
Overview

This standard is about the skills involved in using information technology to communicate electronically with others within vehicle parts operations. It covers the techniques required for transmitting and retrieving messages electronically and accessing and retrieving information via an electronic information service.

For this standard parts may be new, refurbished or recycled.

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Performance

criteria

- You must be able to:
- P1 obtain any necessary authority to use the electronic communication facilities
 - P2 ensure the electronic communication facility you use for transmitting messages meets your customers' requirements
 - P3 promptly seek guidance from the relevant person(s), when necessary
 - P4 minimise the occurrence of errors to your message by effective use of available automated checking facilities
 - P5 identify and attach the required file(s) correctly
 - P6 enter the transmission parameters correctly to meet your customer's requirements
 - P7 ensure the message is complete and meets your customer's requirements
 - P8 ensure messages have been successfully transmitted and comply with regulations
 - P9 save messages to comply with your organisation's requirements
 - P10 ensure the required electronic communication facility is ready to receive messages
 - P11 check the correct location regularly for incoming messages throughout each working day
 - P12 ensure the received messages are complete
 - P13 promptly report any messages received in error to the relevant person(s)
 - P14 process received messages correctly to comply with regulations
 - P15 obtain any necessary authority to access remote information systems
 - P16 access remote information systems to comply with regulations where applicable
 - P17 promptly raise any queries with the relevant person during the retrieving of the required information
 - P18 correctly locate and retrieve the information required by the customer in a cost effective manner
 - P19 ensure the retrieved information is correct, up-to-date and processed to meet customer's needs

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to communication using information technology
- K2 the importance of how to interpret electronic communication and apply your customer's requirements
- K3 how to select and use the electronic communication facilities
- K4 how to use the available communication software to meet requirements
- K5 how to transmit attachments with messages for the system in use
- K6 how to use automated checking facilities when appropriate
- K7 the importance of how to check successful transmission
- K8 how to follow your organisation's requirements when saving files and/or electronic messages
- K9 how to use the available electronic information system
- K10 how to locate, retrieve and process information
- K11 the person(s) from whom to gain authority to access the electronic communication facilities and system
- K12 the importance of:
 - K12.1 checking data
 - K12.2 conforming to your organisation's requirements
 - K12.3 regularly checking for incoming messages and information received
 - K12.4 checking messages are complete
- K13 your organisation's requirements for message saving
- K14 the person to whom you report any problems
- K15 the reason why access authority may be required and the person(s) from whom to gain authority to access the information system
- K16 the costs which may be involved when accessing remote information systems

Scope/range

1. Relevant persons include:

- 1.1. manager
- 1.2. supervisor
- 1.3. team leader
- 1.4. senior manager

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Additional information

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

Glossary**Automated checking facilities**

Facilities provided by the software in use, for example, spell checker, on-line help, sort information, etc.

Customer

These are defined as internal and external customers

Electronic communication facilities

Examples include electronic mail (email), computer generated fax, information services and text

Information system

Systems such as databases, internet, intranet, spreadsheets or word processed documents, electronic point of sales systems (EPOS), vehicle manufacturers' or your own sales processing system etc.

Transmission parameters

These are single addressee, multiple addressees, cc, bcc.

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