

Assessment Requirements

G37S – Demonstrating Skills in Supporting Customer Service Improvements in the Automotive Sector

General Requirements

1. produce evidence to show you meet **all** of the Learning Outcomes
2. produce performance evidence resulting from work you have carried out as managed and organised by an approved centre.
3. be observed by an assessor as defined by the IMI 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.

Evidence from real activity **or role-play is acceptable** for this unit