



INSTITUTE OF THE  
MOTOR INDUSTRY

IMI ACCREDITATION

# PARTS

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## What is IMI Accreditation?

IMI Accreditation is a practical, non-academic way to demonstrate individual capability, providing independent proof of current competence, knowledge and skills.

Focused on the Light Vehicle area of the automotive sector, IMI Accreditation encompasses everyone within this area, from individuals working directly on vehicles to those advising customers or managing a dealership. Three different types of accreditation reflect the diverse range of roles within the motor industry: Technical, Customer Facing and Management

Accreditation typically takes just one day to achieve (depending on the specific route), with individuals assessed against industry-agreed standards. Each accreditation route is designed using best practice techniques, and offers multiple career development options for a specific job role.

## Accreditation is available for the following routes:

- Technical
  - Air Conditioning
  - Autoglazing
  - Cosmetic Repair
  - Digital Audio Broadcasting
  - Electric Vehicle
  - Fast Fit
  - Light Vehicle Maintenance & Repair
  - Light Vehicle Inspection
  - Mechanical Electrical Trim
  - Motorcycle
  - Paint
  - Panel
  - Roadside
  - Vehicle Damage Assessor
- Customer Facing
  - Customer Service
  - Parts
  - Sales
- Management
  - Management

Once an individual has passed all the required practical and knowledge-based modules in a specific route, they will receive a certificate of achievement which is valid for three years.



## IMI Accreditation benefits

IMI Accreditation was created to help the motor industry keep on top of constant, rapid changes in technology, legislation and working methods, by encouraging and measuring the current competence, knowledge and ability of those working within it. By providing proof of current competence, IMI Accreditation benefits both individuals and their employers.

Those gaining accreditation receive:

- An IMI Accredited certificate
- Inclusion on IMI Professional Register
- Industry-wide recognition of their skills and abilities
- Confidence
- Advice and guidance for development
- An opportunity for career progression

While the employer of an accredited individual benefits from:

- Confidence in the individual's ability
- Eligibility for British Standard/DVSA requirements (depending on routes)
- Increased customer visibility on the IMI Professional Register
- Higher work output and fewer mistakes
- Public confidence in abilities

## Industry Recognition through the IMI Professional Register

The IMI Professional Register is an industry-wide database of professionals in the motor industry. The Register is promoted to consumers as a place to find trustworthy professionals who have proven their skills and competence within specialist areas of the industry. IMI Accredited individuals are automatically included on the IMI Professional Register.

## Routes to Accreditation

There are two routes to gaining IMI Accredited status: Full Assessment and Conversion\*. Full Assessment involves the completion of all practical and knowledge-based assessments at each level. Conversion enables an individual to use existing qualifications to gain exemption from specific modules.

IMI Accreditation continually evolves to meet the changing needs of the industry, with each accreditation valid for three years, after which time an individual is required to undertake a new assessment either at the same level, next career level or a different route in order to prove their current competence.

IMI Accreditations are delivered through the IMI approved centre network, and you can find your nearest centre or explore assessment routes at [www.theimi.org.uk/awarding](http://www.theimi.org.uk/awarding).



### Further Information

For further information on any of the accreditation routes, please visit [www.theimi.org.uk/accreditation](http://www.theimi.org.uk/accreditation) . Alternatively call 01992 511521 to contact IMI directly.

#### Who is the Parts route for?

The Parts route is intended primarily for professionals in the parts sub-sector of the motor industry working directly or indirectly with the consumer/customer. The role of Parts Advisor, for example, will generally be an employee in a parts factor or in the parts department within a business – they will be dealing with routine enquiries/sales of parts to trade and/or retail customers.

There are two levels within Parts:

- **Parts**  
Ideally, the candidate should be working in the parts sub-sector or in a parts department and have a minimum of three months experience in the role.
- **Senior Parts**  
Ideally, the candidate should be working in the parts sub-sector or in a parts department and have a minimum of three years' experience in the role.

