



Job Role Title	Job Functions	Tasks/Responsibilities	NOS
Vehicle Parts Assistant/Operative	Work in a way which ensures compliance with legislation and work practices	Work in a way which ensures the continued tidiness of your work environment	IMICA1 - Contribute to Housekeeping in Motor Vehicle Environments
		Work in a way which ensures the safety of yourself and others	IMICA2 - Reduce risk(s) to health and safety in the motor vehicle environment
	Communicate effectively	Communicate clearly and politely with other colleagues and managers, customers, operators and suppliers	IMICA3 - Maintain Working Relationships in the Motor Vehicle Environment
	Provide professional advice and service to customers	Communicate clearly and effectively with customers using product knowledge to deliver a good service	VPO01 - Give vehicle parts operations customers a positive impression of yourself and your organisation
		Use information technology to communicate with customers	VPO12 - Communicate information electronically within a vehicle parts environment
	Fulfil customer purchasing processes, including returns and refunds	Use technical information and systems to identify and issue parts and associated parts as required. Provide reliable information to customers to help them choose and order their vehicle parts	VPO03 - Select and issue motor vehicle parts
			VPO11 - Enter and find data using information technology within a vehicle parts environment
		Accurately calculate the costs of parts and process cash, card and other forms of payment and account sales	VPO08 - Process payment transactions within a vehicle parts environment
		Use the company website to review and process parts ordered online	VPO19 - Sell vehicle parts online
		Handle returned goods, replacements and refunds	VPO06 - Process returned goods and materials in a vehicle parts environment
	Pack and deliver vehicle parts direct to customers effectively	VPO07 - Deliver motor vehicle parts to customers	
	Use inventory systems to receive, identify and analyse stock levels	Be able to check, handle and store received parts effectively in line with the organisation's procedures	VPO04 - Receive and store motor vehicle parts
		Check the stock against the inventory	VPO10 - Participate in motor vehicle parts stocktaking activities



	Contribute to the security of the vehicle parts operation	Identify and report security risks	VPO02 - Follow procedures and identify and report security risks within a vehicle parts environment
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Job Role Title	Job Functions	Tasks/Responsibilities	NOS
Vehicle Parts Advisor	Work in a way which ensures compliance with legislation and work practices	Work in a way which ensures the continued tidiness of your work environment	IMICA1 - Contribute to Housekeeping in Motor Vehicle Environments
		Work in a way which ensures the safety of yourself and others	IMICA2 - Reduce risk(s) to health and safety in the motor vehicle environment
	Communicate effectively	Communicate clearly and politely with other colleagues and managers, customers, operators and suppliers	IMICA3 - Maintain Working Relationships in the Motor Vehicle Environment
	Mentor colleagues	Support colleagues using mentoring	IMIARBG06 - Enable learning through demonstration and instruction
	Provide professional advice and service to customers	Communicate clearly and effectively with customers using product knowledge to deliver a good service Use information technology to communicate with customers	VPO01 - Give vehicle parts operations customers a positive impression of yourself and your organisation
		Solve customer service problems promptly	VPO12 - Communicate information electronically within a vehicle parts environment VPO14 - Monitor and solve customer service problems within a vehicle parts environment
	Fulfil customer purchasing processes, including returns and refunds	Use technical information and systems to identify and issue parts and associated parts as required. Provide reliable information to customers to help them choose and order their vehicle parts	VPO03 - Select and issue motor vehicle parts
		Accurately calculate the costs of parts and process cash, card and other forms of payment and account sales	VPO11 - Enter and find data using information technology within a vehicle parts environment VPO08 - Process payment transactions within a vehicle parts environment
		Identify and work with suppliers to process orders for parts that are not in stock	VPO05 - Process orders for non-stock motor vehicle parts
		Use the company website to review and process parts ordered online	VPO19 - Sell vehicle parts online
		Handle returned goods, replacements and refunds	VPO06 - Process returned goods and materials in a vehicle parts environment
		Pack and deliver vehicle parts direct to customers effectively	VPO07 - Deliver motor vehicle parts to customers



	Use inventory systems to receive, identify and analyse stock levels	Be able to check, handle and store received parts effectively in line with the organisation's procedures	VPO04 - Receive and store motor vehicle parts
		Check the stock against the inventory	VPO10 - Participate in motor vehicle parts stocktaking activities
		Analyse stock records to ensure orders are timely and accurate	VPO09 – Carry out stock control within a vehicle parts operation
	Be aware of new technologies in vehicles	Be aware of the dangers of high voltage components in electric vehicles	EV01 – Carry out non high voltage operations on, near, or with an electric vehicle
		Be aware of vehicles with ADAS systems and how parts replacement activities might affect ADAS calibration	LV20 - Carry out work on or with vehicles with Advanced Driver Assistance System components
	Contribute to the security and continuous profitability of the vehicle parts operation	Identify and report security risks	VPO02 - Follow procedures and identify and report security risks within a vehicle parts environment
		Work to maximise product sales through promotional activities	VPO17 - Maximise product sales in a vehicle parts operation
		Use customer feedback to identify and implement changes to customer service systems and support the evaluation of changes to customer service levels	VPO15 - Support customer service improvements within a vehicle parts environment

Blue = core units

Purple = uplift to higher level

Green = unit to be added/imported