

## Overview

This standard covers the need to provide assistance and information to customers at various stages of the automotive glazing work and the preparation of the equipment and site for installation or repair work on vehicles.

## Performance criteria

- You must be able to:*
- P1 determine/ establish what the customer's requirements are
  - P2 record all relevant customer requirements
  - P3 identify the methods appropriate to the task and the vehicle being worked on
  - P4 provide information on the available options for achieving the customer's requirements
  - P5 provide the customer with alternative solutions in cases where work cannot be undertaken and/or completed
  - P6 carry out and record information on the vehicle condition and relevant component operation prior to commencing work
  - P7 ensure information provided to the customer contains sufficient detail to meet their requirements
  - P8 pass on any requests for information that cannot be met to the appropriate person
  - P9 confirm the suitability of the work with all relevant people
  - P10 ensure the work can be delivered within the time scale agreed with the customer
  - P11 correctly inform the customer of the consequences of proceeding with the work
  - P12 obtain clear authorisation to proceed with the work
  - P13 position and immobilise the vehicle in a way that minimises danger to and from other site users
  - P14 isolate the low voltage electrical system of the vehicle correctly when necessary and permissible
  - P15 isolate the work site from hazards and allow sufficient room to work effectively and safely
  - P16 use correct Personal and Vehicle Protective Equipment, and carefully remove and securely store any items that may be damaged if not removed
  - P17 record information on the preparation of the work site and vehicle in the appropriate information systems
  - P18 select the power tools/equipment that is suitable and confirm that it is available and safe for use
  - P19 set up the power tools/equipment correctly
  - P20 start up power tools/equipment safely and in the correct sequence
  - P21 obtain and prepare materials of the correct specification as authorised in standard operating procedures
  - P22 store the materials in a suitable place
  - P23 replace materials at appropriate intervals using the correct stock rotation procedures

Prepare to carry out automotive glazing work

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## Knowledge and understanding

*You need to know and understand:*

### **Customers**

- K1 what type of information should be obtained from a customer and the relevance of current legislation relating to data protection when handling customer details
- K2 the options for achieving customer's requirements
- K3 what type of information customers require, and why it could be important to them

### **Work**

- K4 what work has to be done to meet different requirements
- K5 how to identify the skills required to carry out the task
- K6 the implications of not adhering to the competency requirements
- K7 who might need to confirm that work should be undertaken

### **Products and services**

- K8 the products and services that could meet customer's requirements

### **Payment methods**

- K9 the prices of routine products and services
- K10 the payment methods that could be used
- K11 how to inform and implement insurance claim procedures for customers
- K12 how to correctly calculate the costs of all the products and services and provide clear information on them to the customer and agree payment method before starting the work

### **Vehicle**

- K13 how different types of vehicle are operated
- K14 how to source/access relevant technical data
- K15 how vehicles should be positioned for different working conditions
- K16 the different methods for immobilising the vehicle
- K17 how to isolate the electrical system of vehicles
- K18 the methods for isolating the site from other users

K19 what type of damage can occur to the vehicle, and which items should be removed

K20 what type of problems can occur with the work site and vehicle, and what are the standard operating procedures for dealing with them

### **Equipment**

K21 where to obtain information on the safe use of equipment

K22 what equipment to use for different work activities

K23 how to check equipment is fit for purpose and safe to use

K24 how to operate different types of equipment

K25 how to avoid damaging equipment through incorrect use

K26 how different types of equipment can be set up for different requirements

K27 what type of problems can occur with the equipment, and the standard operating procedures for dealing with them

### **Materials**

K28 what type of materials are required for different jobs

K29 how to confirm the specification, suitability and compatibility of materials

K30 what quantity of materials is required for different jobs

K31 the stock levels for different materials that should be maintained

K32 how different types of material should be transported, stored and disposed of

K33 what type of problems can occur with the materials, and what are the standard operating procedures for dealing with them

### **Information recording**

K34 what information systems should be used

K35 why it is important to use the information systems

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**Originating Organisation** Proskills

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**Relevant Occupations** Tyre exhaust and windscreen fitters

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**Suite** Automotive Glazing

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