



INSTITUTE
OF THE MOTOR
INDUSTRY

IMI QUALIFICATION



Assessment Criteria For

IMI Level 2 Diploma in Vehicle Valeting Principles

I.D: 600/3704/0

*To be used in conjunction with Candidate Assessment Summary,
Practical Assessments 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.

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CONTACT SHEET

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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:
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Assessor Signature:	
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IMI Level 2 Diploma in Vehicle Valeting Principles I.D. No: 600/3704/0

In order to achieve the qualification, learners must achieve a minimum of 46 credits from the following group. A minimum of 32 credits must be achieved at Level 1 or above

Group A: A minimum of 46 credits must be achieved

Note: Assessments

The assessments for this qualification combine various assessment styles/methodologies in order to suit the levels of units contained within it.

The table below clarifies what IMI assessments are available for each unit, and whether these assessments are mandatory (M) or optional (O) for the selected unit.

The key below details the style of assessment/s:

W = Written Assessments

P = Practical Assessments

T = On-line tests

Full guidance for each type of assessment is available in the IMI Guidance document for the Level 1 and 2 Vehicle Valeting (November 2011).

Group A: Mandatory Units

Unit Ref:	Unit Title and ID Number	GLH	Unit Level	Credit Value	Assessments			
					C	W	P	T
G0102	G0102K - Knowledge of Health, Safety and Good Housekeeping in the Automotive Environment (D/601/6171)	30	2	3		O		M
	G0102S - Skills in Health, Safety and Good Housekeeping in the Automotive Environment (Y/601/7254)	60	2	7			M	
G3.1	G3.1K - Knowledge to Support Working Relationships in the Automotive Work Environment (F/601/6180)	28	1	3		M		M
	G3.1S - Skills to Support Working Relationships in the Automotive Work Environment (Y/601/6265)	27	1	3			M	
ICS B2	Deliver Reliable Customer Service (J/601/1210)	33	2	5		O	M	
ICS A4	Give Customers a Positive Impression of Yourself and Your Organisation (L/601/0933)	33	2	5		O	M	
VV01	VV01K - Knowledge of Motor Vehicle Exterior Valeting (D/503/5647)	15	1	2		M		
	VV01S - Skills in Motor Vehicle Exterior Valeting (K/503/5649)	19	1	2			M	
VV02	VV02K - Knowledge of Motor Vehicle Interior Valeting (D/503/5650)	15	1	2		M		
	VV02S - Skills in Motor Vehicle Interior Valeting (H/503/5651)	14	1	2			M	
VV03	VV03K - Knowledge of Restoring Motor Vehicle Exterior Condition (K/503/5652)	15	2	2		O		M
	VV03S - Skills in Restoring Motor Vehicle Exterior Condition (M/503/5653)	19	2	3			M	
VV04	VV04K - Knowledge of how to Assess Motor Vehicle Condition in Vehicle Valeting (Y/503/5646)	6	2	1		O		M
	VV04S - Skills in how to Assess Motor Vehicle Condition in Vehicle Valeting (A/503/5753)	6	2	1			M	
VV05	VV05K - Knowledge of Reinstating Motor Vehicle Interior Condition (T/503/5654)	15	2	2		O		M
	VV05S - Skills in Reinstating Motor Vehicle Interior Condition (H/503/5648)	19	2	3			M	



UNIT REF: G0102K	UNIT TITLE: KNOWLEDGE OF HEALTH, SAFETY AND GOOD HOUSEKEEPING IN THE AUTOMOTIVE ENVIRONMENT
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Level: 2	Route: Knowledge	Credit Value: 3	GLH: 30
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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



UNIT REF: G0102S	UNIT TITLE: SKILLS IN HEALTH, SAFETY AND GOOD HOUSEKEEPING IN THE AUTOMOTIVE ENVIRONMENT
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Level: 2	Route: Skills	Credit Value: 7	GLH: 60
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Mapping: This unit is mapped to the IMI NOS G1 and G2

Rationale: This unit will enable the learner to develop the skills required 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
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 manufacturers 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



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



Evidence Requirements

1.	You must produce evidence of use of personal and vehicle protection, cleaning the work environment and disposal of waste on 2 separate occasions .
2.	You must produce evidence of identifying risks which may result from at least 2 of the items listed below:
	<ul style="list-style-type: none">• the use and maintenance of machinery or equipment
	<ul style="list-style-type: none">• the use of materials or substances
	<ul style="list-style-type: none">• working practices which do not conform to laid down policies
	<ul style="list-style-type: none">• unsafe behaviour
	<ul style="list-style-type: none">• accidental breakages and spillages
	<ul style="list-style-type: none">• environmental factors
3.	You must produce evidence of identifying risks.
4.	You must produce evidence of following at least 2 of the workplace policies listed below:
	<ul style="list-style-type: none">• the use of safe working methods and equipment
	<ul style="list-style-type: none">• the safe use of hazardous substances
	<ul style="list-style-type: none">• smoking, eating, drinking and drugs
	<ul style="list-style-type: none">• what to do in the event of an emergency
	<ul style="list-style-type: none">• personal presentation
5.	You must produce evidence of following workplace policies

ASSESSOR SIGNATURE:

DATE:



UNIT REF: G3.1K	UNIT TITLE: KNOWLEDGE TO SUPPORT WORKING RELATIONSHIPS IN THE AUTOMOTIVE WORK ENVIRONMENT
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Level: 1	Credit Value: 3	GLH: 28
Mapping: This unit is partly mapped to the IMI NOS		
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. Know key organisational structures, functions and roles within the automotive work environment	1.1. List the main sections which may be found within a typical automotive work environment. 1.2. Outline typical organisational structures and lines of communication within an automotive work environment, to include: a. non franchised dealer b. franchised dealer 1.3. State typical levels of responsibility within specific job roles in an automotive work environment. To include a: a. trainee b. skilled technician c. supervisor
2. Know the importance of obtaining, interpreting and using information in order to support their job role within the automotive work environment	2.1. Give examples of different sources of information and when they would be used within the automotive environment 2.2. Give examples of the legal requirements relating to the use of a vehicle on the road, including safety requirements 2.3. State the importance of obtaining correct information and working to recognised procedures and processes 2.4. Give examples of when replacement units and components must meet the original equipment specification 2.5. Give examples of identification codes and how they are used
3. Know where different types of communication within the automotive work environment can be used	3.1. Give examples of alternative methods of communication and where they could be used within the automotive environment



<p>4. Know communication requirements when carrying out vehicle repairs in the automotive work environment</p>	<p>4.1. Give examples of when it is important to communicate with a supervisor whilst carrying out repairs in the automotive environment</p> <p>4.2. State the importance of keeping records of vehicle repair information</p> <p>4.3. State why it is important to work to agreed timescales</p>
<p>5. Know how to develop good working relationships with colleagues and customers in the automotive workplace</p>	<p>5.1. Outline how to develop positive working relationships with colleagues and customers</p> <p>5.2. Give examples of why it is important to accept other peoples' views and opinions within the workplace</p> <p>5.3. State why it is important to make and honour realistic commitments to colleagues and customers</p>

Content:**Sections within a typical vehicle repair business**

- a. reception
- b. body shop
- c. service repair workshop
- d. valeting
- e. parts
- f. sales
- g. administration

Different sources of information in an automotive work environment.

- a. other staff
- b. manuals
- c. parts lists
- d. computer software / internet
- e. manufacturer
- f. diagnostic equipment

Locating and using correct documentation and information for:

- a. recording vehicle maintenance and repairs
- b. vehicle specifications
- c. component specifications
- d. oil and fluid specifications
- e. equipment and tools
- f. identification codes

Alternative 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

Communication with a Supervisor

- a. referral of problems
- b. reporting delays
- c. additional work identified during repair or maintenance
- d. keep others informed of progress

Agreed timescales

- a. relationship between time and cost
- b. customer expectation



UNIT REF:G3.1S	UNIT TITLE: SKILLS TO SUPPORT WORKING RELATIONSHIPS IN THE AUTOMOTIVE WORK ENVIRONMENT
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Level: 1	Route: Skills	Credit Value: 3	GLH: 27
Mapping: This unit is mapped to the IMI NOS			
Rationale: This unit will help the learner develop the skills required 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
The Learner will:	The Learner can:
1. Be able to work effectively within the organisational structure of the automotive work environment	1.1. Show a prompt and willing response to requests from customers and colleagues in the work environment 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. Identify, locate and use relevant information, in an automotive work environment.
3. Be able to communicate with and support colleagues and customers 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. Communicate with customers and colleagues clearly and courteously
4. Be able to demonstrate good working relationships in the automotive work environment	4.1. Demonstrate positive team work within an automotive environment 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. Identify and inform colleagues promptly of anything likely to affect their own work



Evidence Requirements

- | |
|--|
| 1. You must produce witness testimony from your work colleagues that you have worked and communicated well with them |
| 2. You must be observed working with others during your normal duties |



UNIT REF: ICS B2	UNIT TITLE: DELIVER RELIABLE CUSTOMER SERVICE
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Level: 2	Route:	Credit Value: 5	GLH: 33
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Mapping: This unit directly relates to Unit B2 of the Customer Service NOS 2010

