
Overview

This standard is about providing a range of technical support to other workshop colleagues within a heavy goods or public service vehicle environment. 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 ensure vehicle technical **information** is up to date and accessible to workshop colleagues

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

P3 identify any additional resources required correctly and promptly

P4 promptly report any problems affecting the operation of the workshop 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 concerned

P8 give on-going technical support and **advice** to colleagues using coaching and mentoring skills where appropriate

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

P11 identify and correct mistakes in a way that supports your colleague's self-confidence and praise them when they perform tasks correctly

P12 check the work of colleagues at regular intervals and take prompt action to resolve problems

P13 suggest possible methods for improving the work of colleagues to your manager

P14 carry out your checks in a cost effective and efficient manner that is not detrimental to the smooth running of the workshop

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

K1 the legislation and workplace procedures relevant to:

- K1.1 health and safety
- K1.2 the environment (including waste disposal)
- K1.3 appropriate personal and vehicle protective equipment
- K2 legal requirements relating to the vehicle (including road safety requirements)
- K3 the implications on an Operators Licence of not carrying out repairs correctly
- K4 your workplace procedures for:

- K4.1 recording fault location and correction activities
- K4.2 reporting the results of tests
- K4.3 the referral of problems
- K4.4 reporting delays to the completion of work
- K4.5 gaining up to date technical **information** and repair methods
- K5 the importance of working to industry recognised diagnostic procedures and processes and obtaining the correct **information** for diagnostic activities to proceed
- K6 the importance of documenting diagnostic and rectification **information**
- K7 the importance of working to agreed timescales and keeping others informed of progress and delays
- K8 the relationship between time, costs and profitability

Personal Skills

- K9 how to recognise when a colleague needs support
- K10 how to give straightforward presentations on technical matters
- K11 how to file and store technical **information**
- K12 how to instruct colleagues and demonstrate tasks clearly and correctly, using coaching and mentoring skills
- K13 how to conduct effective checks of your colleague's work
- K14 how to choose the best action to take when work is not in line with requirements
- K15 how to discuss colleague's work with them in a way that will encourage them to be positive and not lead to conflict
- K16 how to give **advice** and **guidance** in a way that is appropriate to the colleague you are supporting
- K17 how to recognise a training need
- K18 what might happen if you undermine colleagues' self-confidence when correcting mistakes
- K19 the importance of liaising with your manager when evaluating others' work and giving feedback
- K20 the importance of continuous development and learning

Scope/range

1. **Information, advice and guidance** may be about any of the following:

- 1.1. mechanical fault finding
- 1.2. electrical fault finding
- 1.3. electronic fault finding
- 1.4. hydraulic and fluid fault finding
- 1.5. pneumatic fault finding
- 1.6. customer handling
- 1.7. road testing
- 1.8. time
- 1.9. tools
- 1.10. equipment
- 1.11. materials
- 1.12. technical information

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Assist workshop operations by providing technical support in heavy goods and public service vehicle environments



Glossary