

National Occupational Standards

Sector	Transport
Job Family	Motor Vehicle Repairs
Job Title	Vehicle Damage Assessor
MQF	Level 4

SCOPE

This standard emerges from the need to ensure that motor vehicle damage assessments are carried out with a harmonized level of competence irrespective of the assessor carrying out the survey.

Continued competence of the assessor is paramount to ensure that the vehicle pre-accident state is established and that the works required to be undertaken to render the motor vehicle the required level of safety are drawn up. This standard helps in achieving and maintaining proof of such competence.

This standard shall serve as a basis for assessor evaluation to ensure that assessments are carried out in a fair and transparent manner which renders fairness to all interested parties and enhance customer satisfaction.

VDA 401: Contribute to Housekeeping in Motor Vehicle Environments

<p>Description of Unit</p>	<p>This unit is about the need to carry out routine maintenance of the workplace, basic, non-specialist checks of work tools and equipment, cleaning the work area and using resources economically.</p>
<p>Performance Criteria</p>	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Carry out routine checks and cleaning on work tools and equipment. 2. Replace minor parts and perform visual inspection of electrical, mechanical, pneumatic and hydraulic equipment. 3. Carry out the day to day work area cleaning and clearing away unwanted material. 4. Clean up spillages 5. Adequately dispose waste, used materials and debris.
<p>Required Knowledge</p>	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. The workplace policies and schedules for housekeeping activities and equipment maintenance. 2. Manufacturer's requirements for the cleaning and general, non-specialist maintenance of the tools and equipment, regulations and information sources applicable to workshop cleaning and maintenance activities, the importance of highlighting anticipated delays to interested parties. 3. How to select basic tools and equipment used for basic maintenance activities. 4. How to store tools and equipment safely and accessibly. 5. How to report faulty or damaged work tools and equipment. 6. How to work safely while cleaning and maintaining work tools and equipment. 7. How to select and use cleaning equipment. 8. How to use resources economically. 9. How to use work area cleaning materials and agents. 10. How to clean and maintain the work tools and equipment and work areas. 11. How to properly dispose of unused cleaning agents, materials and debris.

	<ol style="list-style-type: none">12. The properties and hazards associated with the use of cleaning agents and other materials.13. The importance of wearing personal protective equipment.14. The importance of using resources economically and for their intended purpose only.
--	---

Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none">1. Wear suitable personal protective equipment throughout all housekeeping and equipment maintenance activities.2. Select and use cleaning equipment which is adequate and suitable for the task in hand.3. Identify how to use resources economically and for their intended purpose only, following manufacturers' instructions and workplace approved procedures.4. Identify the workplace policies, schedules and manufacturers' instructions while cleaning and maintaining hand tools and equipment.5. Identify safe and convenient methods for housekeeping activities.6. Identify safe manners in which the work tools and equipment must be stored which permits ease of access and identification for use.7. Report any faulty or damaged tools and equipment highlight any anticipated delays.
------------------------	---

VDA 402: Reduce Risks to Health and Safety in the Motor Vehicle Environment

<p>Description of Unit</p>	<p>This unit covers the basic, legally required health and safety duties of all parties in the workplace. It describes the competence required to ensure that:</p> <ul style="list-style-type: none"> - no action creates any unnecessary health and safety risks, - significant risks at the workplace are not ignored.
<p>Performance Criteria</p>	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Identify the risks resulting from the use use and maintenance of machinery and equipment. 2. Identify the risks resulting from the use of material and substances. 3. Be familiar with the working practices which do not conform to laid down policies. 4. Be familiar with working policies about Environmental factors. 5. Identify the risks resulting from the incorrect use of personal protective equipment.
<p>Required Knowledge</p>	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. The legal duties for health and safety in the workplace, and any other policies or procedures that govern the working practices. 2. The health and safety duties as defined by any specific legislation covering the job role. 3. Agreed workplace policies relating to controlling risks to health and safety. 4. The responsibilities for health and safety in the job description and the responsible persons to whom one is to report health and safety matters. 5. What hazards may exist in the workplace (eg. Slips, trips and falls), 6. The health and safety risks which may be present with regards to the job role and precautions that must be taken. 7. The importance of remaining alert to the presence of hazards in the

