

NOS G1 – Contribute to Housekeeping in Motor Vehicle Environments

NOS OVERVIEW

This NOS is about the routine maintenance of the workplace, carrying out basic, non-specialist checks of work tools and equipment, cleaning the work area and using resources economically.

SCOPE OF THIS NOS:

1. **Equipment maintenance** covers:
 - a. routine checks on work tools and equipment
 - b. cleaning work tools and equipment
 - c. replacing minor parts
 - d. visual inspection of electrical equipment

2. **Housekeeping activities** cover:
 - a. day to day work area cleaning
 - b. clearing away
 - c. dealing with spillages
 - d. disposal of waste, used materials and debris

3. **Work tools and equipment** are:
 - a. hand
 - b. electrical
 - c. mechanical
 - d. pneumatic
 - e. hydraulic

ESSENTIAL KNOWLEDGE

You need to understand:

Legislative and organisational requirements and procedures

1. the scope of your job responsibilities for the use and maintenance of hand tools, equipment and your work area.
2. workplace policies and schedules for **housekeeping activities** and **equipment maintenance**.
3. the manufacturer's requirements for the cleaning and general, non-specialist maintenance of the tools and equipment for which you are responsible.
4. the regulations and information sources applicable to workshop cleaning and maintenance activities for which you are responsible.
5. the importance of reporting faults quickly to the relevant person.

6. the importance of reporting anticipated delays to the relevant person(s) promptly.

Equipment maintenance

7. how to select and use equipment used for basic hand tool maintenance activities.
8. how to store hand tools safely and accessibly.
9. how to report faulty or damaged **work tools and equipment**.
10. how to work safely when cleaning and maintaining **work tools and equipment**.

General work area housekeeping

11. how to select and use cleaning equipment
12. how to use resources economically.
13. how to use work area cleaning materials and agents.
14. how to clean and maintain the **work tools and equipment** and work areas for which you are responsible.
15. how to dispose of unused cleaning agents, materials and debris.
16. the properties and hazards associated with the use of cleaning agents and materials.
17. the importance of wearing personal protective equipment.
18. the importance of using resources economically and for their intended purpose only.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment throughout all **housekeeping and equipment maintenance activities**.
- b. select and use cleaning equipment which is:
 - of the right type
 - suitable for the task
- c. use resources economically and for their intended purpose only, following manufacturers' instructions and workplace procedures.
- d. follow workplace policies, schedules and manufacturers' instructions when cleaning and maintaining hand tools and equipment.
- e. clean the work area(s), for which you are responsible, at the specified time and frequency.
- f. carry out **housekeeping activities** safely and in a way which minimises inconvenience to customers and staff.
- g. follow the manufacturer's instructions when using cleaning and sanitising agents.
- h. ensure your **housekeeping activities** keep your work area clean and free from debris and waste materials.
- i. ensure your **equipment maintenance** activities keep your **work tools and equipment** fit for purpose.
- j. dispose of used cleaning agents, materials and debris to comply with legal and workplace requirements.
- k. store your **work tools and equipment** in a safe manner which permits ease of access and identification for use.
- l. report any faulty or damaged tools and equipment to the relevant person(s) clearly and promptly.
- m. report any anticipated delays in completion to the relevant person(s) promptly.

NOS G2 – Reduce Risks to Health and Safety in the Motor Vehicle Environment

NOS OVERVIEW

This NOS covers the basic, legally required health and safety duties of everyone in the workplace. It describes the competence required to ensure that:

- our own actions do not create any health and safety risks
- you do not ignore significant risks in your workplace
- you take sensible action to put things right, including reporting situations which pose a danger to people in the workplace, and seeking advice from others

This NOS does **not** require you to undertake a full Risk Assessment. It is about having an appreciation of significant risks in the workplace and knowing how to identify them and deal with them.

When you have completed this NOS, you will have proved you can:

1. Identify hazards and evaluate risks in your workplace
2. Reduce the risks to health and safety in your workplace

SCOPE OF THIS NOS:

1. Risks resulting from

- a. the use and maintenance of machinery or equipment
- b. the use of materials or substances
- c. working practices which do not conform to laid down policies
- d. unsafe behaviour
- e. accidental breakages and spillages
- f. environmental factors
- g. working at height
- h. lifting operations and manual handling
- i. incorrect use of personal protective equipment

2. Workplace policies covering

- a. the use of safe working methods and equipment
- b. the safe use of hazardous substances
- c. smoking, eating, drinking and drugs
- d. what to do in the event of an emergency
- e. personal presentation
- f. personal protective equipment
- g. lifting operations and manual handling
- h. working at height
- i. mobile phones and personal stereo equipment

ESSENTIAL KNOWLEDGE

You need to understand:

Health and Safety Legislation and Workplace Policies

1. your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974, and any other policies or procedures that govern your working practices.
2. your duties for health and safety as defined by any specific legislation covering your job role.
3. **agreed workplace policies relating to controlling risks to health and safety.**
4. responsibilities for health and safety in your job description.
5. the responsible persons to whom you report health and safety matters.

