



INSTITUTE
OF THE MOTOR
INDUSTRY

IMI QUALIFICATION



Assessment Criteria for

IMI Level 3 Diploma in Vehicle Parts Principles

I.D: 600/0174/4

*To be used in conjunction with Candidate Assessment Summary 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:
Assessor Name:	
Assessor Signature:	
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IMI Level 3 Diploma in Vehicle Parts Principles (VRQ)

This qualification consists of 4 Mandatory Units, 18 Mandatory Specialist Units and 14 Optional Units.

All units are either Knowledge (K) or Skills (S) Units. The K or S units are combined to form a topic 'set'

In order to pass the qualification, learners must achieve a total of 79 credits from the following groups:

Group A: 18 credits from the Mandatory Units.

Group B: 55 credits from the Mandatory Specialist Units

Group C: A minimum of 6 credits from 2 Optional Unit 'sets'

A minimum of 44 credits must be achieved at Level 3 or above

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

Set Ref:	Unit Ref, Unit Title & I.D. Number	GLH	Unit Level	Credit Value
G0102	G0102K - Knowledge of Health, Safety and Good Housekeeping in the Automotive Environment (D/601/6171)	30	2	3
	G0102S - Skills in Health, Safety and Good Housekeeping in the Automotive Environment (Y/601/7254)	60	2	7
G3	G3K - Knowledge of Support for Job Roles in the Automotive Environment (T/601/6175)	20	3	3
	G3S - Skills in Supporting Job Roles in the Automotive Environment (J/601/6262)	40	3	5



GROUP B: Mandatory Specialist Units

Set Ref:	Unit Ref, Unit Title & I.D. Number	GLH	Unit Level	Credit Value
VP01	VP01K - Knowledge of Giving a Positive Impression to Vehicle Parts Customers (D/502/6074)	30	2	4
	VP01S - Skills in Giving a Positive Impression to Vehicle Parts Customers (T/502/6534)	18	2	2
VP02	VP02K - Knowledge of Identifying and Reporting Security Risks within a Vehicle Parts Environment (H/502/6075)	15	2	2
	VP02S - Skills in Identifying and Reporting Security Risks within a Vehicle Parts Environment (A/502/6535)	8	2	1
VP03	VP03K - Knowledge of Selecting and Issuing Motor Vehicle Parts (K/502/6076)	45	3	6
	VP03S - Skills in Selecting and Issuing Motor Vehicle Parts (F/502/6536)	30	3	4
VP04	VP04K - Knowledge of Receiving and Storing Motor Vehicle Parts (M/502/6077)	24	2	3
	VP04S - Skills in Receiving and Storing Motor Vehicle Parts (J/502/6537)	18	2	2
VP05	VP05K - Knowledge of Processing Orders for Non-Stock Motor Vehicle Parts (T/502/6078)	24	3	3
	VP05S - Skills in Processing Orders for Non-Stock Motor Vehicle Parts (L/502/6538)	15	3	2
VP08	VP08K - Knowledge of Processing Payment Transactions Within A Vehicle Parts Environment (T/502/6081)	25	2	3
	VP08S - Skills in Processing Payment Transactions Within A Vehicle Parts Environment (L/502/6541)	18	2	2
VP09	VP09K - Knowledge of Stock Control Within A Vehicle Parts Operation (A/502/6082)	35	3	5
	VP09S - Skills in Stock Control Within A Vehicle Parts Operation (R/502/6542)	18	3	3
VP10	VP10K - Knowledge of Participating In Motor Vehicle Parts Stocktaking Activities (F/502/6083)	40	3	5
	VP10S - Skills in Participating In Motor Vehicle Parts Stocktaking Activities (Y/502/6543)	15	3	2
VP14	VP14K - Knowledge of Monitoring And Solving Customer Service Problems Within A Vehicle Parts (Y/502/6087)	30	3	4
	VP14S - Skills in Monitoring And Solving Customer Service Problems Within A Vehicle Parts Environment (K/502/6546)	15	3	2



GROUP C: Optional Units

Set Ref:	Unit Ref, Unit Title & I.D. Number	GLH	Unit Level	Credit Value
G6	G6K - Knowledge of how to Make Learning Possible through Demonstrations and Instruction (T/601/6242)	45	3	5
	G6S - Skills in how to Make Learning Possible through Demonstrations and Instruction (Y/601/6282)	40	3	5
VP06	VP06K - Knowledge of Processing Returned Goods And Materials In A Vehicle Parts Environment (A/502/6079)	25	2	4
	VP06S - Skills in Processing Returned Goods And Materials In A Vehicle Parts Environment (R/502/6539)	8	2	1
VP07	VP07K - Knowledge of Delivering Motor Vehicle Parts To Customers (M/502/6080)	20	2	3
	VP07S - Skills in Delivering Motor Vehicle Parts To Customers (J/502/6540)	18	2	2
VP11	VP11K - Knowledge of Entering and Finding Data Using Information Technology Within A Vehicle Parts Environment (J/502/6084)	10	2	2
	VP11S - Skills in Entering and Finding Data Using Information Technology Within A Vehicle Parts Environment (D/502/6544)	8	2	1
VP12	VP12K - Knowledge of Communicating Information Electronically Within A Vehicle Parts Environment (L/502/6085)	10	2	2
	VP12S - Skills in Communicating Information Electronically Within A Vehicle Parts Environment (T/502/6551)	8	2	1
VP15	VP15K - Knowledge of Customer Service Improvements Within A Vehicle Parts Environment (D/502/6088)	30	3	4
	VP15S - Skills in Customer Service Improvements Within A Vehicle Parts Environment (M/502/6547)	20	3	2
VP17	VP17K - Knowledge of Maximising Product Sales In A Vehicle Parts Operation (Y/502/6090)	30	3	4
	VP17S - Skills in Maximising Product Sales In A Vehicle Parts Operation (A/502/6549)	14	3	2



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



<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 associated automotive 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 automotive 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:

Control of consumable materials

- a. Cleaning materials and consumable materials

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 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. Electricity at Work Regulations 1989.
- c. Manual Handling Operations Regulations 1992.
- d. Health and Safety (Display Screen Equipment) Regulations 1992.
- e. Safe Working Loads.
- f. 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 (where relevant) 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 Electricity at Work Regulations 1989
- g Electricity (Safety) Regulations 1994
- h Fire Precautions Act 1971
- i Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985
- j Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 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 materials, tools and equipment including electrical safety.

- 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



Content: Contd

PPE to include:

- a. Typical maintenance procedures for PPE equipment to include:
 - i. typical maintenance log
 - ii. cleaning procedures
 - iii. variation in glove types
- b. Typical workplace processes which would require the use of PPE to cover damaged components:
- c. Unserviceable PPE.
- d. PPE required for a range automotive activities. To include appropriate protection of:
 - i. eyes
 - ii. feet
 - iii. hands
 - iv. body

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
- 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. harmful fumes
 - iv. slips
 - v. trips
 - vi. falling objects

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.

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. What action to take in the event of an accident and emergency
 Typical examples could be::
 - i. alert relevant persons
 - ii. emergency services
 - iii. in the event of a fire
 - iv. in the event of an evacuation
 - v. your duty to the customer
 - vi. accident book responsibility
 - vii. RIDDOR
 Injury to self and others



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 The Learner will:	ASSESSMENT CRITERIA 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 feet c hands d body 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 minimises 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
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



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:
• 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
3. You must produce evidence of identifying risks.
4. You must produce evidence of following at least 2 of the workplace policies listed below:
• 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
• personal presentation
5. You must produce evidence of following workplace policies

ASSESSOR SIGNATURE:

DATE:



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



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

Content:

The structure of a typical vehicle repair business

- a. How these areas relate to each other within the business
 - i. counter sales
 - ii. delivery service
 - iii. parts storage
 - iv. accessory / high value storage
 - v. main office
 - vi. goods receipt area

- b. Sources of information where relevant
 - i. other staff
 - ii. catalogue
 - 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:
 - i. vehicle specifications
 - ii. component specifications
 - iii. oil and fluid specifications
 - iv. equipment and tools
 - v. identification codes

- b. Procedures for:
 - i. referral of problems
 - ii. reporting delays
 - iii. keeping others informed of progress
 - iv. additional or associated sales during identification



Content: contd

Methods of communication

- a. Verbal
- b. Signs and notices
- c. Telephone
- d. Electronic messages
- e. Notice boards
- f. 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



UNIT REF: G3S	UNIT TITLE: SKILLS IN SUPPORTING JOB ROLES IN THE AUTOMOTIVE WORK ENVIRONMENT
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Level: 3	Route: Skills	Credit Value: 5	GLH: 40
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Mapping: This unit is mapped to the IMI NOS G3

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. 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 technical 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
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



EVIDENCE REQUIREMENTS

You must:

- | |
|---|
| 1. You must produce witness testimony from your peers and supervisor or tutor that you have worked well with others. |
| 2. You must produce evidence carrying out the above whilst performing your normal duties. |



UNIT REF: VP01K	UNIT TITLE: KNOWLEDGE OF GIVING A POSITIVE IMPRESSION TO VEHICLE PARTS CUSTOMERS
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Level: 2	Route: Knowledge	Credit Value: 4	GLH: 30
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Mapping: This unit is mapped to the IMI NOS VP01

Rationale: This unit will help the learner develop the knowledge and understanding they need to give vehicle parts customers a positive impression of themselves and the organization they work for.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<p>The Learner will:</p> <p>1. Understand the legal requirements, regulations and codes of practice relevant to vehicle parts customer service</p>	<p>The Learner can:</p> <p>1.1. Identify the relevant legal and regulatory requirements that affect the way products and services can be delivered to customers, including:</p> <ul style="list-style-type: none"> a. health and safety b. data protection c. equal opportunities d. disability discrimination <p>1.2 Describe the relevant industry, organisational and professional codes of practice and ethical standards that affect the way the products or services can be delivered to customers</p> <p>1.3 Describe what the customers' rights are and how these rights affect customer service.</p>
<p>2. Understand the organisational context for working with vehicle parts customers</p>	<p>2.1. Describe any contractual agreements that customers may have with the organisation.</p> <p>2.2 Identify the products or services of the organisation relevant to own customer service role.</p> <p>2.3 Explain the limits of own authority and when it is important to seek agreement with or permission from other people in the organisation when dealing customers</p> <p>2.4 Identify who to refer to for guidance when customer needs cannot be adequately met</p> <p>2.5 Describe any organisational targets relevant to own job, own role in meeting them and the implications for the organisation if those targets are not met.</p>



<p>3. Understand how to interact with vehicle parts' customers</p>	<p>3.1 Describe the organisation's standards for appearance and behaviour.</p> <p>3.2 Describe the organisation's guidelines for recognising customers' needs and expectations, and responding positively to them.</p> <p>3.3 Explain why it is important to communicate with customers in a clear, polite, confident way</p> <p>3.4 Describe the rules and procedures regarding how to communicate with customers.</p> <p>3.5 Explain how to recognise when a customer is angry and/or confused</p>
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Content:

Legal requirements, regulations and codes of practice relevant to vehicle parts customer service

- a. Legal and regulatory requirements:
 - i. health and safety
 - ii. data protection
 - iii. equal opportunities
 - iv. disability discrimination
- b. Industry, organisational and professional codes of practice:
- c. Consumer's rights:
 - i. contract law
 - ii. product liability
 - iii. the sale of goods act
 - iv. the trade description act
 - v. satisfactory quality
 - vi. fitness for purpose
 - vii. distance selling regulations

Organisational context for working with vehicle parts customers

- a. Contractual agreements:
 - i. account terms
 - ii. returns policy
 - iii. special order policy
- b. Products or services:
 - i. parts
 - ii. accessories
 - iii. merchandise
 - iv. customer service
 - v. parts warranty
 - vi. exchange
 - vii. expert advice
- c. Limits of own authority:
 - i. supervisor
 - ii. manager
 - iii. company policy
- d. Refer to for guidance:
 - i. colleague
 - ii. supervisor
 - iii. manager
 - iv. company policy



Content: contd

- e. Organisational targets:
 - i. first time fix (correct part/pick)
 - ii. customer service (retention/advocacy)

Interaction with vehicle parts' customers

- a. Organisation's standards for appearance and behaviour:
 - i. personal presentation (business dress)
 - ii. appropriate ppe
 - iii. personal hygiene
- b. Organisation's guidelines for recognising customers' needs and expectations:
 - i. data collection
 - ii. open questioning
 - iii. closed questioning
 - iv. recording information or data
- c. Importance of communicating with customers in a clear, polite, confident way:
 - i. first impressions
 - ii. trust
 - iii. professionalism
- d. Rules and procedures regarding how to communicate with customers:
 - i. company policies
- e. Explain how to recognise when a customer is angry and/or confused:
 - i. body language
 - ii. tone of voice



UNIT REF: VP01S	UNIT TITLE: SKILLS IN GIVING A POSITIVE IMPRESSION TO VEHICLE PARTS CUSTOMERS
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Level: 2	Route: Skills	Credit Value: 2	GLH: 18
Mapping: This unit is mapped to the IMI NOS VP01			
Rationale: This unit will help the learner develop the skills they need to give vehicle parts customers a positive impression of the themselves and the organisation they represent			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to establish a good rapport with vehicle parts customers	1.1 Meet the organisation's standards for appearance and behaviour. 1.2 Greet customers in a way that is appropriate to their needs. 1.3 Communicate with customers in a way that makes them feel valued and respected. 1.4 Identify the needs and expectations of customers. 1.5 Treat customers courteously and helpfully even when working under pressure. 1.6 Maintain communication with customers to ensure that they are kept informed and reassured. 1.7 Adapt own behaviour to respond effectively to different customer behaviour.
2. Be able to respond appropriately to vehicle parts' customers	2.1 Respond positively to customers who need or want attention. 2.2 Choose ways of communicating with customers that suit their needs. 2.3 Agree customers' needs and expectations. 2.4 Respond promptly and positively to customers' questions and comments. 2.5 Allow customers time to consider own response 2.6 Check with customers that their needs and expectations are understood 2.7 Deal with all customers in a timely fashion.



