
Overview

This standard is about providing a range of technical support to other body shop colleagues. It includes ensuring technical information is up to date and giving technical advice, instruction and briefings to colleagues.

Performance criteria

You must be able to:

P1 check technical **information** re preparation and refinishing methods, faults and correction is up to date and accessible to body shop staff

P2 check staff have the correct technical resources to carry out their work

P3 promptly and correctly identify any additional resources required

P4 promptly report any problems affecting the operation of the body shop to your manager

P5 respond promptly and positively to requests for technical help and **advice**

P6 provide colleagues with clear instruction on:

P6.1 product updates

P6.2 technical tasks

P6.3 what the results should be

P6.4 how they should perform tasks

P6.5 the standard that must be achieved

P7 deliver technical instruction and demonstrations in a manner and at a speed that is appropriate to the individual(s) concerned

P8 give on-going technical support and **advice** to colleagues

P9 ensure your support and **advice** is technically accurate and in line with:

P9.1 manufacturer's instructions

P9.2 your organisation's and legal requirements

P10 choose the most effective **situation** for giving support and **advice** to colleagues

P11 give colleagues time to consider your response and give further explanation when appropriate, checking they have fully understood

P12 identify and correct mistakes in a way which supports your colleague's self-confidence and praise them when they perform tasks correctly

P13 check the work of colleagues at regular intervals and take prompt action to resolve problems

P14 suggest possible methods for improving the work of colleagues to your manager

P15 carry out your checks in a cost effective and efficient manner that is not detrimental to the smooth running of the body shop

IMIVPR15

Provide technical support and advice to colleagues in vehicle preparation and refinishing environments



Knowledge and understanding

You need to know and understand: