

Functional Analysis for Vehicle Recovery		
Occupation	Functions	NOS
Vehicle Recovery Operator	Work in a way which ensures the continued tidiness of your work environment.	IMICA01 - Contribute to Housekeeping in Motor Vehicle Environments
	Work in a way which ensures the safety of yourself and others.	IMICA02 - Reduce Risks to Health and Safety in the Motor Vehicle Environment
	Communicate clearly and politely with other colleagues and managers.	IMICA03 - Maintain Working Relationships in the Motor Vehicle Environment
	Check, use, maintain and store tools correctly and follow company procedures for reporting faulty/damaged equipment.	IMICA04 - Use of hand tools and equipment in Motor Vehicle Engineering
	Carry out procedures for controlling risks to health and safety in the workplace.	G14 - Monitor Procedures to Control Risks to Health and Safety
	Secure and make an initial assessment of the site and vehicle in order to make decisions for further action. This could include hazardous substances. Provide information and/or seek advice from relevant specialist authorities where hazardous substance or situations may be involved.	IMIRR03 - Assess and Secure the Roadside Situation
	Remove and transport upright light vehicles from the roadside or similar hard, level standing.	IMIRR04 - Remove and Transport Light Vehicles
	Recover and transport upright heavy upright vehicles from the roadside or similar hard, level standing.	IMIRR06 - Remove and Transport Heavy Vehicles
	Recover motorcycles from on and off road positions to a suitable on road or hard standing ready for onward transportation.	IMIRR08 - Recover, remove and transport Motorcycles
	Provide assistance to customers in emergency situations and have the ability to co-ordinate post emergency situation activities	IMIRR11 - Customer Service for Emergency Motor Vehicle Operators
	Conduct and record basic diagnostic tests at the roadside using comparative data and evaluate the results.	IMIRR12 - Basic Motor Vehicle Diagnostic Testing
	Conducting basic repairs on vehicles at the roadside.	IMIRR15 - Basic Motor Vehicle Repairs
	Carry out a risk assessment and work safely around an	IMIEV2 - Carry out work on broken down and damaged electric and hybrid

	electric/hybrid vehicle that may have damage to its high and/or low energy electrical systems.	vehicles
Senior Vehicle Recovery Operator	Work in a way which ensures the continued tidiness of your work environment.	IMICA01 - Contribute to Housekeeping in Motor Vehicle Environments
	Work in a way which ensures the safety of yourself and others.	IMICA02 - Reduce Risks to Health and Safety in the Motor Vehicle Environment
	Communicate clearly and politely with other colleagues and managers.	IMICA03 - Maintain Working Relationships in the Motor Vehicle Environment
	Check, use, maintain and store tools correctly and follow company procedures for reporting faulty/damaged equipment.	IMICA04 - Use of hand tools and equipment in Motor Vehicle Engineering
	Plan and allocate work fairly. Monitor and evaluate the quality of work.	IMIARBG11 - Supervisory Skills
	Help members of the team address problems that affect performance and implement a plan.	IMIARBG12 - Developing Staff
	Carry out procedures for controlling risks to health and safety in the workplace.	G14 - Monitor Procedures to Control Risks to Health and Safety
	Develop relationships with others to improve your customer service performance.	IMIVRG15v2 - Work with Others to Improve Customer Service
	Secure and make an initial assessment of the site and vehicle in order to make decisions for further action. This could include hazardous substances. Provide information and/or seek advice from relevant specialist authorities where hazardous substance or situations may be involved.	IMIRR03 - Assess and Secure the Roadside Situation
	Remove and transport upright light vehicles from the roadside or similar hard, level standing.	IMIRR04 - Remove and Transport Light Vehicles
	Recover light vehicles using advanced winching techniques.	IMIRR05 - Recover Light Vehicles Using Advanced Winching Techniques
	Recover and transport upright heavy upright vehicles from the roadside or similar hard, level standing.	IMIRR06 - Remove and Transport Heavy Vehicles
	Recover heavy vehicles using advanced winching techniques.	IMIRR07 - Recover Heavy Vehicles Using Advanced Winching Techniques
	Recover motorcycles from on and off road positions to a suitable on road or hard standing ready for onward	IMIRR08 - Recover, remove and transport Motorcycles

	transportation.	
	Recover motor vehicles in major incident situations or where it is deemed essential to the recovery operation.	IMIRR10 - Incident Manager for Motor Vehicles
	Provide assistance to customers in emergency situations and have the ability to co-ordinate post emergency situation activities	IMIRR11 - Customer Service for Emergency Motor Vehicle Operators
	Conduct and record basic diagnostic tests at the roadside using comparative data and evaluate the results.	IMIRR12 - Basic Motor Vehicle Diagnostic Testing
	Conducting basic repairs on vehicles at the roadside.	IMIRR15 - Basic Motor Vehicle Repairs
	Carry out a risk assessment and work safely around an electric/hybrid vehicle that may have damage to its high and/or low energy electrical systems.	IMIEV2 - Carry out work on broken down and damaged electric and hybrid vehicles
Vehicle Recovery Supervisor	Work in a way which ensures the continued tidiness of your work environment.	IMICA01 - Contribute to Housekeeping in Motor Vehicle Environments
	Work in a way which ensures the safety of yourself and others.	IMICA02 - Reduce Risks to Health and Safety in the Motor Vehicle Environment
	Communicate clearly and politely with other colleagues and managers.	IMICA03 - Maintain Working Relationships in the Motor Vehicle Environment
	Check, use, maintain and store tools correctly and follow company procedures for reporting faulty/damaged equipment.	IMICA04 - Use of hand tools and equipment in Motor Vehicle Engineering
	Plan and allocate work fairly. Monitor and evaluate the quality of work.	IMIARBG11 - Supervisory Skills
	Help members of the team address problems that affect performance and implement a plan.	IMIARBG12 - Developing Staff
	Manage business processes to make sure the organisation delivers outputs that meet customers' and stakeholders' needs along with organisational and legal requirements.	IMIARBG13 - Business Management
	Carry out procedures for controlling risks to health and safety in the workplace.	G14 - Monitor Procedures to Control Risks to Health and Safety
	Develop relationships with others to improve your customer service performance.	IMIVRG15v2 - Work with Others to Improve Customer Service

	Secure and make an initial assessment of the site and vehicle in order to make decisions for further action. This could include hazardous substances. Provide information and/or seek advice from relevant specialist authorities where hazardous substance or situations may be involved.	IMIRR03 - Assess and Secure the Roadside Situation
	Remove and transport upright light vehicles from the roadside or similar hard, level standing.	IMIRR04 - Remove and Transport Light Vehicles
	Recover and transport upright heavy upright vehicles from the roadside or similar hard, level standing.	IMIRR06 - Remove and Transport Heavy Vehicles
	Recover motorcycles from on and off road positions to a suitable on road or hard standing ready for onward transportation.	IMIRR08 - Recover, remove and transport Motorcycles
	Provide assistance to customers in emergency situations and have the ability to co-ordinate post emergency situation activities	IMIRR11 - Customer Service for Emergency Motor Vehicle Operators
	Carry out a risk assessment and work safely around an electric/hybrid vehicle that may have damage to its high and/or low energy electrical systems.	IMIEV2 - Carry out work on broken down and damaged electric and hybrid vehicles