



INSTITUTE
OF THE MOTOR
INDUSTRY

IMI QUALIFICATION



VCQ Assessment Record

For

IMI Level 2 Diploma in Caravan and Motorhome Maintenance and Repair (VCQ)

I.D: 600/5952/7

To be read with Learner Guidance and Written Assessments.

For assessor use only: Assessor Verifier Guidance



CENTRE INFORMATION

Please be aware that any **legislation** referred to in this qualification may be subject to amendment/s during the life of this qualification. Therefore IMI Approved Centres must ensure they are aware of and comply with any amendments, e.g. to health and safety legislation and employment practices.

Please be aware that **vehicle technologies** referred to in this qualification reflect current practice, but may be subject to amendment/s, updates and replacements during the life of this qualification. Therefore IMI Approved Centres must ensure they are aware of the latest developments and emerging technologies to ensure the currency of this qualification.

Please note: the relevance of the information contained in the **unit content** will vary depending upon the vehicle types being worked upon. The unit content is for guidance only and is not meant to be prescriptive.

© 2015 IMI

All rights reserved. No part of this publication may be reproduced, stored in retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of IMI

Requests should be made in writing and addressed to:
Institute of the Motor Industry (IMI)
Fanshaws, Brickendon, Hertford SG13 8PQ



CONTACT SHEET

Learner Name:	
Learner Registration No:	
Learner Address:	
Learner Tel No:	
Learner Email:	
Employer Contact:	
Employer Name & Address:	
Employer Tel No:	

Please complete as appropriate:	
Witness Name:	Witness Name:
Witness Job Title:	Witness Job Title:
Witness Signature:	Witness Signature:
Witness Name:	Witness Name:
Witness Job Title:	Witness Job Title:
Witness Signature:	Witness Signature:
Assessor Name:	Assessor Name:
Assessor Signature:	Assessor Signature:
Assessor Name:	
Assessor Signature:	
Internal Verifier Name:	Internal Verifier Name:
Internal Verifier Signature:	Internal Verifier Signature:



IMI Level 2 Diploma in Caravan and Motorhome Maintenance and Repair (VCQ)

QCA I.D.: 600/5952/7

This qualification consists of 4 mandatory units, 8 mandatory specialist units and 4 optional units.

All units are either Competency (C), or Knowledge (K) Units. The C and K units are combined to form a topic 'set'

In order to pass the qualification, learners must achieve a minimum of 61 credits from the following groups:

Group A: 18 credits from the Mandatory Units.

Group B: 36 credits from the Mandatory Specialist Units

Group C: 7 credits from the Optional Units (achieving 1 out of the 2 groups available (e.g. option 1 or 2)

A minimum of 61 credits must be achieved in total, at or above Level 2, ensuring all components (both Knowledge and Competence) are achieved.

The min GLH is 352, max GLH is 405.

Please note that every knowledge unit has an online test and the test number is the same as the 'set ref'

Group A: Mandatory Units

Unit Ref:	Unit Title and ID Number	GLH	Unit Level	Credit Value	Assessments			
					C	W	P	T
G0102	G0102C - Competency in Health, Safety and Good Housekeeping in the Automotive Environment (A/601/6338)	60	2	7				
	G0102K - Knowledge of Health, Safety and Good Housekeeping in the Automotive Environment (D/601/6171)	30	2	3		M		M
G3	G3C - Competency in Supporting Job Roles in the Automotive Work Environment (K/601/6366)	40	3	5				
	G3K - Knowledge of Support For Job Roles in the Automotive Work Environment (T/601/6175)	20	3	3		M		M



Group B: Mandatory Specialist Units

Unit Ref:	Unit Title and ID Number	GLH	Unit Level	Credit Value	Assessments			
					C	W	P	T
C001	C001C - Competence in Carrying Out Routine Caravan and Motorhome Maintenance (T/503/6769)	12	2	7				
	C001K - Knowledge of Carrying Out Routine Caravan and Motorhome Maintenance (M/503/6768)	36	2	4		M		M
C003	C003C - Competence in Removing and Replacing Caravan and Motorhome Electrical (12v and 230v) Auxiliary Units and Components (A/503/6773)	12	2	7				
	C003K - Knowledge of Removing and Replacing Caravan and Motorhome Electrical (12v and 230v) Auxiliary Units and Components (T/503/6772)	46	2	5		M		M
C004	C004C - Competence in Removing and Replacing Caravan Chassis and Running Gear Components (J/503/6775)	8	2	4				
	C004K - Knowledge of Removing and Replacing Caravan Chassis and Running Gear Components (F/503/6774)	26	2	3		M		M
C005	C005C - Competence in Conducting Customer Caravan and Motorhome Arrival and Departure Inspections (R/503/6777)	8	2	3				
	C005K - Knowledge of Conducting Customer Caravan and Motorhome Arrival and Departure Inspections (L/503/6776)	22	2	3		M		M

Group C: Optional Units

Unit Ref:	Unit Title and ID Number	GLH	Unit Level	Credit Value	Assessments			
					C	W	P	T
Group 1								
G8	G8C - Competency in Identifying and Agreeing Motor Vehicle Customer Service Needs (K/601/6383)	40	3	5				
	G8K - Knowledge of how to Identify and Agree Motor Vehicle Customer Service Needs (R/601/6247)	45	3	5		M		M
Group 2								
C002	C002C - Competence in Carrying Out Non-Structural Minor Internal and External Caravan and Motorhome Repairs (M/503/6771)	8	2	4				
	C002K - Knowledge of Carrying Out Non-Structural Minor Internal and External Caravan and Motorhome Repairs (K/503/6770)	24	2	3		M		M



Learner Name:

UNIT REF: G0102C	UNIT TITLE: COMPETENCY IN HEALTH, SAFETY AND GOOD HOUSEKEEPING IN THE AUTOMOTIVE ENVIRONMENT
-------------------------	---

Level: 2	Route: Competence	Credit Value: 7	GLH: 60
-----------------	--------------------------	------------------------	----------------

Mapping: This unit is mapped to the IMI NOS G1 and G2

Rationale: This unit will enable the learner to develop competency in order to carry out day to day work area cleaning, clearing away, dealing with spillages and disposal of waste, used materials and debris. Identify hazards and risks in the automotive environment and complying with relevant legislation and good practice and work safely at all times within the automotive environment, both as an individual and with others.

LEARNING OUTCOMES	ASSESSMENT CRITERIA	Ref No	Date
The Learner will:	The Learner can:		
1. Be able to use correct personal and vehicle protection within the automotive environment	1.1. Select and use personal protective equipment throughout activities. To include appropriate protection of: <ul style="list-style-type: none"> a eyes b ears c head d skin e feet f hands g lungs 1.2. Select and use vehicle protective equipment throughout all activities.		
2. Be able to carry out effective housekeeping practices in the automotive environment	2.1. Select and use cleaning equipment which is of the right type and suitable for the task. 2.2. Use utilities and appropriate consumables, avoiding waste 2.3. Use materials and equipment to carry out cleaning and maintenance duties in allocated work areas, following automotive work environment policies, schedules and manufacturer's instructions 2.4. Perform housekeeping activities safely and in a way which minimizes inconvenience to customers and staff. 2.5. Keep the work area clean and free from debris and waste materials. 2.6. Keep tools and equipment fit for purpose by regular cleaning and keeping tidy 2.7. Dispose of used cleaning agents, waste materials and debris to comply with legal and workplace requirements.		



