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| 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. . |

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| **Performance criteria**  You must be able to: | 1. comply with health, safety and legal requirements and procedures at all times. 2. advise the customer of the limitations of repair. 3. identify laminated glass damage using approved or appropriate methods. 4. identify correctly the zone in which the damage lies, and determine the feasibility of the work in accordance with standard operating procedures. 5. inform customers of the appropriate action required to rectify the laminated glass damage. 6. use materials in the repair that are suitable for their purpose. 7. undertake repairs in accordance with standard operating procedures. 8. show the customer the completed repair. 9. record information on the repair in the appropriate information systems. |

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| Knowledge and understanding  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand: | **Health and safety**   1. the relevant health, safety and legal responsibilities and obligations.   Windscreen damage   1. the relevant industry standards relating to windscreen repairwhat are the types of laminated glass damage that can occur with the vehicle. 2. what are the approved or appropriate methods for identifying windscreen or other laminated glass damage. 3. Why it is important to identify correctly the zone where the damage lies, and how this affects the feasibility of the work. 4. What are the types of action that can be taken to rectify laminated glass damage.   Customers   1. What type of information do customers require, and why it could be important to them 2. What options to offer the customer if the repair is deemed unacceptable   Standard operating procedures   1. What are the standard operating procedures for different activities 2. How to obtain information on the standard operating procedures   Problems   1. What are the types of problems that could occur 2. How can different types of problem be resolved   **Materials**   1. What type of materials are required for different parts of the repair process 2. How different types of material should be transported, stored and disposed of   **Information recording**   1. What information systems should be used 2. Why it is important to use the information systems |

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| **Scope/Range** | **Industry standards:**  MOT regulations on glass damage  Current voluntary British Standard Code of Practice for Automotive Windscreen Repair |

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| **Developed by** | IMI |
| **Version number** | 2 |
| Date approved |  |
| Indicative review date |  |
| Validity | Under consultation |
| 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 |