
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. **It also includes recording the damage and confirming it results from the incident under review.**

DRAFT

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 and whether it aligns with the damage resulting from the incident under review
- P6. establish and record current vehicle status (e.g. mobility and roadworthiness)
- P7. correctly record any direct costs applicable (e.g. excess, VAT, potential betterment, mobility etc.)

DRAFT

Knowledge and understanding

You need to know and understand:

Organisational requirements and procedures

- K1 contractual, policy and procedural obligations and processes between the employer, work provider and customer
- K2 the Association of British Insurers code of practice in relation to salvage categorisations
- K3 how to use organisation's systems to create records for vehicle assessment and repair
- K4 how to find, interpret and use sources of information to enable a customer needs record to be established
- K5 all the information to be included in a customer needs record
- K6 the costs to be considered when creating a vehicle customer record
- K7 the difference between a fault and non-fault claim and how this affects the vehicle damage assessment
- K8 how to collate information to record the extent of the damage and inquire how the damage was caused
- K9 how to look for further or hidden damage relating to the incident
- K10 how to determine whether the damage presented aligns with the incident circumstances as reported
- K11 how to check the vehicle's status (mobility)
- K12 the importance of ensuring your records are accurate and complete and the implications of not doing so

Imaging

- K13 how to use the appropriate photographic equipment and take the necessary photographs to substantiate the extent of the damage and the repairs required
- K14 how to use imaging to confirm the vehicle identity
- K15 how to send these images through an electronic system so that they communicate the extent of the damage and the repair required
- K16 the importance of saving those images for future reference

Scope/range

1. Equipment

- 1.1. Recording documentation
- 1.2. Notification details
- 1.3. Imaging equipment

DRAFT

**Additional
Information****Glossary**

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

Customer

This could be the owner of the vehicle, the insurance company or a third party handling agent

DRAFT

Developed by IMI

Version number 2

Date approved March 2026

Indicative review date March 2031

Validity Current

Status Original

Originating organisation IMI

Original URN IMIVDA01

Relevant occupations Vehicle Damage Assessor; Motor Engineer Assessor

Suite Vehicle Damage Assessment Operations

Key words Establish Record Motor Vehicle Customer Needs
