
Overview

This standard is about providing a range of technical support to other body shop colleagues. It includes ensuring technical information is up to date and giving technical advice, instruction and briefings to colleagues.

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**Performance
criteria**

- You must be able to:
- P1 check preparation and refinishing technical information is up to date and accessible to body shop staff
 - P2 check staff have the correct technical resources to carry out their work
 - P3 identify any additional resources required correctly and promptly
 - P4 report any problems affecting the operation of the body shop to your manager promptly
 - P5 respond to requests for technical help and advice promptly and positively
 - P6 provide colleagues with clear instruction on:
 - P6.1 product updates
 - P6.2 technical tasks
 - P6.3 what the results should be
 - P6.4 how they should perform tasks
 - P6.5 the standard that must be achieved
 - P7 deliver technical instruction and demonstrations in a manner and at a speed that is appropriate to the individual(s) concerned
 - P8 give on-going technical support and advice to colleagues
 - P9 ensure your support and advice is technically accurate and in line with manufacturer's instructions and your organisation's requirements
 - P10 choose the most effective situation for giving support and advice to colleagues
 - P11 give colleagues time to consider your response and give further explanation when appropriate, checking they have fully understood
 - P12 identify and correct mistakes in a way which supports your colleague's self-confidence and praise them when they perform tasks correctly
 - P13 check the work of colleagues at regular intervals and take prompt action to resolve problems
 - P14 suggest possible methods for improving the work of colleagues to your manager, when necessary
 - P15 carry out your checks in a cost effective and efficient manner that is not detrimental to the smooth running of the body shop

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 the legislation and workplace procedures relevant to:
 - K1.1 health and safety
 - K1.2 the environment (including waste disposal)
 - K1.3 appropriate personal and vehicle protective equipment
- K2 legal requirements relating to the vehicle (including road safety requirements)
- K3 your workplace procedures for:
 - K3.1 recording fault location and correction activities
 - K3.2 reporting the results of tests
 - K3.3 the referral of problems
 - K3.4 reporting delays to the completion of work
 - K3.5 gaining up to date technical information and repair methods
- K4 the importance of working to recognised procedures and processes and obtaining the correct information for preparation and refinishing activities to proceed
- K5 how to formulate and construct your own procedures and processes in order for preparation and refinishing activities to proceed
- K6 the importance of documenting rectification information
- K7 the importance of working to agreed timescales and keeping others informed
- K8 the relationship between time, costs and profitability
- K9 the importance of reporting anticipated delays to the relevant person(s) promptly
- K10 the hazards associated with high energy electrical vehicle components

Preparation and refinishing methods, faults and correction

- K11 the types and causes of preparation and refinishing faults
- K12 the consequences of failing to follow manufacturer's instructions
- K13 how to find, interpret and use sources of information on preparation and refinishing methods and processes
- K14 how to carry out systematic testing of preparation and refinishing methods and processes

- K15 how to interpret, evaluate and analyse test results in order to identify the cause of the fault
- K16 how to carry out the rectification activities in order to correct faults in the preparation and refinishing
- K17 your workplace policy and procedure for:
 - K17.1 work carried out under warranty
 - K17.2 liaising with manufacturers and outside agencies
- K18 the relationship between test methodology and the faults rectified – the use of appropriate testing methods
- K19 how to make cost effective recommendations for rectification
- K20 the implications of rectification identified by an agreed quality control process the consequences of failing to follow manufacturer's instructions

Personal Skills

- K21 how to give straightforward presentations on technical matters
- K22 how to file and store technical information
- K23 how to instruct colleagues and demonstrate tasks clearly and correctly
- K24 how to conduct effective checks of your colleague's work
- K25 how to choose the best action to take when work is not in line with requirements
- K26 how to discuss colleague's work with them in a way that will encourage them to be positive and not lead to conflict
- K27 how to give advice and guidance in a way which is appropriate to the colleague you are supporting
- K28 how to recognise a training need
- K29 what might happen if you undermine colleague's self-confidence when correcting mistakes
- K30 the importance of liaising with your manager when evaluating others' work and giving feedback
- K31 the importance of continuous development and learning

Scope/range

1. Information, Advice and Guidance may be about any of the following:

- 1.1. preparation methods
- 1.2. refinishing methods
- 1.3. customer handling time e.g. productivity, total repair time
- 1.4. tools
- 1.5. equipment
- 1.6. materials
- 1.7. technical information
- 1.8. fault finding

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**Additional
Information**

Glossary

This section contains examples and explanations of some of the terms used but does not form part of the standard.

Manufacturers:

Examples include vehicle and product or equipment manufacturers.

Methods for improving the work of colleagues:

Examples include further training, on-the-job coaching, giving people more appropriate responsibilities.

Problems:

Examples include equipment, tool and material shortfalls and faults; sustainability, using consumables to full potential, requirements for new resources; lack of technical information; staffing or workload problems; communication skills, inclusivity, training needs etc.

Situation for giving support and advice:

Examples include one-to-one during a work activity, one-to-one away from a work activity, to the whole team.

Support and advice:

Examples include demonstrations, instruction and briefings.

Technical information:

This could be hard copy, electronic information or verbal advice.

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