
Overview

This standard is about gaining information from customers on their perceived needs, giving advice and information and agreeing a course of action, contracting for the agreed work and completing all necessary records and instructions.

Performance criteria*You must be able to*

- P1 obtain the relevant information from the customer to make an assessment of their own and perceived vehicle needs
- P2 provide customers with accurate, current and relevant advice and information on suitable vehicle inspection, repair and/or service procedures, potential courses of action, the implications of courses of action and the estimated costs
- P3 provide advice and information clearly and in a form and manner which the customer will understand
- P4 actively encourage customers to ask questions and seek clarification during your conversation.
- P5 support the accurate identification and clarification of customer and vehicle needs, by referring to vehicle data and operating procedures
- P6 agree with the customer before accepting the vehicle and record the extent and nature of the work to be undertaken, the terms and conditions of acceptance, the cost and the timescale
- P7 confirm your customer's understanding of the agreement you have made
- P8 ensure your recording systems are complete, accurate, in the format required and signed by the customer where necessary
- P9 pass all completed records to the next person in the process promptly
- P10 gain further customer approval where the contracted agreement is likely to be exceeded

Knowledge and understanding

You need to know and understand:

- K1 the relevant legal requirements of consumer legislation and the consequences of your own actions in respect of these
- K2 the different types of company and product warranties that you deal with within your organisation
- K3 the limits of your own responsibility for accepting and returning vehicles
- K4 the importance of keeping customers informed and managing their expectations
- K5 your workplace requirements for the completion of records and documentation
- K6 how to communicate effectively with, and listen to, customers
- K7 how to adapt your language when explaining technical matters to non-technical customers
- K8 how to extract the relevant information to identify and agree the motor vehicle customer needs
- K9 how to care for customers and achieve customer satisfaction
- K10 the range of options available to meet customer needs
- K11 the range and type of services offered by your organisation
- K12 the effect of non-availability of resource upon the receipt of customer vehicles and for the completion of the work
- K13 where and how to access costing and work completion time information

Scope/range

1. **Motor vehicle** could include:
 - 1.1. light vehicles
 - 1.2. heavy vehicles/commercial vehicles
 - 1.3. motorcycles
 - 1.4. lift trucks
 - 1.5. heavy vehicle trailers
 - 1.6. caravan and motorhomes

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Validity	Current
Status	Original
Originating organisation	IMI
Original URN	IMIARB8
Relevant occupations	Accident Repair Technicians; Automotive Aftermarket Electrical Enhancement Technician (Automotive); Auto-electrical Technician (Automotive); Auto and Mobile Installation Technicians; Automotive Paint Supervisor; Automotive Paint Technician; Body Builder (Automotive); Body Builder Workshop Controller (Automotive); Body Repair and Alignment Technician (Automotive); Body Repair Technician (Automotive); Caravan and Motorhome Diagnostic Technician (Automotive); Caravan and Motorhome Service Technician (Automotive); Caravans and Motorhomes Diagnostic Technician (Automotive); Caravans and Motorhomes Service Technician (Automotive); Cosmetic Refinishing Technician (Automotive); Cosmetic Senior Refinishing Technician (Automotive); Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Service Technician (Automotive); Heavy Vehicle Trailer Diagnostic Technician

(Automotive); Heavy Vehicle Trailer Fleet/Service Manager
 (Automotive); Heavy Vehicle Trailer Master Technician
 (Automotive); Heavy Vehicle Trailer Service Technician
 (Automotive); Lift Truck Service Technician (Automotive); Lift Truck
 Trailer Diagnostic Technician (Automotive); Lift Truck Trailer Master
 Technician (Automotive); Lift Truck Workshop Controller ; Light
 Vehicle Diagnostic Technician (Automotive); Light Vehicle
 Fleet/Service Manager (Automotive); Light Vehicle Master
 Technician (Automotive); Light Vehicle Service Technician
 (Automotive); Maintenance and Repair Technicians; Maintenance
 Team Technician; Maintenance Fitter; Mechanical Fitter;
 Mechanical Maintenance Technician; Mechanical Supervisor;
 Mechanical, Electrical and Trim Assistant Technician (Automotive);
 Mechanical, Electrical and Trim Technician (Automotive); Motor
 Repair and Rewind Electrician; Motor Vehicle Valeting
 (Automotive); Motorcycle Diagnostic Technician; Motorcycle
 Fleet/Service Manager (Automotive); Motorcycle Master Technician
 (Automotive); Motorcycle Service Technician; Motorsport
 Technician; PDR Senior Technician (Automotive); PDR
 Technician(Automotive); Rental and Leasing Customer Service
 Advisor (Automotive); Rental and Leasing Maintenance Advisors
 (Automotive); Rental and Leasing Technical Service Advisor
 (Automotive); Roadside Assistance Manager; Roadside Assistance
 Operator; Roadside Assistance Operators; Roadside Assistance
 Senior Operator; Roadside Assistance Senior Technician; Roadside
 Assistance Technician; Sales Executive (Automotive); Sales
 Controller (Automotive); Tyre Fitting Operations (Automotive); Tyre
 exhaust and windscreen fitters ; Vehicle Damage Assessment
 Operators; Vehicle Damage Assessor (Automotive); Vehicle Fitters;
 Vehicle Fitting Operations (Automotive); Vehicle Parts Operative;
 Vehicle Parts Operators; Vehicle Parts Supervisor; Vehicle
 Recovery Operator; Vehicle Recovery Operators; Vehicle Recovery
 Technical Operator; Vehicle Sales Operators; Vehicle Trades;
 Vehicle Valet (Automotive)

Suite

Accident Repair - Body; Accident Repair - Joining; Accident Repair - Paint; Accident Repair - SMART - Cosmetic; Accident Repair - SMART - PDR; Accident Repair - Mechanical, Electrical and Trim; Body Building; Maintenance and Repair - Caravans and Motorhomes; Maintenance and Repair – Heavy Vehicle; Maintenance and Repair - Heavy Vehicle Trailer; Maintenance and Repair - Lift Truck; Maintenance and Repair - Light Vehicle; Maintenance and Repair - Motorcycle; Auto Electrical and Mobile Electrical Installation; Roadside Assistance; Vehicle Damage Assessment Operations; Vehicle Fitting; Vehicle Parts Operations; Vehicle Recovery; Vehicle Sales v3

Key words

Identify; agree; motor; vehicle; customer; needs;