Learner Name:

3. Be able to recognise and deal with dangers in order to work safely within the automotive workplace	3.1. Name and locate the responsible persons for health and safety in their relevant workplace 3.2. Identify and report working practices and hazards which could be harmful to themselves or others 3.3. Carry out safe working practices whilst working with equipment, materials and products in the automotive environment 3.4. Rectify health and safety risks encountered at work, within the scope and capability of their job role		
4. Be able to conduct themselves responsibly	4.1. Show personal conduct in the workplace which does not endanger the health and safety of themselves or others 4.2. Display suitable personal presentation at work which ensures the health and safety of themselves and others at work		



Learner Name:

EVIDENCE REQUIREMENTS G0102C

1. You must produce evidence of use of personal and vehicle protection, cleaning the work environment and disposal of waste on three separate occasions.	Evidence Ref:	
2. You must be observed by your assessor on at least 1 occasion carrying out the above.	Observation Ref:	
3. You must produce evidence of identifying risks which may result from at least two of the items listed below:	Evidence Ref:	
the use and maintenance of machinery or equipment		
the use of materials or substances		
working practices which do not conform to laid down policies		
unsafe behaviour		
accidental breakages and spillages		
environmental factors		
4. You must be observed by your assessor on at least 1 occasion carrying out the above.	Observation Ref	
5. You must produce evidence of following at least four of the workplace policies listed below:	Evidence Ref	
the use of safe working methods and equipment		
the safe use of hazardous substances		
smoking, eating, drinking and drugs		
what to do in the event of an emergency		
6. You must be observed by your assessor following workplace policies on at least one occasion	Observation Ref	

ASSESSOR SIGNATURE:	PIN NO:	DATE:
----------------------------	----------------	--------------



Learner Name:

UNIT REF: G0102K	UNIT TITLE: KNOWLEDGE OF HEALTH, SAFETY AND GOOD HOUSEKEEPING IN THE AUTOMOTIVE ENVIRONMENT
-------------------------	--

Level: 2	Route: Knowledge	Credit Value: 3	GLH: 30
-----------------	-------------------------	------------------------	----------------

Mapping: This unit is mapped to the IMI NOS G1 and G2

Rationale: This unit enables the learner to develop an understanding of routine maintenance and cleaning of the automotive environment and using resources economically and health and safety legislation and duties of everyone in the motor vehicle environment. It will provide an appreciation of significant risks in the automotive environment and how to identify and deal with them. Once completed the learner will be able to identify hazards and evaluate and reduce risk.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand the correct personal and vehicle protective equipment to be used within the automotive environment	1.1. Explain the importance of wearing the types of PPE required for a range automotive repair activities 1.2. Identify vehicle protective equipment for a range of repair activities 1.3. Describe vehicle and personal safety considerations when working at the roadside
2. Understand effective housekeeping practices in the automotive environment	2.1. Describe why the automotive environment should be properly cleaned and maintained. 2.2. Describe requirements and systems which may be put in place to ensure a clean automotive environment. 2.3. Describe how to minimise waste when using utilities and consumables 2.4. State the procedures and precautions necessary when cleaning and maintaining an automotive environment. 2.5. Describe the selection and use of cleaning equipment when dealing with general cleaning, spillages and leaks in the automotive environment. 2.6. Describe procedures for correct disposal of waste materials from an automotive environment 2.7. Describe procedures for starting and ending the working day which ensure effective housekeeping practices are followed



<p>3. Understand key health and safety requirements relevant to the automotive environment</p>	<p>3.1. List the main legislation relating to automotive environment health and safety.</p> <p>3.2. Describe the general legal duties of employers and employees required by current health and safety legislation</p> <p>3.3. Describe key, current health and safety requirements relating to the automotive environment.</p> <p>3.4. Describe why workplace policies and procedures relating to health and safety are important</p>
<p>4. Understand about hazards and potential risks relevant to the automotive environment</p>	<p>4.1. Identify key hazards and risks in an automotive environment</p> <p>4.2. Describe policies and procedures for reporting hazards, risks, health and safety matters in the automotive environment.</p> <p>4.3. State precautions and procedures which need to be taken when working with vehicles, associated materials, tools and equipment.</p> <p>4.4. Identify fire extinguishers in common use and which types of fire they should be used on</p> <p>4.5. Identify key warning signs and their characteristics that are found in the vehicle repair environment.</p> <p>4.6. State the meaning of common product warning labels used in an automotive environment.</p>
<p>5. Understand personal responsibilities</p>	<p>5.1. Explain the importance of personal conduct in maintaining the health and safety of the individual and others</p> <p>5.2. Explain the importance of personal presentation in maintaining health safety and welfare</p>



Content:

Economic use of resources

- a. Consumable materials e.g. grease, oils, split pins, locking and fastening devices etc.

Requirement to maintain work area effectively

- a. Cleaning tools and equipment to maximise workplace efficiency.
- b. Requirement to carry out the housekeeping activities safely and in a way that minimises inconvenience to customers and staff.
- c. Risks involved when using solvents and detergents.
- d. Advantages of good housekeeping.

Spillages, leaks and waste materials

- a. Relevance of safe systems of work to the storage and disposal of waste materials.
- b. Requirement to store and dispose of waste, used materials and debris correctly.
- c. Safe disposal of special / hazardous waste materials.
- d. Advantages of recycling waste materials.
- e. Dealing with spillages and leaks

Basic legislative requirements

- a. Provision and Use of Work Equipment Regulations 1992.
- b. Power Presses Regulations 1992.
- c. Pressure Systems and Transportable Gas Containers Regulations 1989.
- d. Electricity at Work Regulations 1989.
- e. Noise at Work Regulations 1989.
- f. Manual Handling Operations Regulations 1992.
- g. Health and Safety (Display Screen Equipment) Regulations 1992.
- h. Abrasive Wheel Regulations.
- i. Safe Working Loads.
- j. Working at Height Regulations (2005)

Routine maintenance of the workplace

- a. Trainee's personal responsibilities and limits of their authority with regard to work equipment.
- b. Risk assessment of the workplace activities and work equipment.
- c. Workplace person responsible for training and maintenance of workplace equipment.
- d. When and why safety equipment must be used.
- e. Location of safety equipment.
- f. Particular hazards associated with their work area and equipment.
- g. Prohibited areas.
- h. Plant and machinery that trainees must not use or operate.
- i. Why and how faults on unsafe equipment should be reported.
- j. Storing tools, equipment and products safely and appropriately.
- k. Using the correct PPE.
- l. Following manufacturer's recommendations.
- m. Location of routine maintenance information e.g. electrical safety check log.

Legislation relevant to Health and Safety

- a. HASAWA
- b. COSHH
- c. EPA
- d. Manual Handling Operations Regulations 1992
- e. PPE Regulations 1992



Content: Contd

General regulations to include an awareness of:

- a Health and Safety (Display Screen Equipment) Regulations 1992
- b Health and Safety (First Aid) Regulations 1981
- c Health and Safety (Safety Signs and Signals) Regulations 1996
- d Health and Safety (Consultation with Employees) Regulations 1996
- e Employers Liability (Compulsory Insurance) Act 1969 and Regulations 1998
- f Confined Spaces Regulations 1997
- g Noise at Work Regulations 1989
- h Electricity at Work Regulations 1989
- i Electricity (Safety) Regulations 1994
- j Fire Precautions Act 1971
- k Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985
- l Pressure Systems Safety Regulations 2000
- m Waste Management 1991
- n Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002
- o Control of Asbestos at Work Regulations 2002

Legislative duties:

- a. The purpose of a Health and Safety Policy.
- b. The relevance of the Health and Safety Executive.
- c. The relevance of an initial induction to Health and Safety requirements at your workplace.
- d. General employee responsibilities under the HASAWA and the consequences of non-compliance.
- e. General employer responsibilities under the HASAWA and the consequences of non-compliance.
- f. The limits of authority with regard to Health and Safety within a personal job role.
- g. Workplace procedure to be followed to report Health and Safety matters.

Precautions to be taken when working with vehicles, workshop materials, tools and equipment including electrical safety, pneumatics and hydraulics

- a. Accessing and interpreting safety information
- b. Seeking advice when needed
- c. Seeking assistance when required
- d. Reporting of unsafe equipment
- e. Storing tools, equipment and products safely and appropriately
- f. Using the correct PPE
- g. Following manufacturers recommendations
- h. Following application procedures e.g. hazardous substances
- i. The correct selection and use of extraction equipment

Content: Contd**PPE to include:**

- a. Typical maintenance procedures for PPE equipment to include:
 - i. typical maintenance log
 - ii. cleaning procedures
 - iii. filter maintenance
 - iv. variation in glove types
 - v. air quality checks
- b. Choice and fitting procedures for masks and air breathing equipment.
- c. Typical workplace processes which would require the use of PPE to include:
 - i. welding
 - ii. sanding and grinding
 - iii. filling
 - iv. panel removal and replacement
 - v. drilling
 - vi. cutting
 - vii. chiselling
 - viii. removal of broken glass
 - ix. removal of rubber seals from fire damaged vehicles
 - x. removal of hypodermic needles
 - xi. servicing activities
 - xii. roadside recovery
- d. Unserviceable PPE.
- e. PPE required for a range automotive repair activities. To include appropriate protection of:
 - i. eyes
 - ii. ears
 - iii. head
 - iv. skin
 - v. feet
 - vi. hands
 - vii. lungs

Fire and extinguishers

- a. Classification of fire types
- b. Using a fire extinguisher effectively.
- c. Types of Extinguishers
 - i. foam
 - ii. dry powder
 - iii. CO2
 - iv. water
 - v. fire blanket

Action to be taken in the event of a fire to include:

- a. The procedure as:
 - i. raise the alarm
 - ii. fight fire only if appropriate
 - iii. evacuate building
 - iv. call for assistance

Product warning labels to include:

- a. Reasons for placing warning labels on containers.
- b. Warning labels in common use, to include:
 - i. toxic
 - ii. corrosive
 - iii. poisonous
 - iv. harmful
 - v. irritant
 - vi. flammable
 - vii. explosive

Content: contd**Warning signs and notices**

- a. Colours used for warning signs:
 - i. red
 - ii. blue
 - iii. green
- b. Shapes and meaning of warning signs:
 - i. round
 - ii. triangular
 - iii. square
- c. The meaning of prohibitive warning signs in common use.
- d. The meaning of mandatory warning signs in common use.
- e. The meaning of warning notices in common use.
- f. General design of safe place warning signs.

