

Overview

This standard covers the completion of the automotive glazing repair/refitting work, including the procedures for handing over the vehicle and communicating to the customer all the work that has been undertaken. For the purpose of this standard, customers can be either external or internal to the business.

Performance criteria

- You must be able to:*
- P1 ensure that all waste and surplus materials not required by the customer are removed from the vehicle or work site and disposed of or stored appropriately.
 - P2 liaise with customer to agree satisfactory completion of work or where any discrepancies between the completed work and the specification is identified, agree appropriate action with the customer.
 - P3 explain any restrictions on the use of the vehicle clearly and correctly to the customer.
 - P4 advise the customer of any further related work that the vehicle might require.
 - P5 hand over all keys (and documentation if applicable) belonging to the customer.
 - P6 follow organisational procedures for processing payments or invoices.
 - P7 record information on the completion of the work in the appropriate information systems.

Knowledge and understanding

You need to know and understand:

Work

K1 the reasons why work might not always be completed to specification.

K2 what type of further work might be required for vehicles.

K3 what restrictions should be imposed on the use of the vehicle after different types of work.

Materials

K4 how to deal with surplus and waste materials

Payment methods

K5 how to calculate prices

K6 how to process different types of payment method.

K7 the complaints and dispute procedures available to customers

Customers

K8 why it is important to establish and maintain goodwill with customers

K9 what type of behaviour can affect goodwill

K10 how to deal with disputes over payment in a manner that maintains goodwill, and refer them to the appropriate personnel when necessary

Information recording

K11 how to record the vehicle handover

K12 why it is important to record details of the handover

Hand over vehicles to automotive glazing customers

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