<p>3. Be able to provide vehicle parts customers with the information they need</p>	<p>3.1 Quickly locate information that will help customers.</p> <p>3.2 Give customers all information they need about the products or services offered by the organisation that they are interested in.</p> <p>3.3 Explain any information that customers find complicated or difficult to understand.</p> <p>3.4 Confirm with customers that their needs have been met.</p> <p>3.4 Manage the expectations of the customers so that they do not feel that there is over promise and under delivery.</p> <p>3.5 Refer to others for guidance when customer needs cannot be adequately met.</p>
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EVIDENCE REQUIREMENTS

<p>1. You must produce evidence of dealing with both internal and external customers</p>
<p>2. You must produce evidence of giving a positive impression of yourself and your organisation to customers covering all of the following applications or contexts</p>
<p>customers who have different needs and expectations</p>
<p>customers who may be confused</p>
<p>quiet periods</p>
<p>periods when you are working under pressure (e.g. busy or peak periods of operation)</p>
<p>communicating with customers with the appropriate spoken or written language</p>
<p>application of the rules and procedures suitable for the method of communication chosen</p>
<p>3. You must produce evidence that you have done this over a period of time with different customers on different occasions</p>
<p>4. You must be observed giving a positive impression of yourself and your organisation to different customers on at least 2 separate occasions covering at least 2 different applications or contexts.</p>
<p>Evidence from simulated activities is not acceptable for this unit.</p>



UNIT REF: VP02K	UNIT TITLE: KNOWLEDGE OF IDENTIFYING AND REPORTING SECURITY RISKS WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 2	Route: Knowledge	Credit Value: 2	GLH: 15
Mapping: This unit is mapped to the IMI NOS VP02			
Rationale: This unit will help the learner develop the knowledge and understanding they need to identify and report security risks in a vehicle parts department			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand the legal requirements and regulations that cover security in the workplace	1.1 Summarise current relevant legislation, regulations, codes of practice and guidelines relating to security risks. 1.2 Give the legal definition of theft. 1.3 Identify own legal rights and duties in relation to maintaining security and dealing with security risks and incidents
2. Understand own company policy in regard to security	2.1 Describe company policy and procedures for dealing with security risks in the workplace. 2.2 Describe company policies and procedures for maintaining security when: a. staff are working b. staff are on breaks c. staff finish work. 2.3. Describe company policy on when the police should be involved in a security incident. 2.4. Describe company policy on the type of security systems used to protect the premises, including the use of CCTV. 2.5. Describe own authority and responsibility when dealing with security risks
3. Know the types of security risks that may occur in a vehicle parts environment	3.1 Describe the types of security risk that can arise in own workplace. 3.2 Describe how and when stock could be stolen or deliberately damaged. 3.3 Describe how and when cash could be stolen.
4. Know what to do in the event of a security risk	4.1 Identify who to report security risks to, and how to contact them. 4.2 Describe the approved procedures and techniques for protecting own personal safety when security risks arise. 4.3 Explain how to prevent and stop violent behaviour safely and legally. 4.4 Describe when to ask for help when a security risk arises. 4.5 Identify who to ask for help when a security risk arises.



Content:

Legal requirements and regulations that cover security in the workplace

- a. Current legislation, regulations, codes of practice and guidelines relating to security risks.
- b. Legal definition of theft.
- c. Own legal rights and duties.

Company policy in regard to security

- a. Company policy and procedures for dealing with security risks in the workplace.
- b. Company policies and procedures for maintaining security when:
 - i. staff are working
 - ii. staff are on breaks
 - iii. staff finish work.
- c. Company policy on when the police should be involved in a security incident.
- d. Company policy on the type of security systems used to protect the premises, including the use of CCTV.
- e. Own authority and responsibility when dealing with security risks.

Security risks that may occur in a vehicle parts environment

- a. Types of security risk that can arise in own workplace:
 - i. risk assessment
- b. How and when stock could be stolen or deliberately damaged.
- c. How and when cash could be stolen.

Event of a security risk

- a. Who to report security risks to, and how to contact them:
 - i. supervisor
 - ii. manager
 - iii. company policy - communication
- b. Approved procedures and techniques for protecting own personal safety.
- c. How to prevent and stop violent behaviour safely and legally:
 - i. company policy
 - ii. current legislation
- d. When to ask for help when a security risk arises:
 - i. company policy
- e. Who to ask for help when a security risk arises:
 - i. colleague
 - ii. supervisor
 - iii. manager
 - iv. company policy



UNIT REF: VP02S	UNIT TITLE: SKILLS IN IDENTIFYING AND REPORTING SECURITY RISKS WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 2	Route: Skills	Credit Value: 1	GLH: 8
Mapping: This unit is mapped to the IMI NOS VP02			
Rationale: This unit will help the learner develop the skills they need to identify security risks in a vehicle parts department and respond to these risks appropriately			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to follow security procedures	1.1 Follow procedures for securing premises, stock and cash.
2. Be able to identify security risks when they occur	2.1 Identify when unlocked or unattended areas and items pose a security risk 2.2 Identify when the behaviour of other people may pose a security risk to oneself, other staff or premises 2.3 Identify where a theft may have occurred
3. Be able to deal with security risks and incidents	3.1 Tell the relevant person about a security risk or incident as quickly as possible 3.2 Follow the relevant procedures to minimise risk and maximise protection to people, premises, stock and cash 3.3 Act within the boundaries of the law when dealing with suspected thieves
4. Be able to complete reports of security incidents	4.1 Complete reports, where required, of security incidents 4.2 Ensure reports of incidents are clear and accurate



EVIDENCE REQUIREMENTS

1. You must produce evidence of covering the following applications or contexts with regards to stock security risks
people in locations they are not authorised to be in
violent and abusive behaviour
handling of goods and materials
unattended items
theft
For the purpose of this Evidence Requirement stock is: on display
2. You must produce evidence of identifying and reporting security risks on at least 3 occasions. Each occasion must relate to a different security risk as specified in the range and must be reported to the relevant person (e.g. a manager or the police) and include verbal or written reports
3. You must produce evidence of you following procedures for dealing with security risks on at least 3 separate occasions
4. You must be observed following security procedures on at least 2 occasions
Evidence from simulated activities is acceptable for this unit



UNIT REF: VP03K	UNIT TITLE: KNOWLEDGE OF SELECTING AND ISSUING MOTOR VEHICLE PARTS
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Level: 3	Route: Knowledge	Credit Value: 6	GLH: 45
Mapping: This unit is mapped to the IMI NOS VP03			
Rationale: This unit will help the learner develop the knowledge and understanding they need to select motor vehicle parts to meet customer needs and issue those parts to the customer.			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand the legal requirements and regulations that cover handling and issuing motor vehicle parts	1.1 Summarise current relevant legislation, regulations, codes of practice and guidelines relating to the selection and issuing of parts. 1.2 Explain the requirements for, and importance of, wearing personal protective equipment when selecting and issuing parts.
2. Understand terminology, systems and procedures relating to motor vehicle parts	2.1 Explain parts terminology and any variations in parts terminology. 2.2 Describe the organisation's systems and procedures for: <ul style="list-style-type: none"> a. parts identification b. parts storage, rotation and management c. handling damaged parts d. documentation completion and keeping records e. the storage and collection of picked orders.
3. Know vehicle systems and the location of parts in motor vehicle systems	3.1 Identify the types of systems found in vehicles (e.g. braking, suspension, steering and transmission) 3.2 Identify the location of parts within each vehicle system.
4. Know how to identify motor vehicle parts to match customer requirements	4.1 Describe how to gather information from the customer to enable correct identification of vehicle make, model, year and variant. 4.2 Describe how to use technical information to identify the parts required. 4.3 Explain how to use systems to identify required parts. 4.4 Explain: <ul style="list-style-type: none"> a. what superseded parts are b. how to identify superseded parts c. what to do when superseded parts are identified 4.5 Describe what action should be taken when the correct part cannot be identified. 4.6 Describe what action should be taken when the correct part is not in stock.
5. Know how to handle motor vehicle parts	5.1 Explain the parts numbering system for relevant makes and types of parts 5.2 Describe how to handle and move parts safely. 5.3 Describe how to use mechanical handling equipment to handle and move parts. 5.4 Explain the implications of failing to select and allocate orders promptly and correctly.

Content:

Legal requirements and regulations that cover handling and issuing motor vehicle parts

- a. Current legislation, regulations, codes of practice and guidelines relating to the selection and issuing of parts.
 - i. manual handling regulations (HSE regulations)
 - ii. COSHH requirements when selecting & issuing
 - iii. the sale of goods act
 - iv. the trade description act
 - v. satisfactory quality
 - vi. fitness for purpose
 - vii. distance selling regulations
- b. The requirements for, and importance of, wearing personal protective equipment when selecting and issuing parts.
 - i. as per company risk assessment

Parts terminology, systems and procedures relating to motor vehicle parts

- a. Parts terminology and any variations in parts terminology.
- b. Organisation's systems and procedures for:
 - i. parts identification
 - ii. parts storage, rotation and management
 - iii. handling damaged parts
 - iv. documentation completion and keeping records
 - v. the storage and collection of picked orders.

Vehicle systems and the location of parts in motor vehicle systems

- a. Types of systems found in vehicles:
 - i. engine
 - ii. transmission
 - iii. suspension
 - iv. steering
 - v. fuel
 - vi. exhaust
 - vii. electrical
 - viii. braking
 - ix. body
 - x. auxiliary / miscellaneous
- b. Location of parts within each vehicle system: (List is not exhaustive)

The four stroke cycle of a petrol engine:

- i. camshaft
- ii. crankshaft
- iii. piston
- iv. connecting rods
- v. inlet and exhaust valves
- vi. timing belt

Content:

The four stroke cycle of a diesel engine

- i. camshaft
- ii. crankshaft
- iii. piston
- iv. connecting rods
- v. inlet and exhaust valves
- vi. timing belt
- vii. alternative sources of power for a vehicle
- viii. lpg
- ix. electric
- x. hybrid
- xi. cooling systems
- xii. radiator
- xiii. thermostat
- xiv. hoses / pipes / reservoir
- xv. water pump

Transmission systems

- i. manual gearbox
- ii. automatic gearbox
- iii. differential
- iv. drive shafts
- v. final drive axle
- vi. clutch kits
- vii. drive shafts

Suspension systems

- i. shock absorbers
- ii. anti roll bars
- iii. suspension struts
- iv. coil springs
- v. independent suspension
- vi. leaf springs
- vii. tie rods

Steering systems

- i. steering rack
- ii. pump / motor (hydraulic & electrical)
- iii. pipes
- iv. track rods

Fuel systems

- i. fuel tanks
- ii. fuel pumps
- iii. fuel injection systems petrol
- iv. fuel injection systems diesel
- v. fuel lines
- vi. fuel filters

Exhaust systems

- i. silencers
- ii. front pipe
- iii. catalytic convertors
- iv. oxygen sensors
- v. diesel particulate filters



Content:

Electrical

- i. battery
- ii. alternator
- iii. starter motor
- iv. control modules
- v. infotainment

Braking

- i. brake pads and shoes
- ii. brake discs and drums
- iii. brake lines & hoses
- iv. master cylinder & servo

Body

- i. body panels
- ii. bumpers
- iii. glass & windscreens
- iv. seat belts
- v. lamp units
- vi. trim mouldings
- vii. wheels & tyres
- viii. air conditioning systems

Service Parts to include:

- i. oil filters
- ii. air filters
- iii. fuel filters
- iv. spark plugs
- v. pollen filters

Accessories to include:

- i. mud flaps
- ii. mat kits
- iii. load carrying systems
- iv. tow bars
- v. seat covers
- vi. alloy wheels
- vii. cleaning products and paints
- viii. satellite navigation systems
- ix. alarm systems and security devices
- x. clothing and branded merchandise

How to identify motor vehicle parts to match customer requirements

- a. Gathering information from the customer to enable correct identification of vehicle make, model, year and variant
 - i. vehicle identification number (vin)
 - ii. vehicle registration number
- b. How to use technical information to identify the parts required:
 - i. vehicle identification number (vin) breakdown
 - ii. additional identification numbers (engine, gearbox etc)
- c. How to use systems to identify required parts.
 - i. company and manufacturer instructions (Whether paper based or electronic)
- d. Supersession's:
 - i. what superseded parts are
 - ii. how to identify superseded parts
 - iii. what to do when superseded parts are identified
- e. What action should be taken when the correct part cannot be identified:
 - i. company policy
- f. What action should be taken when the correct part is not in stock:
 - i. company policy



Content:

How to handle motor vehicle parts

- a. The parts numbering system for relevant makes and types of parts.
- b. How to handle and move parts safely:
 - i. risk assessment (HSE regulations)
- c. How to use mechanical handling equipment to handle and move parts:
 - i. manufacturers instructions
 - ii. safety checks
- d. The implications of failing to select and allocate orders promptly and correctly:
 - i. customer service (retention)
 - ii. company reputation (trust)



UNIT REF: VP03S	UNIT TITLE: SKILLS IN SELECTING AND ISSUING MOTOR VEHICLE PARTS
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Level: 3	Route: Skills	Credit Value: 4	GLH: 30
Mapping: This unit is mapped to the IMI NOS VP03			
Rationale: This unit will help the learner develop the skills they need to select and issue motor vehicle parts to meet customer requirements			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to identify motor vehicle parts to meet customer requirements	1.1 Use suitable sources of parts' information to identify accurately the part(s) required by the customer. 1.2 Ensure the identified part is correct and legal for the vehicle. 1.3 Ensure the part identified is suitable for the customer's needs and purpose. 1.4 Identify any associated parts that a customer may require.
2. Be able to locate motor vehicle parts to meet customer requirements	2.1 Locate and select required part(s) using the information system(s) available. 2.2 Handle and move all parts: <ul style="list-style-type: none"> a. wearing appropriate personal protective equipment b. following workplace procedures c. to meet health and safety requirements d. in a way that minimises the risk of damage to the part, storage system, surrounding fittings and components. 2.3 Store any orders to be collected at a later time safely and securely in the designated area.
3. Be able to report on stock levels and condition	3.1 Report any apparent low levels of stock to the relevant person promptly. 3.2 Report any parts in poor condition to the relevant person promptly.
4. Be able to issue motor vehicle parts to the customer	4.1 Present the identified part(s) to the customer <ul style="list-style-type: none"> a. promptly b. in good condition c. with no obvious faults or damage. 4.2 Confirm the acceptability of parts with the customer prior to completing any documentation. 4.3 Seek assistance from the relevant person(s) when there are difficulties in selecting and issuing parts. 4.4 Ensure parts issue documentation and records are accurate, complete and passed to the relevant person(s) promptly in the required format.