Hazards and risks to include:

- a. The difference between a risk and a hazard.
- b. Potential risks resulting from:
 - i. the use and maintenance of machinery or equipment
 - ii. the use of materials or substances
 - iii. accidental breakages and spillages
 - iv. unsafe behaviour
 - v. working practices that do not conform to laid down policies
 - vi. environmental factors
 - vii. personal presentation
 - viii. unauthorised personal, customers, contractors etc entering your work premises
 - ix. working by the roadside
 - x. vehicle recovery
- c. The employee's responsibilities in identifying and reporting risks within their working environment.
- d. The method of reporting risks that are outside your limits of authority.
- e. Potential causes of:
 - i. fire
 - ii. explosion
 - iii. noise
 - iv. harmful fumes
 - v. slips
 - vi. trips
 - vii. falling objects
 - viii. accidents whilst dealing with broken down vehicles

Personal responsibilities

- a. The purpose of workplace policies and procedures on:
 - i. the use of safe working methods and equipment
 - ii. the safe use of hazardous substances
 - iii. smoking, eating, drinking and drugs
 - iv. emergency procedures
 - v. personal appearance
- b. The importance of personal appearance in the control of health and safety.



Content: contd

Action to be taken in the event of colleagues suffering accidents

- a. The typical sequence of events following the discovery of an accident such as:
 - i. make the area safe
 - ii. remove hazards if appropriate i.e. switch off power
 - iii. administer minor first aid
 - iv. take appropriate action to re-assure the injured party
 - v. raise the alarm
 - vi. get help
 - vii. report on the accident

- b. Typical examples of first aid which can be administered by persons at the scene of an accident:
 - i. check for consciousness
 - ii. stem bleeding
 - iii. keep the injured person's airways free
 - iv. place in the recovery position if injured person is unconscious
 - v. issue plasters for minor cuts
 - vi. action to prevent shock i.e. keep the injured party warm
 - vii. administer water for minor burns or chemical injuries
 - viii. wash eyes with water to remove dust or ingress of chemicals (battery acid)
 - ix. need to seek professional help for serious injuries

- c. Examples of bad practice which may result in further injury such as:
 - i. moving the injured party
 - ii. removing foreign objects from wounds or eyes
 - iii. inducing vomiting
 - iv. straightening deformed limbs



Learner Name:

UNIT REF: G3C	UNIT TITLE: COMPETENCY IN SUPPORTING JOB ROLES IN THE AUTOMOTIVE WORK ENVIRONMENT
----------------------	--

Level: 3	Route: Competence	Credit Value: 5	GLH: 40
----------	-------------------	-----------------	---------

Mapping: This unit is mapped to the IMI NOS G3

Rationale: This unit will help the learner develop competency in order to keep good working relationships with all colleagues and customers in the automotive work environment by using effective communication and support.

LEARNING OUTCOMES	ASSESSMENT CRITERIA	Ref No	Date
The Learner will:	The Learner can:		
1. Be able to work effectively within the organisational structure of the automotive work environment	1.1. Respond promptly and willingly to requests for assistance from customers and colleagues 1.2. Refer customers and colleagues to the correct person should requests fall outside their responsibility and capability		
2. Be able to obtain and use information in order to support their job role within the automotive work environment	2.1. Select and use legal and manufacturers information, in an automotive work environment.		
3. Be able to communicate with and support colleagues and customers effectively within the automotive work environment	3.1. Use methods of communication with customers and colleagues which meet their needs 3.2. Give customers and colleagues accurate information 3.3. Make requests for assistance from or to customers and colleagues clearly and courteously 3.4. Report any anticipated delays in completion to the relevant persons promptly.		
4. Be able to develop and keep good working relationships in the automotive work environment	4.1. Contribute to team work by initiating ideas and co-operating with customers and colleagues 4.2. Treat customers and colleagues in a way which shows respect for their views and opinions 4.3. Make and keep achievable commitments to customers and colleagues 4.4. Inform colleagues promptly of anything likely to affect their own work		



Learner Name:

EVIDENCE REQUIREMENTS G3C

1. You must be observed by your assessor on at least 3 occasions carrying out the above whilst performing your normal work duties.	Observation Ref:		

ASSESSOR SIGNATURE:	PIN NO:	DATE:
----------------------------	----------------	--------------



UNIT REF: G3K	UNIT TITLE: KNOWLEDGE OF SUPPORT FOR JOB ROLES IN THE AUTOMOTIVE WORK ENVIRONMENT
----------------------	--

Level: 3	Route: Knowledge	Credit Value: 3	GLH: 20
----------	------------------	-----------------	---------

Mapping: This unit is mapped to the IMI NOS G3

Rationale: This unit enables the learner to develop an understanding of how to keep good working relationships with all colleagues in the automotive work environment by using effective communication and support skills.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand key organisational structures, functions and roles within the automotive work environment	1.1. Identify the purpose of different sections of a typical automotive work environment 1.2. Explain organisational structures and lines of communication within the automotive work environment 1.3. Explain levels of responsibility within specific job roles in automotive workplace. To include: a trainee b skilled technician c supervisor d manager
2. Understand the importance of obtaining, interpreting and using information in order to support their job role within the automotive work environment	2.1. Explain the importance of different sources of information in an automotive work environment. 2.2. Explain how to find, interpret and use relevant sources of information 2.3. Describe the main legal requirements relating to the vehicle, including road safety requirements 2.4. Explain the importance of working to recognised procedures and processes 2.5. Explain when replacement units and components must meet the manufacturers' original equipment specification. 2.6. Explain the purpose of how to use identification codes
3. Understand the importance of different types of communication within the automotive work environment	3.1. Explain where different methods of communication would be used within the automotive environment 3.2. Explain the factors which can determine your choice of communication. 3.3. Explain how the communication of information can change with the target audience to include uninformed and informed people



Learner Name:

<p>4. Understand communication requirements when carrying out vehicle repairs in the automotive work environment</p>	<p>4.1. Explain how to report using written and verbal communication.</p> <p>4.2. Explain the importance of documenting information relating to work carried out in the automotive environment</p> <p>4.3. Explain the importance of working to agreed timescales</p>
<p>5. Understand how to develop good working relationships with colleagues and customers in the automotive workplace</p>	<p>5.1. Describe how to develop positive working relationships with colleagues and customers</p> <p>5.2. Explain the importance of developing positive working relationships</p> <p>5.3. Explain the importance of accepting other peoples' views and opinions.</p> <p>5.4. Explain the importance of making and honouring realistic commitments to colleagues and customers.</p>

Content:

The structure of a typical vehicle repair business

- a. How these areas relate to each other within the business
 - i. body shop
 - ii. vehicle repair workshop
 - iii. paint shop
 - iv. valeting
 - v. vehicle parts store
 - vi. main office
 - vii. vehicle sales
 - viii. reception
- b. Sources of information
 - i. other staff
 - ii. manuals
 - iii. parts lists
 - iv. computer software and the internet
 - v. manufacturer
 - vi. diagnostic equipment

Communication requirements when carrying out vehicle repairs

- a Locating and using correct documentation and information for:
- b Recording vehicle maintenance and repairs
- c Vehicle specifications
- d Component specifications
- e Oil and fluid specifications
- f Equipment and tools
- g Identification codes

Procedures for:

- a Referral of problems
- b Reporting delays
- c Additional work identified during repair or maintenance
- d Keeping others informed of progress



Learner Name:

Content: contd

Methods of communication

- a Verbal
- b Signs and notices
- c Memos
- d Telephone
- e Electronic mail
- f Vehicle job card
- g Notice boards
- h SMS text messaging
- i Letters

Organisational & customer requirements:

- a Importance of time scales to customer and organisation
- b Relationship between time and costs
- c Meaning of profit

Choice of communication

- a Distance
- b Location
- c Job responsibility

Importance of maintaining positive working relationships:

- a Morale
- b Productivity
- c Company image
- d Customer relationships
- e Colleagues



Learner Name:

UNIT REF: C001C	UNIT TITLE: COMPETENCE IN CARRYING OUT ROUTINE CARAVAN AND MOTORHOME MAINTENANCE
------------------------	---

