

## IMIVDA03

Appraising motor vehicle damage and establishing correct repair method and estimating cost



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### Overview

This unit is about carrying out a vehicle establishing and correctly recording the vehicle data using vehicle identification and inspection.

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#### Performance criteria

*You must be able to:*

- P1 accurately record the direction of impact, point of impact and severity of impact on the accident damaged vehicle
- P2 evaluate and confirm that recorded actual damage matches incident circumstances
- P3 evaluate, establish and record safe and appropriate repair methods
- P4 carry out a check on operation and condition of front and rear seat belts  
Check correct operation of front seat (when rear, or side impact if near B or C post, has occur)
- P5 identify and record those components to be renewed and those to be removed and refitted Establish appropriate blend panels
- P6 establish and record the components requiring repair and those requiring refinishing processes
- P7 record any jig operations that will be necessary as part of the repair process including (where necessary):
  - P8 jig mount
  - P9 jig measure (if required and if universal jig is used)
  - P10 pulling operations
- P11 identify and record any geometry tests, air conditioning operations, and any specialist operations required
- P12 identify and record quality checks
- P13 calculate the repair cost using the appropriate published materials within the following parameters:
  - P14 labour hours within 15% of benchmark estimate
  - P15 parts costs within 15% of benchmark estimate
  - P16 paint costs within 15% of benchmark estimate
- P17 estimate and specify acceptable panel repair times for the repair process
- P18 review the system generated assessment and check accuracy
- P19 categorise vehicle salvage to ABI guidelines
- P20 ensure appropriate care of the vehicle is taken throughout the vehicle damage assessment

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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

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appraised eg from the manufacturer, Thatcham, etc

K20 ensure all necessary information relating to repair is recorded

#### **Repair Methodology**

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

K23 how to list all the parts which are damaged and require replacing

K24 how to list all the remove and refit operations to gain access

K25 how to replace or repair damaged panels

K26 how to repaint repaired or replaced panel and other trim items

K27 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**

K28 how to refer to the chosen system to arrive at the time and cost required to carry out the repair specification

K29 to understand where there are overlap times

K30 how to determine opinion times for those items which are not listed

K31 how to set up electronic estimating system to reflect agreement with work providers on rates, paint and materials calculation etc

#### **Imaging**

K32 how to use the appropriate photographic equipment and take the necessary photographs to substantiate the extent of the damage and the repairs required

K33 using imaging to confirm the vehicle identity

K34 how to send these images through an electronic system so that they communicate the extent of the damage and the repair required

K35 the importance of saving those images for future reference

#### **Negotiating**

K36 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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