Rationale: This unit is about how the learner delivers consistent and reliable service to customers. As well as being good with people, the learner needs to work with their organisation's service systems to meet or exceed customer expectations. In the learners' job there will be many examples of how they combine their approach and behaviour with their organisation's systems. The learner will need to prepare for each transaction with a customer, deal with different types of customers in different circumstances and check that what they have done has met customer expectations. To meet this standard they have to deliver excellent customer service over and over again.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Prepare to deal with customers	1.1. Keep their knowledge of their organisation's services or products up-to-date 1.2. Ensure that the area they work in is tidy, safe and organised efficiently 1.3. Prepare and arrange everything they need to deal with customers before their shift or period of work commences
2. Give consistent service to customers	2.1. Make realistic customer service promises to customers 2.2. Ensure that their promises balance the needs of their customers and their organisation 2.3. Keep their promises to customers 2.4. Inform their customers if they cannot keep their promises due to unforeseen circumstances 2.5. Recognise when their customers' needs or expectations have changed and adapt their service to meet the new requirements 2.6. Keep their customers informed if delivery of the service needs to involve passing them on to another person or organisation
3. Check customer service delivery	3.1. Check that the service they have given meets their customers' needs and expectations 3.2. Identify when they could have given better service to customers and how their service could have been improved 3.3. Share information with colleagues and service partners to maintain and improve their standards of service delivery.



4. Know how to deliver reliable customer service	4.1. Describe their organisation's services or products 4.2. Explain their organisation's procedures and systems for delivering customer service 4.3. Describe methods or systems for measuring an organisation's effectiveness in delivering customer service 4.4. Explain their organisation's procedures and systems for checking service delivery 4.5. Explain their organisation's requirements for health and safety in their area of work
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Evidence Requirements

1. You must produce evidence that shows you have done this over a sufficient period of time with different customers on different occasions:
2. You must produce evidence that you have worked with different customers who have different needs and expectations
3. You must produce evidence of delivering reliable customer service a. during routine delivery of customer service b. during a busy time in your job c. during a quiet time in your job d. when people, systems or resources have let you down.
4. You must be observed delivering reliable customer service on at least 2 separate occasions

ASSESSOR SIGNATURE:	DATE:
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UNIT REF:ICS A4	UNIT TITLE: GIVE CUSTOMERS A POSITIVE IMPRESSION OF YOURSELF AND YOUR ORGANISATION
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Level: 2	Credit Value: 5	GLH: 33
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Mapping: This unit directly relates to Unit A4 of the Customer Service NOS

Rationale: Excellent customer service is provided by people who are good with people. The learner’s behaviour affects the impression that customers have of the service they are receiving. This Unit is about communicating with the customers and giving a positive impression whenever dealing with a customer. By doing this the learner can create a positive impression of the organisation and the customer service it provides. All of us enjoy the experience of good customer service if we feel that the person serving us really wants to create the right impression, responds to us and gives us good information. Every detail of the learners’ behaviour counts when dealing with a customer.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Establish rapport with customers	1.1. Meet their organisation’s standards of appearance and behaviour 1.2. Greet their customer respectfully and in a friendly manner 1.3. Communicate with their customer in a way that makes them feel valued and respected 1.4. Identify and confirm their customer’s expectations 1.5. Treat their customer courteously and helpfully at all times 1.6. Keep their customer informed and reassured 1.7. Adapt their behaviour to respond to different customer behaviour
2. Respond appropriately to customers	2.1. Respond promptly to a customer seeking help 2.2. Choose the most appropriate way to communicate with their customer 2.3. Check with their customer that they have fully understood their expectations 2.4. Respond promptly and positively to their customer’s questions and comments 2.5. Allow their customer time to consider their response and give further explanation when appropriate



3. Communicate information to customers	<p>3.1. Quickly find information that will help their customer</p> <p>3.2. Give their customer information they need about the services or products offered by their organisation</p> <p>3.3. Recognise information that their customer might find complicated and check whether they fully understand</p> <p>3.4. Explain clearly to their customers any reasons why their expectations cannot be met</p>
4. Understand how to give customers a positive impression of themselves and the organisation	<p>4.1. Describe their organisation's standards for appearance and behaviour</p> <p>4.2. Explain their organisation's guidelines for how to recognise what their customer wants and respond appropriately</p> <p>4.3. Identify their organisation's rules and procedures regarding the methods of communication they use</p> <p>4.4. Explain how to recognise when a customer is angry or confused</p> <p>4.5. Identify their organisation's standards for timeliness in responding to customer questions and requests for information</p>

Evidence Requirements

1. You must produce evidence that shows you have done this over a sufficient period of time with different customers on different occasions:
2. Your communication with customers may be face to face, in writing, by telephone, text message, e-mail, internet (including social networking), intranet or by any other method you would be expected to use within your job role
3. You must produce evidence of delivering reliable customer service <ol style="list-style-type: none"> a. during routine delivery of customer service b. during a busy time in your job c. during a quiet time in your job d. when people, systems or resources have let you down.
4. You must produce evidence that you communicate with customers effectively by: <ol style="list-style-type: none"> a. using appropriate spoken or written language b. applying the conventions and rules appropriate to the method of communication you have chosen.
5. You must be observed giving a positive impression of yourself and your organisation to different customers on at least 2 separate occasions