Risks to Health and Safety

6. what hazards may exist in your workplace, (e.g. Slips, trips and falls).
7. health and safety risks which may be present in your own job role and the precautions you must take.
8. the importance of remaining alert to the presence of hazards in the whole workplace.
9. how to deal with and report risks.
10. the importance of dealing with or promptly reporting risks.
11. the requirements and guidance on the precautions.
12. the specific workplace policies covering your job role.
13. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products.
14. safe working practices for your own job role.
15. the importance of personal presentation in maintaining health and safety in the workplace.
16. the importance of personal conduct in maintaining the health and safety of yourself and others.
17. the importance of personal protective equipment, when and where it should be used and the importance of maintaining it correctly.
18. your scope and responsibility for rectifying risks.
19. workplace procedures for handling risks which you are unable to deal with.

PERFORMANCE OBJECTIVES

To be competent you must:

- a carry out your working practices in accordance with legal requirements.
- b identify the correct personal and vehicle protective equipment required to correctly carry out your workplace practices.
- c carry out your workplace practices using the correct personal protective equipment.
- d follow the most recent **workplace policies** for your job role.
- e rectify health and safety **risks** that are within your capability and scope of your job responsibilities.

- f pass on any suggestions for reducing **risks** to health and safety within your job role to the responsible persons.
- g ensure your personal conduct in the workplace does not endanger the health and safety of yourself or other persons.
- h follow the **workplace policies** and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products.
- i report any differences between **workplace policies** and suppliers' or manufacturers' instructions as appropriate.
- j ensure your personal presentation at work:
 - ensures the health and safety of yourself and others
 - meets any legal duties
 - is in accordance with workplace policies

NOS G3 – Maintain Working Relationships in the Motor Vehicle Environment

NOS OVERVIEW

This NOS is about maintaining good working relationships with all colleagues in the working environment by using effective communication and support skills.

SCOPE OF THIS NOS:

- 1. Colleagues** are:
 - a. immediate work colleagues
 - b. supervisors and managers
- 2. Requests for assistance** covering
 - a. technical assistance
 - b. personal assistance

ESSENTIAL KNOWLEDGE

You need to understand:

Your responsibilities and constraints

1. your own and your colleague's job role and limits of responsibility for giving advice and support.
2. the operational constraints which may affect interaction with colleagues.
3. lines of communication within your workplace.

Communication skills and working relationships

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.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. contribute actively to team working by initiating ideas and co-operating with colleagues.
- b. respond promptly and willingly to requests for assistance from **colleagues** which fall within the limits of your own job responsibilities and capabilities.
- c. where requests fall outside your responsibility and capability, refer colleagues to the relevant person(s).
- d. give colleagues sufficient, accurate information and support to meet their work needs.
- e. make **requests for assistance** to **colleagues** clearly and courteously.
- f. use methods of communication which meet the needs of colleagues.
- g. treat colleagues in a way which shows respect for their views and opinions and promotes goodwill.
- h. make and keep achievable commitments to **colleagues**
- i.. inform colleagues promptly of any problems or information likely to affect their own work.

NOS G4 – Use of hand tools and equipment in Motor Vehicle Engineering

NOS OVERVIEW

This NOS is about the basic use of tools, materials and fabrications relevant to the Automotive Sector.

This NOS is about:

- interpreting information
- adopting safe and healthy working practices
- selecting materials and equipment

This NOS is those working in technical support roles. It is also appropriate for workshop planners.

ESSENTIAL KNOWLEDGE

You must know and understand:

- a. The organisational procedures developed to report and rectify inappropriate information and unsuitable resources, and how they are implemented.
- b. The types of information, their source and how they are interpreted.
- c. The organisational procedures to solve problems with the information and why it is important they are followed
- d. The level of understanding operatives must have of information for relevant, current legislation and official guidance and how it is applied.
- e. What the accident reporting procedures are and who is responsible for making the reports.
- f. Why and when personal protective equipment (PPE) should be used.
- g. Why disposal of waste should be carried out safely and how it is achieved
- h. Demonstrate an understanding of material properties
- i. Investigate the use of materials and fabrication
- j. how to file, fit, tap, thread, cut and drill plastics and metals
- k. how to select and use gaskets, sealants, seals, fittings and fasteners

PERFORMANCE OBJECTIVES

You must be able to:

1. Interpret the given information relating to the work and resources to confirm its relevance
2. Carry out pre-start preparation inspections on power tools and equipment in accordance with approved procedures
3. Carry out operations using power tools and equipment in accordance with safe working practices to achieve the work outcome
4. Identify problems associated with power tools and equipment which need to be referred to authorised personnel