Level: 2	Credit Value: 7	GLH: 12
----------	-----------------	---------

Mapping: This unit is mapped to the IMI NOS unit C001

Rationale: This unit is about carrying out routine maintenance, adjustment and replacement activities as part of the periodic servicing of caravans and motorhomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA	Ref No	Date
The Learner will:	The Learner can:		
1. Be able to follow legal, manufacturer and company procedures when carrying out routine maintenance to caravans/motorhomes	1.1 Use suitable personal protective equipment and caravan/motorhome protective coverings while carrying out maintenance activities 1.2 Work in a way, which minimises the risk of damage to the caravan/motorhome and its systems and the surrounding area		
2. Be able to use relevant information to carry out the task	2.1 Select suitable sources of technical information to support routine maintenance activities including: a. technical data b. maintenance procedures c. legal requirements 2.2 Use suitable sources of technical information to support all caravan/motorhome maintenance activities		
3. Be able to use appropriate tools and equipment	3.1. Select and use the appropriate tools and equipment necessary for routine maintenance activities 3.2. Ensure that equipment has been calibrated to meet manufacturers' and legal requirements 3.3. Use the equipment required, correctly and safely throughout all routine maintenance activities		
4. Be able to carry out routine maintenance to caravan/motorhome systems and components	4.1 Examine the caravan/motorhome's systems and components following the manufacturer's or component manufacturer's approved examination methods 4.2 Identify any caravan/motorhome system and component problems falling outside the maintenance schedule specified 4.3 Carry out adjustments, replacement of caravan/motorhome components and replenishment of consumable materials following the manufacturer's current specification for: a. the particular maintenance interval b. working methods and procedures c. use of equipment d. the tolerances for the caravan/motorhome		



Learner Name:

	4.4 Use suitable testing methods to evaluate the performance of all replaced and adjusted components and systems, prior to returning the caravan/motorhome to the customer		
5. Be able to record information and make suitable recommendations	5.1 Report any problems or issues relating to the caravan's/motorhome's condition or conformity to the relevant person(s) promptly 5.2 Ensure records are accurate, complete and passed to the relevant person(s) promptly in the format required 5.3 Complete all maintenance activities within the agreed timescale 5.4 Report any anticipated delays in completion to the relevant persons(s) promptly		



EVIDENCE REQUIREMENTS C001C

<p>1. You must produce evidence of competently carrying out servicing activities on at least three occasions covering the following from your work in the normal workplace:</p>	Evidence Ref:		
<p>a. <u>all</u> of the following sources of technical information: caravan and motorhome technical data</p>			
<p>schedules of inspection</p>			
<p>regulations and legislation</p>			
<p>b. <u>all</u> of the following examination methods: aural</p>			
<p>visual</p>			
<p>functional</p>			
<p>measurements</p>			
<p>c. <u>all</u> of the following assessments for: malfunction</p>			
<p>damage</p>			
<p>fluid levels (where appropriate)</p>			
<p>leaks</p>			
<p>wear</p>			
<p>security</p>			
<p>condition and serviceability</p>			
<p>conformity</p>			
<p>necessity for adjustments</p>			
<p>2. Your assessor must physically observe you in your normal workplace carrying out a range of servicing activities on at least 1 occasion.</p>	Observation Ref:		

Evidence from simulated activities is **not** acceptable for this unit.

<p>ASSESSOR SIGNATURE:</p>	<p>PIN NO:</p>	<p>DATE:</p>
-----------------------------------	-----------------------	---------------------



UNIT REF: C001K	UNIT TITLE: KNOWLEDGE OF CARRYING OUT ROUTINE CARAVAN AND MOTORHOME MAINTENANCE
------------------------	--

Level: 2	Credit Value: 4	GLH: 36
----------	-----------------	---------

Mapping: This unit is mapped to the IMI NOS unit C001

Rationale: This unit is about knowing how to carry out routine maintenance, adjustment and replacement activities as part of the periodic servicing of caravan and motorhomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<p>The Learner will:</p> <p>1. Understand the legal, manufacturer and company requirements and procedures for routine maintenance of caravans/motorhomes.</p>	<p>The Learner can:</p> <p>1.1 Outline the following in relation to the routine maintenance of caravan/motorhome systems and components:</p> <ul style="list-style-type: none"> a. legal requirements b. manufacturer's requirements c. warranty provider's requirements <p>1.2 Describe the relevant workplace procedures for:</p> <ul style="list-style-type: none"> a. recording caravan/motorhome maintenance work and any variations from the original specification b. the referral of identified non-standard equipment and the potential for additional work <p>1.3 Describe how to find, interpret and use sources of technical information for scheduled maintenance activities, including diagnostic displays</p> <p>1.4 Explain why it is important to use the correct sources of technical information</p>
<p>2. Understand how to carry out routine maintenance requirements for caravans /motorhomes.</p>	<p>2.1 Describe how to conduct scheduled, routine examination methods and assessments against caravan/motorhome specifications</p> <p>2.2 Identify the different systems to be inspected while carrying out routine maintenance</p> <p>2.3 Describe the procedures used for checking the condition and serviceability of units and components from the following systems:</p> <ul style="list-style-type: none"> a. mechanical b. electrical c. trim d. gas e. fluids f. domestics <p>2.4 Describe how to replenish and replace routine service components and materials</p> <p>2.5 Describe how to recognise and report cosmetic damage to vehicle components and units outside normal service items</p> <p>2.6 Identify codes and grades of lubricants and fluids</p> <p>2.7 Identify any adjustments that need to be carried out during routine maintenance procedures</p>



	2.6 Identify codes and grades of lubricants and fluids 2.7 Identify any adjustments that need to be carried out during routine maintenance procedures



Content:

Understand how to carry out Mechanical Electrical and Trim repairs

Domestics include:

- a. appliances
- b. plumbing

How to conduct scheduled routine examination methods and assessments against caravan/motorhome specifications including:

- a. corrosion
- b. inadequate fluid levels (where applicable)
- c. water ingress and system leaks
- d. security problems
- e. general condition and serviceability

Different Systems to be inspected while carrying out routine vehicle maintenance to include:

- a. mechanical
- b. electrical
- c. trim
- d. gas
- e. fluids
- c. domestics

Agreed timescales including manufacturer's recommended work times, job times set by your company or a job time agreed with a specific customer

Know how to make adjustments to accessories, these can include:

- a. clearances
- b. gaps
- c. settings
- d. alignment pressures
- e. tensions
- f. brakes
- g. lights
- h. tyres
- i. body fittings

Caravans include:

- a. folding types
- b. folding campers
- c. trailer tents

Motorhomes habitation include:

- a. class
- b. coach built
- c. van conversions

Components include:

- a. water filters
- b. brake linings
- c. stabiliser pads
- d. lubricants and fluids
- e. bulbs
- f. seals
- g. fuses

Conformity includes:

- a. conformity to manufacturer's specifications
- b. recognised industry codes of practise (e.g. NCC)
- c. UK and European legal requirements (where applicable)

Systems testing equipment includes:

- a. test instruments
- b. gas pressure test equipment
- c. tyre pressure gauge
- d. tread depth gauges
- e. torque wrench
- f. electronic damp meter
- g. hydraulic lifts
- h. jacks

Maintenance records include:

- a. records of vehicle inspection
- b. manufacturers'
- c. company or customer job cards
- d. water ingress report
- e. gas inspection report
- f. electrical test report
- g. wheel torque check (caravans only)

Annual Service as defined by recognised national industry specifications (e.g. NCC) and manufacturers' specifications appropriate to the caravan or motorhome being worked upon

Routine Vehicle Maintenance includes:

- a. conducting scheduled maintenance
- b. adjustments, replacements and replenishment of, or to, components and systems in accordance with manufacturer's instructions for the period interval

Vehicle Technical Data to include:

- a. hard copy manufacturer's and component manufacturers' manuals
- b. data on computer and data obtained from on-board diagnostics display

Sources of technical information are:

- a. caravan and motorhome technical data
- b. schedules of inspection
- c. regulations and legislation

Examination methods are:

- a. oral
- b. visual
- c. functional
- d. measurements

Assessments are for:

- a. malfunction
- b. damage
- c. fluid levels (where applicable)
- d. leaks
- e. wear
- f. security
- g. condition and serviceability
- h. conformity
- i. necessity for adjustments



Learner Name:

UNIT REF: C003C	UNIT TITLE: COMPETENCE IN REMOVING AND REPLACING CARAVAN AND MOTORHOME ELECTRICAL 12V AND 230V AUXILIARY UNITS AND COMPONENTS
------------------------	--

Level: 2	Credit Value: 7	GLH: 12
-----------------	------------------------	----------------

