



End-point assessment plan for: Automotive Glazing Technician apprenticeship standard

Standard reference number	Level of this EPA plan	Integrated
ST0031	3	No

Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the Automotive Glazing Technician apprenticeship standard. It is for end-point assessment organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to Automotive Glazing Technician apprentices, their employers and training providers.

Full time apprentices will typically spend 36 months on-programme working towards the occupational standard, with a minimum of 20% off-the-job training.

The EPA should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, the pre-requisite gateway requirements for EPA have been met and that they can be evidenced to an EPAO.

All pre-requisites for EPA assessment methods must also be complete and available for the assessor as necessary.

For level 3 apprenticeships and above apprentices without English and mathematics at level 2 must achieve level 2 prior to taking their EPA.

The EPA must be completed within a 12 weeks after the apprentice has met the EPA gateway requirements.

The EPA consists of 2 distinct assessment methods.

Performance in the EPA will determine the apprenticeship grades of:

Fail, pass and distinction

The grades for the individual assessment methods are:

Assessment Method 1

- Fail
- Pass
- Distinction

Assessment Method 2

- Fail
- Pass
- Distinction

On-programme (typically 36 months)	End Point Assessment Gateway	End Point Assessment (typically 12 weeks)
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Training to develop the occupation standard's knowledge, skills and behaviours.	English/mathematics Level 2	Assessment method 1: Multiple Choice Test
	Completed Log Book	Assessment method 2: Observation and questions, underpinned by log book

EPA Gateway

The EPA should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard i.e. they have achieved occupational competence. In making this decision the employer may take advice from the apprentice's training provider(s) but the decision must ultimately be made solely by the employer. In addition to the employer's confirmation that the apprentice is working at or above the level in the occupational standard the apprentice must have completed the following gateway requirements prior to beginning EPA:

- English and mathematics at level 2

Apprentices must complete:

A log book of on programme activity, to support the questions and answer section of the observation in assessment method 2. This will ensure the apprentices have the maximum opportunity to evidence all of the required Knowledge, Skills and Behaviors mapped to the assessment method.

Length of end-point assessment period:

All EPA assessment methods must be completed in 1 months.

Any supporting material required for the EPA should be given to the EPAO no later than 5 days after the start of the EPA period.

If an EPA assessment method is failed, it should be retaken within the EPA period.

Roles and responsibilities

Role	Responsibility
Apprentice	<ul style="list-style-type: none"> complete the on-programme element of the apprenticeship prepare for and complete the EPA
Employer	<ul style="list-style-type: none"> identify when the apprentice is ready to pass the gateway and undertake their EPA Engage with the Training Provider throughout the duration of the Apprenticeship. notify the EPAO that the apprentice has passed the gateway ensure IA has access to relevant company systems / processes / documents to support the end point assessment.
Independent assessor	<ul style="list-style-type: none"> be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest maintain current occupational competency. Due to industry technology development the assessor requires on-going CPD, minimum of 2 days per year. hold or be working towards an independent assessor qualification e.g. A1 and have had training from their EPAO in terms of good assessment practice, operating the assessment tools and grading have the capability to assess the apprentice at this level attend the required number of EPAOs standardisation and training events per year (as defined in the IQA section)
EPAO	<ul style="list-style-type: none"> appoint administrators/invigilators and markers to administer/invigilate and mark the EPA provide training and CPD to the independent assessors they employ to undertake the EPA have no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest have processes in place to conduct internal quality assurance and do this on a regular basis organise standardisation events and activities in accordance with this plan's IQA section organise and conduct moderation of independent assessors' marking in accordance with this plan • have, and operate, an appeals process

Internal Quality Assurance (IQA) Note

Internal quality assurance refers to the requirements that EPA organisation must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPA organisations for this EPA must:

- Appoint independent assessors who have knowledge of the following areas:
Experience of fitting all vehicular glass, installing, repair, ADAS (Advanced Driver Assistance systems) diagnostics, calibration, hybrid, high voltage, materials used eg; glass, polyurethane and, technical data sheets, the range of systems found within the modern automotive vehicles and other activities described within the standard
- Appoint independent assessors will have recent relevant experience of the occupation/sector or significant experience of the occupation or sector.
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- have quality assurance systems and procedures that support fair, reliable and consistent assessment across organisation and over time
- operate regular standardisation events that enable independent assessors to attend a minimum of 3 per year
- operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, with a minimum of 20 per cent of each independent assessors' assessments moderated

Affordability

Affordability of the EPA will be ensured by using the following practice:

- Online testing
- using live situations contributing to the employer's business
- assessing multiple apprentices simultaneously (up to a maximum of three for assessment method 2)

Assessment Methods

This section will outline the assessment methods the EPA will use to assess the knowledge, skills and behaviors (KSBs) required for undertaking the duties as detailed in the occupational standard.