EVIDENCE REQUIREMENTS

1. You must produce evidence of dealing with internal (where applicable) and external customers.
2. You must produce evidence of selecting and issuing vehicle parts on at least 3 separate occasions
3. You must be observed selecting and issuing vehicle parts on at least 2 separate occasions
Evidence from simulated activities is not acceptable for this unit



UNIT REF: VP04K	UNIT TITLE: KNOWLEDGE OF RECEIVING AND STORING MOTOR VEHICLE PARTS
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Level: 2	Route: Knowledge	Credit Value: 3	GLH: 24
Mapping: This unit is mapped to the IMI NOS VP04			
Rationale: This unit will help the learner develop the knowledge and understanding they need to receive and store motor vehicle parts			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand the legal requirements and regulations that cover receiving and storing motor vehicle parts	1.1 Summarise current legislation, including health and safety requirements, relating to receiving and storing motor vehicle parts, including the use of personal protective equipment. 1.2 Describe an organisation's legal rights as a customer.
2. Understand organisational systems relevant to receiving and storing motor vehicle parts	2.1 Describe organisational systems and procedures for: <ul style="list-style-type: none"> a. receiving and accepting parts b. storing and moving parts stock, including maintaining the quality of stock susceptible to damage and/or deterioration c. dealing with discrepancies and late deliveries d. record keeping, documentation and parts stock control e. health, safety and security requirements when receiving and moving parts f. checking stock condition and the storage of stock. 2.2 Describe organisational systems and procedures for: <ul style="list-style-type: none"> a. relevant parts identification b. parts storage, rotation and management c. handling damaged parts d. documentation completion and keeping records e. the receiving into stock of new parts on to organisational systems.
3. Understand the importance of receiving and storing vehicle parts correctly	3.1 Explain why it is important to check incoming parts stock against requirements, after unloading and receiving parts. 3.2 Describe the business and customer satisfaction related factors governing why: <ul style="list-style-type: none"> a. deliveries should be checked promptly b. shortfalls should be rectified promptly c. purchasing records should be maintained accurately. 3.3 Describe what action to take when there are problems with deliveries.



4. Know how to store motor vehicle parts after receiving them	4.1 Describe how to issue parts locations to new parts that have been added to the “standard” stock list. 4.2 Describe how to put new locations for new part numbers on to organisational systems. 4.3 Describe how to handle and move parts safely, including: a. the requirements for and importance of, wearing personal protective equipment b. manual handling techniques and weights that can be moved without assistance c. how to check and use relevant mechanical handling equipment. 4.4 Explain the implications of failing to put stock away correctly.
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Content:**Legal requirements and regulations that cover receiving and storing motor vehicle parts**

- a. Current legislation, including health and safety requirements, relating to receiving and storing motor vehicle parts, including the use of personal protective equipment:
 - i. personal protective equipment
 - ii. manual handling regulations
 - iii. the control of substances hazardous to health regulations
 - iv. the health & safety at work act
 - v. explosives act
- b. An organisation’s legal rights as a customer
 - i. current legislation

Organisational systems relevant to receiving and storing motor vehicle parts

- a. Organisational systems and procedures for:
 - i. receiving and accepting parts
 - ii. storing and moving parts stock, including maintaining the quality of stock susceptible to damage and/or deterioration
 - iii. dealing with discrepancies and late deliveries
 - iv. record keeping, documentation and parts stock control
 - v. health, safety and security requirements when receiving and moving parts
 - vi. checking stock condition and the storage of stock.
- b. Organisational systems and procedures for:
 - i. relevant parts identification
 - ii. parts storage, rotation and management (FIFO, LIFO)
 - iii. handling damaged parts
 - iv. documentation completion and keeping records
 - v. the receiving into stock of new parts on to organisational systems.

**Content:****Importance of receiving and storing vehicle parts correctly**

- a. Importance of checking incoming parts stock against requirements, after unloading and receiving parts.
 - i. customer service
 - ii. invoicing / credits (supplier)
 - iii. liability
- b. The business and customer satisfaction related factors governing why:
 - i. deliveries should be checked promptly
 - ii. shortfalls should be rectified promptly
 - iii. purchasing records should be maintained accurately
- c. Action to take when there are problems with deliveries.
 - i. contacting suppliers
 - ii. informing customers (internal & external)

How to store motor vehicle parts after receiving them

- a. How to issue parts locations to new parts that have been added to the “standard” stock list.
 - i. organisational procedure
- b. How to put new locations for new part numbers on to organisational systems.
 - i. organisational procedure
- c. How to handle and move parts safely, including:
 - i. the requirements for and importance of, wearing personal protective equipment
 - ii. manual handling techniques and weights that can be moved without assistance
 - iii. how to check and use relevant mechanical handling equipment
- d. The implications of failing to put stock away correctly
 - i. damaged parts
 - ii. risks to health & safety
 - iii. lost / missing stock.



UNIT REF: VP04S	UNIT TITLE: SKILLS IN RECEIVING AND STORING MOTOR VEHICLE PARTS
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Level: 2	Route: Skills	Credit Value: 2	GLH: 18
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Mapping: This unit is mapped to the IMI NOS VP04

Rationale: This unit will help the learner develop the skills they need to receive and store motor vehicle parts to meet customer requirements

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to prepare to receive and store motor vehicle parts	1.1 Wear suitable personal protective equipment when receiving and storing parts. 1.2 Ensure the goods inwards area is clear before the arrival of expected deliveries 1.3 Ensure there is sufficient storage space before the arrival of expected deliveries.
2. Be able to receive motor vehicle parts	2.1 Ensure deliveries are unloaded safely and securely, observing all manual handling requirements. 2.2 Ensure the parts received are: <ul style="list-style-type: none"> a. checked against requirements / stock orders b. match part number, description and quantity c. fit for resale. 2.3 Ensure that delivery documentation is complete, accurate and processed promptly. 2.4 Check delivery records to ensure organisational requirements have been met by individual suppliers.
3. Be able to store motor vehicle parts after receiving them	3.1 Place parts into storage correctly and within required timescales, taking account of relevant stock rotation requirements. 3.2 Ensure that parts can be accessed easily. 3.3 Organise storage facilities to take account of: <ul style="list-style-type: none"> a. known operational needs b. safety requirements c. the need to preserve the condition of parts d. legal requirements 3.4 Maintain a routine for checking the movement of stock to ensure that health and safety and other organisational requirements are being met.
4. Be able to maintain records relating to receiving and storing motor vehicle parts	4.1 Keep complete, accurate and up-to-date stock records that can be accessed by everyone who needs them. 4.2 Update stock records accurately upon receipt of stock orders. 4.3 Report any discrepancies or problems identified during receipt and storage of stock orders to the relevant person(s) promptly.



EVIDENCE REQUIREMENTS

1.	You must produce evidence of receiving and storing vehicle parts on at least 3 separate occasions
2.	You must produce evidence of dealing with discrepancies on at least 2 separate occasions including:
	damaged stock
	incorrect stock
3.	You must be observed receiving and storing vehicle parts on at least 2 separate occasions
Evidence from simulated activities is not acceptable for this unit	



UNIT REF: VP05K	UNIT TITLE: KNOWLEDGE OF PROCESSING ORDERS FOR NON-STOCK MOTOR VEHICLE PARTS
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Level: 3	Route: Knowledge	Credit Value: 3	GLH: 24
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Mapping: This unit is mapped to the IMI NOS VP05

Rationale: This unit will help the learner develop the knowledge and understanding they need to process orders for non-stock motor vehicle parts

LEARNING OUTCOMES The Learner will:	ASSESSMENT CRITERIA The Learner can:
1. Understand organisational systems and procedures relevant to ordering non-stock motor vehicle parts	1.1 Describe organisations systems and procedures for: <ul style="list-style-type: none"> a the ordering of non-stock parts b stock control c taking payments d mark up e gross profit / gross margin f discount g booking purchases to customer accounts h reporting and recording lost sales i organising delivery and collection of parts from local suppliers.
2. Know how to place orders for non-stock vehicle parts	2.1 Describe how to identify and access potential suppliers for non-stock items. 2.2 Describe how to operate an organisational parts identification and order system. 2.3 Describe how to check the 'stock on order' situation. 2.4 Describe how to identify and calculate the price of customer orders for non-stock items. 2.5 Describe how to process and complete documentation for non-stock orders. 2.6 Explain the cost implications of special orders.
3. Know how to work with customers when placing orders for non-stock motor vehicle parts	3.1. Explain how to communicate clearly, politely and accurately with customers and suppliers. 3.2 Describe the conditions applying to orders and the importance of informing customers and gaining their agreement to such conditions. 3.3 Describe which types of items must always be paid for in full prior to ordering. 3.4 Identify the order value you are able to accept without reference to your line manager.
4. Know how to progress chase orders for non-stock motor vehicle parts	4.1 Describe suitable methods for progressing orders. 4.2 Explain the importance of keeping customers informed of the progress of their order. 4.3 Identify the person to whom you should report any problems or difficulties in meeting customer needs.
5. Know how to keep records relating to orders for non-stock motor vehicle parts	5.1 Describe how to update stock records on receipt of goods. 5.2 Describe organisational procedures to input ordered parts into stock for re-sale once specially ordered parts are put into stock.

Content:

Organisational systems and procedures relevant to ordering non-stock motor vehicle parts

- a. Describe organisations systems and procedures for:
 - i. the ordering of non-stock parts
 - ii. stock control
 - iii. taking payments
 - iv. mark up
 - v. gross profit / gross margin
 - vi. discount
 - vii. booking purchases to customer accounts
 - viii. reporting and recording lost sales
 - ix. organising delivery and collection of parts from local suppliers.

How to place orders for non-stock vehicle parts

- a. How to identify and access potential suppliers for non-stock items.
 - i. supplier specific
 - ii. forms of research – internet / phone book / advertising (not exhaustive)
- b. How to operate an organisational parts identification and order system
 - i. organisational procedure
- c. How to check the 'stock on order' situation.
 - i. supplier specific
- d. How to identify and calculate the price of customer orders for non-stock items.
- e. How to process and complete documentation for non-stock orders.
 - i. organisational procedure
- f. Cost implications of special orders.
 - i. supplier specific

How to work with customers when placing orders for non-stock motor vehicle parts

- a. How to communicate clearly, politely and accurately with customers and suppliers.
 - i. organisational procedure
 - ii. professional
- b. Conditions applying to orders and the importance of informing customers and gaining their agreement to such conditions.
 - i. organisational procedure
 - ii. security parts (keys, locks, number plates etc.)
- c. Types of items must always be paid for in full prior to ordering.
 - i. organisational procedure
- d. Order value you are able to accept without reference to your line manager.
 - i. organisational procedure

Content: cont

How to progress chase orders for non-stock motor vehicle parts

- a. Suitable methods for progressing orders.
 - i. supplier specific (online / telephone systems)
- b. Importance of keeping customers informed of the progress of their order.
 - i. customer service (retention / trust)
- c. Person to whom you should report any problems or difficulties in meeting customer needs.
 - i. supervisor
 - ii. manager
 - iii. company policy

How to keep records relating to orders for non-stock motor vehicle parts

- a. How to update stock records on receipt of goods.
 - i. organisational procedure
- b. Organisational procedures to input ordered parts into stock for re-sale once specially ordered parts are put into stock.
 - i. organisational procedure



UNIT REF: VP05S	UNIT TITLE: SKILLS IN PROCESSING ORDERS FOR NON-STOCK MOTOR VEHICLE PARTS
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Level: 3	Route: Skills	Credit Value: 2	GLH: 15
Mapping: This unit is mapped to the IMI NOS VP05S			
Rationale: This unit will help the learner develop the skills they need to process orders for non-stock motor vehicle parts.			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to agree orders for non-stock motor vehicle parts with the customer	1.1 Check existing orders for delivery lead time prior to placing any new orders. 1.2 Identify suppliers that can: <ul style="list-style-type: none"> a. supply the parts the customer requires b. specify the delivery time 1.3 Confirm the customer's understanding of any conditions applying to their order 1.4 Gain the customer's agreement prior to raising the order. 1.5 Gain the customer's agreement on price, discount and delivery dates and any necessary authorisation prior to placing an order.
2. Be able to place orders for non-stock motor vehicle parts on behalf of the customer	2.1 Gain authorisation for accepting and processing orders when the value exceeds own level of authority to process. 2.2 Place additional orders for part(s) not already on order. 2.3 Gain the appropriate payment, or the necessary authorisation for special items, prior to accepting the customer's order.
3. Be able to monitor progress on orders for non-stock motor vehicle parts	3.1 Keep customers informed if there are any anticipated delays in delivery accurately and promptly. 3.2 Offer customers suitable alternatives where applicable, if their original requirements cannot be met. 3.3 Follow up your customer's orders with suppliers when required. 3.4 Inform customers of the arrival of their order promptly. 3.5 Report any difficulties in supplying customer orders to the relevant person(s) promptly if required.



4. Be able to maintain records relating to orders for non-stock motor vehicle parts	4.1 Update order records accurately upon receipt of customers order requirements. 4.2 Record the reasons for any lost sales 4.3 Ensure documentation is accurate, complete and forwarded to the relevant person(s) in the required format.
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EVIDENCE REQUIREMENTS

1. You must produce evidence of processing customer orders for non-stock vehicle parts on at least 3 separate occasions
2. You must produce evidence to show that you have processed orders for both internal and external customers
3. You must be observed processing customer orders for non-stock vehicle parts on at least 2 separate occasions
Evidence from simulated activities is acceptable for this unit



UNIT REF: VP08K	UNIT TITLE: KNOWLEDGE OF PROCESSING PAYMENT TRANSACTIONS WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 2	Route: Knowledge	Credit Value: 3	GLH: 25
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Mapping: This unit is mapped to the IMI NOS VP08K

Rationale: This unit will help the learner develop the knowledge needed to calculate the cost of parts and process both cash and other forms of payment, including credit and debit card payments, account payments and credit transfers.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Know legal and regulatory requirements relating to the processing of payment transactions	1.1 Describe current relevant legislation, regulations, codes of practice and guidelines relating to processing payment transactions.
2. Understand organisational requirements relating to the processing of payment transactions	2.1 Describe organisational systems and procedures for: <ul style="list-style-type: none"> a. authorising non-cash and credit account transactions b. verifying account holders c. calculating and taking payments d. booking purchases to customer accounts e. dealing with suspected fraud.
3. Understand how to deal with customers when processing payments	3.1 Explain the value and importance of customer service to effective trading operations. 3.2 Describe how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods. 3.3 Describe how to deal with customers when authorisation cannot be obtained for their non-cash payments. 3.4 Describe how to deal with customers offering suspect tender or non-cash payments.
4. Know how to calculate prices for motor vehicle parts	4.1 Describe how to identify and check prices in a parts operation. 4.2 Describe how to get information and advice to deal with pricing problems. 4.3 Describe how to identify current discounts and special offers (e.g. campaigns and promotions). 4.4 Explain the features of any current parts campaigns and promotions.



