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## Overview

This standard is about attending an incident, following risk assessment procedures, securing the site and vehicle and then making decisions for further action. This may involve conducting basic repairs on the vehicle to enable onward journey or initiating recovery of the vehicle and the people involved. It also includes providing information to, and seeking guidance from, relevant specialist authorities where hazardous substances or situations may be involved.

## Performance criteria

### You must be able to:

P1 wear suitable protective equipment throughout all roadside assessment, security and vehicle repair activities.

P2 ensure compliance at all times with:

P2.1 health, safety and environmental legislation and codes of practice

P2.2 organisational procedures and risk assessments

P2.3 manufacturers' guidelines

P3 carry out and record a dynamic risk **assessment of the vehicle** and the site

P4 secure and protect the incident site, including traffic control if necessary

P5 safeguard the health and safety of yourself and others involved in the incident before, during and after assessment and repair activities

P6 ensure your initial **assessment of the vehicle** identifies:

P6.1 the existence of any hazardous substances

P6.2 any fire hazards

P6.3 the need for any special assistance

P7 provide accurate information, where necessary, promptly and clearly to all relevant authorities and your organisation covering:

P7.1 personal/medical requirements

P7.2 the prevailing weather conditions

P7.3 the location and roadside situation

P7.4 the nature of the incident

P7.5 hazards and risks

P8 seek assistance and guidance promptly from the relevant authorities when you believe that hazardous substances are present.

P9 ensure your initial **assessment of the vehicle** establishes :

P9.1 the nature and extent of any vehicle damage and/or breakdown

P9.2 the feasibility of the roadside repair

P10 make justifiable decisions for dealing with the vehicle and any people involved based upon the information gained from your initial assessment of the situation and **examination methods**

P11 support your repair activities by reviewing **technical information**

P12 prepare, check and use all the equipment required following manufacturer's instructions

P13 identify and undertake basic repairs at the roadside on *\*vehicle systems \**

P14 perform a re-test to ensure the repair is successful

P15 arrange for the recovery of the vehicle if the repair does not meet legal and organisational standards

P16 report any anticipated delays in completion to the relevant person(s) promptly

Provide a first response to a broken down or damaged heavy goods or public service vehicle



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P17 ensure your records are accurate and complete and are promptly passed to the relevant person(s)

## Knowledge and understanding

### You need to know and understand:

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

K1 The legal requirements and industry codes of practice governing site protection, working at the roadside and vehicle recovery operations.

K2 The health and safety legislation, environmental requirements and workplace procedures relevant to repair procedures and personal protection.

K3 The range of services and resources available within your organisation.

K4 the legislation and workplace procedures relevant to

K4.1 health and safety

K4.2 the environment (including waste disposal)

K4.3 appropriate personal and vehicle protective equipment

K5 Your workplace procedures for:

K5.1 recording removal and replacement information

K5.2 lone working reporting

K5.3 the referral of problems

K5.4 reporting delays to the completion of work

K5.5 vehicle and customer recovery

K6 the importance of using suitable personal protective equipment (PPE) and vehicle markings which comply with legislation and industry codes of practice

K7 the importance of documenting removal and replacement information

K8 the importance of working to agreed timescales and keeping others informed of progress

K9 the relationship between time and costs

K10 The hazards associated with working on or near high voltage electrical vehicle components

#### *\*Assessing and securing the site \**

K11 the difference between a generic risk assessment and a dynamic risk assessment.

K12 the difference in requirements in securing and protecting a breakdown site and an incident site.

K13 the difference in requirements for securing the site dependent on time required to complete a repair or recovery

K14 the sources of specialist advice and guidance relevant to the incident.

K15 how to assess weather conditions and how these conditions affect the assessment and security of the roadside situation.

K16 how to carry out dynamic risk assessment of the immediate roadside situation surrounding an incident.

K17 the safety procedures appropriate to different road categories

K18 how to identify vehicles carrying hazardous substances.

K19 the circumstances in which to call for specialist assistance.

K20 how to secure and protect incident sites in line with:

K20.1 current industry codes of practice,

K20.2 organisational procedures,

K20.3 health, safety and environmental legislation.

K21 how to take steps to secure the safety of yourself and others.

K22 the steps to take to clear the incident site following repair or recovery of the vehicle.

K23 the possible consequences of inaccurate roadside risk assessment.

K24 how to use electronic and radio communication methods effectively.

K25 how to communicate with customers and relevant authorities.

K26 how to make an initial assessment of the extent of vehicle damage and or faults.

K27 how to interpret the results of your initial vehicle condition assessment and make justifiable decisions for your course of action.

### **Use of technical information**

K28 how to find, interpret and use sources of **technical information** applicable to determine the correct repair method.

K29 how to find, interpret and use sources of **technical information** applicable to component removal and replacement

K30 the importance of using the correct sources of **technical information**

K31 the purpose of and how to use identification codes

### **Equipment**

K32 how to prepare, check and use all the test equipment required

K33 how to prepare, check and use all the removal and replacement equipment required

### **Basic motor vehicle repair**

K34 basic **vehicle systems** features and operation

K35 how to recognise the repair procedure for the appropriate fault within the system.

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## Scope/range

### 1. Sources of **technical information** are:

- 1.1. vehicle technical data
- 1.2. schedules of inspection
- 1.3. regulations

### 2. **Examination methods** are:

- 2.1. sensory
- 2.2. functional
- 2.3. measurements

### 3. **Assessment of the vehicle** is for:

- 3.1. malfunction
- 3.2. damage
- 3.3. fluid levels
- 3.4. leaks
- 3.5. wear
- 3.6. security
- 3.7. condition and serviceability
- 3.8. conformity
- 3.9. necessity for adjustment(s)
- 3.10. corrosion

### 4. **Vehicle systems** include:

- 4.1. electrical systems & circuits
- 4.2. engine systems
- 4.3. transmission systems
- 4.4. exhaust systems
- 4.5. chassis systems, including suspension, steering and brakes
- 4.6. cooling systems
- 4.7. body systems and components

## Glossary

*This section contains examples and explanations of some of the terms used but does not form part of the standard.*

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### *Conformity*

**Examples include conformity to manufacturer's specifications, UK and European legal requirements where applicable.**

### *Customers*

**These could include the driver of the vehicle, any passengers or members of the public involved.**

### *Dynamic risk assessment*

**The practice of mentally observing, assessing and analysing an environment at all times while working, to identify and remove risk. The process allows individuals to identify a hazard on the spot and make quick decisions in regards to their own safety.**

### *Hazard*

**Something with the potential to cause harm (this can include articles, substances, plant or machines, methods of work, the working environment, and other aspects of work organisation)**

### *Heavy goods and public service vehicles*

**These are medium and large goods vehicles, buses and coaches of 3500kgs gross vehicle mass (GVM) and above.**

### *Sensory testing methods*

**These may include looking, listening, smelling and touching for heat.**

### *Vehicle markings*

**Examples include magnetic chevrons and rotating beacons.**

### *Vehicle technical data*

**Examples include hard copy manuals, data on computer and data obtained from on-board diagnostic displays**

### *Workplace procedures\**

To include lone working policy.

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