Date approved	November 2012
Indicative review date	November 2015
Validity	Original
Status	Tailored
Originating organisation	Proskills
Original URN	PROAG6
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG6
Removing and installing panoramic automotive glass in vehicles

Overview

This standard covers the removal and installation of panoramic automotive glass in vehicles. How to prepare the apertures, ensuring glass and other components are removed, either for disposal or for refitting, as well as the positioning and securing of the replacement components being installed within the aperture, using the appropriate bonding and sealing materials.

IMIAG6
Removing and installing panoramic 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 panoramic automotive glass 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 panoramic 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 record information on the installation in the appropriate information systems.
P11 fit the panoramic automotive glass correctly and securely according to installation specifications.

IMIAG6
Removing and installing panoramic automotive glass in vehicles

Knowledge and understanding

Health and safety

You need to know and understand:

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 the types of quality checks that can be used on completion of installation to ensure correct alignment and operation of components to manufacturer's specification and their purpose
K7 how different types of material should be transported, stored and disposed of.
K8 what are the methods for removing different types of material from the vehicle.
K9 what type of debris needs to be removed from vehicles.
K10 what action should be taken if dangerous materials are exposed.
K11 how to deal with surplus and waste materials

Automotive glazing products

You need to know and understand

K12 the differences between laminated and toughened glass, the manufacturing processes and the reasons why front windscreens are almost all made of laminated glass.
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 Panoramic screen designs.
K16 the different glass tints available and how to identify them and the problems that can occur.
K17 the make-up of different specialist types of automotive glass, including solar controlled, heat reflective, acoustic, anti-bandit, hydrophobic, acrylic, why it is used and how it works.
K18 the purpose and meanings of glass markings.
K19 the properties of heated front windscreens.
K20 the need to be aware of supplementary restraint systems (SRS), how to identify their location and the precautions to be taken when working near them.

K21 how electronic ancilliaries operate, including moisture sensors, light sensors, antenna, lane departure sensors, how to check them and the types of problems that can occur
K22 the different types of automotive polyurethane and their applications

Fixed automotive glass

You need to know and understand:

K23 what is the typical range and function of panoramic automotive glass
K24 how to identify damaged or faulty panoramic automotive glass
K25 what are the correct methods for fitting different types of panoramic automotive glazing components
K26 what types of material should be used to provide a secure and weatherproof installation
K27 the safe-drive time applicable to panoramic screen installations
K28 the reset procedures for glass sensors, how and where to find them and the implications of not following them correctly
K29 what are the procedures and requirements for installing and handling large panoramic automotive glass
K30 the different types of tools and equipment used in automotive glazing and what they are used for

Work

You need to know and understand:

K31 what work has to be done to meet different requirements
K32 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:

K34 what are the standard operating procedures for the removal and refitting activities undertaken in relation to panoramic screens
K35 how to obtain information on the standard operating procedures

Problems

You need to know and understand:

K36 what are the types of problems that could occur
K37 how can different types of problem be resolved

IMIAG6
Removing and installing panoramic automotive glass in vehicles

Developed by	IMI
Version number	1
Date approved	November 2012
Indicative review date	November 2015
Validity	Original
Status	New
Originating organisation	Proskills
Original URN	
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG7
Removing and installing fixed automotive glass in vehicles

Overview

This standard covers the removal and installation of fixed automotive glass in vehicles. How to prepare the apertures, ensuring glass and other components are removed, either for disposal or for refitting, as well as the positioning and securing of the replacement components being installed within the aperture, using the appropriate bonding and sealing materials.

For the purpose of this standard, fixed glass includes windscreens (but not panoramic), side glass and rear screen glass. Components include sensors, aerials, airbags, safety systems

IMIAG7
Removing and installing 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 glass 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.
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IMIAG7
Removing and installing fixed automotive glass in vehicles

Knowledge and understanding

Health and safety

You need to know and understand:

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
K16 The different glass tints available and how to identify them and the problems that can occur
K17 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
K18 the purpose and meanings of glass markings
K19 the properties of heated rear and front windscreens
K20 the need to be aware of supplementary restraint systems (SRS), how to identify their location and the precautions to be taken when working near them

K21 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
K22 the different types of automotive polyurethane and their applications

Fixed automotive glass

You need to know and understand:

K23 what is the typical range and function of fixed automotive glass
K24 how to identify damaged or faulty fixed automotive glass
K25 how to handle different fixed automotive glass
K26 what are the correct methods for fitting different types of fixed automotive glazing component
K27 what types of material should be used to provide a secure and weatherproof installation
K28 the safe-drive time applicable to different types of installations
K29 the reset procedures for glass sensors, how and where to find them and the implications of not following them correctly
K30 what are the procedures and requirements for installing and handling large fixed automotive glass
K31 the different types of tools and equipment used in automotive glazing and what they are used for

Work

You need to know and understand:

K32 what work has to be done to meet different requirements
K33 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:

K34 what are the standard operating procedures for different activities
K35 how to obtain information on the standard operating procedures

Problems

You need to know and understand:

K36 what are the types of problems that could occur
K37 how can different types of problem be resolved

IMIAG7
Removing and installing fixed automotive glass in vehicles

Developed by	IMI
Version number	1
Date approved	November 2012
Indicative review date	November 2015
Validity	Original
Status	Tailored
Originating organisation	Proskills
Original URN	PROAG7
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG8
Removing and installing opening automotive glass in vehicles

Overview

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

IMIAG8
Removing and installing 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
Removing and installing opening automotive glass in vehicles

Knowledge and understanding

Health and safety

You need to know and understand:

K1 the relevant health, safety and legal responsibilities and obligations associated with removing and installing.
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 differences between laminated and toughened glass, the manufacturing processes and the reasons why front windscreens are almost all made of laminated glass.
K11 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.
K12 the implications when installing an aftermarket sunroof to a vehicle.
K13 the different glass tints available and how to identify them and the problems that can occur.
K14 the make-up of different specialist types of automotive glass, including acoustic, anti-bandit, hydrophobic, why it is used and how it works.
K15 the purpose and meanings of glass markings.
K16 the requirements for light transparency of automotive glass.
K17 the need to be aware of supplementary restraint systems (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:

K18 what is the typical range and function of opening automotive glass.
K19 how to identify damaged or faulty opening automotive glass.
K20 how to handle different opening automotive glass.
K21 what are the correct methods for fitting and alignment of different types

of opening automotive glass.

K22 what types of material should be used to provide a secure and weatherproof installation.

K23 the reset procedures following installation and where to source the relevant technical information.

K24 types and purposes of vehicle membranes.

Work

You need to know and understand:

K25 what work has to be done to meet different requirements.

K26 what restrictions should be imposed on the use of the vehicle after different types of work.

Information systems

You need to know and understand:

K27 what information systems should be used.

K28 why it is important to use the information systems.

Standard operating procedures

You need to know and understand:

K29 what are the standard operating procedures for different activities.

K30 how to obtain information on the standard operating procedures.

Problems

You need to know and understand:

K31 what are the types of problems that could occur.

K32 how can different types of problems be resolved.

IMIAG8
Removing and installing opening automotive glass in vehicles

Developed by	IMI
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Validity	Original
Status	Tailored
Originating organisation	Proskills
Original URN	PROAG8
Relevant occupations	8135 Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG9
Repairing damaged windscreen glass in vehicles

Overview

This standard is concerned with repairing damage to laminated glass in vehicles, which is typically a basic resin repair. It covers evaluating whether a repair is feasible, undertaking the repair, selecting correct materials and ensuring that repairs meet all requirements, including health, safety and other legal requirements. .

IMIAG9
Repairing 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 laminated glass damage with the customer.
P3 identify laminated glass 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 laminated glass 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
Repairing damaged windscreen glass in vehicles

Knowledge and understanding

Health and safety

You need to know and understand:

K1 what the relevant health, safety and legal responsibilities and obligations are.

K2 what the relevant health and safety procedures are that need to be followed.

Windscreen damage

You need to know and understand:

K3 know and understand the relevant industry standards relating to windscreen repair, for example the MOT regulations on glass damage or the current voluntary British Standard Code of Practice for Automotive Windscreen Repair.