Mapping: This unit is mapped to the IMI NOS unit C003

Rationale: This unit is about removing and replacing units and components previously identified as faulty, damaged and deteriorated or where the customer has requested replacements. It is also about evaluating the performance of replaced units and components. The units and components concerned are those outside those replaced as part of normal routine, caravan maintenance (servicing) activities.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to work safely when carrying out electrical removal and replacement activities	1.1 Use the appropriate personal protective equipment when removing and replacing electrical units 1.2 Protect the caravan/motorhome, its contents and systems effectively when removing and replacing electrical components
2. Be able to use relevant information to carry out the task	2.1 Select suitable sources of technical information to support removal and replacement activities including: a. technical data b. repair procedures c. legal requirements 2.2 Use suitable sources of technical information to support all caravan/motorhome repair activities.
3. Be able to use appropriate tools and equipment	3.1 Select and use the correct tools and equipment for the components to be removed or refitted 3.2 Ensure that the tools and equipment used are in a safe working condition
4. Be able to remove and replace caravan /motorhome electrical (12v and 230v) auxiliary units and components	4.1 Carry out all removal and replacement activities following: a. manufacturers' instructions b. workplace procedures c. health and safety requirements 4.2 Work in a way which minimises the risk of: a. damage to other caravan/motorhome systems b. damage to other caravan/motorhome components and units c. contact with leakage d. contact with hazardous substances



Learner Name:

4. Be able to remove and replace caravan /motorhome electrical (12v and 230v) auxiliary units and components (continued)	4.3 Use suitable testing methods to evaluate the performance of the reassembled system 4.4 Ensure the reassembled system performs to the caravan/motorhome operating specification and meets any legal requirements prior to return to the customer
5. Be able to record information and make suitable recommendations	5.1 Report any additional faults identified during the work promptly 5.2 Ensure records are accurate, complete and passed to the relevant person(s) promptly in the format required 5.3 Complete all activities within the agreed timescale 5.4 Report any expected delays in completion to the relevant person(s) promptly



Learner Name:

EVIDENCE REQUIREMENTS C003C

<p>1. You must produce evidence of competently removing and replacing electrical components (12v and 230v) on at least three occasions covering the following* from your work in the normal workplace:</p>	Evidence Ref:		
<p>a. using all of the following equipment: hand tools</p>			
<p>special workshop tools</p>			
<p>general workshop equipment</p>			
<p>electrical meters</p>			
<p>b. using all of the following testing methods</p>			
<p>aural</p>			
<p>visual</p>			
<p>functional</p>			
<p>c. removing and replacing electrical auxiliary units and components for five of the following*</p>			
<p>lighting systems</p>			
<p>alarm systems (including security and smoke)</p>			
<p>entertainment systems</p>			
<p>power supply systems</p>			
<p>water supply systems</p>			
<p>control systems</p>			
<p>heating and ventilation systems</p>			
<p>domestic appliances</p>			
<p>external electrical accessories (for example, steps, motor movers)</p>			
<p>You must be observed by your assessor on at least one occasion removing and replacing electrical auxiliary units and components.</p>	Observation Ref:		

*However, you must prove to your assessor that you have the necessary knowledge and understanding to be able to perform competently in respect of **all** the systems listed above.

Evidence from simulated activities is **not** acceptable for this unit.

ASSESSOR SIGNATURE:	PIN NO:	DATE:
----------------------------	----------------	--------------



UNIT REF: C003K	UNIT TITLE: KNOWLEDGE OF REMOVING AND REPLACING CARAVAN AND MOTORHOME ELECTRICAL 12V AND 230V AUXILIARY UNITS AND COMPONENTS
------------------------	---

Level: 2	Credit Value: 5	GLH: 46
-----------------	------------------------	----------------

Mapping: This unit is mapped to the IMI NOS unit C003

Rationale: This unit is about knowing how to remove and replace units and components previously identified as faulty, damaged and deteriorated or where the customer has requested replacements. It is also about knowing how to evaluate the performance of replaced units and components. The units and components concerned are those outside those replaced as part of normal routine, caravan maintenance (servicing) activities.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand the legal and company requirements and procedures for removing and replacing caravan/motorhome electrical (12v and 230v) auxiliary units and components	1.1 Outline the following in relation to removing and replacing electrical auxiliary units and components: <ul style="list-style-type: none"> a. legal requirements b. manufacturer's requirements c. warranty provider's requirements 1.2 Describe how to find, interpret and use sources of information applicable to electrical unit and component removal and replacement 1.3 Explain the importance of using the correct sources of technical information
2. Understand how electrical and electronic principles are relevant to the removal and replacement of caravan motorhome electrical (12v and 230v) auxiliary units and components	2.1 Describe caravan/motorhome earthing principles and earthing methods 2.2 Outline the electrical and electronic principles associated with electrical auxiliary systems, their application and operation 2.3 Describe types of circuit protection and why these are necessary 2.4 Outline electrical safety procedures relevant to the removal and replacement of caravan/motorhome electrical components 2.5 Identify electric symbols, units and terms 2.6 Describe electrical/electronic control system principles



<p>3. Understand how caravan/motorhome electrical auxiliary systems operate</p>	<p>3.1 Identify electrical auxiliary components</p> <p>3.2 Describe the installation and operation of the following electrical auxiliary units and components:</p> <ul style="list-style-type: none">a. lighting systemsb. alarm systems (including security and smoke)c. entertainment systemsd. power supply systemse. water supply systemsf. control systemsg. heating and ventilation systemsh. domestic appliancesi. external electrical accessories (for example, steps, motor movers)
<p>4. Understand the equipment used during the removal and replacement of caravan/motorhome electrical (12v and 230v) auxiliary units and components</p>	<p>4.1 Identify the equipment used during removal and replacement activities</p> <p>4.2 Describe how to test equipment used during removal and replacement activities</p> <p>4.3 Describe how to use equipment during removal and replacement activities</p>
<p>5. Understand how to remove and replace caravan/motorhome electrical (12v and 230v) auxiliary units and components</p>	<p>5.1 Identify the manufacturer's specification for the type and quality of electrical auxiliary units and components to be used</p> <p>5.2 Describe the procedures involved in removing and replacing electrical auxiliary units and components</p> <p>5.3 Describe how to test and evaluate the performance of replacement electrical auxiliary units and components and the reassembled system against the caravan/motorhome operating specifications and any legal requirements</p>

Content:**Equipment includes:**

- a. hand tools
- b. special workshop tools
- c. general workshop equipment
- d. electrical meters

Testing methods are:

- a. visual
- b. oral
- c. functional

Sources of technical information are:

- a. caravan and motorhome technical data
- b. schedules of inspection
- c. regulations and legislation

Electrical auxiliary units and components include:

- a. lighting systems
- b. alarm systems (including security and smoke)
- c. entertainment systems
- d. power supply systems
- e. water supply systems
- f. control systems
- g. heating and ventilation systems
- h. domestic appliances
- i. external electrical accessories (for examples, steps, motor movers)

Caravans include:

- a. folding types
- b. folding campers
- c. trailer tents

Motorhomes habitation include:

- a. A-class
- b. coach built
- c. van conversions

Electrical/Electronic Principles

- a. Electrical units:
 - i. volt (electrical pressure)
 - ii. ampere (electrical current)
 - iii. ohm (electrical resistance)
 - iv. watt (power)
- b. The requirements for an electrical circuit:
 - i. battery
 - ii. cables
 - iii. switch
 - iv. current consuming device
 - v. continuity

Content continued:**The direction of current flow and electron flow****Series and parallel circuits to include:**

- a. current flow
- b. voltage of components
- c. volt drop
- d. resistance
- e. the effect on circuit operation of open circuit component(s)

Earth and insulated return systems**Cable sizes and colour codes****Different types of connectors, terminals and circuit protection devices****Common electrical and electronic symbols****The meaning of:**

- a. short circuit
- b. open circuit
- c. bad earth
- d. high resistance
- e. electrical capacity

The principles of vehicle electronic systems and component**Interpret vehicle wiring diagrams to include:**

- a. vehicle lighting
- b. auxiliary circuits
- c. indicators
- d. starting and charging systems (if applicable)

Function and construction of electrical components including:

- a. circuit relays
- b. bulb types
- c. fan and heater
- d. circuit protection

The safety precautions when working on electrical and electronic systems to include:

- a. disconnection and connection of battery
- b. avoidance of short circuits
- c. power surges
- d. prevention of electric shock
- e. protection of electrical and electronic components
- f. protection of circuits from overload or damage

The set-up and use of:

- a. digital and analogue multi-meters
- b. voltmeter
- c. ammeter
- d. ohmmeter
- e. oscilloscope
- f. manufacturer's dedicated test equipment



Content continued:

Electrical and electronic checks for electrical and electronic systems to include:

- a. connections
- b. security
- c. functionality
- d. performance to specifications
- e. continuity, open circuit
- f. short circuit
- g. high resistance
- h. volt drop
- i. current consumption
- j. output patterns (oscilloscope)

Symptoms and faults associated with electrical and electronic systems to include:

- a. high resistance
- b. loose and corroded connections
- c. short circuit
- d. excessive current consumption
- e. open circuit
- f. malfunction
- g. poor performance
- h. battery faults to include flat battery
- i. failure to hold charge
- j. low state of charge
- k. overheating
- l. poor starting



Learner Name:

UNIT REF: C004C	UNIT TITLE: COMPETENCE IN REMOVING AND REPLACING CARAVAN CHASSIS AND RUNNING GEAR COMPONENTS
------------------------	---

Level: 2	Credit Value: 4	GLH: 8
----------	-----------------	--------

Mapping: This unit is mapped to the IMI NOS unit C004

Rationale: This unit is about removing and replacing caravan units and components where dismantling and re-assembly of chassis systems is required. It is also about evaluating the performance of replaced units and components. The units and components concerned are those outside those replaced as part of normal routine, caravan maintenance (servicing) activities.