	<p>whole workplace and how to deal with and report risk.</p> <ol style="list-style-type: none"> 8. The requirements and guidance on the precautions. 9. The specific workplace policies covering the job role. 10. The suppliers' and manufacturers' instructions for the safe use of equipment, materials and products. 11. The safe working practices for the job role and the importance of personal presentation in maintaining health and safety in the workplace. 12. The importance of personal conduct in maintaining the health and safety of oneself and others and the importance of personal protective equipment, when and where it should be used. 13. The workplace procedures for handling risks.
--	---

Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Identify the working practices in accordance with legal requirements. 2. Identify the correct personal and vehicle protective equipment required to correctly carry out good workplace practices. 3. Identify the correct personal protective equipment used for working practices. 4. Follow the most recent workplace policies for the job role. 5. Highlight health and safety risks that are within the capability and scope of the job responsibilities. 6. Pass on any suggestions for reducing risks to health and safety within the job role to the responsible persons. 7. Pass on manufacturers' instructions for the safe use of equipment, materials and products. 8. Report any differences between workplace policies and suppliers' or manufacturers' instructions as appropriate.
------------------------	---

VDA 403: Maintain Working Relationships in the Motor Vehicle Environment

Description of Unit	<p>This unit is about maintaining good working relationships with all colleagues in the working environment by using effective communication and support skills.</p>
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Maintain good relationships both horizontally (immediate work colleagues) and vertically (Supervisors and managers) 2. Respond to requests for assistance covering technical assistance and personal assistance
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. His/her own and colleague's job role and limits of responsibility for giving advice and support. 2. The operational constraints which may affect interaction with colleagues. 3. The lines of communication within the workplace. 4. How to use suitable and effective spoken communication skills when responding to and interacting with others. 5. How to adapt written and spoken communication methods to satisfy the needs of colleagues. 6. How to report problems using written and spoken methods of communication. 7. The importance of developing positive working relationships with colleagues – the effect on morale, productivity, and company image. 8. The importance of accepting other peoples' views and opinions. 9. The importance of making and honouring realistic commitments to colleagues.
Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Actively contribute to team work by initiating ideas and co-operating with colleagues. 2. Respond promptly and willingly to requests for assistance from colleagues provided such requests fall within the limits of the job responsibilities and capabilities. 3. Refer colleagues to relevant persons in case of requests which fall outside of the job responsibility and capability.

- | | |
|--|--|
| | <ol style="list-style-type: none">4. Give colleagues sufficient, accurate information and support to meet their work needs.5. Make requests for assistance to colleagues clearly and courteously.6. Use methods of communication which meet the needs of colleagues.7. Treat colleagues in a way which shows respect for their views and opinions and promotes goodwill.8. Make and keep achievable commitments to colleagues.9. Inform colleagues promptly of any problems or information likely to affect their own work. |
|--|--|

VDA 404: Understand and identify customer needs and reach consensus on motor vehicle damage

Description of Unit	<p>This unit is about the need to identify customer needs, give information, advice and consequently plan a course of action scheduled for the agreed work while keeping all necessary records and documentation.</p>
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Understand and explain the legislative and organisational requirements and procedures. 2. Communicate effectively with customers both in spoken and written communication methods. 3. Know and evaluate the range of options available to resolve the vehicle problems. 4. Provide professional advice and clear information to vehicle owner or his representative. 5. Provide a line of action that is agreed upon with the customer which includes the extent of work to be undertaken, terms and conditions applicable, relative costs and the timeframes for completion for the repairs of a motor vehicle.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. The fundamental legal requirements of the customer, legislation and consequences there-off of own actions regarding the said legislation. 2. The contents and limitations of the company with regards to the product warranties. 3. The importance of keeping customers informed of progress and difficulties solved at all times. 4. Workplace requirements for completion of works assigned and records. 5. How to compile and complete all necessary documentation, 6. The importance of customer communication, need and care. 7. How to communicate effectively with customers. 8. How to listen effectively to customer needs. 9. How to explain technical matters to non-technical customers in a simple way. 10. How to care for customer needs and achieve satisfaction. 11. The range of options available to resolve vehicle problems. 12. How to explain costs and timeframes for completion.

Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none">1. Obtain necessary information from customers and carry out an assessment of their needs within the parameters of legislation.2. Provide customers with accurate and relevant information following vehicle damage assessment, course of action and implications and the estimated costs.3. Provide relevant information and advice to customers in a way which is understood by non-technical persons.4. Identify and support vehicle repair, recognise operating procedures through manufacturer's vehicle data repair instructions and customer needs.5. Reach consensus with the customer on extent and nature of works to be done, timeframe, cost, and relevant deadlines and terms and conditions.6. Confirm that the customer has understood what the agreement entails and any decisions taken.7. Ensure that all documentation and correspondence are accurate and complete in a specific format, signed by the customer and recorded and maintained.8. Explain in simple language all technical documentation needing clarification to customers and authorities.9. Advise customer, within normal working procedures, with the work proceedings to enhance customer satisfaction.10. Seek alternative methods for assistance in overcoming problems to enhance customer satisfaction be able to justify any delays incurring additional cost and exceeded timeframes.
------------------------	---

VDA 405: Establish and document vehicle data and damage, customer needs and vehicle repair data

Description of Unit	<p>This unit is about establishing who the customer is, establishing customer needs and observing motor vehicle damage repairs.</p>
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Apply the statutory and regulatory requirements and procedures. 2. How to use the equipment necessary during the appraising and estimating process. 3. How to maintain equipment used adequately. 4. How to appraise damage. 5. How to interpret and apply repair methods and data. 6. How to establish the costs related to the repair process. 7. How to use appropriate photographic equipment. 8. How to establish and agree upon a repair methodology. 9. How to record all necessary documentation.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. The legal obligations placed on the repairer/s involved. 2. The legal requirements relating to the vehicle such as road safety requirements. 3. How to establish and maintain records regarding vehicle and vehicle damage appraising and the importance of such action. 4. The importance of contractual, policy and procedural obligations between the employer (insurance agency), repairer and customer. 5. The Insurers' code of practice. 6. How to use and maintain equipment used for the appraising and estimating process. 7. How to gather information related to the vehicle and vehicle damage. 8. How to collate information to be able to determine the extent of the damage and how the vehicle had been damaged. 9. The vehicle's construction, specifications and additions. 10. The repair methods and procedures necessary to ensure a professional repair.

	<ol style="list-style-type: none"> 11. When to repair and when to replace damaged vehicle components. 12. How to look for further hidden or secondary damage. 13. The vehicle damage appraisal process. 14. How to ensure that all necessary information related to repair is recorded. 15. How to ascertain a safe and appropriate repair process. 16. How to prepare a repair specification list based on:- <ul style="list-style-type: none"> • parts and components which are damaged and require replacing • a list of all operations including refit and remove • how to repair or replace damaged panels and components • the required repainting process of repaired or replaced material, 17. How to arrive at the time and the cost required to carry out the repair process. 18. How to use appropriate photographic equipment and take necessary photographs to substantiate the extent of the damage. 19. How to use the appropriate equipment to communicate these images through the required media. 20. The importance of establishing and maintaining records and ensure easy retrieval of same. 21. How to negotiate and reach consensus on the repair methodology and completion times.
--	--

Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Identify and confirm legal information related to the vehicle owner, insurance providers and repairers. 2. Establish, record and maintain vehicle and customer service requirements. 3. Establish, record and maintain pre and post vehicle accident status, cause and extent of vehicle damage and establish cause of damage. 4. Record the damage and estimated costs applicable, as required by legal, insurance and the repairers. 5. Record vehicle information including the make and model, colour, fuel type. 6. Vehicle registration number, vehicle engine capacity, mileage, transmission type and date of first registration, as well as any other information which may have a bearing on the cost of the repairs. carry out, as far as possible, checks on tyres, steering, handbrake and footbrake operations following the accident. 7. Establish and document pre-damage roadworthiness of vehicle. 8. Collect information and examine damaged areas, including hidden areas and others which may have been affected by the accident,
------------------------	--