K4 what are the types of laminated glass damage that can occur with the vehicle.

K5 what are the approved or appropriate methods for identifying windscreen or other laminated glass 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 laminated glass 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

Standard operating procedures

You need to know and understand:

K10 What are the standard operating procedures for different activities

K11 How to obtain information on the standard operating procedures

Problems

You need to know and understand:

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

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
Repairing damaged windscreen glass in vehicles

Developed by	IMI
Version number	1
Date approved	September 2012
Indicative review date	September 2015
Validity	Tailored
Status	Original
Originating organisation	Proskills
Original URN	PROAG9
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG10
Shape automotive glazing for installation in vehicles

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.

IMIAG10
Shape automotive glazing for installation in vehicles

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

IMIAG10
Shape automotive glazing for installation in vehicles

Knowledge and understanding

Health and safety

You need to know and understand:

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 glass

You need to know and understand:

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

Standard operating procedures

You need to know and understand:

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

Problems

You need to know and understand:

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

Information systems

You need to know and understand:

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

IMIAG10
Shape automotive glazing for installation in vehicles

Developed by	IMI
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Date approved	September 2012
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Validity	Current
Status	Tailored
Originating organisation	Proskills
Original URN	PROAG10
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG12
Assess the quality of automotive glass related materials

Overview

This standard is concerned with being able to make an assessment of the quality of glass-related materials, including 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, such as 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 autoglazing 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 autoglazing glass related materials

Knowledge and understanding

Materials

You need to know and understand:

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 the most appropriate types of 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

Equipment

You need to know and understand:

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

Information systems

You need to know and understand:

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

IMIAG12
Assess the quality of autoglazing glass related materials

Developed by	IMI
Version number	1
Date approved	November 2012
Indicative review date	November 2015
Validity	Current
Status	Tailored
Originating organisation	Proskills
Original URN	PROAG12
Relevant occupations	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 operations

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

IMIAG13
Diagnose and rectify technical problems in automotive glazing operations

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

IMIAG13
Diagnose and rectify technical problems in automotive glazing operations

Knowledge and understanding

Technical problems

You need to know and understand:

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 operations

Developed by	IMI
Version number	1
Date approved	November 2012
Indicative review date	November 2015
Validity	Current
Status	Tailored
Originating organisation	Proskills
Original URN	PROAG13
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	glass; automotive; glazing; cars; vans; mobile plant; buses; coaches

IMIAG16

Remove and refit Mechanical, Electrical and Trim (MET) components and non-structural vehicle body panels in an automotive glazing environment

Overview

This standard is about the straightforward removal and fitting of basic mechanical, electrical and trim (MET) components and body parts specific to carrying out automotive glazing repair and installation processes and procedures. It also covers quality checks on the operation of the components fitted to ensure their correct function.

IMIAG16

Remove and refit Mechanical, Electrical and Trim (MET) components and non-structural vehicle body panels in an automotive glazing environment

Performance criteria

You must be able to:

- P1 use the appropriate personal protective equipment when removing and fitting basic MET components and non-structural body panels
- P2 protect the vehicle and its contents effectively when removing and fitting basic MET components and 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-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 MET components or 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 Mechanical, Electrical and Trim (MET) components and non-structural vehicle body panels in an automotive glazing environment

Knowledge and understanding

Legislative and organisational requirements and procedures

You need to know and understand:

K1 the health, safety and legal requirements relating to the removal and fitting of MET components and non-structural 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 MET components and non-structural 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 MET components and non-structural body panels.

K7 how to select, check and use all the tools and equipment required to remove and fit MET components and non-structural body panels.

K8 the correct procedures for removing and fitting MET components and non-structural body panels.

K9 the correct procedures for working with supplementary safety systems when fitting and removing MET components and non-structural body panels.

