

The Roadside Assistance and Vehicle Recovery NOS have 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:

- There was much discussion about duty of care and the need for a robust handover procedure. It was suggested that 'the importance of adhering to a robust, documented handover procedure' be added to all relevant units.
- All references to 'high energy' to be amended to 'alternative fuel' to be relevant for all vehicle types, not just EV.
- 'Breakdown' to refer to 'scene', 'incident' to refer to 'site' throughout relevant units.
- RR01 (Carry out roadside diagnostic activities on motor vehicles) -
  - New K9 added – 'the importance of adhering to a robust, documented handover procedure'
- RR02 (Carry out roadside rectification activities on motor vehicles) –
  - New P8.3 added – 'damage to your working environment'
  - New K9 added – 'the importance of adhering to a robust, documented handover procedure'
- RR03 (Assess and secure the roadside situation) –
  - P4 amended to 'carry out a risk assessment'
  - New P5 added – 'continue to assess the situation throughout'
  - New K7 added – 'how to carry out a dynamic risk assessment'
  - New K14 added – 'why it's important to consider how the incident/breakdown site affects the safety of other road users'
  - New K18 added – 'how to identify vehicle type, e.g. EV, LPG etc.'
  - New glossary added
- RR04 (Remove and transport light vehicles) and RR06 (Remove and transport heavy goods and public service vehicles) -
  - These two units to be combined into one unit – 'Remove and transport upright casualty vehicles' (suggest this unit is identified as RR0406 to signpost origins)
  - New K7 added – 'the importance of adhering to a robust, documented handover procedure'
  - New K23 added – 'how to identify vehicle type, e.g. EV, LPG etc.'
- RR05 (Recover Light Vehicles Using Advanced Winching Techniques) and RR07 (Recover Heavy Vehicles Using Advanced Winching Techniques) –
  - These two units to be combined into one unit – 'Recover vehicles using advanced winching techniques' (suggest this unit is identified as RR0507 to signpost origins)
  - New P4 added – 'continue to assess the situation throughout the winching operation'
  - New P7 added – 'promptly inform the relevant authorities where the condition of the vehicle presents a hazard and/or the loading manoeuvre is likely to obstruct the flow of traffic'
  - New P8 added – 'use a recovery vehicle and equipment which is suitable for the type, condition and weight of the vehicle to be transported and is suitable for the nature of the incident'
  - New K1 added – 'the legal requirements and industry codes of practice governing scene protection and winching operations'
  - New K2 added – 'the importance of wearing the appropriate PPE'

- New K7 added – ‘the limits of your authority for dealing with hazardous substances or alternative fuel vehicles’
- New K9 added – ‘the referral process for dealing with unexpected issues’
- New K18 added – ‘the types, purpose and use of relevant vehicle recovery equipment’
- New K19 added – ‘the importance of carrying out a daily check on the recovery vehicle’
- New K20 added – ‘the safe working loads for recovery equipment, axle weights and stability’
- RR08 Recover, remove and transport motorcycles) –
  - New P3 added – ‘carry out a dynamic risk assessment of the motorcycle and its location prior to commencing recovery activities’
  - New P4 added – ‘continue to assess the situation throughout the recovery and transportation process’
  - New P5 added – ‘make justifiable decisions for a course of action based upon the information gained from your initial assessment of the situation’
  - New P6 added – ‘conduct all removal and transportation activities following: legal requirements, workplace procedures, industry codes of practice, health and safety requirements, manufacturer’s operating instructions’
  - K6 – ‘specified PPE’ changed to ‘appropriate PPE’
  - New K8 added – ‘the importance of adhering to a robust, documented handover procedure’
  - New section added re Vehicle Recovery Equipment
  - New K13 – ‘how to identify high energy systems within motorcycles and how they might affect the recovery and storage process’
  - New K17 added – ‘the basic principles of manually handling and manoeuvring a motorcycle’
  - New K18 added – ‘how and when to engage the assistance of the motorcycle rider in manoeuvring the motorcycle’
- RR10 (Carry out incident management activities for motor vehicle recovery operations) –
  - NO CHANGE
- RR11 (Customer service for emergency motor vehicle operators) –
  - NO CHANGE
- RR12 (Carry out motor vehicle diagnostic testing at the roadside) –
  - New P5.2 added – ‘work in a way which minimises damage to your working environment’
  - New K7 added – ‘the hazards associated with working on or near high voltage electrical vehicle components’
  - New K8 added – ‘the importance of adhering to a robust, documented handover procedure’
- RR14 (Understand technical data, wiring diagrams and manufacturers data on motor vehicles) –
  - NO CHANGE
- RR15 (Carry out Basic Motor Vehicle Repairs at the Roadside) –
  - Overview re-worded to include mobilisation of vehicle, type of repair and time constraints.

- New P4 added – ‘ensure vehicle has been made safe prior to undertaking any activities’
- New P5 added – ‘identify where a minor repair will mobilise the vehicle’
- New P12 added – ‘ensure handover documentation is completed accurately and passed promptly to the relevant person(s)’
- New K3 added – ‘the relationship between time, costs and profitability and when recovery is the most efficient solution’
- New K9 added – ‘the hazards associated with working on or near high voltage electrical vehicle components’
- New K10 added – ‘the importance of adhering to a robust, documented handover procedure’
- New K11 added – ‘the importance of informing the customer where temporary work has been carried out’
- RR18 (Give customers at the roadside a positive impression of yourself and your organisation) –
  - NO CHANGE
- RR19 (Provide technical support and advice to colleagues working at the roadside) –
  - NO CHANGE
- RR20 (Process payment transactions at the roadside) –
  - P7 – ‘ensuring personal data is protected’ added
  - New K2 added – ‘the importance of ensuring the site is safe prior to starting the payment process’
  - New K10 added – ‘how to ensure customers' personal data is protected when processing payments’

Please let us know what you think of these changes by completing this short [questionnaire](#) which will be open until 10<sup>th</sup> February 2023.

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](mailto:carolineh@theimi.org.uk)

Many thanks for having your say!