

Overview

This **standard** is about providing assistance to customers in emergency situations including the ability to co-ordinate the post-emergency situation, including any necessary recording.

DRAFT

Performance criteria

- You must be able to:
- P1 assess the situation accurately and promptly and develop a suitable plan of action, prioritising needs
 - P2 take control in a calm, professional manner and in a way that prevents the situation escalating further
 - P3 issue prompt, clear and relevant instructions to others assisting with the situation, if necessary
 - P4 inform any relevant emergency services promptly
 - P5 refer any situations outside of your personal authority or control promptly to the correct authorities
 - P6 take suitable immediate action to minimise danger or distress to your customers who are in the immediate vicinity
 - P7 ensure your responses comply with organisational procedures and any local requirements
 - P8 minimise any inconvenience to customers and maintain customer morale and goodwill
 - P9 brief and reassure customers affected by the emergency
 - P10 make suitable arrangements for those customers unable to continue with their original plans
 - P11 give sympathetic and on-going support to those directly affected
 - P12 maintain and process full and accurate records in the required format to meet current local, legal and your organisation's requirements

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 the steps to contain the types of emergency situations
- K2 the possible courses of action available to handle the emergency situations
- K3 how to assess emergency situations and factors that must be considered in order to arrive at the most suitable course of action
- K4 the factors affecting customer morale and goodwill in emergency situations
- K5 the consequences of failure to take appropriate action in the emergency situations
- K6 where to find emergency contact numbers and the nature of the help available
- K7 why prompt help and good communications with customers, colleagues and other affected parties is so important
- K8 the role taking the correct action plays in maintaining good customer relationships and its value to your organisation
- K9 the importance of giving on-going support to those closely affected by the emergency
- K10 why different approaches may have to be used when considering the local situation and organisational policy
- K11 the types of arrangements that can be made for customers unable to continue with their plans and how to instigate these

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