

IMIVDA01

Establish and record motor vehicle customer and customer needs



Overview

This unit is about establishing who the customer or customers are within the vehicle damage assessment process, accurately identifying the customer needs and observing customer requests.

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Performance criteria

You must be able to:

- P1 correctly identify and record work provider
- P2 correctly confirm and record owner information
- P3 correctly confirm and record work provider information
- P4 establish and record all customer service requirements
- P5 establish and record cause and circumstances of damage
- P6 establish and record current vehicle status (mobility)
- P7 correctly record any direct costs applicable (eg excess, VAT, potential betterment etc)

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Knowledge and understanding

You need to know and understand:

Legislative and organisation requirements and procedures

- K1 the legal obligation placed on a repairer who repairs damaged vehicles
- K2 the legal requirements relating to the vehicle (including road safety requirements)
- K3 the health and safety legislation and workplace procedures relevant to workshop practices, personal and vehicle protection
- K4 the health and safety risks associated with safety restraint systems
- K5 the health and safety risks associated with safety restraint systems and other systems inside and outside a vehicle which may have become damaged and consequently pose a risk
- K6 how to complete records conforming to workplace requirements specifically associated with the vehicle appraising function and the importance of doing so
- K7 the health and safety risks associated with the use of ICT equipment
- K8 knowledge and understanding of contractual, policy and procedural obligations and processes between the employer, work provider and customer
- K9 understanding of Association of British Insurers code of practice in relation to salvage categorisations
- K10 have commercial understanding of your actions on your companies performance and profitability

Equipment

- K11 how to use and maintain **equipment** used for the purpose of appraising and estimating

Appraising damage

- K12 collation of information to determine the extent of the damage and inquire how the vehicle became damaged
- K13 gathering preliminary information and data on the vehicle relating to specifications
- K14 full understanding of vehicle construction, specification, options and additions
- K15 repair methods and procedures required to repair a damaged vehicle
- K16 when to repair and when to replace damaged vehicle components taking into account the economical, environmental and safety issues
- K17 how to look for further hidden or secondary damage
- K18 a full understanding of the vehicle damage appraisal process
- K19 how to source technical information and data relative to the vehicle being appraised eg from the manufacturer, Thatcham, etc
- K20 ensure all necessary information relating to repair is recorded

Repair Methodology

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- K21 how to interpret repair and methods data from the vehicle Manufacturers, Thatcham or other suitable organisations to ascertain the safe and appropriate repair process
- K22 how to prepare a repair specification based on the safe and appropriate repair process
 - K22.1 how to list all the parts which are damaged and require replacing
 - K22.2 how to list all the remove and refit operations to gain access
 - K22.3 how to replace or repair damaged panels
 - K22.4 how to repaint repaired or replaced panel and other trim items
- K23 any other functions that must be performed to reinstate the vehicle to the manufacturers specifications and its pre-damage condition

Establishing the costs for undertaking the repair process

- K24 how to refer to the chosen system to arrive at the time and cost required to carry out the repair specification
- K25 to understand where there are overlap times
- K26 how to determine opinion times for those items which are not listed
- K27 how to set up electronic estimating system to reflect agreement with work providers on rates, paint and materials calculation etc

Imaging

- K28 how to use the appropriate photographic equipment and take the necessary photographs to substantiate the extent of the damage and the repairs required
- K29 using imaging to confirm the vehicle identity
- K30 how to send these images through an electronic system so that they communicate the extent of the damage and the repair required
- K31 the importance of saving those images for future reference

Negotiating

- K32 how to agree repair methodology and negotiate opinion times within the level of responsibility

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Additional Information

Scope/range
related to
performance
criteria

1. **Equipment**
 - 1.1. Recording documentation
 - 1.2. Notification details
2. **Appraisal methods** are:
 - 2.1. visual
 - 2.2. aural
 - 2.3. measuring

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