5. Know how to process payments for motor vehicle parts	5.1 Describe common methods of calculating payments, including the use of point of sale equipment and manual calculations. 5.2 Describe the types of payment that are acceptable. 5.3 Explain the limits of own authority for processing payments. 5.4. Describe how to identify counterfeit payments. 5.5 Describe how to check for stolen credit cards, charge cards or debit cards. 5.6 Explain the types of transaction errors that can occur and the consequences of failure to report errors.
6. Know how to maintain the security of payments	6.1 Describe how to keep cash and other payments safe and secure. 6.2 Explain relevant security issues surrounding payment transactions.

Content:**Legal and regulatory requirements relating to the processing of payment transactions**

- a. Current legislation, regulations, codes of practice and guidelines relating to processing payment transactions.
 - i. sales of goods act
 - ii. data protection act
 - iii. distance selling regulations
 - iv. chip & pin

Organisational requirements relating to the processing of payment transactions

- a. Organisational systems and procedures for:
 - i. authorising non-cash and credit account transactions
 - ii. verifying account holders
 - iii. calculating and taking payments
 - iv. booking purchases to customer accounts
 - v. dealing with suspected fraud.

Understand how to deal with customers when processing payments

- a. The value and importance of customer service to effective trading operations.
 - i. trust
 - ii. professionalism
 - iii. return trade
- b. Balancing giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods.
 - i. polite / professional
 - ii. keeping customer informed
- c. How to deal with customers when authorisation cannot be obtained for their non-cash payments.
 - i. obtain another form of payment (professionally)
- d. How to deal with customers offering suspect tender or non-cash payments.
 - i. refer to line manager
 - ii. follow company policy



Content:

How to calculate prices for motor vehicle parts

- a. How to identify and check prices in a parts operation.
 - i. company / supplier procedures
 - ii. manual calculations
 - iii. computer / electronic calculations
- b. How to get information and advice to deal with pricing problems.
 - i. supervisor
 - ii. manager
 - iii. company policy
- c. How to identify current discounts and special offers (e.g. campaigns and promotions).
 - i. company / supplier policies
- d. Features of any current parts campaigns and promotions.
 - i. marketing awareness
 - ii. company policy

How to process payments for motor vehicle parts

- a. Describe common methods of calculating payments
 - i. point of sale equipment
 - ii. manual calculations.
- b. Describe the types of payment that are acceptable.
 - i. cash
 - ii. credit / debit card
 - iii. account
 - iv. cheque
- c. Explain the limits of own authority for processing payments.
 - i. company policy
 - ii. referral to line manager
- d. Describe how to identify counterfeit payments.
 - i. counterfeit money checks (i.e. uv light, holograms etc.)
 - ii. false cards / incorrect information
- e. Describe how to check for stolen credit cards, charge cards or debit cards.
 - i. check other forms of i.d.
 - ii. company policy
- f. Explain the types of transaction errors that can occur and the consequences of failure to report errors.
 - i. incorrect change
 - ii. incorrect amount accepted
 - iii. incorrect data entry to point of sale equipment
 - iv. non-authorisation

How to maintain the security of payments

- a. Describe how to keep cash and other payments safe and secure.
 - i. securing payments after they are taken
 - ii. regular security risk assessments
- b. Explain relevant security issues surrounding payment transactions.
 - i. fraud
 - ii. theft
 - iii. violence



UNIT REF: VP08S	UNIT TITLE: SKILLS IN PROCESSING PAYMENT TRANSACTIONS WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 2	Route: Skills	Credit Value: 2	GLH: 18
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Mapping: This unit is mapped to the IMI NOS VP08

Rationale: This unit will help the learner develop the skills they need to calculate the cost of parts and process both cash and other forms of payment, including credit and debit card payments, account payments and credit transfers

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to calculate prices for motor vehicle parts	1.1 Identify the price of items. 1.2 Resolve any problems in pricing parts promptly by using the available sources of information. 1.3 Calculate the total price of the transaction correctly. 1.4 Inform customers of the amount due clearly and accurately.
2. Be able to process payments for motor vehicle parts	2.1 Confirm the cash amount given by the customer and the change given to them, if relevant. 2.2 Verify the identity of account holders following organisational procedures prior to debiting their account. 2.3 Gain authorisation for accepting non-cash payments and processing account debits when the value of the order exceeds the limit that can be personally authorised. 2.4 Inform the customer in a suitable manner when authorisation for payment cannot be obtained for non-cash transactions. 2.5 Complete and process all documentation required clearly and accurately. 2.6 Store payments securely and protect them from theft.
3. Be able to provide an appropriate level of customer service when processing payments	3.1 Ensure customers are treated courteously at all times. 3.2 Balance the need to give attention to individual customers whilst ensuring that others are not left without attention.



EVIDENCE REQUIREMENTS

1. You must produce evidence of processing payments (cash and non-cash) on at least 3* separate occasions
2. You must produce evidence of using each of the following types of documentation
receipts and records
credit and charge card slips
credit account slips
3. You must be observed processing payments on at least 2* separate occasions
Evidence from simulated activities is not acceptable for this unit
*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 techniques and processes.



UNIT REF: VP09K	UNIT TITLE: KNOWLEDGE OF STOCK CONTROL WITHIN A VEHICLE PARTS OPERATION
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Level: 3	Route: Knowledge	Credit Value: 5	GLH: 35
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Mapping: This unit is mapped to the IMI NOS VP09

Rationale: This unit will help the learner develop the knowledge needed to control parts for stock, including analysing stock records to identify parts to be purchased, buying at the most advantageous terms, following up orders, monitoring the performance of suppliers and maintaining accurate purchasing records.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand how to identify the need to order new parts	1.1 Summarise how parts stock data is used to produce a suggested stock order report. 1.2 Explain how to analyse parts stock reports and suggested orders. 1.3 Explain how to analyse 'lost sales' to identify potential demand for new product lines. 1.4 Explain how to make recommendations with clear, supporting information to justify them.
2. Understand how to identify suppliers for new motor vehicle parts	2.1 Identify the types of parts the organisation normally requires and stocks. 2.2. Describe suppliers and their order systems. 2.3 Explain how to evaluate the viability of supplier terms of business in order to achieve maximum business advantage to own organisation.
3. Understand how to purchase new motor vehicle parts	3.1 Describe how to communicate with suppliers assertively. 3.2 Describe how to place orders using organizational systems and how to complete the appropriate purchasing records. 3.3 Explain the importance of using supplier special offers and bulk purchase terms to maximise the business advantage to own organisation wherever possible. 3.4 Explain organisational systems and procedures for purchasing parts and stock ordering parameters. 3.5 Summarise the factors that can influence customer demand for parts and their impact on the ordering process.



4. Understand how to monitor supplier performance	4.1 Explain own organisation's legal rights as a consumer. 4.2 Summarise the business and customer satisfaction related factors governing why: a. deliveries should be checked promptly b. shortfalls rectified promptly c. supplier performance is formally evaluated d. accurate purchasing records are maintained. 4.3 Explain how to monitor and give feedback on, supplier performance. 4.4 Describe the records own organisation keeps about suppliers' performance 4.5 Explain how to access and interpret records on supplier performance. 4.6 Identify who should receive feedback on supplier performance and when.
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Content:**How to identify the need to order new parts**

- a. How parts stock data is used to produce a suggested stock order report:
 - i. stock movement
 - ii. projected sales
- b. How to analyse parts stock reports and suggested orders:
 - i. company procedures / DMS specific.
- c. How to analyse 'lost sales' to identify potential demand for new product lines:
 - i. referral to lost sales data collection
 - ii. sales forecasting
- d. How to make recommendations with clear, supporting information to justify them:
 - i. movement report, costing, benefits of stocking item

How to identify suppliers for new motor vehicle parts

- a. Identify the types of parts the organisation normally requires and stocks:
 - i. referral to stock movement
 - ii. stock categorisation (fast, medium, slow, lapsing, obsolete)
- b. Suppliers and their order systems:
 - i. sources of information available i.e. internet, telephone, adverts (list not exhaustive)
- c. How to evaluate the viability of supplier terms of business in order to achieve maximum business advantage to own organisation:
 - i. supplier specific

How to purchase new motor vehicle parts

- a. How to communicate with suppliers assertively:
 - i. negotiation skills
- b. How to place orders using organisational systems and how to complete the appropriate purchasing records:
 - i. company policies
- c. The importance of using supplier special offers and bulk purchase terms:
 - i. to maximise the business advantage to own organisation wherever possible.



Content:

- d. Organisational systems and procedures for purchasing parts and stock ordering parameters:
 - i. company policy
- e. The factors that can influence customer demand for parts and their impact on the ordering process:
 - i. cost
 - ii. lead time
 - iii. stock categorisation
 - iv. security parts
 - v. shelf life products

How to monitor supplier performance

- a. Own organisation's legal rights as a consumer:
 - i. current legislation (sale of goods act)
- b. The business and customer satisfaction related factors governing why:
 - i. deliveries should be checked promptly
 - ii. shortfalls rectified promptly
 - iii. supplier performance is formally evaluated
 - iv. accurate purchasing records are maintained.
- c. How to monitor and give feedback on, supplier performance:
 - i. supplier / company specific procedures
- d. The records own organisation keeps about suppliers' performance:
 - i. company specific
- e. How to access and interpret records on supplier performance:
 - i. supplier specific
- f. Who should receive feedback on supplier performance and when:
 - i. supervisor
 - ii. manager
 - iii. company policy
 - iv. regular intervals



UNIT REF: VP09S	UNIT TITLE: SKILLS IN STOCK CONTROL WITHIN A VEHICLE PARTS OPERATION
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Level: 3	Route: Skills	Credit Value: 3	GLH: 18
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Mapping: This unit is mapped to the IMI NOS VP09

Rationale: This unit will help the learner develop the skills they need to control parts for stock including analysing stock records to identify parts to be purchased, buying at the most advantageous terms, following up orders, monitoring the performance of suppliers and maintaining accurate purchasing records.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to analyse stock and lost sales records	1.1 Analyse stock records to identify the types and quantities of items that need replenishing. 1.2 Analyse 'lost sales' records to identify the potential for stocking new product lines. 1.3 Make justifiable recommendations for stocking new product lines to the relevant person, when appropriate.
2. Be able to purchase new motor vehicle parts	2.1 Establish parts availability and lead times with suppliers accurately when placing an order. 2.2 Ensure the sourcing and ordering of parts meets: <ul style="list-style-type: none"> a. company policy and legal restrictions b. known and anticipated customer demands. 2.3 Order quantities of parts to maximise relevant supplier discounts and special offers. 2.4 Place orders with suppliers in a way and at a time to achieve maximum business advantage for own organisation. 2.5 Place orders at times which enable suppliers to pick and deliver requirements in line with their own systems and procedures.
3. Be able to progress chase outstanding orders	3.1 Follow up all outstanding orders promptly in a way that maintains goodwill and positive working relationships with suppliers.
4. Be able to maintain purchasing records for motor vehicle parts	4.1 Ensure purchasing records are complete, accurate and up-to-date and can be accessed by other people who need to use them.



EVIDENCE REQUIREMENTS

1. You must produce evidence of ordering parts on at least 2 separate occasions
2. You must be observed ordering parts on at least 2 separate occasions
3. You must produce evidence of:
analysing lost sales
analysing stock records
Evidence from simulated activities is acceptable for this unit.



UNIT REF: VP10K	UNIT TITLE: KNOWLEDGE OF PARTICIPATING IN MOTOR VEHICLE PARTS STOCKTAKING ACTIVITIES
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Level: 3	Route: Knowledge	Credit Value: 5	GLH: 40
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Mapping: This unit is mapped to the IMI NOS VP10

Rationale: This unit will help the learner develop the knowledge needed to report on checks of vehicle parts stock levels and stock inventories by physically counting stock and checking the amount held against the amounts recorded in the parts stock inventory

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand the importance and frequency of stock takes of motor vehicle parts	1.1 Explain why it is important to check stock levels and stock inventories. 1.2 Describe how often stock takes are required by own organisation.
2. Understand stock inventories of motor vehicle parts	2.1 Describe what information is held in the stock inventory 2.2 Explain how to access the stock inventory. 2.3 Describe what a stock inventory can be used for. 2.4 Explain how to: <ul style="list-style-type: none"> a. interpret information in the stock inventory b. correct mistakes in the stock inventory.
3. Understand how to prepare for a stock take of motor vehicle parts	3.1 Describe the preparations needed before a stock check can be carried out. 3.2 Explain how to determine when assistance from others will be required. 3.3 Explain how to choose suitable people to assist with the stock take. 3.4 Describe what responsibilities are required during the stock check from parts operatives. 3.5 Identify the resources that are needed to carry out a full stock take and a perpetual stock take. 3.6 Explain when and how to tell colleagues that a full stock take is to take place and how it is likely to affect the department.
4. Understand how to plan for contingencies during stocktaking	4.1 Identify the types of situations that can make it difficult to carry out an effective stock take in the time available, 4.2. Explain how to anticipate and prevent situations that can make a stock take difficult to carry out.



5. Understand how to carry out a stock take	5.1. Summarise what is being checked for during checks on stock levels and stock inventories (inc. damage and condition). 5.2 Explain how to monitor and check on the progress of a major stock take. 5.3 Explain how to investigate discrepancies revealed by the results of the stock take. 5.4 Describe what action to take when discrepancies are identified during a stock take.
6. Understand how to report on a stock take	6.1 Explain how to report on the results of stocktaking 6.2 Describe the type of reports that are used for stock takes. 6.3 Summarise organisational procedures for reporting the results of stocktaking, including when and who to report to. 6.4 Explain how stock checks are audited and by whom.

Content:**Importance and frequency of stock takes of motor vehicle parts**

- a. Why it is important to check stock levels and stock inventories:
 - i. true reflection of stock level
 - ii. remove irregularities
 - iii. prevention of loss of stock – good monitoring tool
- b. How often stock takes are required by own organisation:
 - i. company policy

Stock inventories of motor vehicle parts

- a. What information is held in the stock inventory :
 - i. locations
 - ii. description
 - iii. quantity
 - iv. part number
- b. How to access the stock inventory:
 - i. company policy
- c. What a stock inventory can be used for:
 - i. locating parts – secondary locations
 - ii. description – difficult to identify parts
 - iii. quantity - checking
 - iv. part number – lost part numbers
- d. How to:
 - i. interpret information in the stock inventory
 - ii. correct mistakes in the stock inventory.