ASSESSOR SIGNATURE:

DATE:



UNIT REF: VV01K	UNIT TITLE: KNOWLEDGE OF MOTOR VEHICLE EXTERIOR VALETING
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Level: 1	Credit Value: 2	GLH: 15
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Mapping: This unit is partly mapped to the IMI NOS

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Know how to work safely when carrying out vehicle exterior valeting	1.1 State the safe working practices that should be followed when carrying out vehicle exterior valeting 1.2 State why it is important to use manufacturers instructions and safety data sheets when using vehicle exterior valeting cleaning materials
2. Know how to use equipment and materials to carry out vehicle exterior valeting	2.1 Identify vehicle exterior valeting equipment 2.2 State how to prepare and check the following vehicle exterior valeting equipment: a. vehicle wash equipment b. hand cleaning equipment 2.3 State how to use vehicle exterior valeting equipment 2.4 Describe the properties of vehicle exterior valeting equipment
3. Know how to carry out vehicle exterior valeting	3.1 List and name vehicle exterior body components 3.2 State the importance of identifying newly painted areas when the valeting process follows any repair work 3.3 State how to valet the following external components: a. paintwork b. glass c. plastic d. rubber e. engine and bay area f. hard trim g. convertible hoods h. wheels and tyres 3.4 State how to work in an organised and sequential manner when cleaning a vehicles exterior

Content:

1. **Vehicles are:**
 - a. light vehicles
 - b. commercial vehicles
 - c. motorcycles
 - d. mopeds and scooters

2. **Hard trim examples include:**
 - a. decorative metal
 - b. decorative wood
 - c. scuff plates
 - d. rubbing strips
 - e. inlaid bumpers

3. **Assessment of external features of vehicles examples include:**
 - a. checking for any type of body damage to the vehicle (dents, scratches, etc)
 - b. alignment of doors and body panels
 - c. condition of external trim and any accessories
 - d. tyre wear

4. **Problems with the vehicle include:**
 - a. damage (reported and unreported)
 - b. defects
 - c. malfunctions
 - d. missing equipment and accessories

5. **Cleaning Materials used are:**
 - a. sprays
 - b. polishes
 - c. de-waxing agents
 - d. de-greasers
 - e. waxes
 - f. trim and tyre dressings

6. **Exterior vehicle surfaces are:**
 - a. paintwork
 - b. glass
 - c. rubber
 - d. hard trim
 - e. wheels and tyres
 - f. plastic
 - g. convertible hoods (e.g.vinyl/canvas etc)
 - h. leather (bonnet protector)

7. **Safe working practices include:**
 - a. safe use of pressure washes, following manufacturer's instructions
 - b. disposing of waste materials
 - c. awareness of potential damage on a vehicle which could cause harm, for example, damage to:
 - i. body trim or a moulding which has been displaced
 - ii. light clusters
 - iii. wiper arms
 - iv. aerial bases
 - d. awareness of your surroundings and environment



Content:

8. **Vehicle Exterior Valeting Equipment** includes:
 - a. vehicle wash equipment i.e. high pressure washers, hot or cold or steam
 - b. hand cleaning equipment i.e. hose pipe and bucket

9. **How to use vehicle valeting equipment, to include:**
 - a. manufactures instructions
 - b. distance from vehicle
 - c. temperature of the water

10. **External components include:**
 - a. paintwork
 - b. glass
 - c. plastic
 - d. rubber
 - e. engine and bay area
 - f. hard trim
 - g. convertible hoods
 - h. wheels and tyres
 - i. door shuts



UNIT REF: VV01S	UNIT TITLE: SKILLS IN MOTOR VEHICLE EXTERIOR VALETING
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Level: 1	Route: Skills	Credit Value: 2	GLH: 19
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Mapping: This unit is mapped to the IMI NOS

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to work safely when carrying out vehicle exterior valeting	1.1. Use suitable personal protective equipment and vehicle coverings where necessary throughout all valeting activities 1.2. Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment 1.3. Carry out all exterior valeting procedures in the designated area
2. Be able to use equipment and materials to carry out vehicle exterior valeting	2.1 Check and prepare all the equipment required, following manufacturers' instructions, prior to use 2.2 Use external cleaning materials which are suitable for the vehicle's surfaces and specification 2.3 Use all exterior cleaning materials and equipment following: a. the manufacturer's instructions b. your workplace procedures c. health and safety requirements
3. Be able to carry out vehicle exterior valeting	3.1 Clean all surfaces following the customer contract and timescale agreed 3.2 Report any vehicle damage you notice to the relevant person(s) promptly 3.3 Leave all exterior surfaces free from residual cleaning and finishing agents. 3.4. Dispose of waste cleaning materials to conform with legal and workplace requirements