Assessment Method: 1 – Multiple choice test

This will include multiple choice questions. This involves apprentices taking a test under timed-conditions.

The test can be computer based or paper based.

These will consist of 60 Multiple-choice questions

How many questions of this type will be in the test?	How many marks will be awarded to each of this type of question?
60	1

Any incorrect or missing answers (or part of long answers) must be assigned 0 marks. The multiple choice questions should have 4 options of which, 1 is correct.

Apprentices must have a maximum of 60 minutes to complete the test (unless the EPAO accepts special arrangements for that apprentice based, for example, on an official education or health plan). The test is closed book i.e. the apprentice cannot refer to reference books or materials.

Apprentices must take the test in a suitably controlled environment i.e. quiet space, free of distractions and influence, in the presence of an invigilator. The invigilator may be the assessor, another external person employed by the EPAO. There must be no more than 12 apprentices to a single invigilator.

The EPAO must verify the suitability of the venue for taking the test and the identity of the person taking the test.

Questions must be written by EPAOs and it is recommended that this be done in consultation with representative employers. EPAOs must develop 'question banks' of sufficient size to prevent predictability and review them regularly (and at least once a year) to

ensure they, and the questions they contain, are fit for purpose. The questions relating to the underpinning knowledge must be varied.

Tests must be marked by independent assessors or markers employed by the EPAO following a marking guide produced by the EPAO. Alternatively, electronic marking is permissible.

Predictability may also be reduced by questions being reviewed at least annually to ensure latest industry technology is reflected.

EPAOs will produce the following material to support this method:

A guidance document for assessors on how to deliver the test.

Gateway requirements for assessment method 1:

None

Assessment Method: 2 – Observation and questions

This will include an independent assessor observing an apprentice undertaking a series of tasks in the workplace as part of their normal duties (i.e. 'on the job'). Well-designed observation provides the best and most valid assessment of occupational competence in many occupations.

This assessment method may be supplemented by questioning from the independent assessor during and/or after the observation.

Apprentices must be observed by an independent assessor completing work in their normal workplace in which they will demonstrate the KSBs assigned to this assessment method. The end-point assessment organisation will arrange for the observation to take place in consultation with the employer. Where possible the observation should be carried out in a single work day, but flexibility is allowed to meet the needs of the employer, apprentice and the EPAO. The observation must not exceed 2 day(s) and should take a maximum of 8 hours. A 10% tolerance is allowed in the duration of the observation(s) at the discretion of the assessor to allow the completion of a task. The 8 hour maximum time limit includes the observation and all associated questioning.

The following Activities **MUST** be observed for this assessment method to be completed:

- Removal and replacement of front windscreen inclusion of ADAS systems
- Static calibration of ADAS system
- Drop glass removal and replacement.
- Preparation of a Hybrid and/or High Voltage vehicle for replacement of glass.,

Questions will be asked during and after the observation. The independent assessor must ask up to 15 questions. They may ask follow up questions where clarification is required. EPAOs will set open questions to assess related underpinning knowledge. Questioning must be completed within the total time allowed for the observation. Activities not evidenced by the observation can instead be covered by questioning after the observation.

KSBs observed and answers to questions must be documented by the independent assessor.

Apprentices must be provided with both written and verbal instructions on the tasks they must complete including timescales.

There may be breaks during the observation to allow the apprentice to move from one location to another.

The observation can take place in:

- Employer's premises, workplace other than the employer's own premises (e.g. premises of a client)

Assessors may observe up to a maximum of 3 apprentices at any one time, to allow for cost effective use of resources while maintaining quality and rigour.

EPAOs will produce the following material to support this method:

- written and verbal instructions on the tasks they must complete
- suggested questions and marking material for the assessor.