How to prepare for a stock take of motor vehicle parts

- a. The preparations needed before a stock check can be carried out:
 - i. 2 months prior
 - ii. 1 month prior
 - iii. 2 weeks prior
 - iv. 1 week prior



Content:

- b. How to determine when assistance from others will be required:
 - i. manual handling
 - ii. double checking
 - iii. checking progress on plan
- c. How to choose suitable people to assist with the stock take:
 - i. parts staff
 - ii. suitably trained staff
- d. What responsibilities are required during the stock check from parts operatives:
 - i. meticulous when counting
 - ii. keeping to timescales
 - iii. reporting of problems / issues
- e. The resources that are needed to carry out a full stock take and a perpetual stock take:
 - i. staff
 - ii. time
 - iii. stationary
- f. When and how to tell colleagues that a full stock take is to take place and how it is likely to affect the department:
 - i. 2 months prior
 - ii. 1 month prior
 - iii. 2 weeks prior
 - iv. 1 week prior
 - v. verbally
 - vi. written / electronic forms

How to plan for contingencies during stocktaking

- a. Situations that can make it difficult to carry out an effective stock take in the time available:
 - i. shortage of resources (i.e. time, staff)
 - ii. operational constraints
- b. How to anticipate and prevent situations that can make a stock take difficult to carry out:
 - i. awareness of progress prior and during the count.

How to carry out a stock take

- a. What is being checked for during checks on stock levels and stock inventories:
 - i. quantity
 - ii. quality
 - iii. shelf life
 - iv. damage
 - v. contamination
 - vi. matches inventory
- b. How to monitor and check on the progress of a major stock take:
 - i. check individuals progress
 - ii. monitor overall plan and its effectiveness in practice
 - iii. company policy
- c. How to investigate discrepancies revealed by the results of the stock take:
 - i. double checking
 - ii. checking inventory (pre-booking, set aside, movement)
 - iii. company policy
- d. What action to take when discrepancies are identified during a stock take:
 - i. reporting
 - ii. company policy



Content:

How to report on a stock take

- a. How to report on the results of stocktaking
 - i. company policy (verbal / written)
- b. The type of reports that are used for stock takes.
 - i. company procedures
 - ii. discrepancy report
- c. Organisational procedures for reporting results of stocktaking, including when and who to report to.
 - i. company procedure – normally containing but not limited to:
 - ii. parts manager
 - iii. supervisor
 - iv. parts staff
 - v. accountant
 - vi. external auditors
- d. How stock checks are audited and by whom.
 - i. company procedure – normally containing but not limited to:
 - ii. accountant
 - iii. external auditors



UNIT REF: VP10S	UNIT TITLE: SKILLS IN PARTICIPATING IN MOTOR VEHICLE PARTS STOCKTAKING ACTIVITIES
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Level: 3	Route: Skills	Credit Value: 2	GLH: 15
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Mapping: This unit is mapped to the IMI NOS VP10

Rationale: This unit will help the learner develop the skills they need to report on checks of vehicle parts stock levels and stock inventories by physically counting stock and checking the amount held against the amounts recorded in the parts stock inventory

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to prepare for a motor vehicle parts stock take	1.1 Confirm: <ul style="list-style-type: none"> a. when the stock take is required to take place b. the scope and purpose of the stock take c. who requires the report on its outcomes d. the format of the report e. the level of detail required f. the resources available to carry out the stock take. 1.2 Anticipate any problems that are likely to prevent completing the stock take effectively in the time available.
2. Be able to undertake a motor vehicle parts stock take	2.1 Check on the stocktaking progress at appropriate intervals 2.2 Assist in resolving any difficulties during the stock take. 2.3 Record and identify any damaged, old, obsolete or parts not fit for sale, and the type of damage, as applicable. 2.4 Collate findings in the required format with discrepancies suitably highlighted. 2.5 Investigate discrepancies 2.6 Resolve discrepancies as far as possible within the scope of own responsibilities. 2.7 Wear suitable personal protective equipment throughout all stocktaking activities. 2.8 Report anticipated delays in the completion of the stock check to the appropriate persons.
3. Be able to report on a motor vehicle parts stock take	3.1 Assist in the preparation of the final report in the format required, including comments on any remaining discrepancies. 3.2 Pass the completed valuation report to the people who need to see it. 3.3 Make sure the reports are completed and distributed to the appropriate persons on time.

**EVIDENCE REQUIREMENTS**

1. You must produce evidence of participating in stocktaking activities on at least 2 separate occasions to include
at least 1 full (major) stocktake (Where applicable)
at least 1 check of specific parts items (2 Perpetual where major stocktake cannot be performed within your organisation)
2. You must be observed participating in a parts stocktaking activities on at least 2 separate occasions as specified above
3. You must produce evidence of resolving at least 3 of the following problems
stock stored incorrectly
stock which is difficult to identify
stock which is difficult to access
the stock inventory system being used incorrectly
the stock inventory system not being kept up to date
4. You must produce evidence of dealing with damaged parts or discrepancies on at least 2 occasions including the following
stock levels mismatching the amounts in the stock inventories
stock descriptions mismatching the stock inventories
Evidence from simulated activities is not acceptable for this unit.



UNIT REF: VP14K	UNIT TITLE: KNOWLEDGE OF MONITORING AND SOLVING CUSTOMER SERVICE PROBLEMS WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 3	Route: Knowledge	Credit Value: 4	GLH: 30
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Mapping: This unit is mapped to the IMI NOS VP14

Rationale: This unit will help the learner develop the knowledge and understanding they need for solving immediate customer service problems effectively and about changing systems to avoid repeated customer service problems within vehicle parts operations

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<p>The Learner will:</p> <p>1. Understand the legal requirements, regulations and codes of practice relevant to vehicle parts customer service</p>	<p>The Learner can:</p> <p>1.1. Summarise the relevant legal and regulatory requirements that affect the way products and services can be delivered to customers, including:</p> <ul style="list-style-type: none"> a. health and safety b. data protection c. equal opportunities d. disability discrimination <p>1.2 Summarise the relevant industry, organisational and professional codes of practice and ethical standards that affect the way the products or services can be delivered to customers</p> <p>1.3 Explain what the customers’ rights are and how these rights affect customer service when the customer has a problem or returned parts for credit</p>
<p>2. Understand the organisational context for working with vehicle parts customers</p>	<p>2.1. Describe any contractual agreements that customers may have with the organisation with regards to payment for parts</p> <p>2.2 Identify the products or services offered by the organisation relevant to own customer service role.</p> <p>2.3 Explain the limits of own authority and when it is important to seek agreement with or permission from other people in the organisation when dealing with customers service issues/complaints</p> <p>2.4 Identify who to refer to for guidance when customer needs cannot be adequately met</p> <p>2.5 Describe any organisational targets relevant to own job, own role in meeting them and the implications for the organisation if those targets are not met.</p> <p>2.6 Explain how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with the internal customer.</p>
<p>3. Understand how to solve customer service problems</p>	<p>3.1 Describe how to communicate in a clear, polite, confident way and why this is important.</p> <p>3.2 Explain how to negotiate with and reassure customers whilst their problems are being solved.</p> <p>3.3 Explain organisational procedures and systems for dealing with customer service problems.</p>

Content:

Legal requirements, regulations and codes of practice relevant to vehicle parts customer service

- a. Legal and regulatory requirements that affect the way products and services can be delivered to customers, including:
 - i. health and safety
 - ii. data protection
 - iii. equal opportunities
 - iv. disability discrimination
- b. Industry, organisational and professional codes of practice and ethical standards that affect the way the products or services can be delivered to customers:
- c. customers' rights are and how these rights affect customer service when the customer has a problem or returned parts for credit:
 - i. contract law
 - ii. product liability
 - iii. the sale of goods act
 - iv. the trade description act
 - v. satisfactory quality
 - vi. fitness for purpose
 - vii. distance selling regulations

Organisational context for working with vehicle parts customers

- a. Contractual agreements that customers may have with the organisation with regards to payment for parts:
 - i. account terms
 - ii. returns policy
 - iii. special order policy
- b. Identify the products or services offered by the organisation relevant to own customer service role:
 - i. parts
 - ii. accessories
 - iii. merchandise
 - iv. customer service
 - v. parts warranty
 - vi. exchange
 - vii. expert advice
- c. The limits of own authority and when it is important to seek agreement with or permission from other people in the organisation when dealing with customers service issues/complaints:
 - i. supervisor
 - ii. manager
 - iii. company policy
- d. Identify who to refer to for guidance when customer needs cannot be adequately met:
 - i. colleague
 - ii. supervisor
 - iii. manager
 - iv. company policy



Content:

- e. Organisational targets relevant to own job, own role in meeting them and the implications for the organisation if those targets are not met:
 - i. first time fix (correct part/pick)
 - ii. customer service (retention/advocacy)
- f. How the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with the internal customer:
 - i. customer retention and advocacy
 - ii. improved working relationships
 - iii. improved trust

How to solve customer service problem

- a. How to communicate in a clear, polite, confident way and why this is important.
 - i. professionalism
 - ii. adherence at all times
- b. How to negotiate with and reassure customers whilst their problems are being solved.
 - i. empathy
 - ii. customers are kept informed
 - iii. professionalism
- c. Organisational procedures and systems for dealing with customer service problems.
 - i. specific company complaints procedure



UNIT REF: VP14S	UNIT TITLE: SKILLS IN MONITORING AND SOLVING CUSTOMER SERVICE PROBLEMS WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 3	Route: Skills	Credit Value: 2	GLH: 15
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Mapping: This unit is mapped to the IMI NOS VP14

Rationale: unit will help the learner develop the skills they need for solving immediate customer service problems effectively and about changing systems to avoid repeated customer service problems within vehicle parts operations

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to solve immediate customer service problems	1.1 Respond positively to customers' problems according to organisational guidelines. 1.2 Solve customer problems when it is within own area of authority. 1.3 Work with others when necessary to solve customer's problems 1.4 Keep customers informed of the action being taken. 1.5 Confirm with customers that they are satisfied with the action taken. 1.6 Solve problems within service systems and procedures which might affect customers before they come aware of them. 1.7 Inform the relevant person and colleagues of the steps taken to solve specific problems.
2. Be able to identify repeat customer service problems and options to solve them	2.1 Work individually or with colleagues to identify repeated customer service problems. 2.2 Identify the options for dealing with repeated problems and consider the advantages and disadvantages of each option. 2.3 Work with others to determine an agreed way forward for solving repeated problems. 2.4 Select the best option for customers and the organisation.
3. Be able to take action to avoid repeat customer service problems	3.1 Negotiate with the relevant person changes to customer service systems and procedures that will reduce the chance of problems being repeated. 3.2 Implement the solution agreed with relevant colleagues. 3.3 Keep customers informed in a positive and clear manner of steps being taken to solve any service problems. 3.4 Monitor the solutions that have been implemented and make any suitable changes to ensure that no further problems occur. 3.5 Action changes to customer service systems and procedures brought in by the organisation.



EVIDENCE REQUIREMENTS

1.	You must produce evidence of solving immediate customer service problems on at least 2 separate occasions
2.	You must produce evidence of identifying repeated customer service problems and options for solving them on at least 1 occasion
3.	You must produce evidence of taking action to avoid the repetition of customer service problems on at least 1 occasion
4.	You must be observed monitoring and solving customer service problems on at least 2 separate occasions
Evidence from simulated activities is not acceptable for this unit	



UNIT REF: G6K	UNIT TITLE: KNOWLEDGE OF HOW TO MAKE LEARNING POSSIBLE THROUGH DEMONSTRATIONS AND INSTRUCTION
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Level: 3	Route: Knowledge	Credit Value: 5	GLH: 45
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Mapping: This unit is mapped to the IMI NOS G6

Rationale: This unit enables the learner to develop an understanding of how to carry out demonstrations and instruction which will help the learner to learn. It includes demonstrating equipment, showing skills, giving instruction, deciding when to use demonstration or instruction, potential of technology based learning, checking on learners' progress and giving feedback

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand the nature and role of demonstrations and instruction	1.1. Classify the separate areas of demonstrations which encourage learning 1.2. Identify which types of learning are best achieved and supported through demonstrations 1.3. Explain how to identify and use different learning opportunities 1.4. Explain how to structure demonstrations and instruction sessions 1.5. Explain how to choose from a range of demonstration techniques
2. Understand the principles and concepts of demonstration and instruction	2.1. Describe how to put learners at ease and encourage them to take part 2.2. Justify the choice between demonstration and instruction as a learning method 2.3. Explain how to identify individual learning needs 2.4. Clarify which factors are likely to prevent learning and how to overcome them 2.5. Explain how to check learners' understanding and progress 2.6. Explain how to choose and prepare appropriate materials 2.7. Explain the separate areas of instructional techniques which encourage learning 2.8. Describe which types of learning are best achieved and supported through instruction
3. Understand the external factors influencing human resource development	3.1. Explain how to make sure everybody acts in line with health, safety and environmental protection, legislation and best practice. 3.2. Analyse developments in technology based learning and new ways of delivery

Content:

Separate areas of demonstration which encourage learning. To include:

- a. Demonstration is particularly applicable to learning manual skills.
- b. Learning to do something usually involves:
 - i. purpose – the aim or objective
 - ii. procedure - the most effective way of completing the task
 - iii. practice – all skills require practice to improve
- c. Practical tasks are more quickly learnt through demonstration.
- d. Emphasis is required to body movements when demonstrating.
- e. The demonstrator should encourage learners to ask questions.
- f. Emphasis should be placed upon key points whilst demonstrating.
- g. Any demonstration should ensure that all safety aspects are covered.

Types of learning which are best achieved and supported through demonstrations. To include:

- a. Types of learning:
 - i. psychomotor – measurement of manual skill performance
 - ii. cognitive – learning involving thought processes
 - iii. affective – demonstration of feelings, emotions or attitudes
- b. Demonstration - involves learning to do something (Psychomotor Domain).
- c. Combination of instruction and practical demonstrations are very effective means of learning practical skills.

How to structure demonstration and instruction sessions. To include:

- a. Before the demonstration and/or instruction ensure that the following good practice is recognised:
 - i. identify key points
 - ii. relate theoretical underpinning knowledge to key points
 - iii. rehearse to ensure that all equipment is working
 - iv. ensure all students can see even small equipment and processes
 - v. time the demonstration
 - vi. consider how to make students participate
 - vii. consider how to emphasise safe working practices
- b. During the demonstration and/or instruction good practice is to:
 - i. give a clear introduction
 - ii. identify any tools/equipment
 - iii. determine the current audience level of knowledge
 - iv. complete the demonstration correctly (do not show how not to do it)
 - v. stress key points and show links between them
 - vi. monitor safety aspects
 - vii. check learner understanding
- c. After the demonstration(if possible)
 - i. enable the audience to practice the techniques
 - ii. provide feedback on their performance

How to identify individual learning needs

- a. Diagnose the learning needs of your audience to include:
 - i. what competencies they already have
 - ii. what experience they have of the subject area
 - iii. what competencies they need to achieve
 - iv. what demonstration techniques are best suited to their needs
 - v. how you will assess their needs have been met

What factors are likely to prevent learning. To include:

- i. language barriers
- ii. physical barriers
- iii. specialist knowledge
- iv. pace of learning
- v. method of delivery
- vi. environmental factors
- vii. teaching styles
- viii. dyslexia

Content: Contd

How to check learners understanding and progress

- a. Questionnaires.
- b. Verbal questioning.
- c. Observation.
- d. Assessment.
- e. Role play.
- f. Projects/assignments.
- g. Multi-choice questions.
- h. Simulation.
- i. Tests.

How to organise information and prepare materials

- a. Identify the course aim.
- b. Identify the subject aim.
- c. Identify the lesson aim.
- d. Complete a lesson plan - plan the teaching.
- e. Identify a series of 'cues' to be used during the lesson.
- f. Logically organise the information.
- g. Use suitable resources and equipment to maximise learning opportunities.
- h. Assess the learners progress and understanding.

Instructional techniques

- a. Types of instructional techniques to include:
 - i. lectures
 - ii. handouts
 - iii. team teaching
 - iv. peer teaching
 - v. discussion – individual, group and peer
 - vi. question and answer
 - vii. multimedia
 - viii. seminars
 - ix. case studies
 - x. project/assignments

Environmental factors that effect learning

- a. Environmental factors that should be considered before demonstration/instruction to include:
 - i. loud noises
 - ii. bright colours
 - iii. bright lights
 - iv. strong smells
 - v. atmosphere
 - vi. temperature
 - vii. classroom seating
 - viii. classroom layout
 - ix. bright lights

Health and safety factors that effect learning

- a. Health and safety factors that should be considered before demonstration/instruction to include:
 - i. assessment of risk and hazards
 - ii. condition of electrical/electronic equipment
 - iii. position of cables and wires
 - iv. safety of equipment used in demonstration/instruction
 - v. condition of classroom equipment/furniture/structure
 - vi. suitable protective clothing/equipment

Content: Contd**Analysis of demonstration/instruction**

- a. Analysis of demonstration/instruction to include:
 - i. feedback from students
 - ii. feedback from colleagues
 - iii. organisational quality assessment
 - iv. feedback from external organisations
 - v. awarding body requirements

Developments in learning. To include:

- i. multimedia based materials
- ii. web based materials
- iii. interactive materials

How to choose and prepare appropriate materials. To include:

- a. Putting information in order
- b. Deciding whether the language used is appropriate
- c. Type of material i.e. paper and technology based etc.



UNIT REF: G6S	UNIT TITLE: SKILLS IN HOW TO MAKE LEARNING POSSIBLE THROUGH DEMONSTRATIONS AND INSTRUCTION
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Level: 3	Route: Skills	Credit Value: 5	GLH: 40
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Mapping: This unit is mapped to the IMI NOS G6

Rationale: This unit will help the learner to develop the skills required to carry out demonstrations and instruction which will help the learner to learn. It includes demonstrating equipment, showing skills, giving instruction, deciding when to use demonstration or instruction, potential of technology based learning, checking on learners' progress and giving feedback.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<p>The Learner will:</p> <p>1. Be able to demonstrate skills and methods to learners</p>	<p>The Learner can:</p> <p>1.1. Perform demonstrations based on an analysis of the skills needed and the order in which they must be learned</p> <p>1.2. Perform demonstrations that are accurate and realistic</p> <p>1.3. Perform structured demonstrations so that the learner can get the most out of it</p> <p>1.4. Perform demonstrations whilst encouraging learners to ask questions and get explanation at appropriate stages in the demonstration</p> <p>1.5. Provide positive feedback to learners whilst they are being given the opportunity to practise the skills that have been demonstrated</p> <p>1.6. Perform additional demonstrations of skills being taught to reinforce learning</p> <p>1.7. Perform demonstrations in a safe environment which also allows learners to see clearly</p> <p>1.8. Respond to the needs of the learners during demonstrations</p> <p>1.9. Reduce distractions and disruptions as much as possible</p>
<p>2. Be able to instruct learners</p>	<p>2.1. Implement instruction which is matched to the needs of learners</p> <p>2.2. Use identified learning outcomes which can be achieved through instruction</p> <p>2.3. Perform instruction, ensuring that the manner, level and speed of the instruction encourages learners to take part</p> <p>2.4. Perform instruction whilst regularly checking that the learners understand and adapt instruction as appropriate</p> <p>2.5. Give learners positive feedback on the learning experience and the outcomes achieved</p> <p>2.6. Carry out a review with the learners to identify anything that prevented learning and adapt instruction as appropriate</p>



EVIDENCE REQUIREMENTS

1. You must provide 1 record of an activity which has been a combination of demonstration and instruction.	Evidence Ref:
2. You must provide records of an observation , which covers a combination of demonstration and instruction .	Observation Ref:
3. It is expected that the records must include evidence to show how you:	
<ul style="list-style-type: none"> decided on the sequence of the demonstration 	<ul style="list-style-type: none"> identified which learning outcomes were achieved
<ul style="list-style-type: none"> ensured that the demonstration was accurate and realistic 	<ul style="list-style-type: none"> ensured a safe environment for the demonstration and allowed all learners to see the demonstration clearly
4. In preparing the record you should consider:	
<ul style="list-style-type: none"> which types of learning are best achieved and supported through demonstrations 	<ul style="list-style-type: none"> how to choose and prepare appropriate materials, including technology based materials.
<ul style="list-style-type: none"> how to choose between instruction and demonstration as learning methods 	<ul style="list-style-type: none"> which types of learning are best achieved through instruction
<ul style="list-style-type: none"> how to identify individual learning needs 	<ul style="list-style-type: none"> how to make sure everybody acts in line with health, safety and environmental protection legislation and best practice
<ul style="list-style-type: none"> which factors are likely to prevent learning and how to overcome them 	<ul style="list-style-type: none"> how to analyse developments in learning and new ways of delivery, including technology based learning
5. It is also expected that evidence from your observations will show how you:	
<ul style="list-style-type: none"> structured the demonstration so that the learner got the most out of it 	<ul style="list-style-type: none"> reduced distractions and disruptions as much as possible
<ul style="list-style-type: none"> encouraged learners to ask questions and get explanations at appropriate stages in the demonstration 	<ul style="list-style-type: none"> matched instruction to the needs of learners
<ul style="list-style-type: none"> gave learners the opportunities to practice the skill being demonstrated 	<ul style="list-style-type: none"> ensured that the manner, level and speed of the instruction encourages learners to take part
<ul style="list-style-type: none"> gave learners positive feedback 	<ul style="list-style-type: none"> regularly check that learners understand and adapt instruction as appropriate
<ul style="list-style-type: none"> reinforced learning by repeating demonstration 	<ul style="list-style-type: none"> gave learners positive feedback on the learning experience and the outcome achieved
<ul style="list-style-type: none"> responded to the needs of learners during the demonstration 	<ul style="list-style-type: none"> identified anything that prevented learning and reviewed this with the learner

Evidence from **real** or **simulated** activities and **role play** is acceptable for this unit.



UNIT REF: VP06K	UNIT TITLE: KNOWLEDGE OF PROCESSING RETURNED GOODS AND MATERIALS IN A VEHICLE PARTS ENVIRONMENT
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Level: 2	Route: Knowledge	Credit Value: 4	GLH: 25
Mapping: This unit is mapped to the IMI NOS VP06			
Rationale: This unit will help the learner develop the knowledge and understanding they need to process returned goods and materials in relation to motor vehicles.			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand legal and regulatory requirements relating to the return of goods and materials	1.1 Summarise current relevant legislation, regulations, codes of practice and guidelines relating to processing the return of goods. 1.2 Explain the customer's legal rights to replacements and refunds.
2. Understand how to process returns of goods and materials	2.1 Explain the main reasons customers have for returning goods. 2.2 Summarise organisational policies and procedures for replacements and refunds, including proof of purchase. 2.3 Explain the limits of own authority in relation to replacements and refunds. 2.4 Identify sources of for help for authorisation. 2.5 Explain the process of customers returning unwanted goods.
3. Understand how to process replacements and refunds for goods and materials	3.1. Explain the process for locating replacement goods. 3.2 Describe charges that might apply when a company is not at fault. 3.3 Identify who can raise credit notes and refund payments, and the information they need. 3.4 Explain organisational procedures for preparing replacement goods for sending out.



<p>4. Understand how to process returned goods and materials</p>	<p>4.1 Explain how to update the stock control system accurately and fully when goods are returned</p> <p>4.2 Summarise why it is important to update stock control systems promptly.</p> <p>4.3 Describe how to label goods for return to the supplier or manufacturer.</p> <p>4.4 Explain how to deal with returned goods that cannot be re-sold.</p> <p>4.5 Explain how to deal with returned goods that can be re-sold.</p>
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Content:

Legal and regulatory requirements relating to the return of goods and materials

- a. Current relevant legislation, regulations, codes of practice and guidelines relating to processing the return of goods:
 - i. the sale of goods act
 - ii. satisfactory quality
 - iii. fitness for purpose
 - iv. product liability
 - v. warranty
- b. Customer's legal rights to replacements and refunds:
 - i. the sale of goods act

How to process returns of goods and materials

- a. Main reasons customers have for returning goods:
 - i. no longer required
 - ii. damaged
 - iii. incorrect
- b. Organisational policies and procedures for replacements and refunds, including proof of purchase:
 - i. company policy
- c. Limits of own authority in relation to replacements and refunds:
 - i. supervisor
 - ii. manager
 - iii. company policy
- d. Sources of for help for authorisation:
 - i. supervisor
 - ii. manager
 - iii. company policy
- e. Process of customers returning unwanted goods:
 - i. company policy

How to process replacements and refunds for goods and materials

- a. Process for locating replacement goods.
 - i. supplier / company policy
- b. Charges that might apply when a company is not at fault.
 - i. company policy
- c. Who can raise credit notes and refund payments, and the information they need.
 - i. company policy
- d. Organisational procedures for preparing replacement goods for sending out.
 - i. company policy



Content:

How to process returned goods and materials

- a. How to update the stock control system accurately and fully when goods are returned
 - i. company policy
- b. Why it is important to update stock control systems promptly.
 - i. true reflection of inventory
 - ii. maximise opportunity to sell again (if applicable)
 - iii. give customer credit note
- c. How to label goods for return to the supplier or manufacturer.
 - i. supplier policy
- d. How to deal with returned goods that cannot be re-sold.
 - i. company policy
- e. How to deal with returned goods that can be re-sold.
 - i. company policy



UNIT REF: VP06S	UNIT TITLE: SKILLS IN PROCESSING RETURNED GOODS AND MATERIALS IN A VEHICLE PARTS ENVIRONMENT
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Level: 2	Route: Skills	Credit Value: 1	GLH: 8
Mapping: This unit is mapped to the IMI NOS VP06			
Rationale: This unit will help the learner develop the skills they need to deal with returned motor vehicle goods and materials and provide replacements and refunds			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to assist customers who wish to return goods and materials	1.1 Check with the customer what goods and materials they want to return and their reasons. 1.2 Apologise promptly if the company appears to be at fault. 1.3 Follow legal and company requirements for offering replacements and refunds, 1.4 Explain legal and company requirements for offering replacements and refunds to the customer. 1.5 Explain to the customer the action you would like to take, and any charges that apply.
2. Be able to provide customers with replacement goods and materials	2.1 Check the type, quantity and condition of returned goods 2.2 Identify appropriate replacement goods and materials 2.3 Follow company procedures for preparing replacement goods and materials to be sent out. 2.4 Explain to the customer the arrangements for returning unwanted goods and materials. 2.5 Update the stock control system promptly, accurately and fully.
3. Be able to ensure customers receive refunds	3.1 Give accurate and complete information to the person who can raise a credit note or refund the payment.
4. Be able to deal with returned goods and materials	4.1 Label clearly any goods and materials that are to be returned to the supplier or manufacturer. 4.2 Move returned goods and materials to the correct place and position. 4.3 Separate unsaleable goods and materials from sales stock.



EVIDENCE REQUIREMENTS

1. You must produce evidence of processing returned goods and materials on at least 3 separate occasions for the following reasons:
the quality is unsatisfactory
the customer does not require them
2. You must be observed processing returned goods and materials on at least 2 separate occasions
Evidence from simulated activities is not acceptable for this unit



UNIT REF: VP07K	UNIT TITLE: KNOWLEDGE OF DELIVERING MOTOR VEHICLE PARTS TO CUSTOMERS
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Level: 2	Route: Knowledge	Credit Value: 3	GLH: 20
Mapping: This unit is mapped to the IMI NOS VP07			
Rationale: This unit will help the learner develop the knowledge and understanding they need to deliver motor vehicle parts to customers			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Know legal and regulatory requirements relating to the delivery of motor vehicle parts	1.1 Describe current relevant legislation, regulations, codes of practice and guidelines relating to the delivery of parts (for example, Road Traffic Act, Highway Code). 1.2 Describe the legal requirements for delivery vehicle roadworthiness. 1.3 Explain own personal responsibilities for delivery vehicle maintenance.
2. Understand organisational requirements relating to the delivery of motor vehicle parts	2.1 Describe organisational procedures for: <ul style="list-style-type: none"> a. health and safety b. checking a delivery vehicle c. dealing with accidents d. reporting delivery problems e. vehicle and payment security f. payment for goods g. completing and returning documentation. 2.2 Identify the type of customer and competitor information which should be reported and who the information should be reported to.
3. Know how to load motor vehicle parts for transport	3.1 Describe how to handle loads safely. 3.2 Describe how to protect parts from damage during transit. 3.3 Describe how to visually check parts for damage. 3.4 Describe how to distribute loads correctly. 3.5 Describe how to pack parts for delivery.
4. Understand the principles to observe when loading motor vehicle parts for delivery	4.1 Explain the importance of not mixing customer orders. 4.2 Explain the importance of loading a vehicle in a sequence to match deliveries and weight distribution. 4.3 Explain the implications of delivering incorrect and damaged parts.
5. Know how to plan routes for the delivery of motor vehicle parts	5.1 Describe how to plan deliveries to take account of local conditions. 5.2 Describe how to plan delivery routes to enable parts to be delivered in a cost and time efficient manner.