Evidence Requirements

1. You must be observed by your assessor on 2 separate occasions successfully carrying out exterior vehicle valeting on at least 1 vehicle using:
vehicle wash equipment
hand cleaning equipment
2. You must produce evidence of all of the following vehicle interior cleaning Materials :
exterior valeting cleaning chemicals
dressing chemicals
3. You must produce evidence of cleaning 6 out of the 7 of the following Surfaces .
paintwork
glass
rubber
hard trim
wheels and tyres
plastic
convertible hoods (e.g. vinyl /canvass etc)



UNIT REF: VV02K

UNIT TITLE: KNOWLEDGE OF MOTOR VEHICLE INTERIOR VALETING

Level: 1

Credit Value: 2

GLH: 15

Mapping: This unit is partly mapped to the IMI NOS

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Know how to work safely when carrying out vehicle interior valeting	1.1. State the safe working practices that should be followed when carrying out vehicle interior valeting 1.2. State why it is important to use manufacturers instructions and safety data sheets when using vehicle interior valeting cleaning materials
2. Know how to use equipment and materials to carry out vehicle interior valeting	2.1. State how to prepare and check the following vehicle interior valeting equipment: a. hand cleaning equipment b. vacuum cleaners c. spray extraction d. steam cleaners 2.2. State how to use vehicle interior valeting equipment 2.3. Describe the properties of vehicle interior valeting equipment
3. Know how to carry out vehicle interior valeting	3.1. State how to valet the following internal components: a. glass b. rubber c. leather d. plastic e. fabrics and carpets 3.2. State why it is important to work in an organised and sequential manner when cleaning the interior of vehicles 3.3. State why it is important to protect the customers' possessions from cleaning materials and the cleaning process

Content

1. **Vehicles are:**
 - a. light vehicles
 - b. commercial vehicles
 - c. motorcycles
 - d. mopeds and scooters
2. **Hard trim examples include:**
 - a. decorative metal
 - b. decorative wood
 - c. scuff plates
3. **Soft trim examples include:**
 - a. plastic
 - b. leather
 - c. fabric and carpets
4. **Assessment of internal features of vehicles:**
 - a. checking for any type of interior vehicle damage (scratches, rips, tears missing components etc)
5. **Problems with the vehicle include:**
 - a. damage (reported and unreported)
 - b. defects
 - c. malfunctions
 - d. missing equipment and accessories
6. **Cleaning Materials used are:**
 - a. sprays
 - b. polishes
 - c. cleaning chemicals
 - d. glass cleaners
 - e. leather treatments
 - f. dyes
7. **Safe working practices include:**
 - a. safe use of vehicle interior equipment and substances, following manufacturer's instructions
 - b. disposing of waste materials e.g. aerosol cans
 - c. awareness of potential hazards in a vehicle which could cause harm, for example:
 - i. customers property
 - ii. hazardous materials
 - d. awareness of your surroundings and environment
8. **Vehicle Interior Valeting Equipment includes:**
 - a. hand cleaning equipment
 - b. vacuum cleaners
 - c. spray extraction (form of vacuum)
 - d. steam cleaners
 - e. specialist equipment (i.e. smog machines)
9. **How to use vehicle valeting equipment, to include:**
 - a. manufactures instructions
 - b. temperature of the water, appropriate to interior material
10. **Internal components include:**
 - a. glass
 - b. rubber
 - c. leather
 - d. plastic
 - e. fabrics and carpets
 - f. alcantara
 - g. vinyl



UNIT REF: VV02S	UNIT TITLE: SKILLS IN MOTOR VEHICLE INTERIOR VALETING
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Level: 1	Route: Skills	Credit Value: 2	GLH: 14
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Mapping: This unit is mapped to the IMI NOS

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to work safely when carrying out vehicle interior valeting	1.1. Use suitable personal protective equipment and vehicle coverings where necessary throughout all valeting activities 1.2. Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment 1.3. Carry out all interior valeting procedures in the designated area 1.4. Store safely and return any loose customer possessions likely to be affected by valeting activities
2. Be able to use equipment and materials to carry out vehicle interior valeting	2.1. Check and prepare all the equipment required, following manufacturers' instructions, prior to use 2.2. Use internal cleaning materials which are suitable for the vehicle's surfaces and specification 2.3. Use all cleaning materials and equipment following: <ul style="list-style-type: none"> a. the manufacturer's instructions b. your workplace procedures c. health and safety requirements
3. Be able to carry out vehicle interior valeting	3.1. Clean all surfaces following the customer contract and timescale agreed 3.2. Report any vehicle damage you notice to the relevant person(s) promptly 3.3. Leave all interior surfaces free from residual cleaning and finishing agents. 3.4. Dispose of waste cleaning materials to conform with legal and workplace requirements