LEARNING OUTCOMES	ASSESSMENT CRITERIA	Ref No	Date
The Learner will:	The Learner can:		
1. Be able to work safely when carrying out chassis and running gear removal and replacement activities	1.1 Use the appropriate personal protective equipment when removing and replacing chassis and running gear components 1.2 Protect the caravan/motorhome, its contents and systems effectively when removing and replacing chassis and running gear components		
2. Be able to use relevant information to carry out the task	2.1 Select suitable sources of technical information to support removal and replacement activities including: <ul style="list-style-type: none"> a. technical data b. repair procedures c. legal requirements 2.2 Use suitable sources of technical information to support all caravan/motorhome repair activities		
3. Be able to use appropriate tools and equipment	3.1 Select and use the correct tools and equipment for the components to be removed or refitted 3.2 Ensure that the tools and equipment used are in a safe working condition		
4. Be able to remove and replace caravan chassis components	4.1 Carry out all removal and replacement activities following: <ul style="list-style-type: none"> a. manufacturers' instructions b. workplace procedures c. health, safety requirements 4.2 Work in a way which minimises the risk of: <ul style="list-style-type: none"> a. damage to other caravan systems b. damage to other caravan components and units 		



Learner Name:

5. Be able to record information and make suitable recommendations	5.1 Report any additional faults identified during the work promptly 5.2 Ensure records are accurate, complete and passed to the relevant person(s) promptly in the format required 5.3 Complete all activities within the agreed timescale 5.4 Report any expected delays in completion to the relevant person(s) promptly		
--	--	--	--



Learner Name:

EVIDENCE REQUIREMENTS C004C

<p>1. You must produce evidence of competently removing and replacing caravan chassis and running gear components on at least three occasions covering the following* from your work in the normal workplace:</p>	Evidence Ref:		
<p>a. using all of the following equipment hand tools</p>			
<p>special workshop tools</p>			
<p>general workshop equipment</p>			
<p>electrical testing equipment</p>			
<p>b. using all of the following testing methods visual</p>			
<p>aural</p>			
<p>functional</p>			
<p>c. removing and replacing five of the following chassis system, units and components*</p>			
<p>braking system components</p>			
<p>corner steadies</p>			
<p>hitch/coupling</p>			
<p>overrun device/damper</p>			
<p>chassis fixing systems</p>			
<p>motor movers</p>			
<p>jockey wheel</p>			
<p>spare wheel carrier</p>			
<p>chassis mounted anti-theft devices</p>			
<p>anti-snaking devices</p>			
<p>2. You must be observed in your normal workplace on at least one occasion successfully removing and replacing units and components from chassis and running gear systems.</p>	Observation Ref:		

*However, you must prove to your assessor that you have the necessary knowledge and understanding to be able to perform competently in respect of **all** the systems listed above.

Evidence from simulated activities is **not** acceptable for this unit.

ASSESSOR SIGNATURE:	PIN NO:	DATE:
---------------------	---------	-------



UNIT REF: C004K	UNIT TITLE: KNOWLEDGE OF REMOVING AND REPLACING CARAVAN CHASSIS AND RUNNING GEAR COMPONENTS
------------------------	--

Level: 2	Credit Value: 3	GLH: 26
-----------------	------------------------	----------------

Mapping: This unit is mapped to the IMI NOS unit C004

Rationale: This unit is about knowing how to remove and replace caravan units and components where dismantling and re-assembly of chassis systems is required. It is also about knowing how to evaluate the performance of replaced units and components. The units and components concerned are those outside those replaced as part of normal routine, caravan maintenance (servicing) activities

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand the legal and company requirements and procedures for removing and replacing caravan chassis and running gear components	1.1 Outline the following in relation to removing and replacing caravan chassis and running gear components: <ul style="list-style-type: none"> a. legal requirements b. manufacturer's requirements c. warranty provider's requirements 1.2 Describe how to find, interpret and use sources of information applicable to unit and component removal and replacement within chassis systems 1.3 Explain the importance of using the correct sources of technical information
2. Understand how caravan chassis and running gear systems are constructed and operate	2.1 Identify how caravan chassis and running gear components, including: <ul style="list-style-type: none"> a. braking system components b. corner steadies c. hitch/coupling d. overrun device/damper e. chassis fixing systems f. jockey wheel g. spare wheel carrier h. chassis mounted anti-theft devices i. anti-snaking devices 2.2 Describe the construction and operation of caravan chassis and running gear 2.3 Explain the importance of the condition of the caravan floor to the structural integrity of the chassis system



<p>3. Understand how caravan/motorhome suspension, wheel and tyres systems are constructed and operate</p>	<p>3.1 Identify caravan/motorhome suspension, wheel and tyre components</p> <p>3.2 Describe the construction and operation of caravan/motorhome suspension, wheel and tyres</p> <p>3.3 Identify the key engineering principles that are related to caravan/motorhome wheel and tyre systems, including:</p> <ul style="list-style-type: none">a. frictionb. un-sprung weightc. dynamic and static balance <p>3.4 State common terms used in caravan/motorhome suspension, wheel and tyre design</p>
<p>4. Understand the equipment used during the removal and replacement of caravan chassis units and components</p>	<p>4.1 Identify the tools and equipment used during removal and replacement activities</p> <p>4.2 Describe how to test equipment used during removal and replacement activities</p> <p>4.3 Describe how to use equipment during removal and replacement activities</p>
<p>5. Understand how to remove and replace caravan chassis system units and components</p>	<p>5.1 Describe how to remove and replace caravan chassis system mechanical units and components</p> <p>5.2 Describe how to select and use seals, fittings and fasteners</p> <p>5.3 Describe how to test and evaluate the performance of replacement chassis system units and components and the reassembled system against the caravan operating specifications and any legal requirements</p> <p>5.4 Identify when replacement units and components must meet the original equipment specification (OES) for warranty or other requirements</p>



Content:

Functional Testing examples include:

- a. overrun damper
- b. brake testing auto-reverse functionality

Suspension System for the purposes of this unit will include:

- a. axle
- b. axle components including wheels, tyres and dampers

Equipment is:

- a. hand tools
- b. special workshop tools
- c. general workshop equipment
- d. electrical testing equipment

Testing methods are:

- a. visual
- b. oral
- c. functional

Chassis system, units and components are:

- a. braking system components
- b. corner steadies
- c. hitch/coupling
- d. overrun device/damper
- e. chassis fixing systems
- f. jockey wheel
- g. spare wheel carrier
- h. chassis mounted anti-theft devices
- i. anti-shaking devices



Learner Name:

UNIT REF: C005C	UNIT TITLE: COMPETENCE IN CONDUCTING CUSTOMER CARAVAN AND MOTORHOME ARRIVAL AND DEPARTURE INSPECTIONS
------------------------	--

Level: 2	Credit Value: 3	GLH: 8
-----------------	------------------------	---------------

Mapping: This unit is mapped to the IMI NOS unit C005

Rationale: This unit is about carrying out customer caravan/Motorhome arrival & departure inspections using a variety of basic inspection methods and defect recording.

