

## Qualification Structure: Accident Repair – SMART – Paintless Dent Removal (PDR)

	<p><b>KEY:</b></p> <p><b>M = Mandatory Units</b> <b>O = Optional Units</b></p>	Level 2 - PDR Technician	Level 3 - PDR Senior Technician
<b>Unit Ref</b>	<b>Unit Title</b>		
	<b>Generic Units</b>		
G1	Contribute to Housekeeping in Motor Vehicle Environments	<b>M</b>	<b>M</b>
G2	Reduce Risks to Health and Safety in the Motor Vehicle Environment	<b>M</b>	<b>M</b>
G3	Maintain Working Relationships in the Motor Vehicle Environment	<b>M</b>	<b>M</b>
G4	Use of hand tools and equipment in Motor Vehicle Engineering	<b>M</b>	<b>M</b>
G6	Enable Learning Through Demonstration and Instruction		<b>O</b>
G8	Identify and Agree Motor Vehicle Customer Needs	<b>O</b>	<b>M</b>
Unit 21	Deliver Reliable Customer Service		<b>O</b>
Unit 37	Give Customers a Positive Impression of Yourself and Your Organisation	<b>O</b>	<b>O</b>
	<b>Technical Units</b>		
CR01	Remove Dents and Creases from Motor Vehicle Flat Panels	<b>M</b>	
CR02	Remove Dents and Creases from Motor Vehicles through Swage Lines	<b>M</b>	
CR03	Remove Dents and Creases from Motor Vehicles where access is Difficult or Restricted	<b>M</b>	
CR04	Remove Multiple Dents and Creases from Motor Vehicle Flat Panels		<b>M</b>
CR05	Remove Multiple Dents and Creases from Motor Vehicles through Swage Lines		<b>M</b>
CR06	Remove Multiple Dents and Creases from Motor Vehicles where access is Difficult or Restricted		<b>M</b>
BP18	Remove and Fit Basic Motor Vehicle Mechanical, Electrical and Trim (MET) Components and Non Permanently Fixed Motor Vehicle Body Panels	<b>M</b>	<b>M</b>
		+ 1 optional unit	+ 1 optional unit