Evidence Requirements

1. You must be observed by your assessor on 2 separate occasions successfully carrying out interior vehicle valeting on at least 1 vehicle using
vehicle cleaning equipment
vacuum cleaners
spray extraction
steam cleaners
2. You must produce evidence of using all of the following vehicle interior cleaning Materials
interior valeting cleaning chemicals
dressing chemicals
3. You must produce evidence of all of the following Surfaces .
glass
rubber
plastic
fabrics and carpets



UNIT REF: VV03K	UNIT TITLE: KNOWLEDGE OF RESTORING MOTOR VEHICLE EXTERIOR CONDITION
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Level: 2	Credit Value: 2	GLH: 15
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Mapping: This unit is partly mapped to the IMI NOS

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Know how to work safely when restoring a vehicles exterior condition	1.1. Describe the safe working practices that should be followed when reinstating vehicle exterior condition 1.2. Explain the importance of using manufacturers instructions and safety data sheets when using vehicle valeting cleaning materials
2. Know about the equipment and materials to restore a vehicles exterior condition	2.1. Describe how to prepare and check machine polishing equipment 2.2. Describe the properties of the following: <ul style="list-style-type: none"> a. exterior valeting detergents and chemicals b. compound materials c. professional treatments d. wet and dry abrasive paper
3. Know how to restore a vehicles exterior condition	3.1. Explain the importance of working in an organised and sequential manner when carrying out rectification activities 3.2. Describe how to prepare and/or mask-up a vehicle ahead of any rectification activities 3.3. Explain the importance of disposing of waste safely and the consequences of not doing so to others and the environment 3.4. Describe the different processes for restoring faded paintwork and when to apply these 3.5 Describe the different processes for correcting minor surface scratches and when to apply these

Content

1. **Vehicles are:**
 - a. light vehicles
 - b. commercial vehicles
 - c. motorcycles
 - d. mopeds and scooters

2. **Hard trim examples include:**
 - a. decorative metal
 - b. decorative wood
 - c. scuff plates
 - d. rubbing strips
 - e. inlaid bumpers

3. **Assessment of external features of vehicles examples include:**
 - a. checking for any type of body damage to the vehicle (dents, scratches, etc)
 - b. alignment of doors and body panels
 - c. condition of external trim and any accessories
 - d. tyre wear

4. **Problems with the vehicle include:**
 - a. damage (reported and unreported)
 - b. defects
 - c. malfunctions
 - d. missing equipment and accessories

5. **Cleaning Materials used are:**
 - a. exterior detergents and solvents
 - b. polishes
 - c. cleaning chemicals
 - d. professional treatments
 - e. paints or clear coat

6. **Exterior vehicle surfaces are:**
 - a. paintwork
 - b. glass
 - c. rubber
 - d. hard trim
 - e. wheels and tyres
 - f. plastic
 - g. convertible hoods (e.g. vinyl /canvas etc)
 - h. leather (bonnet protector)

7. **Professional Treatments include:**
 - a. exterior protection
 - b. polymer wax

8. **Techniques are**
 - a. flatting
 - b. compounding
 - c. polishing
 - d. waxing

Content

9. Safe working practices include:

- a. safe use of machine polishing equipment, following manufacturer's instructions
- b. disposing of waste materials
- c. awareness of potential damage on a vehicle which could cause harm for example, damage to:
 - i. body trim or a moulding which has been displaced
 - ii. light clusters
 - iii. wiper arms
 - iv. aerial bases
- d. awareness of your surroundings and environment e.g. electric cables, suitability of isolated areas to carry out body polishing

10. Equipment to restore paintwork includes:

- a. hand polishing equipment
- b. polishing machines
- c. chip repair kits

11. Processes to restore faded paintwork

- a. cutting agents

12. Processes to restore surface scratches includes:

- a. cutting agents
- b. wet and dry abrasives

13. How to use vehicle valeting equipment, to include:

- a. manufactures instructions
- b. distance from vehicle
- c. temperature of the water

14. External components include:

- a. paintwork
- b. glass
- c. plastic
- d. rubber
- e. engine and bay area
- f. hard trim
- g. convertible hoods
- h. wheels and tyres
- i. door shuts

15. Recommendations to customers can include:

- a. replacement of basic components
- b. repairs
- c. cleaning or no action required



UNIT REF: VV03S	UNIT TITLE: SKILLS IN RESTORING MOTOR VEHICLE EXTERIOR CONDITION
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Level: 2	Route: Skills	Credit Value: 3	GLH: 19
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Mapping: This unit is mapped to the IMI NOS