- evaluate accident scene reports and witness reports, if available.
9. Identify damaged components and related areas and estimate costs of repairs to render back the vehicle its pre-accident condition.
 10. Establish the repairs sequence of operations and procedures.
 11. Compile lists of damaged components which need to be repaired and those which require replacement.
 12. Establish areas of the vehicle which have been indirectly affected by the accident and record other non-incident related damage present on the vehicle.
 13. Establish detailed lists of damage extent and related costs of repairs.
 14. Identify and record repairs workshop machinery and tools necessary for the repair process to be carried out in a proper professional manner.
 15. Make other visits as necessary during work in progress to evaluate that repairs are being carried out according to the maker's specifications.
 16. Establish a sequence of repair operations for the repair and/or replacement of all components affecting the repair and related painting methodology of repairs.
 17. Identify time-frames from statutory data to establish repairs costs estimates and completion dates.
 18. Use photographic equipment to record and substantiate the extent of damage.
 19. Use communication equipment to communicate records and data as necessary.
 20. Use current equipment and methods of records storage, communication, maintenance and prompt retrieval.
 21. Coordinate parts supply, repair processes and methodology to establish completion times.

VDA 406: Compile pre-damage evaluation report

Description of Unit	This unit is about estimating the vehicle pre-damage assessment, the damage sustained and costs incurred.
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Identify the procedure necessary to carry out a suitable initial assessment. 2. Carry out the initial assessment according to the established procedure. 3. Report pre-accident condition and valuation.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. Understand current market trends related to the different segments. 2. Know which vehicles fall under different segments¹. 3. Know the prices of comparable vehicles.² 4. Be aware of any changes in local legislation, which may have an impact on the sales of comparable vehicles.³ 5. Acquire general and specific vehicle information, including type of fuel used, transmission and possible defects and any shortcomings that may have influence on the resale value and eventually on the second hand market. 6. Understand the computation structure of different models of vehicles vis-a-vis the local market. 7. Evaluate the extent of damage due to the incident
Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Identify vehicle specific model standard fitments and accessories. 2. Identify which optional extras are factory fitted or have been retro

¹ Note: Segments may include executive, family, sport and special vehicle amongst others

² Note: Possible source for such prices is www.vehicleregistration.gov.mt

³ Note: Possible changes may include registration tax and road license

	<p>fitted.</p> <ol style="list-style-type: none">3. Identify the various specific factors affecting the pre damage value of the vehicle.4. Identify whether any, pre-damage interior or exterior modifications have been made to vehicle.5. Assess segments which are only in his line of competence and seek assistance for other areas if required.6. Test and provide evidence to substantiate his conclusions, using necessary equipment as required and other relevant data.7. Record and maintain his findings in a proper manner.
--	--

VDA 407: Appraise vehicle damage, establish correct repair methods and estimating costs

Description of Unit	<p>This unit is about recording the vehicle data and inspecting motor vehicle accident damage.</p>
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Establish and evaluate the dynamics of the accident including the direction, point and severity of impact on the damaged vehicle. 2. Carry out check up operations. 3. Evaluate that recorded damage matches established incident circumstances.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. Accident scene report details and report. 2. The legal obligations placed on the repairer. 3. The legal requirements relating to the vehicle including the road safety requirements. 4. How to establish and maintain records regarding vehicle appraising and the importance of such action. 5. The importance of contractual, policy and procedural obligations between the employer (insurance agency), repairer and customer. 6. How to use and maintain a system necessary for the appraising and estimating process. 7. How to gather information related to the vehicle. 8. How to collate information to determine the cause and extent of damage on the vehicle. 9. The vehicle's construction, specifications and additions. 10. The repair methods and related procedures. 11. When to repair and when to replace damaged vehicle components. 12. How to look for further hidden or secondary damage. 13. The vehicle damage appraisal process. 14. How to ensure that all necessary information related to repair is recorded and maintained. 15. How to establish a safe and appropriate repair process. 16. How to prepare a detailed repair specification list based on:- <ul style="list-style-type: none"> • parts which are damaged and require replacing • a list of all operations including refit and removal • how to replace and/or repair damaged panels