Gateway requirements for assessment method 2:

The apprentice must maintain a log book to present to the EPAO at gateway. This will support the question and answer aspect of assessment method 2

The log book, compiled throughout the apprenticeship and completed by the gateway, must be sufficient to evidence the apprentice can apply the knowledge, skills and behaviours required as mapped to assessment method 2 (AM2). There must be at least one piece of evidence relating to each knowledge, skill and behaviour mapped to AM2. One piece of evidence can be referenced against more than one knowledge, skill or behavioural requirement. It is expected that there will be a minimum of 5 pieces of evidence. The work log should contain written accounts of activities that have been completed and referenced against the knowledge and skills, supported by appropriate evidence, including photographic evidence and work products, such work instructions, safety documentation, company policies and procedures as appropriate to the activities. Progress review documentation should also be included. The apprentice's Manager/Mentor will typically support the development of the work log in accordance with company policy and procedures, although the assessment organisation will provide further guidance on the content.

Grading

Overall grading for the apprenticeship will be awarded as follows:

Assessment Method 1	Assessment Method 2	Overall Grade
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

To achieve a pass in either assessment method, all pass criteria must be met; that is all KSBs must be achieved in full.

To achieve a distinction in assessment method 1 80% must be achieved in the written test.

To achieve a distinction in assessment method 2, 80% of the distinction criteria must be met, that is 80% of all KSBs must be achieved at distinction level in full.

Grading for assessment method 1

Pass	Multiple Choice Paper (MCT) Part 1 – 36 marks out of a possible 60, giving a minimum of 60%
Distinction	Multiple Choice Paper (MCT) Part 1 – 48 marks out of a possible 60, giving a minimum of 80%

Grading Descriptors for Assessment Method 2 – Observation and Questioning, underpinned with a log book

Name of grade	Grade descriptor
Pass	<p>K9: Demonstrate in their application that they can identify the zone correctly, understand the implications and how it affects the feasibility of the repair and applies the correct action (repair or replace) to rectify the windscreen damage whilst following the required industry guidelines.</p> <p>K10: Demonstrate in their application that they understand the vehicle specification and glass required, through accurately identifying and apply the correct methods when fitting glass.</p> <p>K11: Identifies and uses correct industry terminology and technology when installing or repairing glazing on vehicle doors. Correctly identifies technology used on membranes and door glazing mechanism, through accurately applying a reset procedure for door glazing systems</p> <p>K12: The Apprentice has accurately identified the time required between installation and the vehicle being driven following the specifications for the products used and advice the customer accordingly.</p> <p>K13: Apprentice has correctly selected and set up the relevant diagnostic and calibration equipment suitable for the task from a range of manufacturer and aftermarket solutions.</p> <p>K14: Apprentice demonstrates accurate identification of equipment he/she is using and what they are used for.</p> <p>K19: Apprentice demonstrates safe working practices in line with appropriate legislation, policy and employer requirements. Hazards and risks identified correctly and appropriate action taken in mitigation.</p> <p>S1: Demonstrate that they have correctly and accurately identified the vehicle and the component parts of the damaged area eg; windscreen (replace or repair), drop glass, panoramic, rear windscreen and select the correct replacement or repair option.</p>

S2: Working area is made safe and accessible, including that the vehicle is covered (protected) in line with job requirements. All equipment and materials are assembled and correctly prepared for use.

S10: Apprentice makes car safe before carrying out removal and replacement of glass eg; grounding power sources. Access, review and apply the appropriate manufacturer's repair schedules

S20: Apprentice reviews the job location to enable them to correctly identify and then mitigate risks, before starting a repair / replacement

S3: Using correct company documentation, assess the vehicle and record relevant information, review and agree accuracy with customer highlighting any relevant concerns with customer and organisation.

S4: After reviewing the vehicle and associated damage Apprentice selects the correct tools for the job. Apprentice identifies and applies correct methods (vehicle manufacturer's or aftermarket) to remove glass. Removed components and materials are stored safely.

S5: Ensures aperture is free from debris and damage and prepares and/or repairs aperture for replacement.

S6: Identify and be familiar with the correct specification of the vehicle. Select correct replacement glass or repair system. Carrying out the replacement or repair using the correct tools and materials appropriately and efficiently.

