

The Vehicle Parts NOS has now been reviewed by expert working groups across the UK and changes/additions have been suggested. In order to see the updated draft documents click [here](#). A summary of the changes is as follows:

- All units are now relevant for new, refurbished or recycled parts. This has been added to the unit overview, scope/range and glossary sections where relevant.
- VP02 (Follow procedures and identify and report security risks within a vehicle parts environment) –
 - ‘data security’ to be included in this unit
 - New glossary entry – ‘Security risks’
- VP03 (Select and issue motor vehicle parts) –
 - New P4 added – ‘identify and take opportunities for selling associated or additional parts’
 - Opportunity for this unit to be combined with VP16, which is currently not used but gives details about how to engage with customers when selecting parts. Combined VP03 and VP16 unit drafted.
- VP04 (Receive and store motor vehicle parts) –
 - K4 and K6 are duplicates, suggest combining – see new K4.1-K4.7
- VP08 (Process payment transactions within a vehicle parts environment) –
 - ‘customer data’ added to K5
 - K11 updated as per Unit VP16 K12 – ‘acceptable methods of payment and the payment process, including customer credit checks, in line with legal requirements’
- VP09 (Stock control within a vehicle parts operation) –
 - Title amended to ‘Carry out stock control within a vehicle parts operation’
- VP10 (Participate in motor vehicle parts stocktaking activities) –
 - All references to ‘stock checking’ and stock check’ amended to ‘stocktaking and ‘stocktake’ to standardise.
- VP13 (Develop customer relationships within a vehicle parts environment) –
 - This unit is currently not used – suggest removal and redevelopment as a Core NOS.
- VP14 (Monitor and solve customer service problems within a vehicle parts environment) –
 - New K12 added from Unit VP16 K10 – ‘the importance of customer confidence and loyalty to the organisation and how you contribute towards them’
- VP15 (Support customer service improvements within a vehicle parts environment) –
 - This unit is currently not used – suggest removal and redevelopment as a Core NOS.
- VP16 (Help customers to choose motor vehicle parts products) –
 - This unit is currently not used, but suggest combining with VP03
- VP18 (Contribute to the continuous improvement of operations within a vehicle parts environment) –
 - This unit is currently not used – suggest removal and redevelopment as a Core NOS.
- VP19 (Sell vehicle parts online) –
 - New K16 added as per Unit 16 K11 – ‘the legal rights and obligations of retailers and customers’

Please let us know what you think of these changes by completing this short [questionnaire](#) which will be open until 16th December 2022.

If you would like to discuss any of these changes, or have any extra feedback regarding this review, please contact Caroline Harris on carolineh@theimi.org.uk

Vehicle Parts wider consultation text Oct22 <https://www.surveymonkey.co.uk/>

Many thanks for having your say!