
Overview

This unit is about carrying out an appraisal of vehicle damage, establishing the safe and appropriate repair method and estimating the cost of repair. It is also about determining when replacement of a component or panel is more economical than a repair.

Note: This may be carried out in the presence of the vehicle or via imaging.

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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:
 - P4.1. front and rear seat belts
 - P4.2. front seat (when rear, or side impact if near B or C post, has occurred)
- 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):
 - P7.1. jig mount
 - P7.2. jig measure (if required and if universal jig is used)
 - P7.3. pulling operations
- P8. identify and record any geometry **checks**, air conditioning operations, and any specialist operations required
- P9. identify and record quality checks
- P10. calculate the repair cost using the appropriate published materials **to include**:
 - P10.1. labour hours
 - P10.2. parts costs
 - P10.3. paint costs
- P11. estimate and specify **realistic** panel repair times for the repair process
- P12. review the system generated assessment and check accuracy
- P13. categorise vehicle salvage to ABI guidelines
- P14. ensure appropriate care of the vehicle is taken throughout the vehicle damage assessment

Knowledge and understanding

You need to know and understand:

Legislative and organisational 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 contractual, policy and procedural obligations and processes between the employer, work provider and customer
- K9 the Association of British Insurers code of practice in relation to salvage categorisations
- K10 the effects of your actions on your organisation's performance and profitability

Equipment

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

Appraising damage

- K12 how to collate information to record the extent of the damage and inquire how the damage was caused
- K13 how to collect preliminary information and data on the vehicle relating to specifications
- K14 vehicle construction, specification, options and additions
- K15 all 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 the vehicle damage appraisal process
- K19 how to source technical information and data relative to the vehicle being appraised e.g. 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 manufacturer's 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 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 how to use 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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Scope/range

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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**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.

Vehicles:

These can be light vehicles or commercial vehicles. In addition, they may be SI, CI, Hybrid, Electric or Alternative fuel vehicles.

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