S7: Apprentice reacts appropriately to changes in circumstances, for example the identification of greater or lesser damage, throughout the repair or replacement. Changes to job specification and associated cost implications are approved before action is taken. Vehicle records are maintained with the actual repair / replacement

S8: Demonstrate in their practice that they can explain and give their customer the relevant and correct curing period advice for adhesives in line with the relevant data and organisation's guidelines.

S9: Apprentice selects and uses correct (Vehicle Manufacturer or aftermarket) diagnostic equipment to gather and analyse data. Interpret data to correctly identify faults and produces work status report.

	<p>S11: Organisations systems / processes are used to correctly order parts / products / materials needed to complete jobs or maintain stock. Orders are accurate based on vehicle specification and job requirements</p> <p>S12: The Apprentice removes and replaces the glass and other components in line with organisation and manufacturer approved guidelines specification. Accurately identifying and applying the correct methods when fitting glass.</p> <p>S13: Apprentice has correctly selected and set up and used the appropriate diagnostic and calibration equipment suitable for the task from a range of manufacturer and aftermarket solutions.</p> <p>S14: Apprentice reacts to circumstances to re-order work plans to meet customer needs (e.g a new customer in a dangerous / exposed location)</p> <p>S15: Apprentice engages with customer to accurately capture their job requirements and other related information (e.g time constraints). Apprentice provides accurate progress updates to employer and customer and highlights issues as they occur</p> <p>S16: Apprentice evidences accurate administration of employer's client databases or information, uses all systems available to identify and record information and take payment. Takes customers signature electronically (if appropriate), uses card payment machine, emails invoice to customer demonstrating adherence to data protection legislation.</p> <p>S17: Apprentice can share accurate information on ways of working / use of products / safe working etc with colleagues</p> <p>S18: Apprentice maintains own work area as a safe working environment, free of hazards and debris.</p> <p>Apprentice is alert to hazards in the wider work environment, correcting identified issues and alerting senior colleagues / managers of concerns.</p> <p>S19: Debris and materials are removed and disposed of in line with organisations processes and health and safety guidelines</p>
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	<p>B1: Apprentice demonstrates safe working practices as he/she carries out repair and replacement activities in line with organisation's processes.</p> <p>B2: Apprentice is polite and courteous to customers. Obtains relevant information having explained what it will be used for, describes the work to be carried out in language the customer will understand, keeps customer informed of progress throughout.</p> <p>B3: Apprentice correctly selects the methods for repair / replacement. Materials are all used in line with manufacturers specification</p> <p>B4: Apprentice is punctual, clean and tidy, uniforms are well maintained. Appropriate footwear is worn at all times. Evidences commitment to their work throughout their working day. Maintaining a positive attitude towards customers and team members.</p> <p>B5: Apprentice carries out repair and replacements unaided and without seeking support or advice.</p> <p>B6: Apprentice evidences strong team working through employment within their team and takes responsibility for their own actions whilst supporting their team. Able to demonstrate a professional communication approach with different team members in a polite and helpful manner.</p> <p>B7: Apprentice actively maintains knowledge of products, materials and technology. Apprentice attends available training sessions and applies learning correctly</p> <p>B8: Apprentice knows own performance targets and progress made towards them</p> <p>Apprentice correctly identifies areas for improvements in own performance and describes actions taken to overcome them.</p> <p>B9: All relevant statutory regulations are met when completing jobs</p>
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Distinction	<p>K9: Can further demonstrate awareness that the zone isn't the only factor to be taken into consideration when deciding between repair or replace.</p> <p>K10: Identifies and records all materials used and updates appropriate company systems accurately. Understanding this will enhance the long term customer experience.</p> <p>K11: Identifies the correct vehicle manufacturer's methods for re-setting door glazing systems. Is then able to explain complex industry terminology with appropriate language that can be understood by the customer</p> <p>K12: Further explains the implications and consequences to the customer of not allowing the products to cure correctly.</p> <p>K13: Demonstrate they know how to access and apply the correct vehicle manufacturer's methods for setting up and carrying out diagnostic processes.</p> <p>K14: Can accurately explain the operational differences between aftermarket and vehicle manufacturer's tools and equipment to customers.</p> <p>K19: Apprentice shows awareness of potential risks that result from evolving technology eg; Hybrid vehicles.</p> <p>S1: Correctly selects the most appropriate aftermarket and/or vehicle manufacturer's methods for meeting the technical specification.</p> <p>S2: Make arrangements to store and safely dispose of waste before the job begins.</p> <p>S3: Identify any limitations in on-site equipment for returning the car to its pre damaged state eg; camera calibration on very new vehicles.</p> <p>S5: Advises customer of potential issues relating to changes within the aperture.</p>
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S6: Correctly selects the most appropriate aftermarket and/or vehicle manufacturer's methods for meeting the technical specification.

