

Repair damaged automotive glass in vehicles

Overview

This standard is about repairing damage to laminated glass in vehicles, which is typically a basic resin repair. It covers evaluating whether a repair is feasible, undertaking the repair, selecting correct materials and ensuring that repairs meet all requirements, including health, safety and other legal requirements.

Performance criteria

- You must be able to:*
- P1 comply with health, safety and legal requirements and procedures at all times.
 - P2 advise the customer of the limitations of repair.
 - P3 identify laminated glass damage using approved or appropriate methods.
 - P4 identify correctly the zone in which the damage lies, and determine the feasibility of the work in accordance with standard operating procedures.
 - P5 inform customers of the appropriate action required to rectify the laminated glass damage.
 - P6 use materials in the repair that are suitable for their purpose.
 - P7 undertake repairs in accordance with standard operating procedures.
 - P8 show the customer the completed repair.
 - P9 record information on the repair in the appropriate information systems.

Knowledge and understanding

You need to know and understand:

Health and safety

K1 the relevant health, safety and legal responsibilities and obligations.

Windscreen damage

K2 the relevant **industry standards** relating to windscreen repair

K3 the types of laminated glass damage that can occur with the vehicle.

K4 the approved or appropriate methods for identifying windscreen or other laminated glass damage.

K5 why it is important to correctly identify the zone where the damage lies, and how this affects the feasibility of the work.

K6 the types of action that can be taken to rectify laminated glass damage.

Customers

K7 the types of information customers require and why it could be important to them

K8 what options to offer the customer if the repair is deemed unacceptable

Standard operating procedures

K9 the standard operating procedures for different activities

K10 how to obtain information on the standard operating procedures

Problems

K11 the types of problems that could occur

K12 how different types of problem can be resolved

Materials

K13 the types of materials required for different parts of the repair process

K14 how different types of material should be transported, stored and disposed of

Information recording

K15 what information systems should be used

K16 why it is important to use the information systems

Scope/range

Industry standards:

MOT regulations on glass damage
Current voluntary British Standard Code of Practice for
Automotive Windscreen Repair

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