Content:

legal and regulatory requirements relating to the delivery of motor vehicle parts

- a. Current relevant legislation, regulations, codes of practice and guidelines relating to the delivery of parts:
 - i. road traffic act
 - ii. highway code
 - iii. ministry of transport
 - iv. goods in transit insurance
- b. Legal requirements for delivery vehicle roadworthiness:
 - i. all lights function correctly
 - ii. tyre wear levels are above legal limit
 - iii. oil and water levels are correct
 - iv. brake operation is checked
 - v. vehicle has current road fund license displayed
 - vi. vehicle is insured to drive by the driver / organisation
 - vii. vehicle has a current mot certificate (if applicable)
- c. Own personal responsibilities for delivery vehicle maintenance:
 - i. ensure regular checks are carried out on vehicles
 - ii. ensure compliant with current legislation

Organisational requirements relating to the delivery of motor vehicle parts

- a. Describe organisational procedures for:
 - i. health and safety
 - ii. checking a delivery vehicle
 - iii. dealing with accidents
 - iv. reporting delivery problems
 - v. vehicle and payment security
 - vi. payment for goods
 - vii. completing and returning documentation.
- b. Identify the type of customer and competitor information which should be reported and who the information should be reported to:
 - i. competitor analysis
 - ii. supervisor
 - iii. manager
 - iv. company policy

**Content:****How to load motor vehicle parts for transport**

- a. How to handle loads safely:
 - i. adherence to manual handling regulations
 - ii. manual handling risk assessments
- b. How to protect parts from damage during transit:
 - i. security of loads (securing with ropes / straps)
 - ii. sufficient / extra packaging
- c. How to visually check parts for damage.
 - i. visual inspection
 - ii. comparison of parts
- d. How to distribute loads correctly.
 - i. heaviest items to the front
 - ii. ensure balanced load
 - iii. compliance with payload amounts for type of vehicle
- e. How to pack parts for delivery.
 - i. packaging requirements
 - ii. special considerations i.e. liquids, items liable to damage, heavy items (list not exhaustive)

The principles to observe when loading motor vehicle parts for delivery

- a. Importance of not mixing customer orders
 - i. time and cost implications
 - ii. customer service issues
- b. Importance of loading a vehicle in a sequence to match deliveries and weight distribution.
 - i. adherence to filo & lifo
 - ii. time and cost implications
- c. Implications of delivering incorrect and damaged parts.
 - i. time and cost implications
 - ii. customer service issues

How to plan routes for the delivery of motor vehicle parts

- a. How to plan deliveries to take account of local conditions.
 - i. road conditions (weather)
 - ii. roadwork's and diversions
 - iii. congestion
- b. How to plan delivery routes to enable parts to be delivered in a cost and time efficient manner
 - i. local conditions
 - ii. tolls / charges
 - iii. large / heavy orders



UNIT REF: VP07S	UNIT TITLE: SKILLS IN DELIVERING MOTOR VEHICLE PARTS TO CUSTOMERS
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Level: 2	Route: Skills	Credit Value: 2	GLH: 18
Mapping: This unit is mapped to the IMI NOS VP07			
Rationale: This unit will help the learner develop the skills they need to deliver motor vehicle parts to customers.			

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to prepare for the delivery of motor vehicle parts	1.1 Ensure the type and quantity of parts to be delivered match those listed on the documentation. 1.2 Make sure that the delivery vehicle complies with company and legal regulations at all times. 1.3 Plan an effective delivery route that takes into account all local conditions and is time and cost efficient.
2. Be able to load a motor vehicle parts delivery vehicle	2.1 Load and deliver only those parts that are in a visibly saleable condition. 2.2 Load the delivery vehicle: <ul style="list-style-type: none"> a. using safe handling techniques b. in a way that prevents damage to goods, vehicle, oneself and other people c. in a sequence relevant to the delivery schedule d. to meet weight distribution requirements 2.3 Ensure the load: <ul style="list-style-type: none"> a. does not exceed vehicle weight requirements b. is secure prior to the vehicle moving off.
3. Be able to delivery motor vehicle parts to customers	3.1 Make sure that all deliveries comply with legal and organisational safety and security requirements at all times. 3.2 Deliver all parts orders within the timescales agreed with customers. 3.3 Report any anticipated delays and/or problems in making deliveries to the relevant person(s) promptly. 3.4 Store safely and securely any payments collected from customers.
4. Be able to deal with records and reports following the delivery of motor vehicle parts	4.1 Ensure own delivery records are accurate, complete and passed to the relevant person promptly on return. 4.2 Pass any relevant market information gained to the relevant person(s) promptly.



EVIDENCE REQUIREMENTS

1.	You must produce evidence of delivering vehicle parts to customers on at least 3 separate occasions. These deliveries must cover:
	single orders to one customer, on at least 1 occasion
	multi orders to different customers, on at least 2 occasions
2.	You must be observed delivering vehicle parts to customers on at least 2 separate occasions
Evidence from simulated activities is not acceptable for this unit	



UNIT REF: VP11K	UNIT TITLE: KNOWLEDGE OF ENTERING AND FINDING DATA USING INFORMATION TECHNOLOGY WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 2	Route: Knowledge	Credit Value: 2	GLH: 10
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Mapping: This unit is mapped to the IMI NOS VP11

Rationale: This unit will help the learner develop the knowledge needed to enter and find data using information technology with a given, pre-set system operating in a vehicle parts operation. For example, this system could be about entering and finding vehicle and vehicle parts information or processing sales and orders

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Know relevant aspects of legislation, regulations, codes of practice and guidelines	1.1 Summarise the requirements of current relevant legislation, regulations, codes of practice and guidelines relating to entering and retrieving data using information technology, including: a. health and safety and data protection.
2. Understand how to comply with organisational policies and procedures relating to the entry and retrieval of data	2.1 Describe how to comply with organisational procedures, including: a. how to gain authority from the relevant person to access data and the information system. 2.2 Explain the reasons why access authority is required for certain data. 2.3 Explain the importance of conforming to organisational procedures. 2.4 Describe the limits of own responsibility for data entry.
3. Understand how to enter data in to an IT system	3.1 Explain how to select and use the appropriate programme 3.2. Describe how to enter data on the system in use. 3.3. Describe how to save data, if required.
4. Understand how to use available checking and help facilities	4.1 Explain the importance of checking data. 4.2 Describe the different methods of checking data.
5. Understand how to find information on an IT system	5.1 Describe how to locate information on the IT system. 5.2 Explain the importance of checking the information is correct. 5.3 Explain the importance of correctly handling the information.
6. Understand how to meet customer needs when entering and finding data on an IT system	6.1 Explain the importance of meeting the customer's needs. 6.2 Explain how to interpret and access the customer's needs. 6.3 Describe how to handle the information to satisfy the customer's needs.

Content:

Relevant aspects of legislation, regulations, codes of practice and guidelines

- a. Requirements of current relevant legislation, regulations, codes of practice and guidelines relating to entering and retrieving data using information technology, including:
 - i. health and safety (display screen equipment) regulations
 - ii. data protection act

Organisational policies and procedures relating to the entry and retrieval of data

- a. How to comply with organisational procedures, including:
 - i. how to gain authority from the relevant person to access data and the information system
 - ii. company policy
- b. The reasons why access authority is required for certain data:
 - i. data protection
 - ii. data of sensitive nature
 - iii. details of account holders
- c. The importance of conforming to organisational procedures:
 - i. maintain working relationships
 - ii. trust
- d. The limits of own responsibility for data entry:
 - i. company policy

How to enter data in to an IT system

- a. How to select and use the appropriate programme:
 - i. input devices
 - ii. programme specific
- b. How to enter data on the system in use:
 - i. input devices
 - ii. accuracy
- c. How to save data, if required:
 - i. programme specific

How to use available checking and help facilities

- a. The importance of checking data:
 - i. accuracy
 - ii. minimise mistakes
- b. The different methods of checking data:
 - i. visual
 - ii. programme specific



Content:

How to find information on an IT system

- a. How to locate information on the it system:
 - i. input devices
 - ii. programme specific
- b. The importance of checking the information is correct:
 - i. accuracy
 - ii. minimise mistakes
- c. The importance of correctly handling the information:
 - i. compliance with data protection
 - ii. minimise risk (loss of data)

How to meet customer needs when entering and finding data on an IT system

- a. The importance of meeting the customer's needs:
 - i. accuracy
 - ii. limit repeat visits by customer
 - iii. customer retention
- b. How to interpret and access the customer's needs:
 - i. product knowledge
 - ii. programme specific
- c. How to handle the information to satisfy the customer's needs:
 - i. accurate data entry
 - ii. confirmation of details (checking)
 - iii. confirm with the customer needs have been met



UNIT REF: VP11S	UNIT TITLE: SKILLS IN ENTERING AND FINDING DATA USING INFORMATION TECHNOLOGY WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 2	Route: Skills	Credit Value: 1	GLH: 8
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Mapping: This unit is mapped to the IMI NOS VP11S

Rationale: This unit will help the learner develop the skills they need to enter and find data using information technology with a given, pre-set system operating in a vehicle parts operation. For example, this system could be about entering and finding vehicle and vehicle parts information or processing sales and orders

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to enter data into an IT system	1.1 Obtain any necessary authority to access data. 1.2 Use input devices correctly to enter data effectively. 1.3 Enter data correctly in the required sequence when necessary. 1.4 Report any problems with data entry to the relevant person(s) promptly. 1.5 Confirm data entered is accurate, complete and meets customer needs. 1.6 Enter any data not fitting with pre-set data parameters correctly, when necessary.
2. Be able to use available checking facilities when entering data	2.1 Minimise the occurrence of errors by the effective use of available checking facilities.
3. Be able to save data on an IT system	3.1 Save any data to preserve its integrity and to comply with organisational procedures.
4. Be able to find data on an IT system	4.1 Obtain any necessary authority to access the information system. 4.2 Access the information system to comply with regulations. 4.3 Locate the information needed by the customer accurately. 4.4 Resolve any problems in accessing information with the relevant person(s) promptly.
5. Be able to meet customer needs when entering and finding data	5.1 Check the information found is correct, up-to-date and meets customer needs. 5.2 Handle the information in a way which meets customer needs.



EVIDENCE REQUIREMENTS

1. You must produce evidence of entering data on at least 3 separate occasions
2. You must be observed entering data on at least 2 separate occasions
3. You must produce evidence of finding information for customers on at least 3 separate occasions
4. You must be observed finding information for customers on at least 2 separate occasions
Evidence from simulated activities is not acceptable for this unit



UNIT REF: VP12K	UNIT TITLE: KNOWLEDGE OF COMMUNICATING INFORMATION ELECTRONICALLY WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 2	Route: Knowledge	Credit Value: 2	GLH: 10
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Mapping: This unit is mapped to the IMI NOS VP12

Rationale: This unit will help the learner develop the knowledge needed to use information technology to communicate electronically with others within vehicle parts operations. It covers the techniques required for transmitting and retrieving messages electronically and accessing and retrieving information via an electronic information service (for example on the Internet).

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Know relevant aspects of legislation, regulations, codes of practice and guidelines	1.1 Summarise the requirements of current relevant legislation, regulations, codes of practice and guidelines relating to communication using information technology, including: a. health and safety and data protection.
2. Understand how to comply with organisational policies and procedures relating to messaging and information systems	2.1 Describe organisational requirements for. a. sending and receiving electronic messages b. saving messages c. accessing information from remote servers 2.2 Explain the importance of complying with organisational procedures for use of IT systems 2.3 Identify the person to whom problems with IT systems should be reported. 2.4 Identify the person(s) from whom to gain authority to access the information system. 2.5 Explain the reason why access authority may be required.
3. Understand how to send electronic messages on behalf of customers	3.1 Explain how to interpret and apply your customer's requirements. 3.2 Identify the appropriate software to use for electronic messaging 3.3. Describe how to transmit attachments with messages for the system in use. 3.4. Explain the importance of checking that messages are complete. 3.5. Describe how to check successful transmission.
4. Understand how to use available checking facilities	4.1 Explain the importance of checking data. 4.2 Describe the facilities available for automated checking.
5. Understand how to receive electronic messages on behalf of customers	5.1 Describe how to use software to receive electronic messages. 5.2 Explain how to process messages to meet customer's requirements. 5.3 The importance of regularly checking for incoming messages.



6. Understand how to access information from a remote system on behalf of a customer	6.1 Describe how to use the available electronic information system. 6.2 Describe how to locate and retrieve information. 6.3 Describe how to process the retrieved information. 6.4 Explain the importance of meeting your customer's requirements for information. 6.5 Identify the costs which may be involved when accessing remote information systems.
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Content:**Relevant aspects of legislation, regulations, codes of practice and guidelines**

- a. Relevant legislation, regulations, codes of practice and guidelines relating to communication using information technology, including:
 - i. health and safety (display screen equipment) regulations
 - ii. data protection act

Organisational policies and procedures relating to messaging and information systems

- a. Organisational requirements for.
 - i. sending and receiving electronic messages
 - ii. saving messages
 - iii. accessing information from remote servers
- b. Importance of complying with organisational procedures for use of it systems
 - i. preserve equipment / software
 - ii. company policy
- c. Identify the person to whom problems with it systems should be reported.
 - i. supervisor
 - ii. manager
 - iii. company policy
- d. Identify the person(s) from whom to gain authority to access the information system.
 - i. supervisor
 - ii. manager
 - iii. company policy
- e. Explain the reason why access authority may be required.
 - i. data protection
 - ii. data of sensitive nature
 - iii. details of account holders

Content:

How to send electronic messages on behalf of customers

- a. How to interpret and apply your customer's requirements.
 - i. checking information
 - ii. confirmation with customer
 - iii. company policy
- b. The appropriate software to use for electronic messaging:
 - i. company specific
- c. How to transmit attachments with messages for the system in use:
 - i. programme specific
- d. The importance of checking that messages are complete:
 - i. missing / incomplete / incorrect data
- e. How to check successful transmission:
 - i. delivery reports
 - ii. read receipts

How to use available checking facilities

- a. The importance of checking data:
 - i. accuracy
 - ii. minimise mistakes
- b. The facilities available for automated checking:
 - i. spell checkers
 - ii. help functions
 - iii. programme specific

How to receive electronic messages on behalf of customers

- a. How to use software to receive electronic messages:
 - i. programme specific
- b. How to process messages to meet customer's requirements:
 - i. programme specific
- c. Importance of regularly checking for incoming messages:
 - i. customer service (efficient)
 - ii. company policy

How to access information from a remote system on behalf of a customer

- a. How to use the available electronic information system:
 - i. programme specific
- b. How to locate and retrieve information:
 - i. programme specific
- c. How to process the retrieved information:
 - i. programme specific
- d. Importance of meeting your customer's requirements for information:
 - i. accuracy
 - ii. limit repeat visits by customer
 - iii. customer retention
- e. Identify the costs which may be involved when accessing remote information systems:
 - i. programme specific
 - ii. company policy



UNIT REF: VP12S	UNIT TITLE: SKILLS IN COMMUNICATING INFORMATION ELECTRONICALLY WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 2	Route: Skills	Credit Value: 1	GLH: 8
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Mapping: This unit is mapped to the IMI NOS VP12S

Rationale: This unit will help the learner develop the skills they need to use information technology to communicate electronically with others within vehicle parts operations. It covers the techniques required for transmitting and retrieving messages (emails) electronically and accessing and retrieving information via an electronic information service (for example on the Internet)..

