

IMIRR11

Provide customer service for emergency motor vehicle operators



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## Overview

This standard is about providing assistance to customers in emergency situations including the ability to co-ordinate the post-emergency situation.

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## Performance criteria

### *You must be able to:*

P1 assess the emergency situation accurately and promptly and develop a suitable plan of action, prioritising needs

P2 take control of the emergency situation in a calm, professional manner and in a way that prevents the situation escalating further

P3 issue prompt, clear and relevant instructions to others assisting with the situation, if necessary

P4 inform all relevant emergency services promptly

P5 refer any situations outside of your personal authority or control promptly to the correct authorities

P6 take suitable immediate action to minimise danger or distress to your customers who are in the immediate vicinity

P7 ensure your responses comply with organisational procedures and any local requirements

P8 minimise any inconvenience to customers and maintain customer morale and goodwill

P9 brief and reassure customers affected by the emergency situation

P10 make suitable arrangements for those customers unable to continue with their original plans

P11 give on-going support to those directly affected

P12 maintain and process full and accurate records of the situation and your actions in the required format to meet current local, legal and your organisation's requirements

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## Knowledge and understanding

*You need to know and understand:*

### **Legislative and organisational requirements and procedures**

K1the steps to take to contain the types of emergency situations

K2the possible courses of action available to handle the emergency situations

K3how to assess emergency situations and factors that must be considered in order to arrive at the most suitable course of action

K4the factors affecting customer morale and goodwill in emergency situations

K5the consequences of failure to take appropriate action in the emergency situations

K6where to find emergency contact numbers and the nature of the help available

K7why prompt help and good communications with customers, colleagues and other affected parties is so important

K8the role taking the correct action plays in maintaining good customer relationships and its value to your organisation

K9the importance of giving on-going support to those closely affected by the emergency

K10why different approaches may have to be used when considering the local situation and organisational policy

K11the types of arrangements that can be made for customers unable to continue with their plans and how to instigate these

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<b>Developed by</b>	IMI
<b>Version Number</b>	3
<b>Date Approved</b>	30 Mar 2023
<b>Indicative Review Date</b>	30 Mar 2026
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	IMI
<b>Original URN</b>	RR11
<b>Relevant Occupations</b>	Engineering, Roadside Assistance Senior Technician, Roadside Assistance Technician, Vehicle Trades
<b>Suite</b>	Roadside Assistance
<b>Keywords</b>	Customer; service; motor; vehicle; roadside;

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