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to work safely when restoring vehicle exterior condition	1.1. Use suitable personal and vehicle coverings where necessary throughout all valeting activities 1.2. Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment 1.3. Carry out all machine polishing and restoration procedures in the designated area
2. Be able to use equipment and materials to restore vehicle exterior condition	2.1. Check and prepare all the equipment required, following manufacturers' instructions, prior to use 2.2. Use materials which are suitable for treatment of the vehicle's specific paint damage or deterioration 2.3. Use all materials and equipment following: <ul style="list-style-type: none"> a. the manufacturer's instructions b. your workplace procedures c. health and safety requirements
3. Be able to restore vehicle exterior condition	3.1. Rectify vehicle body surfaces following the customer contract and timescale agreed 3.2. Check for minor defects to the paint surface 3.3. Report any vehicle damage you notice to the relevant person(s) promptly and advise where defects cannot be rectified 3.4. Leave all exterior surfaces free from residual cleaning and finishing agents 3.5. Dispose of waste cleaning materials to conform with legal and workplace requirements

Evidence Requirements

1. You must be observed by your assessor on 2 separate occasions successfully restoring exterior vehicle condition on at least 4 different body panels (bonnet, boot, door, wing) using
hand polishing equipment
polishing machines
chip repair kits
2. You must produce evidence of all of the following vehicle exterior cleaning Materials :
valeting exterior cleaning chemicals
dressing chemicals
specialist chemicals and treatments
3. You must produce evidence of all of the following Surfaces .
paintwork
metal
plastic
4. You must produce evidence of using all of the following Techniques
flattening
compounding
polishing
waxing



UNIT REF: VV04K	UNIT TITLE: KNOWLEDGE OF HOW TO ASSESS MOTOR VEHICLE CONDITION IN VEHICLE VALETING
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Level: 2	Credit Value: 1	GLH: 6
Mapping: This unit is partly mapped to the IMI NOS		

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Know why pre and post vehicle inspections are carried out in vehicle valeting	1.1. Describe the benefits to the organisation of carrying out vehicle inspections including: a. identifying additional work b. maintaining customer satisfaction 1.2. Describe why it is important to report vehicle problems to the relevant persons promptly
2. Know how to assess motor vehicle condition in vehicle valeting	2.1. Describe the damage and types of defects that may be found when carrying out an assessment of the external features of the vehicle 2.2. Describe the damage and types of defects that may be found when carrying out an assessment of the internal features of the vehicle 2.3. Describe how to conduct vehicle assessments in a safe and systematic manner
3. Know how to complete vehicle records and documentation when assessing motor vehicle condition in vehicle valeting	3.1. Describe the different methods of recording vehicle condition 3.2. Describe how to locate vehicle identification details 3.3. Describe the importance of storing vehicle records

Content

1. **Vehicles are:**
 - a. light vehicles
 - b. commercial vehicles
 - c. motorcycles
 - d. mopeds and scooters

2. **Methods of recording vehicle assessment includes:**
 - a. vehicle assessment templates
 - b. hand held computers
 - c. PCs
 - d. diagrams
 - e. job cards

3. **Vehicle identifiers include:**
 - a. registration plate
 - b. chassis number
 - c. make, model, colour, mileage
 - d. customer details

4. **Assessment of internal and external features of vehicles to include:**
 - a. checking for any type of body damage to the vehicle (dents, scratches, etc)
 - b. checking for any type of interior vehicle damage (scratches, rips, tears missing components etc),
 - c. alignment of doors and body panels
 - d. condition of external trim and any accessories,
 - e. tyre wear

5. **Problems with the vehicle include:**
 - a. damage (reported and unreported)
 - b. defects
 - c. malfunctions
 - d. missing equipment and accessories

6. **Recommendations to customers can include:**
 - a. replacement of basic components
 - b. repairs
 - c. cleaning or no action required



UNIT REF: VV04S	UNIT TITLE: SKILLS IN HOW TO ASSESS MOTOR VEHICLE CONDITION IN VEHICLE VALETING
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Level: 2	Route: Skills	Credit Value: 1	GLH: 6
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Mapping: This unit is mapped to the IMI NOS

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to work safely when carrying out pre and post vehicle inspections in vehicle valeting	1.1. Carry out all vehicle inspections in a work area which is safe for yourself and others 1.2. Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment
2. Be able to assess motor vehicle condition in vehicle valeting	2.1. Carry out inspection of vehicle exteriors to identify bodywork deterioration and damage 2.2. Carry out inspection of vehicle interiors to identify contamination and damage
3. Be able to record information and make suitable recommendations	3.1. Record vehicle identification details 3.2. Make suitable recommendations for refurbishment or repair work clearly and accurately 3.3. Ensure you record and report any personal property belonging to a customer accurately 3.4. Ensure vehicle records are stored in a systematic way 3.5. Report any problems with the vehicle to the relevant person(s) promptly

Evidence Requirements

1. You must be observed by your assessor on 2 separate occasions successfully assessing the condition of 2 vehicles
2. You must produce evidence of completing vehicle assessment records and storing them appropriately



UNIT REF: VV05K	UNIT TITLE: KNOWLEDGE OF REINSTATING MOTOR VEHICLE INTERIOR CONDITION
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Level: 2	Credit Value: 2	GLH: 15
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Mapping: This unit is partly mapped to the IMI NOS