S7: Apprentice explains changes to the job specification, identified following the appraisal, to the customer, describing cause / effect and impact on their vehicle.

S8: Accurately describes risk and consequences to the customer of failing to follow advice given.

S9: Accurately describes findings from analysis and any implications to the customer.

S12: Identifies and records all materials used and updates appropriate company systems. Understanding this will enhance the long term customer experience

S13: Access and apply the correct vehicle manufacturer's methods for setting up and carrying out diagnostic processes. Where appropriate use judgement and expertise to deviate from the automatic recommendation to deliver a better solution for the customer.

S14: Customers affected by the changes in work plans are notified and updated on revised schedule and job start / end times

S15: Apprentice updates colleagues on new information identified during a job that would impact (positive or negative) on the delivery of the same job for a different customer.

S16: Explains in detail to customer why data protection and effective data management is necessary, and where stored data is maintained to support efficient running of the business.

B2: Invites customer to ask questions to clarify understanding and gather additional information if necessary to provide the answer.

B3: Apprentice commits to delivering 'high quality finish', polishing repairs / replacements, removing any debris from the vehicle e.g. glass fragments.

B4: Positive attitude extends to customers and helping them understand the process in hand.

	<p>B5: Demonstrate problem solving in complex and challenging replacement or repair situations.</p> <p>B6: Apprentice is able to acknowledge and learn from their mistakes and shares this learning with others.</p> <p>B7: Apprentice researches appropriate new products and technology linked to role, allowing them to apply this learning correctly in real job situations</p> <p>B8: Apprentice accurately describes how own performance impacts on company performance.</p>
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RE-SITS

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that a re-sit or re-take is an appropriate course of action.

Any assessment method re-sit or re-take must be taken during the maximum EPA period, otherwise the entire EPA must be retaken, unless in the opinion of the EPAO exceptional circumstances apply outside the control of the apprentice or their employer.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to merit/distinction or merit to distinction. Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of Distinction, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

An apprentice who fails an assessment method will be required to re-sit any failed assessment methods only.

Order of assessment methods

The assessment methods need to be delivered in the order in which they are presented in this plan, to support affordability. Assessment method 1 must be passed before assessment method 2 is attempted.

1. Assessment method 1 - Multiple choice test
2. Assessment method 2 - Observation and questioning

Mapping of KSBs

KSB code	KSB statement	Methods mapped against
K1	Methods of automotive glazing construction including: laminated and toughened glass, polyvinyl Butyral (PVB) interlayers, solar control glass recognising how they behave on impact and how the different types of glass can be processed for repair after manufacture	Assessment method 1
K2	The different terminology used in glazing system such as glass identification markings, direct glazing, heated screens (front or rear), integral antennas, hydrophobic coating understanding their properties and repair procedure and precautions	Assessment method 1
K3	The types of problem that can occur in the replacement of fixed and opening automotive glass and how these problems can be overcome	Assessment method 1
K4	Relevant evolving technologies, current Vehicle ADAS systems, mechanical, electrical and trim systems including diagnostic and calibration	Assessment method 1
K5	Why it is important to be aware of airbags, how to identify their presence and what precautions need to be taken when working near them	Assessment method 1
K6	Vehicle power and transmission systems including Hybrid / Electric Vehicle Technology	Assessment method 1
K7	Codes of practice relating to the replacement of auto glazing systems	Assessment method 1
K8	How to access and interpret technical data sheets	Assessment method 1

K9	Why it is important to identify correctly the zone where the damage lies and how this affects the feasibility of repair and the types of action that can be taken to rectify windscreen damage.	Assessment method 2
K10	Methods by which glass can be fitted to a vehicle, how to check suitability of the automotive glass against vehicle and job specification	Assessment method 2
K11	Specific terminology and technology used in glazing on vehicle doors including types of membranes used on the inside of doors, glazing regulator and retaining mechanisms, and identification of reset procedures for door glazing systems	Assessment method 2
K12	The minimum amount of time required after installation before the vehicle can be driven	Assessment method 2
K13	How to Connect to OBD port in vehicles to access Can Bus system and recognise appropriate Diagnostic and calibration processes and the range of equipment used to diagnose and calibrate vehicles in static and dynamic situations	Assessment method 2
K14	The types of tools and equipment used in automotive glazing and what they are used for	Assessment method 2
K15	Other Auto Glazing materials, their application and characteristics including windscreen resins and urethanes	Assessment method 1
K16	How the Auto Glazing industry operates and their own contribution to the business objectives	Assessment method 1