#### Parts Route Structure

Those wishing to achieve IMI accreditation will be required to use the following method:

- **Full Assessment**

For those wishing to retain their accreditation there are two options, these are:

- **Full Assessment**  
or
- **AOM Update**

**Note:** In order to re-accredit using 'AOM Updates' (Assessed Outcome Modules) the candidate's accreditation must remain valid throughout the assessments and until all of the prescribed AOMs have been passed. Should the accreditation expire beforehand, the candidate will be required to re-take a 'full assessment'.



**Parts**

**Full Assessment**

This level requires the individual to complete the following modules:

Customer Service	AOM 135
Vehicle ID & Component Selection	AOM 136
Returned Parts	AOM 137
Picking Parts	AOM 138

This will normally be a one-day assessment.

**Senior Parts**

**Full Assessment**

This level requires the individual to complete the following modules:

Communication	AOM 139
Sales & Marketing	AOM 140
Stock Control	AOM 141
Business Awareness	AOM 142
Supervisory	AOM 143

This will normally be a one-day assessment.



<b>Parts</b>	<b>AOM Update</b> Reaccreditation only
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This level requires the individual to complete the following modules:

Customer Service	AOM 135
* Vehicle ID & Component Selection - Knowledge	AOM 144

This may either be achieved through a one-day assessment or may be spread over the duration of the individual's existing IMI accreditation.

*\*Note: this module is a knowledge only assessment.*

<b>Senior Parts</b>	<b>AOM Update</b> Reaccreditation only
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This level requires the individual to complete the following modules:

Communication	AOM 139
Sales & Marketing	AOM 140
Stock Control	AOM 141
Business Awareness	AOM 142
Supervisory	AOM 143

This may either be achieved through a one-day assessment or may be spread over the duration of the individual's existing IMI accreditation.



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<b>Accreditation Module Title</b>	Customer Service				
<b>Module Code</b>	ATA - AOM - 135				
<b>Practical Assessment Time</b>	0.75 hours				
<b>On-line Knowledge Test</b>	K-135				
<b>IMI AOM Level</b>	2				
<b>Module Overview</b>	<p>The candidate will be required to demonstrate key interactive skills including good telephone technique, objection handling and negotiation. Up-to-date knowledge of relevant products, services and customer relationship management is also essential.</p>				
<b>Candidate Profile</b>	<p>This module is intended for candidates working as parts advisors in a customer service role or a role where customer service and / or contact with customers is commonplace. The candidate will ideally have a minimum of three months experience in the role.</p> <p>Practical assessment will usually be by means of a role play.</p>				
<b>Links with Accreditation Routes and Modules</b>	<p>This module features in:</p> <table border="1"> <thead> <tr> <th>IMI Accreditation Route</th> <th>IMI Accreditation Level</th> </tr> </thead> <tbody> <tr> <td>Parts</td> <td>Parts</td> </tr> </tbody> </table>	IMI Accreditation Route	IMI Accreditation Level	Parts	Parts
IMI Accreditation Route	IMI Accreditation Level				
Parts	Parts				





Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Display good telephone technique
1.2	Be approachable
1.3	Explain in simple terms without causing offence
1.4	Display a diplomatic and focused approach - staying in control
1.5	Display active listening : The ability to listen carefully, and check understanding using appropriate, clear language
1.6	Adopt a confident approach throughout
1.7	Be effective at building relationships
1.8	Display awareness of their role in the context of the overall business
1.9	Provide excellent customer service
1.10	Recover from setbacks, staying calm and professional
1.11	Use customer feedback constructively
1.12	Offer realistic promises and response times
1.13	Overcome objections
1.14	Impart features, advantages and benefits
1.15	Display awareness of current campaigns and/or promotions
1.16	Identify customer requirements
1.17	Identify suitable associated components and opportunities to generate additional sales
1.18	Display effective negotiation skills
1.19	Use technical knowledge to sell goods & services
1.20	Sell value over price
1.21	Close a sale / Ask for the business
1.22	Seek further sales opportunity
1.23	Ensure that the customer's needs have been fulfilled
1.24	Have the strength to say 'no', when necessary
1.25	Display awareness of component manufacturer / supplier warranties