	<ul style="list-style-type: none"> • the necessary repainting process of repaired or replaced material <ol style="list-style-type: none"> 17. How to arrive at the time and cost required to carry out the repair process. 18. How to use appropriate photographic equipment and take necessary photographs to substantiate the extent of the damage. 19. How to communicate data using current media equipment. 20. The importance of establishing and maintaining records for easy retrieval. 21. How to agree repair methodology and negotiate and reach consensus on completion times.
--	--

Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Read and reproduce an Accident Scene sketch and report, recording direction of impact, point and severity of impact of the damaged vehicles/s. 2. Confirm repairs to be performed on the actual damage that matches the incident circumstances. 3. Establish and evaluate correct repair methods. 4. Carry out and report check operations and work in progress, 5. Identify and record which parts and components are to be removed, renewed, repaired and those to be replaced according to the Insurance Policy. 6. Establishing components to be replaced and repaired and those requiring refinishing. 7. Identify and maintain records of quality checks. 8. Calculate the repair costs including that for labour, parts and refinishing costs as well as vehicle loss of use. 9. Establish damaged areas, including hidden areas, due to particular impact. 10. Compare actual measurements to data specifications. 11. Evaluate correct repair methods and procedures used and compare same with the manufacturers' recommendations and specifications. 12. Evaluate between repairable and replaceable panels and components including labour costs for execution of works. 13. Inspect and confirm the degree of secondary/consequential damage claimed to have been caused by the same accident. 14. Record and maintain findings following damaged vehicle examination and evaluation. 15. Inspect, evaluate and record works in progress, using proof as necessary.⁴
------------------------	---

⁴ Note: Proof may include photographs and data

16. Ascertain that each process is performed according to the manufacturers' specifications.
17. Prepare a detailed specification list to include the damaged components, the removal of components to be repaired and/or to ease repairs, and list the parts to be replaced and re-finished.
18. Consult the repairer for effective time required for particular operations and reach consensus on the established repair time.
19. Use photographic equipment as necessary to substantiate the degree of damage.
20. Use current equipment to record, save, communicate, share and maintain data.
21. Maintain records of findings in appropriate form or media to ensure prompt retrieval.
22. Discuss and advice the repair methodology, to establish and reach consensus on completion time frames.

VDA 408: Examine Vehicle Damage following Accident

Description of Unit	<p>This unit is about examining the damage suffered by a vehicle following accident.</p>
Performance Criteria	<p>The candidate must have the necessary knowledge and skills to:</p> <ol style="list-style-type: none"> 1. Examine and compile a report of the vehicle damage caused by the accident. 2. Communicate effectively with all parties concerned including also the report compiled. 3. Gather and give constructive feedback from and to others. 4. Analyse and examine damage based on the vehicle technical examination and record and report. 5. Establish that recorded and reported damage matches incident circumstances.
Required Knowledge	<p>The candidate must know:</p> <ol style="list-style-type: none"> 1. Compile detailed report of damaged vehicle. 2. Identify how to assess extent of damage. 3. Establish, record and maintain vehicle damage sustained in the incident. 4. Establish, record and maintain vehicle occupancy, direction of travel and areas of impact at the time of the incident. 5. Confirm, record and maintain that the damage examined is commensurate with incident circumstances. 6. Identify and utilise all Personal Protective Equipment (PPE) during his assessment. 7. Follow Health & Safety best practises during assessment. 8. Work within given time constraints.

Required Skills	<p>The candidate must be able to:</p> <ol style="list-style-type: none">1. Examine, record, report and maintain only the extent of vehicle damage caused by the incident.2. Examine and record vehicle damage in all visible, hidden (non-visible) and potentially affected areas, including any injury suffered by persons on board and/or others during the accident, including also third party property.3. Establish the direction of travel, final position of vehicle/s and areas of impact, as stated in the claim report.4. Confirm and record, using media as necessary, the damage caused by the incident.5. Be aware of the hazards from damaged vehicles and components, and take necessary measures to mitigate risks involved.6. Use Personal Protective Equipment (PPE) as necessary during the survey.7. Keep appointments punctually and work to scheduled time frames and constraints
------------------------	---