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**Overview**

This standard is about carrying out diagnostic consultations with customers to investigate their concerns relating to their vehicle. It includes making recommendations to ensure that the customer's concerns are addressed and explaining the results of diagnostic activities to enable customers to fully understand the problem(s) with their vehicle.

## Performance criteria

- You must be able to:
- P1 respond to customer's concerns in a positive and professional manner
  - P2 give a positive impression of yourself and your organisation when dealing with **customers**
  - P3 obtain sufficient, detailed **information** using suitably structured questions
  - P4 carry out a suitable functional test to obtain further detailed **information** on, or clarification of, customer's concerns, when appropriate
  - P5 provide **customers** with accurate, current and relevant **advice** and **information** on any further investigation(s) needed
  - P6 clearly explain the implications of any investigation(s) that may be needed
  - P7 give technical **advice** and **information** accurately, and in a form and manner which the customer will understand
  - P8 make clear recommendations for the next course of action
  - P9 liaise with the customer or other relevant person(s) to agree the next course of action
  - P10 make clear to **customers** the action that has been taken regarding their vehicle in a manner the customer will understand, when appropriate
  - P11 ensure your records are complete, accurate, in the format required and signed by the customer, when necessary
  - P12 suggest possible methods for improving the customer care process to your manager, when necessary

## Knowledge and understanding

You need to know and understand:

### Legislative and organisational requirements and procedures

- K1 the legislation and workplace procedures relevant to:
  - K1.1 health and safety
  - K1.2 the environment (including waste disposal)
  - K1.3 appropriate personal and vehicle protective equipment
- K2 legal requirements relating to the vehicle (including road safety requirements if relevant)
- K3 your workplace procedures for
  - K3.1 recording fault location and correction activities
  - K3.2 reporting the results of tests
  - K3.3 the referral of problems
  - K3.4 reporting delays to the completion of work
  - K3.5 gaining up to date technical **information** and repair methods
- K4 the importance of working to industry recognised diagnostic procedures and processes and obtaining the correct **information** for diagnostic activities to proceed
- K5 how to formulate and construct your own diagnostic procedures and processes in order for diagnostic activities to proceed
- K6 the importance of documenting diagnostic and rectification **information**
- K7 the importance of working to agreed timescales and keeping others informed of progress and delays
- K8 the relationship between time, costs and productivity
- K9 the importance of promptly reporting anticipated delays to the relevant person(s)

### Personal Skills

- K10 how to give straightforward presentations on technical matters
- K11 how to communicate effectively with and listen to **customers**
- K12 how to present yourself in a positive and professional manner to **customers**
- K13 how to recognise and handle different customer reactions
- K14 how to adapt your language when explaining technical matters to **customers**

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- K15 how to use effective questioning techniques
  - K16 how to care for **customers** and achieve customer satisfaction
  - K17 your organisation's requirements for personal appearance and conduct when dealing with **customers**
  - K18 how successful resolution of customer concerns and problems contributes to customer loyalty and improves relationships
  - K19 the importance of the customer care process and how to suggest possible methods for improvement

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**Scope/range**

- 1. Customers** include:
  - 1.1. operators
  - 1.2. drivers
  - 1.3. Transport Managers
  - 1.4. Service Receptionist
  - 1.5. Diagnostic Technician
  - 1.6. any other appropriate person
  
- 2. Information and advice** may be about any of the following:
  - 2.1. mechanical fault finding
  - 2.2. electrical fault finding
  - 2.3. electronic fault finding
  - 2.4. hydraulic and fluid fault finding
  - 2.5. customer handling
  - 2.6. road testing
  - 2.7. time
  - 2.8. tools
  - 2.9. equipment
  - 2.10. materials
  - 2.11. technical information

**Additional  
Information****Glossary**

*This section contains examples and explanations of some of the terms used but does not form part of the standard.*

**Alternative fuel**

This is defined as any type of fuel that may be used to power an internal combustion engine, examples would include LPG, bio ethanol etc.

**Body language**

Non-verbal communication in which physical behaviours, as opposed to words, are used to express or convey the information. Such behaviours include facial expressions, body posture, gestures, eye movement, touch and the use of space.

**Courses of action**

Examples include servicing, repair, replacement and customising vehicle features, no action, explanation of the correct operation of the vehicle and its systems.

**Customer reactions**

Examples include anger, confusion and frustration.

**Diagnostic consultation**

Examples include face to face and telephone questioning, road tests (very often these will take place with customers to identify and resolve their concerns). It also includes giving technical advice and product information and clarification of technical issues after diagnostic work has been completed.

**Positive impression**

Personal presentation and verbal/non-verbal communication and behaviour that encourages the customer to have a favourable attitude to the company and its representatives.

**Relevant person(s)**

Examples include managers, vehicle manufacturer and original equipment manufacturers.

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**Suitably structured questions**

Questions which follow a logical and systematic approach to diagnosis and problem solving.

**Vehicles**

Light vehicles, heavy goods and public service vehicles, motorcycles, heavy vehicle trailers and lift trucks, to include SI, CI, Hybrid, Electric or alternative fuel vehicles.

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<b>Developed by</b>	IMI
<b>Version number</b>	1
<b>Date approved</b>	31 March 2025
<b>Indicative review date</b>	31 March 2028
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	IMI Ltd
<b>Original URN</b>	LV18, HV18, HVT18, LT018
<b>Relevant occupations</b>	Engineering; Vehicle Trades; Light Vehicle Diagnostic Technician (Automotive); Light Vehicle Master Technician (Automotive); Light Vehicle Fleet/Service Manager (Automotive)
<b>Suite</b>	Core Automotive
<b>Key words</b>	conduct diagnostic consultation customer automotive environment