|  |  |
| --- | --- |
| Overview | This standard covers the need to provide assistance and information 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. |

|  |  |
| --- | --- |
| **Performance criteria**  You must be able to: | 1. collect all relevant details relating to the customer’s requirements 2. establish what the customer needs are 3. identify the methods appropriate to the task and the vehicle being worked on, and ensure you have the required competence to carry out the task 4. provide information on the available options for achieving the customer’s requirements 5. provide the customer with alternative solutions in cases where work cannot be completed 6. carry out and record information on the vehicle condition and component operation prior to commencing work 7. ensure information provided to the customer contains sufficient detail to meet their requirements 8. pass on any requests for information that cannot be met to the appropriate person 9. confirm the suitability of the work with all relevant people 10. ensure the work can be delivered within the time scale agreed with the customer 11. correctly inform the customer of the consequences of proceeding with the work 12. obtain clear authorisation to proceed with the work 13. position and immobilise the vehicle in a way that minimises danger to and from other site users 14. isolate the electrical system of the vehicle correctly when necessary and permissible (NOT High Voltage) 15. isolate the work site from hazards and allow sufficient room to work effectively and safely 16. use correct Personal and Vehicle Protective Equipment, and carefully remove and securely store any vulnerable items 17. record information on the preparation of the work site and vehicle in the appropriate information systems 18. select the equipment that is suitable and confirm that it is available and safe for use 19. set up the equipment correctly 20. start up equipment safely and in the correct sequence 21. obtain and prepare materials of the correct specification as authorised in standard operating procedures 22. store the materials in a suitable place 23. replace materials at appropriate intervals using the correct stock rotation procedures |

|  |  |
| --- | --- |
| 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:  You need to know and understand: | **Customers**   1. what type of information should be obtained from a customer and the relevance of current legislation relating to data protection when handling customer details 2. what are the options for achieving customer’s requirements 3. what type of information customers require, and why it could be important to them   **Work**   1. what work has to be done to meet different requirements 2. how to identify the skills required to carry out the task 3. the implications of not adhering to the competency requirements 4. who might need to confirm that work should be undertaken   **Products and services**   1. what are the products and services that could meet customer’s requirements   **Payment methods**   1. what are the prices of routine products and services 2. what are the payment methods that could be used 3. how to inform and implement insurance claim procedures for customers 4. 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**   1. how different types of vehicle are operated 2. how to source/access relevant technical data 3. how vehicles should be positioned for different working conditions 4. what are the different methods for immobilising the vehicle 5. how to isolate the electrical system of vehicles 6. what are the methods for isolating the site from other users 7. what type of damage can occur to the vehicle, and which items should be removed 8. what type of problems can occur with the work site and vehicle, and what are the standard operating procedures for dealing with them   **Equipment**   1. where to obtain information on the safe use of equipment 2. what equipment to use for different work activities 3. how to check equipment is fit for purpose and safe to use 4. how to operate different types of equipment 5. how to avoid damaging equipment through incorrect use 6. how different types of equipment can be set up for different requirements 7. what type of problems can occur with the equipment, and what are the standard operating procedures for dealing with them   **Materials**   1. what type of materials are required for different jobs 2. how to confirm the specification, suitability and compatibility of materials 3. what quantity of materials is required for different jobs 4. what are the stock levels for different materials that should be maintained 5. how different types of material should be transported, stored and disposed of 6. what type of problems can occur with the materials, and what are the standard operating procedures for dealing with them   **Information recording**   1. what information systems should be used 2. why it is important to use the information systems |

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