

Assessment Requirements

Unit G8C – Demonstrating Competence in Identifying and Agreeing Motor Vehicle Customer Service Needs

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 on real vehicles 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 dealt with **3 different customers**.
5. be observed by your assessor in your normal workplace dealing with **at least 1 customer**