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<p>The Learner will:</p> <p>1. Be able to send electronic messages on behalf of customers</p>	<p>The Learner can:</p> <p>1.1 Obtain any necessary authority to use the electronic communication facilities.</p> <p>1.2 Ensure the electronic communication facility for transmitting messages meets customer requirements.</p> <p>1.3 Seek guidance from the relevant person(s) promptly, when necessary.</p> <p>1.4 Identify and attach the required file(s) correctly.</p> <p>1.5 Enter the transmission parameters correctly to meet customer requirements.</p> <p>1.6 Ensure the message is complete and meets customer requirements.</p> <p>1.7 Ensure messages have been successfully transmitted and comply with regulations.</p>
<p>2. Be able to use available checking facilities when sending electronic messages</p>	<p>2.1 Minimise the occurrence of errors to the message by effective use of available automated checking facilities.</p>
<p>3. Be able to save electronic messages on an IT system</p>	<p>3.1 Save messages to comply with organizational requirements.</p>
<p>4. Be able to receive electronic messages</p>	<p>4.1 Check the correct location regularly for incoming messages throughout each working day.</p> <p>4.2 Ensure the received messages are complete.</p> <p>4.3 Report any messages received in error to the relevant person(s) promptly.</p> <p>4.4 Process received messages correctly to comply with regulations.</p>



<p>5. Be able to access information from a remote system on behalf of a customer</p>	<p>5.1 Obtain any necessary authority to access remote information systems.</p> <p>5.2 Access remote information systems to comply with regulations.</p> <p>5.3 Raise any queries during the retrieving of the required information with the relevant person(s) promptly.</p> <p>5.4 Locate and retrieve the information required by the customer correctly</p> <p>5.5 Ensure the retrieved information is correct, up-to-date and meets customer's needs.</p> <p>5.6 Process the retrieved information to meet customer requirements.</p>
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EVIDENCE REQUIREMENTS

1. You must produce evidence of transmitting messages electronically on at least 3 separate occasions
2. You must be observed transmitting messages electronically on at least 2 separate occasions
3. You must produce evidence of receiving messages electronically on at least 3 separate occasions
4. You must be observed receiving messages electronically on at least 2 separate occasions
5. You must produce evidence of accessing and retrieving electronically stored information on at least 3 separate occasions
6. You must be observed accessing and retrieving electronically stored information on at least 2 separate occasions
Evidence from simulated activities is not acceptable for this unit



UNIT REF: VP15K	UNIT TITLE: KNOWLEDGE OF SUPPORTING CUSTOMER SERVICE IMPROVEMENTS WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 3	Route: Knowledge	Credit Value: 4	GLH: 30
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Mapping: This unit is mapped to the IMI NOS VP15

Rationale: This unit will help the learner develop the knowledge and understanding they need to make a contribution to improving customer service within vehicle parts operations by gathering and using customer feedback to identify improvements, making suggestions for and carrying out changes to customer service systems and assisting with the evaluation of changes to customer service

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand the legal requirements, regulations and codes of practice relevant to vehicle parts customer service	1.1. Summarise the relevant legal and regulatory requirements that affect the way products and services can be delivered to customers, including: <ol style="list-style-type: none"> a. health and safety b. data protection c. equal opportunities d. disability discrimination 1.2 Summarise the relevant industry, organisational and professional codes of practice and ethical standards that affect the way the products or services can be delivered to customers 1.3 Explain what the customers' rights are and how these rights affect customer service.
2. Understand the organisational context for working with vehicle parts customers	2.1. Describe any contractual agreements that customers may have with the organisation. 2.2 Identify the products or services of the organisation relevant to own customer service role. 2.3 Explain the limits of own authority and when it is important to seek agreement with or permission from other people in the organisation when dealing customers 2.4 Identify who to refer to for guidance when customer needs cannot be adequately met 2.5 Describe any organisational targets relevant to own job, own role in meeting them and the implications for the organisation if those targets are not met.
3. Understand how to make improvements to customer service	3.1 Describe how to work with others to identify and support change in the way in which service is delivered 3.2 Explain how the customer experience is influenced by the way service is delivered. 3.3 Describe how customer feedback from customers is obtained.

Content:
Legal requirements, regulations and codes of practice relevant to vehicle parts customer service

- a. Legal and regulatory requirements that affect the way products and services can be delivered to customers, including:
 - i. health and safety
 - ii. data protection
 - iii. equal opportunities
 - iv. disability discrimination
- b. Industry, organisational and professional codes of practice and ethical standards that affect the way the products or services can be delivered to customers.
- c. What the customers' rights are and how these rights affect customer service:
 - i. contract law
 - ii. product liability
 - iii. the sale of goods act
 - iv. the trade description act
 - v. satisfactory quality
 - vi. fitness for purpose
 - vii. distance selling regulations

Organisational context for working with vehicle parts customers

- a. Contractual agreements that customers may have with the organisation:
 - i. account terms
 - ii. returns policy
 - iii. special order policy
- b. Identify the products or services of the organisation relevant to own customer service role:
 - i. parts
 - ii. accessories
 - iii. merchandise
 - iv. customer service
 - v. parts warranty
 - vi. exchange
 - vii. expert advice
- c. Limits of own authority and when it is important to seek agreement with or permission from other people in the organisation when dealing customers:
 - i. supervisor
 - ii. manager
 - iii. company policy
- d. Identify who to refer to for guidance when customer needs cannot be adequately met:
 - i. colleague
 - ii. supervisor
 - iii. manager
 - iv. company policy
- e. Organisational targets relevant to own job, own role in meeting them and the implications for the organisation if those targets are not met:
 - i. first time fix (correct part/pick)
 - ii. customer service (retention/advocacy)

How to make improvements to customer service

- a. How to work with others to identify and support change in the way in which service is delivered:
 - i. good working relationships
 - ii. respect for colleagues and management
 - iii. take other perspectives
- b. How the customer experience is influenced by the way service is delivered:
 - i. first impressions
 - ii. good and bad after sales experiences
 - iii. professionalism
- c. How customer feedback from customers is obtained:
 - i. surveys (paper, electronic or telephone based)
 - ii. verbally
 - iii. company policy



UNIT REF: VP15S	UNIT TITLE: SKILLS IN SUPPORTING CUSTOMER SERVICE IMPROVEMENTS WITHIN A VEHICLE PARTS ENVIRONMENT
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Level: 3	Route: Skills	Credit Value: 2	GLH: 20
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Mapping: This unit is mapped to the IMI NOS VP15

Rationale: This unit will help the learner develop the skills they need to make a contribution to improving customer service within vehicle parts operations by gathering and using customer feedback to identify improvements, making suggestions for and carrying out changes to customer service systems and assisting with the evaluation of changes to customer service

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<p>The Learner will:</p> <p>1. Be able to use feedback to identify potential customer service improvements</p>	<p>The Learner can:</p> <p>1.1 Gather informal feedback from customers during normal service operations.</p> <p>1.2 Use agreed customer feedback procedures to obtain information from customers on their needs and expectations.</p> <p>1.3 Use the information obtained from customers to develop a better understanding of their needs and expectations.</p> <p>1.4 Identify ways the service customers receive could be improved based on the information that has been gathered.</p> <p>1.5 Discuss suggestions for improving customer service with colleagues.</p>
<p>2. Be able to implement changes in customer service</p>	<p>2.1 Identify a possible change that could be made to improve the service customers receive.</p> <p>2.2 Present suggestions for improving the service you give to the relevant person.</p> <p>2.3 Carry out changes to customer service systems or procedures either based on own suggestions or those proposed by the organisation.</p> <p>2.4 Keep your customers informed of changes to customer service in accordance with organisational guidelines.</p> <p>2.5 Work positively with others to support the changes made by the organisation.</p>
<p>3. Be able to assist with the evaluation of changes in customer service</p>	<p>3.1 Discuss with others how changes to customer service are working.</p> <p>3.2 Work with others to identify the negative aspects of changes and how these can be resolved.</p>



EVIDENCE REQUIREMENTS

1. You must produce evidence of using feedback to identify potential customer service improvements on at least 2 separate occasions
2. You must be observed supporting customer service improvements on at least 1 occasion
3. You must produce evidence of contributing to the implementation of changes in customer service on at least 1 occasion
4. You must produce evidence of assisting with the evaluation of changes in customer service on at least 1 occasion
Evidence from simulated activities is not acceptable for this unit



UNIT REF: VP17K	UNIT TITLE: KNOWLEDGE OF MAXIMISING PRODUCT SALES IN A VEHICLE PARTS OPERATION
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Level: 3	Route: Knowledge	Credit Value: 4	GLH: 30
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Mapping: This unit is mapped to the IMI NOS VP17

Rationale: This unit will help the learner develop the knowledge and understanding they need to identify opportunities to increase sales of a particular part(s) and carrying out promotional activity which increases sales of the product and retains goodwill. The promotional activity must be a definite campaign that is planned beforehand and evaluated afterwards - it does not mean merely promoting products as a part of normal vehicle parts sales transactions.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Understand the legal requirements, regulations and codes of practice relevant to selling motor vehicle parts	1.1. Summarise current relevant legislation, regulations, codes of practice and guidelines relating to product sales.
2. Understand how to identify opportunities to maximise motor vehicle parts sales	2.1. Describe how to identify potential sales opportunities. 2.2 Explain how to assess sales opportunities to identify those with the greatest potential to maximise sales and widen the customer base. 2.3 Explain how seasonal trends affect opportunities for sales.
3. Understand how to implement activities to maximise the sales of motor vehicle parts	3.1 Describe how to promote the features and benefits of products. 3.2 Explain how to promote products in ways that gain and build customer interest. 3.3 Compare the difference between a feature of a product and a benefit of a product.
4. Understand how to evaluate activities to maximise the sales of motor vehicle parts	4.1 Explain how to evaluate the effectiveness of promotional activities

Content:

Legal requirements, regulations and codes of practice relevant to selling motor vehicle parts

- a. Legislation, regulations, codes of practice and guidelines relating to product sales:
 - i. sale of goods act
 - ii. trade descriptions act
 - iii. contract law

How to identify opportunities to maximise motor vehicle parts sales

- a. How to identify potential sales opportunities:
 - i. body language
 - ii. tone of voice
 - iii. related parts selling
 - iv. up-selling
- b. How to assess sales opportunities to identify those with the greatest potential to maximise sales and widen the customer base:
 - i. lost sales
 - ii. niche in market
 - iii. company policy
- c. How seasonal trends affect opportunities for sales:
 - i. spring
 - ii. summer
 - iii. autumn
 - iv. winter

Understand how to implement activities to maximise the sales of motor vehicle parts

- a. How to promote the features and benefits of products:
 - i. marketing
 - ii. verbally
 - iii. company policy
- b. How to promote products in ways that gain and build customer interest:
 - i. impulse buys
 - ii. hot-spots
 - iii. marketing campaign
 - iv. advertising types
- c. The difference between a feature of a product and a benefit of a product:
 - i. features tell
 - ii. benefits sell

How to evaluate activities to maximise the sales of motor vehicle parts

- a. How to evaluate the effectiveness of promotional activities:
 - i. sales records
 - ii. mystery shop
 - iii. feedback
 - iv. company policy



UNIT REF: VP17S	UNIT TITLE: SKILLS IN MAXIMISING PRODUCT SALES IN A VEHICLE PARTS OPERATION
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Level: 3	Route: Skills	Credit Value: 2	GLH: 14
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Mapping: This unit is mapped to the IMI NOS VP17S

Rationale: This unit will help the learner develop the skills they need to identify opportunities to increase sales of a particular part(s) and carrying out promotional activity which increases sales of the product and retains goodwill. The promotional activity must be a definite campaign that is planned beforehand and evaluated afterwards - it does not mean merely promoting products as a part of normal vehicle parts sales transactions.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The Learner will:	The Learner can:
1. Be able to identify possible activities to maximise motor vehicle parts sales	1.1 Identify possible selling opportunities for motor vehicle parts. 1.2 Assess the potential of selling opportunities to increase the customer base. 1.3 Identify opportunities which offer the greatest potential to increase sales. 1.4 Report sales opportunities accurately to the relevant person. 1.5 Complete the relevant documentation fully and accurately.
2. Be able to implement activities to maximise motor vehicle parts sales	2.1 Provide customers with information about promotions in a manner which maximises their value in increasing sales. 2.2 Communicate essential features and benefits of products and services to customers in a manner which promotes a buying decision and retains their goodwill. 2.3 Carry out actions which offer the greatest potential for converting promotional sales into orders.
3. Be able to report on the outcomes of activities to maximise product sales	3.1 Report relevant information on the effectiveness of promotions in enhancing sales to the relevant person. 3.2 Record the outcomes of promotional activities accurately.



EVIDENCE REQUIREMENTS

1. You must produce evidence of identifying opportunities to increase the customer base on at least 2 separate occasions
2. You must produce evidence of promoting products to customers on at least 2 separate occasions
3. You must be observed dealing with customers to maximise product sales at least 2 separate occasions
Evidence from simulated activities is not acceptable for this unit