K17	The full customer journey and providing excellent customer service in line with company values	Assessment method 1
K18	The use of customer relationship management systems, payment systems, stock control systems and other technologies used in the business operation	Assessment method 1
K19	Health and safety at work including: safety acts, regulations, guidelines, risk assessment, hazard and risk identification, safe working practices and accident and emergency procedures that will enable the technician to manage health and safety within the business and their own role	Assessment method 2
K20	The sectors responsibilities to operate in sustainable way to protect the environment	Assessment method 1

S1	Correctly identify the customer's vehicle and assess the glazing installation to identify and confirm the requirements of the repair or replacement in line with job specification or technicians diagnosis	Assessment method 2
S2	Be able to prepare the vehicle and site to ensure damages to people, vehicle and materials are minimised	Assessment method 2
S3	Be able to correctly record information on the preparation of the work site and vehicle and that the correct equipment and materials including replacement glass are prepared and ready for use	Assessment method 2
S4	Correctly remove existing glass and other components and materials using the most appropriate method and store removed components and materials correctly	Assessment method 2
S5	Prepare the aperture to receive replacement glazing products	Assessment method 2
S6	Replace or repair the vehicle glazing to correct specification	Assessment method 2
S7	Identify discrepancies between the completed work and specifications and agree actions with the customer and correctly record information on hand over to customer	Assessment method 2
S8	During handover fully explain to the customer the need for the vehicle not to be used during the curing period for adhesives	Assessment method 2
S9	Interpret data and diagnose faults in the vehicle ADAS system and windscreens using a full range of diagnostic equipment connected through the OBD port to access vehicle Can Bus System	Assessment method 2

S10	To remove and replace components on vehicles with different power and transmission systems including Hybrid / Electric Vehicle Technology in line with authorised repair schedules when related to the glazing repair	Assessment method 2
S11	Identify and order the correct Auto Glazing products and materials to specifications	Assessment method 2
S12	Remove and replace Auto Glazing components on vehicles according to approved work methods	Assessment method 2
S13	Set up, calibrate and test vehicle ADAS systems to specifications following repair in dynamic and static situations	Assessment method 2
S14	Prioritise own work to meet the needs of the business and the customer	Assessment method 2
S15	Manage communications with customers and colleagues to ensure that all information is obtained in identification of repair or activity so that it manages customer expectations and supports customer to a satisfactory repair outcome	Assessment method 2
S16	To have a responsibility to use all systems involved in business operations including payment systems and adhere to company procedures by maintaining all records in order to provide efficient running of the business when doing so	Assessment method 2
S17	Mentor inexperienced and junior staff when the role requires	Assessment method 2

S18	Lead on Health and Safety within the organisation including the safety of colleagues, customers and self	Assessment method 2
S19	Ensure that all surplus materials or debris are removed from the vehicle and work site and disposed of correctly	Assessment method 2
S20	How to provide risk assessments for each repair situation paying particular attention to special considerations regards to traffic management and hybrid vehicles	Assessment method 2
B1	To lead on and consistently demonstrate safe working practices at all times	Assessment method 2
B2	To act professionally providing excellent customer service in line with organisations values and always apply these	Assessment method 2
B3	To consistently operate at the highest standards of workmanship	Assessment method 2
B4	Demonstrate a positive attitude to work through good time keeping, personal presentation and a diligence in their duties	Assessment method 2
B5	To work independently whilst using their own initiative in all situations	Assessment method 2
B6	Operate as an effective team member taking responsibility for their own actions and support others in the team	Assessment method 2
B7	A willingness to learn new things and keep up with advances in technology	Assessment method 2
B8	Work consistently to achieve personal performance indicators that contribute to achieve desired company performance.	Assessment method 2
B9	Undertake own actions to achieve statutory regulations in relation to environmental sustainability	Assessment method 2