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Know how to work safely when reinstating a vehicles interior condition	1.1. Describe the safe working practices that should be followed when reinstating vehicle interior condition 1.2. Explain the importance of following a customer's requirements and instructions promptly
2. Know how to use equipment and materials to reinstate vehicle interior condition	2.1. Describe how to prepare, check and use interior valeting equipment including wet-vacuuming 2.2. Describe the properties of the following: a. interior valeting materials b. professional treatments 2.3. Describe how to apply the following: a. interior valeting materials b. professional treatments
3. Know how to reinstate vehicle interior condition	3.1. Explain the importance of working in an organised and sequential manner when carrying out rectification activities 3.2. Explain the importance of disposing of waste safely and the consequences of not doing so to others and the environment 3.3. Describe the different processes for removing stains and odours 3.4. Describe the different processes for restoring soft and hard interior trim

Content

1. **Vehicles are:**
 - a. light vehicles
 - b. commercial vehicles
 - c. motorcycles
 - d. mopeds and scooters
2. **Hard trim examples include:**
 - a. decorative metal
 - b. decorative wood
 - c. scuff plates
3. **Soft trim examples include:**
 - a. plastic
 - b. leather
 - c. fabric and carpets.
4. **Assessment of internal features of vehicles:**
 - a. checking for any type of interior vehicle damage (scratches, rips, tears missing components etc)
5. **Problems with the vehicle include:**
 - a. damage (reported and unreported)
 - b. defects
 - c. malfunctions
 - d. missing equipment and accessories
6. **Cleaning materials used are:**
 - a. sprays
 - b. polishes
 - c. cleaning chemicals
 - d. glass cleaners
 - e. leather treatments
 - f. dyes
7. **Interior surfaces are:**
 - a. glass
 - b. rubber
 - c. leather
 - d. plastic
 - e. fabrics and carpets
8. **Professional Treatments include:**
 - a. interior protection
 - b. removal of odours
9. **Safe working practices include:**
 - a. safe use of vehicle interior equipment and substances, following manufacturer's instructions
 - b. disposing of waste materials e.g. aerosol cans
 - c. awareness of potential hazards in a vehicle which could cause harm, for example:
 - i. customers property
 - ii. hazardous materials
 - d. awareness of your surroundings and environment
10. **Equipment to reinstating vehicle interior includes:**
 - a. hand cleaning equipment
 - b. vacuum cleaners
 - c. spray extraction
 - d. steam cleaners
11. **Processes for reinstating soft and hard trim include:**
 - a. soft trim:
 - i. upholstery brush
 - ii. spray extraction
 - b. hard trim:
 - i. hard surface brush
 - ii. upholstery sponge (abrasive)
12. **Recommendations to customers can include:**
 - a. repairs
 - b. cleaning or no action required



UNIT REF: VV05S	UNIT TITLE: SKILLS IN REINSTATING MOTOR VEHICLE INTERIOR CONDITION
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Level: 2	Route: Skills	Credit Value: 3	GLH: 19
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Mapping: This unit is mapped to the IMI NOS

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to work safely when reinstating vehicle interior condition	1.1. Use suitable personal and vehicle coverings where necessary throughout all valeting activities 1.2. Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment 1.3. Use equipment safely taking vehicle electrical and electronic systems into consideration 1.4. Store safely and return any loose customer possessions likely to be affected by interior valeting activities
2. Be able to use equipment and materials to reinstate vehicle interior condition	2.1. Check and prepare all the equipment required, following manufacturers' instructions, prior to use 2.2. Use wet-vacuuming equipment to reinstate vehicle interior 2.3. Use correct materials which are suitable for the removal of stains and odours of the vehicle's interior 2.4. Use all interior cleaning materials and equipment following: <ul style="list-style-type: none"> a. the manufacturer's instructions b. your workplace procedures c. health and safety requirements
3. Be able to reinstate vehicle interior condition	3.1. Reinstating vehicle body interiors using recognised industry equipment 3.2. Check for defects to the vehicle interior 3.3. Report any vehicle damage you notice to the relevant person(s) promptly and advise where defects cannot be rectified 3.4. Leave all interior surfaces free from residual cleaning and finishing agents 3.5. Dispose of waste cleaning materials to conform with legal and workplace requirements

Evidence Requirements

1. You must be observed by your assessor on 2 separate occasions successfully reinstating interior vehicle condition on at least 1 vehicle using
hand cleaning equipment
vacuum cleaners
spray extraction
steam cleaners
2. You must produce evidence of all of the following vehicle interior cleaning Materials :
valeting interior cleaning chemicals
dressing chemicals
steam cleaners
3. You must produce evidence of cleaning all of the following Surfaces
glass
rubber
leather
plastic
fabrics and carpets