

Overview

This standard is about carrying out the appraisal of damage to vehicles, establishing safe and appropriate repair methods and estimating the costs of repairs. It is also about determining when replacement of a component or panel is more economical than repair.

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

Performance criteria

You must be able to:

- P1. record the direction of impact, point of impact and severity of impact on accident damaged vehicles
- P2. verify that recorded damage matches incident circumstances
- P3. evaluate, establish and record safe and appropriate repair methods
- P4. identify and record those components to be renewed and those to be removed and refitted including which body panels must be replaced and which can be repaired and blended
- P5. establish and record the components requiring repair and those requiring refinishing processes
- P6. specify necessary jig operations required for the repair process
- P7. identify and record any geometry checks, air conditioning operations, and any specialist operations required
- P8. identify and record quality checks
- P9. use published materials to calculate total repair costs
- P10. estimate and specify realistic panel repair times for the repair process
- P11. review the system generated assessment and check accuracy
- P12. categorise vehicle salvage to ABI guidelines
- P13. protect vehicles throughout the assessment process to prevent secondary damage

Carry out vehicle damage assessments

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 the vehicle being assessed 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
- K7 contractual, policy and procedural obligations and processes between the employer, work provider and customer
- K8 the Association of British Insurers code of practice in relation to salvage categorisations
- K9 How work activities contribute to the achievement of organisational performance and profit targets

Equipment

- K10 how to use and maintain equipment used for the purpose of appraising and estimating

Appraising damage

- K11 how to collate information to record the extent of the damage and inquire how the damage was caused
- K12 how to collect preliminary information and data on the vehicle being assessed relating to specifications
- K13 vehicle construction, specification, options and additions
- K14 the repair methods and procedures required to repair damaged vehicles
- K15 when to repair and when to replace damaged vehicle components taking into account the economical, environmental and safety issues

Carry out vehicle damage assessments

K16 how to look for further hidden or secondary damage K18 the vehicle damage appraisal process

K17 how to source technical information and data relative to the vehicle being appraised e.g. from the manufacturer, Thatcham, etc

K18 ensure all necessary information relating to repair is recorded

Repair Methodology

K19 how to interpret repair and methods data from the vehicle Manufacturers, Thatcham or other suitable organisations to ascertain the safe and appropriate repair process

K20 how to prepare a repair specification based on the safe and appropriate repair process

K21 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

K22 how to replace or repair damaged panels

K23 how to repaint repaired or replaced panel and other trim items

K24 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

K25 how to refer to the chosen system to arrive at the time and cost required to carry out the repair specification

K26 where there are overlap times

K27 how to determine opinion times for those items which are not listed

K28 how to set up electronic estimating system to reflect agreement with work providers on rates, paint and materials calculation etc

Imaging

K29 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

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

Carry out vehicle damage assessments

Scope/range

1. **Equipment is:**
 - 1.1. Recording documentation
 - 1.2. Notification details

2. **Appraisal methods are:**
 - 2.1. sensory
 - 2.2. measuring

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.

Jig operations

To include jig mount, jig measure (if required and if universal jig is used) and pulling operations

Total repair costs

To include labour costs (hours), parts and paint costs.

Vehicles

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

IMIVDA03



Carry out vehicle damage assessments

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