

Overview

This standard is about creating a customer record, 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 aligns with the incident under review.

Performance criteria

You must be able to:

- P1. identify and record work provider source
- P2. confirm and record vehicle owner information
- P3. confirm and record work provider information
- P4. establish and record all customer service requirements
- P5. establish and record the cause and circumstances of the damage
- P6. determine whether the damage to the vehicle aligns with what would be expected when compared to the details of the incident
- P7. use photographic equipment to accurately record damage to vehicle and illustrate how the damage aligns to the incident recorded
- P8. establish and record current vehicle status, including mobility and roadworthiness
- P9. record any direct costs applicable

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

K1 contractual, policy and procedural obligations and processes between the repair organisation, 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 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 the information required to record the extent of the damage and inquire how the damage was caused

K9 techniques to identify further or hidden damage relating to the incident

K10 how to determine whether the damage presented aligns with the incident circumstances as reported

K11 procedures for checking the vehicle's status (mobility)

K12 the importance of ensuring your records are accurate and complete

K13 the implications of having inaccurate or incomplete records

Imaging

K14 how to operate photographic equipment to substantiate damage and the repairs required

K15 how to use imaging to confirm and record the vehicle identity

K16 methods for transmitting images through electronic systems to communicate the extent of the damage and the repair requirements

K17 the importance of storing these images for future reference

Scope/range

1. **Equipment is:**
 - 1.1. recording documentation
 - 1.2. notification details
 - 1.3. imaging equipment

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

Direct costs

To include insurance policy excess, VAT, potential betterment, mobility etc.

Work provider

The person or organisation requesting the damage assessment report be completed

IMIVDA01



Create customer records for vehicle damage assessments

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