K10 the correct procedures for working with Gas Discharge headlight systems and when fitting and removing MET components and 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 Mechanical, Electrical and Trim (MET) components and non-structural vehicle body panels in an automotive glazing environment

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 wipers
- 1.2.2 headlamp units/headlinings
- 1.2.3 window mechanisms
- 1.2.4 rear and side mirrors
- 1.2.5 anti-theft
- 1.2.6 trap-detectors
- 1.2.7 electric mirrors
- 1.2.8 SRS systems/pressure sensors
- 1.2.9 locking systems

1.3 Non-structural body panels and interior and exterior trim

IMIAG16

Remove and refit Mechanical, Electrical and Trim (MET) components and non-structural vehicle body panels in an automotive glazing environment

Developed by	IMI
Version number	1
Date approved	September 2012
Indicative review date	September 2015
Validity	Current
Status	Original
Originating organisation	IMI
Original URN	IMIAG16
Relevant occupations	Tyre exhaust and windscreen fitters
Suite	Automotive glazing
Key words	Non-structural body panels; MET; Mechanical electrical and trim

IMIEV1

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.

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

Performance criteria

You must be able to:

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

Knowledge and understanding

You need to know and understand:

1. the hazards associated with high energy electrical vehicle components
2. 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
3. your workplace procedures for:
3.1 checking that the vehicle has been made safe as appropriate to the work you are carrying out
3.2 referring/reporting problems when working with electric/hybrid vehicles
3.3 making others aware of the work carried out on electric/hybrid vehicles
4. the differences between an electric/hybrid and non-electric vehicle
5. how to operate an electric/hybrid vehicle safely
6. how to charge an electric/hybrid vehicle with plug-in capability
7. the precautions necessary when using plug-in charging equipment
8. how to make an electric/hybrid vehicle safe, including isolating high energy electrical systems where required within your level of training
9. 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
10. how to find, interpret and use sources of information applicable to electric/hybrid vehicles as appropriate to your job role
11. the hazards associated with electric/hybrid vehicle batteries when exposed to extreme temperatures, impact and other adverse conditions

Scope/range

Scope of this standard

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. **Work activities** – not involving work on the high energy electrical system and its components.

IMIEV1

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

Developed by	IMI
Version Number	2
Date Approved	December 2014
Indicative Review Date	December 2017
Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIEV1
Relevant Occupations	Sales Executive (Automotive); Sales Controller (Automotive); Vehicle Fitting Operations (Automotive); Vehicle Valeter (Automotive); Specialist Tyre Fitting Operations (Automotive); Hire and Rental Delivery and Collection Operations; Hire and Rental Operations; Hire and Rental Counter Operations; Rental and Leasing Customer Service Advisor (Automotive); Rental and Leasing Maintenance Advisors (Automotive); Rental and Leasing Technical Service Advisor (Automotive); Body Repair Technician (Automotive); Body Repair and Alignment Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); PDR Senior Technician (Automotive); PDR Technician (Automotive); Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Vehicle Damage Assessment Operators; Vehicle Damage Assessor (Automotive); Vehicle Fitters; Insurance Engineer (Automotive)
Suite	Electric and Hybrid Vehicles
Keywords	electric; vehicle; hybrid; high energy; status; hazards; work activities

PROGEN03
Develop new work procedures

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.

PROGEN03

Develop new work procedures

Performance criteria

You must be able to:

P1 comply with health and safety requirements and procedures at all times
P2 identify clearly the purpose of the work
P3 select the resources that have to be used in the work
P4 identify any features and characteristics of the work that could affect the work procedures that might be used
P5 identify any potential problems and their solutions
P6 obtain information on previous examples of similar work
P7 identify potential work procedures for undertaking the work and assess their advantages and disadvantages
P8 specify clearly the work procedures that are most suitable
P9 produce a work procedure that is clear and specific
P10 identify clearly the resources required to implement the work and incorporate them into the work procedures
P11 highlight any special requirements for undertaking the work and confirm them with the appropriate people
P12 inform all relevant parties of the work procedures and provide them with an appropriate rationale for their introduction
P13 record information on the new work procedures in the appropriate information systems
P14 obtain information on the effectiveness of the new work procedures wherever possible

PROGEN03

Develop new work procedures

Knowledge and understanding

You need to know and understand:

K1 the relevant health and safety responsibilities and obligations
K2 the relevant health and safety procedures that need to be followed
K3 the work has to be done to meet different requirements
K4 the methods or procedures that are available for doing the work
K5 how similar work has turned out previously
K6 how to assess the different work methods or procedures
K7 the type of special requirements that might be needed for implementing the work
K8 how to identify features and characteristics of work that could affect procedures
K9 why written procedures are important
K10 how to assess advantages and disadvantages of potential work procedures
K11 who needs to know about the work procedure and rationale
K12 how to inform people of the work procedure
K13 how to provide a rationale for the work procedure
K14 how to test and assess the work procedure
K15 the resources that are required for different types of work and what resources are available
K16 the standard operating procedures for different activities
K17 how to obtain information on the standard operating procedures
K18 the types of problems that could occur
K19 how different types of problems can be resolved
K20 what information systems should be used
K21 why it is important to use the information systems

PROGEN03

Develop new work procedures

Developed by	Proskills
Version number	1
Date approved	November 2012
Indicative review date	April 2012
Validity	Current
Status	Original
Originating organisation	Proskills
Original URN	PROGP22
Relevant occupations	5491 Glass and ceramics maker decorator finisher; 8112 Glass and ceramics process operatives
Suite	Glass Processing
Key words	Glass Processing; decorator; unit maker; operator; packing; blower; cutter; painter; processor; cold end; craft; laminated; screen

CFACSA4
Give customers a positive impression of yourself and your organisation

Overview

This Standard is part of the Customer Service Theme of Impression and Image. This Theme covers the Customer Service behaviours and processes that have most impact on the way your customer sees you and your organisation. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

Excellent customer service is provided by people who are good with people. Your behaviour affects the impression that customers have of the service they are receiving. This Standard is about communicating with your customers and giving a positive impression whenever you deal with a customer. By doing this you create 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, responds to us, and gives us good information. Every detail of your behaviour counts when dealing with a customer.

CFACSA4
Give customers a positive impression of yourself and your organisation

Performance criteria

Meet your organisation's standards of appearance and behaviour

You must be able to:

P1 greet your customer respectfully and in a friendly manner
P2 communicate with your customer in a way that makes them feel valued and respected
P3 identify and confirm your customer's expectations
P4 treat your customer courteously and helpfully
P5 keep your customer informed and reassured
P6 adapt your behaviour to respond to different customer behaviour

Respond appropriately to customers

You must be able to:

P7 respond promptly to a customer seeking help
P8 choose the most appropriate way to communicate with your customer
P9 check with your customer that you have fully understood their expectations
P10 respond promptly and positively to your customer's questions and comments
P11 allow your customer time to consider your response and give further explanation when appropriate

Communicate information to customers

You must be able to:

P12 quickly find information that will help your customer
P13 give your customer information they need about the services or products offered by your organisation
P14 recognise information that your customer might find complicated and check whether they fully understand
P15 explain clearly to your customers any reasons why their expectations cannot be met

CFACSA4
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 when dealing with customers

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

CFACSA4
Give customers a positive impression of yourself and your organisation

Developed by	Skills CFA
Version number	1
Date approved	January 2013
Indicative review date	January 2016
Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFACSA4
Relevant occupations	Customer Service Occupations; Agricultural Machinery Operator; Agricultural Technician; Tractor Driver; Supervisor; General Farm Worker; Farmer; Farm Worker; Arts, Media and Publishing; Librarians and Related Professionals; Crafts, creative arts and design; Quality and Customer Care Managers; Artistic and Literary Occupations; Customer Service Occupations; Paper and wood machine operatives; Sales and related occupations NEC; Other goods handling and storage occupations NEC; Ticketing Occupations; Admissions; Box Office; Visitor Services; Booking Office
Suite	Customer Service (2013); Agricultural Crop Production; Livestock Production; Cultural & Heritage Venue Operations; Wood Merchants; Ticketing
Key words	listening, hearing, speaking ,communicate, positive impression, behaviour, problem solving, behaviours, customer service principles, customer service professional, work with others, customer service language, knowledge, understanding; venue; Wood, timber, sales; merchants; Ticketing; Customer; Communicate; Box Office; Admissions; Visitor