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Knowledge of Customer Relationship Management



<b>Accreditation Module Title</b>	Vehicle ID & Component Selection
<b>Module Code</b>	ATA - AOM - 136
<b>Practical Assessment Time</b>	0.75 hours
<b>On-line Knowledge Test</b>	K-136
<b>IMI AOM Level</b>	2
<b>Module Overview</b>	<p>The candidate will be required to correctly identify vehicle details and recognise the need for additional information as appropriate. Accessing and using all suitable sources of parts information, they will cross reference and successfully identify alternative parts/components.</p>
<b>Candidate Profile</b>	<p>This module is intended for candidates working in the 'parts' sub-sector. The candidate will ideally have a minimum of three months experience in the role.</p> <p>Skills will be tested using a practical assessment.</p>
<b>Links with Accreditation Routes and Modules</b>	
This module features in:	
<b>IMI Accreditation Route</b>	<b>IMI Accreditation Level</b>
Parts	Parts



Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Correctly identify vehicle details
1.2	Recognise the need for additional information as appropriate
1.3	Where options occur, provide alternative part numbers available
1.4	Access and use all suitable sources of parts information to accurately identify the part(s) required
1.5	Cross reference parts / alternative parts accurately
1.6	Complete all documentation correctly
1.7	Correctly identify 'technical' parts

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Knowledge of vehicle components and the relationship between them
2.2	A fundamental understanding of the technical aspects of a vehicle
2.3	Knowledge of manual-handling techniques



<b>Accreditation Module Title</b>	Returned Parts
<b>Module Code</b>	ATA - AOM - 137
<b>Practical Assessment Time</b>	0.75 hours
<b>On-line Knowledge Test</b>	K-137
<b>IMI AOM Level</b>	2
<b>Module Overview</b>	<p>The candidate is required to correctly identify the origin of returned components, recognise components incorrectly boxed and when packaging requires resealing. Furthermore, the candidate must correctly interpret an invoice, calculate refunds on unused parts and correctly decide the suitability of components that are subject to a surcharge.</p> <p>Knowledge of fair wear and tear is also essential – the candidate will require knowledge of damage from incorrect fitment and manufacturing defects.</p> <p>Candidates will be tested using a practical assessment.</p>
<b>Candidate Profile</b>	<p>This module is intended for candidates working in the ‘parts’ sub-sector. The candidate will ideally have a minimum of three months experience in the role.</p> <p>Skills will be tested using a practical assessment.</p>
<b>Links with Accreditation Routes and Modules</b>	
This module features in:	
<b>IMI Accreditation Route</b>	<b>IMI Accreditation Level</b>
Parts	Parts



Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Correctly identify the origin of returned components
1.2	Recognise components incorrectly boxed (wrong part and/or wrong side)
1.3	Identify when packaging requires resealing
1.4	Recognise components damaged / worn through fair wear and tear
1.5	Recognise components damaged / worn through incorrect fitment
1.6	Correctly interpret an invoice
1.7	Correctly calculate refunds on unused parts (including VAT as applicable)
1.8	Correctly decide the suitability of components that are subject to a surcharge

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Components damaged / worn through fair wear and tear
2.2	Components damaged / worn through incorrect fitment
2.3	Components damaged / worn through manufacturing defects



<b>Accreditation Module Title</b>	Picking Parts
<b>Module Code</b>	ATA - AOM - 138
<b>Practical Assessment Time</b>	0.75 hours
<b>On-line Knowledge Test</b>	K-138
<b>IMI AOM Level</b>	2
<b>Module Overview</b>	<p>In this module, the candidate will be required to correctly identify and 'pick' parts from stock. They will visually recognise parts that are incorrectly located and understand the units of issue required as well as correctly updating stock levels.</p> <p>Knowledge of processes in 'picking' parts is essential.</p>
<b>Candidate Profile</b>	<p>This module is intended for candidates working in the 'parts' sub-sector. The candidate will ideally have a minimum of three months experience in the role.</p> <p>Skills will be tested using a practical assessment.</p>
<b>Links with Accreditation Routes and Modules</b>	
This module features in:	
<b>IMI Accreditation Route</b>	<b>IMI Accreditation Level</b>
Parts	Parts



Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Correctly identify parts in stock (or not in stock) from PC program
1.2	Correctly pick the parts identified
1.3	Visually recognise parts that are incorrectly located
1.4	Understand the units of issue required
1.5	Correctly update stock levels on the PC program having picked parts
1.6	Correctly update stock levels on the PC program upon returning parts
1.7	Return unused parts to the correct location

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Knowledge of parts picking



<b>Accreditation Module Title</b>	Communication
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<b>Module Code</b>	ATA - AOM - 139
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<b>Practical Assessment Time</b>	0.75 hours
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<b>On-line Knowledge Test</b>	K-139
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<b>IMI AOM Level</b>	3
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<b>Module Overview</b>	
<p>In this module, the candidate will be required to communicate effectively with customers and staff alike. They will demonstrate good telephone technique, be approachable and be able to explain in simple terms without causing offence.</p> <p>The candidate will adopt a diplomatic and focused approach whilst staying in control.</p> <p>Active listening is essential as the candidate is expected to create positive rapport in order to provide excellent customer service.</p> <p>Candidates will be tested via practical assessment – the latter will usually be a role play.</p>	

<b>Candidate Profile</b>	
<p>This module is intended for candidates in the ‘Parts’ sub-sector working in a customer service role or a role where customer service and / or contact with customers is commonplace. The candidate will be proficient in the key skills involved in a customer service role and will have performed successfully in that environment for a minimum of three years.</p> <p>Ideally, candidates will also have supervisory experience.</p>	

<b>Links with Accreditation Routes and Modules</b>	
This module features in:	
<b>IMI Accreditation Route</b>	<b>IMI Accreditation Level</b>
Parts	Senior Parts





Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Communicate effectively with customers
1.2	Communicate effectively with staff
1.3	Support, supervise and trust other team members through building strong working relationships
1.4	Demonstrate good telephone technique
1.5	Display approachability
1.6	Explain in simple terms without causing offence
1.7	Adopt a diplomatic and focused approach - staying in control
1.8	Use 'active listening': The ability to listen carefully, and check understanding using appropriate, clear language
1.9	Adopt a confident approach
1.10	Demonstrate the strength to say 'no', when necessary
1.11	Be effective at building relationships
1.12	Display awareness of their role in the context of the overall business and the importance of delivering objectives
1.13	Provide excellent customer service
1.14	Recover from setbacks, staying calm and professional
1.15	Use customer feedback constructively - never take criticism personally
1.16	Offer realistic promises and response times
1.17	Display business awareness
1.18	Negotiate and overcome objections
1.19	Adopt appropriate solutions in order to meet customer expectation e.g. price concession
1.20	Anticipate customers' needs
1.21	Understand the importance of good customer relations
1.22	Act within legal guidelines
1.23	Adhere to an ethical code ( behave professionally )
1.24	Make a difficult decision / solve a problem

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Customer communication
2.2	Customer relationship management



<b>Accreditation Module Title</b>	Sales & Marketing
<b>Module Code</b>	ATA - AOM - 140
<b>Practical Assessment Time</b>	0.75 hours
<b>On-line Knowledge Test</b>	K-140
<b>IMI AOM Level</b>	3
<b>Module Overview</b>	<p>The candidate is required to identify and promote suitable products whilst recognising opportunities for selling associated components. They will formulate a basic plan for selling components and identify means to promoting goods and / or services.</p> <p>The candidate will monitor and evaluate sales activity.</p> <p>Tests will be carried out using practical, written assessment.</p>
<b>Candidate Profile</b>	<p>This module is intended for candidates in the 'Parts' sub-sector at senior level. They will be proficient in the key skills involved in a customer service role and will have performed successfully in that environment for a minimum of three years.</p> <p>Ideally, candidates will also have supervisory experience.</p>
<b>Links with Accreditation Routes and Modules</b>	
This module features in:	
<b>IMI Accreditation Route</b>	<b>IMI Accreditation Level</b>
Parts	Senior Parts



Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Identify and promote suitable products
1.2	Recognise opportunities for selling associated components
1.3	Correctly identify a target group / key accounts
1.4	Formulate a basic plan for selling components
1.5	Identify means to promoting goods and/or services e.g. proactive telesales activity, e-mails, texts
1.6	Appropriately allocate promotional activity
1.7	Monitor and evaluate sales activity
1.8	Understand the meaning of the term "margin" and correctly calculate prices accordingly
1.9	Understand the meaning of the term "mark-up" and correctly calculate prices accordingly

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Knowledge of how to identify and promote suitable products
2.2	Knowledge of 'technical parts'
2.3	Knowledge of pricing e.g. VAT, calculating concessions



<b>Accreditation Module Title</b>	Stock Control
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<b>Module Code</b>	ATA - AOM - 141
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<b>Practical Assessment Time</b>	0.75 hours
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<b>On-line Knowledge Test</b>	K-141
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<b>IMI AOM Level</b>	3
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<b>Module Overview</b>	
<p>In this module, the candidate will be required to correctly identify the need for stocktaking activity and organise it as appropriate.</p> <p>They will correctly identify parts in stock and their quantity – this includes missing stock.</p> <p>The candidate will visually recognise parts that are incorrectly located and accurately determine when parts require ordering.</p> <p>The ability to identify parts with low frequency sales as well as obsolete items is essential. Candidates will also be required to correctly identify when parts need moving – the latter includes the correct positioning of 'high frequency' stock and, ultimately, correctly updating stock levels.</p>	

<b>Candidate Profile</b>	
<p>This module is intended for candidates in the 'Parts' sub-sector at senior level. They will be proficient in their role and will have performed successfully in that environment for a minimum of three years.</p> <p>Ideally, candidates will also have supervisory experience.</p>	

<b>Links with Accreditation Routes and Modules</b>	
This module features in:	
<b>IMI Accreditation Route</b>	<b>IMI Accreditation Level</b>
Parts	Senior Parts



Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Correctly identify the need for stocktaking activity
1.2	Organise stocktaking activity
1.3	Correctly identify parts in stock
1.4	Correctly identify quantity in stock
1.5	Correctly identify missing stock (theft / loss / damage)
1.6	Visually recognise parts that are incorrectly located
1.7	Identify when parts require ordering
1.8	Correctly identify when parts are “not moving” i.e. low frequency sales
1.9	Identify when parts are obsolete i.e. no longer required
1.10	Correctly identify the need to 'rotate' stock e.g. assessing whether parts with a 'use by date' are within that date
1.11	Correctly identify when parts need moving - includes the correct positioning of 'high frequency' stock
1.12	Correctly update stock levels
1.13	Correctly complete all documentation

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Stock control



<b>Accreditation Module Title</b>	Business Awareness
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<b>Module Code</b>	ATA - AOM - 142
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<b>Practical Assessment Time</b>	0.75 hours
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<b>On-line Knowledge Test</b>	K-142
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<b>IMI AOM Level</b>	3
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<b>Module Overview</b>	
<p>Candidates will be required to prepare a presentation lasting no more than 5 minutes – presentations are delivered to the assessor(s) in an interactive session. If taken as part of the assessment for IMI Senior Parts, this module will require that the candidate prepare throughout the assessment day.</p> <p>The candidate will demonstrate corporate awareness and an in-depth knowledge of the industry – e.g. Competitors, Distribution / Factoring. A clear understanding of the aims and objectives of their organisation is essential along with up-to-date knowledge of the reporting structure within.</p> <p>Candidates will be required to demonstrate a clear understanding of their responsibilities, knowledge of KPIs and why/what they are used for.</p>	

