

Assessment Requirements

G37C – Demonstrating Competence in Supporting Customer Service Improvements in the Automotive Sector

General Requirements

You must:

1. produce evidence to show you meet **all** of the Learning Outcomes
2. produce performance evidence resulting from work you have carried out with customers in your normal workplace or as defined within the IMI VCQ Assessment Strategy as managed and organised by an approved centre when naturally occurring performance evidence does not occur at frequent intervals in your normal workplace or when safety is at risk
3. be observed by an assessor as defined in the IMI VCQ Assessment Strategy.
4. produce evidence, including records, to show that you have supported customer service improvements in the automotive sector on **3 different occasions**.
5. be observed by your assessor on **at least 1** occasion supporting customer service improvements within the automotive sector.