LEARNING OUTCOMES	ASSESSMENT CRITERIA	Ref No	Date
The Learner will:	The Learner can:		
1. Be able to work safely when carrying out arrival and departure inspection activities	1.1 Use the appropriate personal protective equipment when inspecting caravans and motorhomes 1.2 Protect the caravan/motorhome, its contents and systems effectively when carrying out inspections		
2. Be able to use relevant information to carry out the task	2.1 Select suitable sources of technical information to support inspection activities including: <ul style="list-style-type: none"> a. technical data b. inspection forms c. legal requirements 2.2 Use suitable sources of technical information to support all caravan/motorhome inspection activities		
3. Be able to use appropriate tools and equipment	3.1 Select and use the correct tools and equipment when carrying out inspections 3.2 Ensure that the tools and equipment used are in a safe working condition		
4. Be able to conduct customer caravan/motorhome arrival and departure inspections	4.1 Carry out customer caravan/motorhome inspections following: <ul style="list-style-type: none"> a. workplace procedures b. health and safety requirements 4.2 Explain the process of the inspection to an owner 4.3 Inspect the caravan/motorhome internally and externally in order to identify any: <ul style="list-style-type: none"> a. Visible defects, damage or deterioration b. General cleanliness inside and out 4.4 Take account for any customer loose equipment, e.g. pump, steps, mains lead, winding handle, remote controls and locking wheel nut tools		



Learner Name:

<p>5. Be able to record information and make suitable recommendations</p>	<p>5.1 Ensure records are accurate, complete and passed to the relevant person(s) promptly in the format required</p> <p>5.2 Complete all inspection activities within the agreed timescale and to specification</p> <p>5.3 Report any expected delays in completion to the relevant person(s) promptly</p> <p>5.4 Where appropriate discuss any findings with the owner</p>		
---	--	--	--

EVIDENCE REQUIREMENTS C005C

<p>1. You must produce evidence of competently carrying out customer caravan/motorhome arrival and departure inspections on at least three occasions covering the following from your work in the normal workplace:</p>	<p>Evidence Ref:</p>		
<p>a. <u>both</u> of the following inspections:</p> <p style="padding-left: 40px;">arrival</p>			
<p style="padding-left: 40px;">departure</p>			
<p>b. using <u>all</u> of the following testing methods:</p> <p style="padding-left: 40px;">visual</p>			
<p style="padding-left: 40px;">aural</p>			
<p>2. You must be observed by your assessor in your normal workplace successfully carrying out an inspection on at least one occasion.</p>	<p>Observation Ref:</p>		

Evidence from simulated activities is **not** acceptable for this unit.

<p>ASSESSOR SIGNATURE:</p>	<p>PIN NO:</p>	<p>DATE:</p>
-----------------------------------	-----------------------	---------------------



UNIT REF: C005K	UNIT TITLE: KNOWLEDGE OF CONDUCTING CUSTOMER CARAVAN AND MOTORHOME ARRIVAL AND DEPARTURE INSPECTIONS
------------------------	---

Level: 2	Credit Value: 3	GLH: 22
-----------------	------------------------	----------------

Mapping: This unit is mapped to the IMI NOS unit C005

Rationale: This unit is about knowing how to carry out pre- and post- work inspections of caravan and motorhomes using a variety of basic inspection methods and defect recording.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
<p>1. Understand the legal and company requirements and procedures for conducting customer arrival and departure inspections for caravans/motorhomes</p>	<p>1.1 Describe workplace procedures for:</p> <ul style="list-style-type: none"> a. customer arrival and departure inspections b. recording customer arrival and departure inspections and any notes or observations c. the referral of problems d. reporting delays to the completion of work <p>1.2 Explain the importance of making accurate records of the results of inspections and interpreting them correctly</p> <p>1.3 Explain how inspections provide protection to the company</p>
<p>2. Understand how to carry out customer arrival and departure inspections on caravans/motorhomes</p>	<p>2.1 Explain the difference between arrival and departure inspections</p> <p>2.2 Identify what is to be inspected in each of the inspections</p> <p>2.3 Describe how to obtain the forms required and how to process them once completed</p> <p>2.4 Describe how to inspect and check a customer's vehicle for damage, overall condition and cleanliness, both inside and outside</p> <p>2.5 Describe how to ascertain what, if any, loose equipment is with the vehicle</p> <p>2.6 Describe how to record damage and anomaly results in the format required</p> <p>2.7 Explain the importance of discussing findings based upon the results of inspections to the relevant person(s)</p>



Content:

Agreed Timescales examples include:

- a. manufacturer's recommended work times
- b. job times set by your company
- c. job time agreed with a specific customer

Sources of technical information examples include:

inspection schedules
manufacturers' manuals and Trade Association checklists
workplace procedures

Inspections are:

- a. pre-work
- b. post work

Test methods are:

- a. visual
- b. oral
- c. functional

Explain how inspections provide protection to the company e.g. identifying and recording pre-existing damage to the caravan/motorhome

Document loose equipment which includes:

- a. customers own belongings e.g. non integral items such as TVs, stereos

Damaged and anomaly results can include:

- a. damaged or missing units and components



Learner Name:

UNIT REF: G8C	UNIT TITLE: COMPETENCY IN IDENTIFYING AND AGREEING MOTOR VEHICLE CUSTOMER SERVICE NEEDS
----------------------	--

Level: 3	Route: Competence	Credit Value: 5	GLH: 40
----------	-------------------	-----------------	---------

Mapping: This unit is mapped to the IMI NOS G8

Rationale: This unit helps the learner to develop competency in order to: gain information from customers on their perceived needs; give advice and information and agree a course of action; contract for the agreed work and complete all necessary records and instructions.

LEARNING OUTCOMES	ASSESSMENT CRITERIA	Ref No	Date
The Learner will:	The Learner can:		
1. Be able to obtain relevant information from the customer	1.1. Obtain and interpret sufficient, relevant information, from the customer to make an assessment of their needs. 1.2. Clarify customer and vehicle needs by referring to vehicle data and operating procedures		
2. Be able to provide relevant information to the customer	2.1. Provide customers with accurate, current and relevant advice and information, in a form that the customer will understand. 2.2. Demonstrate techniques which encourage customers to ask questions and seek clarification during conversation		
3. Be able to agree work undertaken with the customer	3.1. Summarise and record work agreed with the customer, before accepting the vehicle. 3.2. Implement confirmation of the agreement by ensuring customer understanding		
4. Be able to ensure recording systems are implemented correctly	4.1. Use recording systems which are accurate and complete, in the required format and signed by the customer where necessary 4.2. Perform the next stage in the process by passing on completed records to the correct person promptly. 4.3. Demonstrate correct procedures for customer approval where the contracted agreement is likely to be exceeded.		



EVIDENCE REQUIREMENTS G8C

1. You must produce evidence, including records, to show that you have dealt with three different customers.	Evidence Ref		
2. You must be observed by your assessor in your normal workplace dealing with at least one customer	Observation Ref:		

ASSESSOR SIGNATURE:	PIN NO:	DATE:
----------------------------	----------------	--------------



UNIT REF: G8K	UNIT TITLE: KNOWLEDGE OF HOW TO IDENTIFY AND AGREE MOTOR VEHICLE CUSTOMER SERVICE NEEDS
----------------------	--

Level: 3	Route: Knowledge	Credit Value: 5	GLH: 45
----------	------------------	-----------------	---------

Mapping: This unit is mapped to the IMI NOS G8

Rationale: This unit enables the learner to develop an understanding of how to gain: information from customers on their perceived needs; give advice and information and agree a course of action; contract for the agreed work and complete all necessary records and instructions.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand legislative and organisational requirements and procedures	1.1. Describe the fundamental legal requirements of current consumer legislation and the consequences of their own actions in respect of this legislation 1.2. Describe the content and limitations of company and product warranties for the vehicles dealt with by their company 1.3. Explain the limits of their own authority for accepting vehicles 1.4. Explain the importance of keeping customers informed of progress 1.5. Describe their workplace requirements for the completion of records 1.6. Explain how to complete and process all the necessary documentation
2. Understand how to communicate and care for customers	2.1. Explain how to communicate effectively with customers 2.2. Describe how to adapt your language when explaining technical matters to non-technical customers 2.3. Explain how to use effective questioning techniques 2.4. Describe how to care for customers and achieve customer satisfaction
3. Understand company products and services	3.1. Describe the range of options available to resolve vehicle problems 3.2. Describe the range and type of services offered by their company 3.3. Explain the effect of resource availability upon the receipt of customer vehicles and the completion work 3.4. Explain how to access costing and work completion time information



Content:

Organisational requirements

- a Explain the organisation's terms and conditions applicable to the acceptance of customer vehicles.
- b Explain the content and limitations of vehicle and component warranties for the vehicles dealt with by your organisation.
- c Detail what, if any, limits there are to the authority for accepting vehicles.
- d Detail why it is important to keep customers advised of progress and how this is achieved within the organisation.
- e Detail the organisation's procedures for the completion and processing of documentation and records, including payment methods and obtaining customer signatures as applicable.

Principles of customer communication and care.