<b>Candidate Profile</b>	
<p>This module is intended for candidates in the ‘Parts’ sub-sector at senior level. They will be proficient in their role and will have performed successfully in that environment for a minimum of three years.</p> <p>Ideally, candidates will also have supervisory experience.</p>	

<b>Links with Accreditation Routes and Modules</b>	
This module features in:	
<b>IMI Accreditation Route</b>	<b>IMI Accreditation Level</b>
Parts	Senior Parts



Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Corporate awareness
1.2	In-depth knowledge of the industry – e.g. Competitors, Distribution / Factoring
1.3	Clear understanding of the aims and objectives of their organisation
1.4	The ability to identify their organisation’s trade and/or retail customer base
1.5	The ability to identify and describe the structure of their organisation
1.6	Up-to-date knowledge of the reporting structure within their organisation
1.7	Knowledge of Service Level Agreements for buying - customers
1.8	Clear understanding of their responsibilities within their organisation
1.9	Clear understanding of KPIs – why / what they are used for

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Service standards
2.2	Their organisation



<b>Accreditation Module Title</b>	Supervisory
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<b>Module Code</b>	ATA - AOM - 143
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<b>Practical Assessment Time</b>	0.75 hours
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<b>On-line Knowledge Test</b>	K-143
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<b>IMI AOM Level</b>	3
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<b>Module Overview</b>	
<p>In this module, the candidate must demonstrate a structured, logical approach to problem-solving, understanding time constraints and work loading, they will describe how to collate appropriate information and coordinate staff in order to achieve their objectives.</p> <p>Candidates will be required to quote the features and benefits of a product / service and use 'real life' examples from their own experience / work place.</p>	

<b>Candidate Profile</b>	
<p>This module is intended for candidates in the 'Parts' sub-sector at senior level. They will be proficient in their role and will have performed successfully in that environment for a minimum of three years.</p> <p>Ideally, candidates will also have supervisory experience.</p>	

<b>Links with Accreditation Routes and Modules</b>	
This module features in:	
<b>IMI Accreditation Route</b>	<b>IMI Accreditation Level</b>
Parts	Senior Parts





Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Adopt a structured, logical approach to problem-solving
1.2	Understand time constraints
1.3	Collate appropriate information
1.4	Understand work loading
1.5	Co-ordinate staff and delegate
1.6	Understand the scope and detail of manufacturer warranties
1.7	Quote the features and benefits of a product / service
1.8	Make a difficult decision in order to solve a problem
1.9	Anticipate customers' needs
1.10	Understand legal liability

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Delegation
2.2	Dealing with conflict within a team
2.3	Work loading



<b>Accreditation Module Title</b>	Vehicle ID & Component Selection - knowledge
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<b>Module Code</b>	ATA - AOM - 144
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<b>Practical Assessment Time</b>	N/A
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<b>On-line Knowledge Test</b>	K-144
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<b>IMI AOM Level</b>	2
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<b>Module Overview</b>	
<p>This module is a knowledge test only.</p> <p>The candidate will require knowledge of the cross-referencing of parts including the use of manuals. They will be familiar with sourcing alternative parts accurately and will also have knowledge of vehicle components and the relationship between them.</p> <p>A fundamental understanding of the technical aspects of a vehicle is also required.</p>	

<b>Candidate Profile</b>	
<p>This module is intended for candidates working in the 'parts' sub-sector. The candidate will ideally have a minimum of three months experience in the role.</p>	

<b>Links with Accreditation Routes and Modules</b>	
This module features in:	
<b>IMI Accreditation Route</b>	<b>IMI Accreditation Level</b>
Parts	Parts



Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Knowledge of vehicle components and the relationship between them
2.2	A fundamental understanding of the technical aspects of a vehicle
2.3	Knowledge of manual-handling techniques