- a First Impressions.
- b Listening skills – 80:20 ratio.
- c Eye contact and smiling.
- d Showing interest and concern.
- e Questioning techniques and customer qualification.
- f Giving clear non-technical explanations.
- g Confirming understanding (statement/question technique, reflective summary).
- h Written communication – purpose, content, presentation and style.
- i Providing a high quality service – fulfilling (ideally exceeding) customer expectations within agreed time frames.
- j Obtaining customer feedback and corrective actions when dissatisfaction expressed.
- k Dealing with complaints.

Company products and services

- a. Service standards
 - i. national
 - ii. manufacturer
 - iii. organisational
- b The range and type of services offered by the organisation.
 - i. diagnostic.
 - ii. servicing.
 - iii. repair.
 - iv. warranty.
 - v. MOT testing.
 - vi. fitment of accessories/enhancements.
 - vii. internal.
- c The courses of action available to resolve customer problems.
 - i. the extent and nature of the work to be undertaken.
 - ii. the terms and conditions of acceptance.
 - iii. the cost.
 - iv. the timescale.
 - v. required payment methods.
- d Effect of resource availability upon the receipt of customer vehicles and the completion of work.
 - i. levels and availability of equipment.
 - ii. levels and availability of technicians.
 - iii. workshop loading systems.
- e How to access costing and work completion time information.
 - i. manuals.
 - ii. computer based.



Content: contd

Vehicle Information Systems, Servicing and Repair Requirements

- a. Accessing technical data including diagnostics.
 - b. Servicing to manufacturer requirements/standards.
 - c. Repair/operating procedures.
 - d. MOT standards/requirements.
 - e. Quality controls – interim and final.
 - f. Requirements for cleanliness of vehicle on return to customer.
- Handover procedures.

Consumer legislation: To include:

- a Consumer protection
- b Sale of goods
- c Data protection
- d Product liability
- e Health and safety
- f Discrimination



Learner Name:

UNIT REF: C002C	UNIT TITLE: COMPETENCE IN CARRYING OUT NON-STRUCTURAL MINOR INTERNAL AND EXTERNAL CARAVAN AND MOTORHOME REPAIRS
------------------------	--

Level: 2	Credit Value: 4	GLH: 8
Mapping: This unit is mapped to the IMI NOS unit C002		
Rationale: This unit is about removing and fitting non-structural internal and external body components on caravans and motorhomes.		

LEARNING OUTCOMES	ASSESSMENT CRITERIA	Ref No	Date
The Learner will:	The Learner can:		
1. Be able to work safely when carrying out non-structural minor repairs	1.1 Use the appropriate personal protective equipment when removing and fitting non-structural fixed body components 1.2 Protect the caravan/motorhome, its contents and systems effectively when removing and fitting non-structural body components		
2. Be able to use relevant information to carry out the task	2.1 Select suitable sources of technical information to support minor repair activities including: <ul style="list-style-type: none"> a. technical data b. repair procedures c. legal requirements 2.2 Use suitable sources of technical information to support all caravan/motorhome repair activities		
3. Be able to use appropriate tools and equipment	3.1 Select and use the correct tools and equipment for the components to be removed or refitted 3.2 Ensure that the tools and equipment used are in a safe working condition		
4. Be able to carry out non-structural minor internal and external caravan/motorhome repairs	4.1 Remove and fit non-structural body components following: <ul style="list-style-type: none"> a. manufacturers' methods/instructions b. recognised repair methods c. workplace procedures d. health, safety and legal requirements 4.2 Avoid damaging other components, units and panels on the caravan/motorhome 4.3 Store all removed components safely in the correct location and in accordance with relevant legislation 4.4 Realign the fitted components in a way which regains their original manufactured tolerance and water tightness (where applicable) 4.5 Check that the fitted components operate following the manufacturer's specification		



Learner Name:

<p>5. Be able to record information and make suitable recommendations</p>	<p>5.1 Report any faults identified during the course of the repair to the relevant person(s) promptly</p> <p>5.2 Report any delays in completing the repair to the relevant person(s) promptly</p> <p>5.3 Complete all activities within the agreed timescale</p> <p>5.4 Ensure records are accurate, complete and passed to the relevant person(s) promptly in the format required</p>		
---	--	--	--

EVIDENCE REQUIREMENTS C002C

<p>1. You must produce evidence of competently carrying out repairs on at least three occasions covering the following* from your work in the normal workplace:</p>	Evidence Ref:		
<p>a. repair/replace four of the following external components:</p>			
<p>skirting</p>			
<p>road light clusters</p>			
<p>windows</p>			
<p>cover extrusions</p>			
<p>doors</p>			
<p>door frames</p>			
<p>roof lights</p>			
<p>b. repair/replace four of the following internal components:</p>			
<p>worktops (non-structural)</p>			
<p>locker doors</p>			
<p>drawers</p>			
<p>lights</p>			
<p>blinds/flyscreens</p>			
<p>curtains</p>			
<p>soft furnishings</p>			
<p>2. Be observed by your assessor on at least 1 occasion carrying out repairs to internal and external components.</p>	Observation Ref:		

*However, you must prove to your assessor that you have the necessary knowledge and understanding to be able to perform competently in respect of **all** the systems listed above.

Evidence from simulated activities is **not** acceptable for this unit.

<p>ASSESSOR SIGNATURE:</p>	<p>PIN NO:</p>	<p>DATE:</p>
-----------------------------------	-----------------------	---------------------



UNIT REF: C002K	UNIT TITLE: KNOWLEDGE OF CARRYING OUT NON-STRUCTURAL MINOR INTERNAL AND EXTERNAL CARAVAN AND MOTORHOME REPAIRS
------------------------	---

Level: 2	Credit Value: 3	GLH: 24
Mapping: This unit is mapped to the IMI NOS unit C002		
Rationale: This unit is about knowing how to remove and fit non-structural internal and external body components on caravans and motorhomes.		

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
<p>1. Understand the legal and company requirements and procedures for non-structural minor repairs to caravans /motorhomes.</p>	<p>1.1 Outline the following in relation to carrying out non-structural minor internal and external repairs:</p> <ul style="list-style-type: none"> a. legal requirements b. manufacturer’s requirements c. warranty provider’s requirements <p>1.2 Describe how to find, interpret and use sources of information applicable to the removal and fitting of basic non-structural body components</p> <p>1.3 Explain why it is important to use the correct sources of technical information</p>
<p>2. Understand how to remove and fit non-structural caravan body components</p>	<p>2.1 Describe how to select, check and use all the tools and equipment required to remove and fit basic non-structural body components</p> <p>2.2 Identify the different types of mechanical fixings for non-structural body components and when and why they should be used</p> <p>2.3 Describe the correct procedures and processes for removing and fitting non-structural body components, including:</p> <ul style="list-style-type: none"> a. external components b. internal components <p>2.4 Explain the need for correct alignment of non-structural panels and how to achieve this</p> <p>2.5 Describe the types of quality control checks that can be used to ensure correct alignment and contour of panels and operation of components to manufacturer’s specification</p> <p>2.6 Explain the methods of storing removed components and the importance of storing removed components correctly</p>



Content:

Caravans include:

- a. folding types
- b. folding campers
- c. trailer tents

Motorhomes habitation include:

- a. A-class
- b. coach built
- c. van conversions

Conformity includes:

- a. conformity to manufacturer's specifications
- b. recognised industry codes of practise (e.g. NCC)
- c. UK and European legal requirements (where applicable)

External and internal non-structural body components include:

- a. skirting
- b. road light clusters
- c. windows
- d. cover extrusions
- e. doors
- f. door frames
- g. roof lights
- h. worktops (non-structural)
- i. locker doors
- j. drawers
- k. lights
- l. blinds/fly screens
- m. curtains
- n. soft furnishings
- o. bicycle carriers



ASSESSOR COMMENTS AND FEEDBACK

Assessor's should comment and give feedback each time they observe a learner or meet with a learner to review evidence. Therefore each time an observation or review of evidence takes place the assessor should enter the date and the evidence number, and make appropriate comments and feedback.
Please see the guide below for the type of comments that can be included.

The following provides guidance as to the type of comments that can be included below.

1. A description of the various activities being carried out by the learner for each unit.
2. How the learner has met the Learning Outcomes for each unit.
3. Questions that you have asked, particularly to cover Evidence Requirements, not demonstrated through performance.
4. Questions you have asked to ascertain essential knowledge.
5. Issues arising from assessment.
6. Identification of good or poor performance.
7. Any action required to further develop the learner's knowledge and skills.
8. Constructive feedback to the learner.

Date	Evidence Ref No.	Assessor Comments: Please ensure your comments are concise.



ASSESSOR COMMENTS AND FEEDBACK

CONTINUATION SHEET

Date	Evidence Ref No.	Assessor Comments: Please ensure your comments are concise.