5. Demonstrate work skills to:
 - measure, mark out, file, fit, tap, thread, cut, drill, finish, position and secure.
6. Use and maintain:
 - hand tools
 - ancillary equipment
 - safety aids
7. Disposal of waste in accordance with legislation to maintain a clean work space
8. Checks carried out in accordance with manufacturer's/operator's guidance, legislation and official guidance and
9. organisational requirements
10. Demonstrate work skills to select correct materials and fabrication for project

NOS G11 – Supervisory Skills (Imported MSC unit D6)

NOS OVERVIEW

This NOS is about ensuring that the work required in your area of responsibility is effectively planned and fairly allocated to individuals and/or teams. It also involves monitoring the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met and reviewing and updating plans of work in the light of developments.

The 'area of responsibility' may be, for example, a branch or department or functional area or an operating site within an organisation.

The NOS is recommended for first line managers and middle managers.

Skills

Listed below are the main generic 'skills' which need to be applied in allocating and monitoring the progress and quality of work in your area of responsibility. These skills are explicit/implicit in the detailed content of the NOS and are listed here as additional information.

- Communicating
- Consulting
- Decision making
- Delegating
- Information management
- Leadership
- Managing conflict
- Monitoring
- Motivating
- Planning
- Problem solving
- Providing feedback
- Prioritising
- Reviewing
- Setting objectives
- Stress management
- Valuing and supporting others.

ESSENTIAL KNOWLEDGE

You need to know and understand the following:

1. How to select and successfully apply different methods for communicating with people across an area of responsibility.
2. The importance of confirming/clarifying the work required in your area of responsibility with your manager and how to do this effectively.

3. How to identify and take due account of health and safety issues in the planning, allocation and monitoring of work.
4. How to produce a plan of work for your area of responsibility, including how to identify any priorities or critical activities and the available resources.
5. How to identify sustainable resources and ensure their effective use when planning the work for your area of responsibility.
6. The importance of seeking views from people working in your area and how to take account of their views in producing the plan of work.
7. The values, ethics, beliefs, faith, cultural conventions, perceptions and expectations of any team members from a different country or culture and how your own values, ethics, beliefs, faith, cultural conventions, perceptions, expectations, use of language, tone of voice and body language may appear to them.
8. Why it is important to allocate work to individuals and/or teams on a fair basis and how to do so effectively.
9. Why it is important that individuals and/or teams are briefed on allocated work and the standard or level of expected performance and how to do so effectively.
10. The importance of showing individuals and/or teams how their work fits with the vision and objectives of the area and those of the organisation.
11. Ways of encouraging individuals and/or teams to ask questions and/or seek clarification in relation to the work which they have been allocated.
12. Effective ways of regularly and fairly monitoring the progress and quality of work of individuals and/or teams against the standards or level of expected performance.
13. How to provide prompt and constructive feedback to individuals and/or teams.
14. Why it is important to monitor your area for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively How to take account of diversity and inclusion issues when supporting and encouraging individuals and/or teams to complete the work they have been allocated.
15. Why it is important to identify unacceptable or poor performance by individuals and/or teams and how to discuss the cause(s) and agree ways of improving performance with them.
16. The type of problems and unforeseen events that may occur and how to support individuals and/or teams in dealing with them.
17. The additional support and/or resources which individuals and/or teams might require to help them complete their work and how to assist in providing this.
18. How to select and successfully apply different methods for encouraging, motivating and supporting individuals and/or teams to complete the work they have been allocated, improve their performance and for recognising their achievements .
19. How to log information on the ongoing performance of individuals and/or teams and use this information for formal performance appraisal purposes

Industry/sector specific knowledge and understanding

20. Industry/sector requirements for the development or maintenance of knowledge, understanding and skills.
21. Industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work.

PERFORMANCE OBJECTIVES

You must be able to do the following:

- a. Confirm the work required in your area of responsibility with your manager and seek clarification, where necessary, on any outstanding points and issues.
- b. Plan how the work will be undertaken, seeking views from people in your area of responsibility, identifying any priorities or critical activities and making best use of the available resources.
- c. Ensure that work is allocated to individuals and/or teams on a fair basis taking account of skills, knowledge and understanding, experience and workloads and the opportunities for development.
- d. Ensure that individuals and/or teams are briefed on allocated work, showing how it fits with the vision and objectives for the area and the overall organisation, and the standard or level of expected performance.
- e. Recognise and seek to find out about differences in expectations and working methods of any team members from a different country or culture and promote ways of working that take account of their expectations and maximise productivity.
- f. Encourage individuals and/or team members to ask questions, make suggestions and seek clarification in relation to allocated work.
- g. Monitor the progress and quality of the work of individuals and/or teams on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback.
- h. Support individuals and/or teams in identifying and dealing with problems and unforeseen events.
- i. Motivate individual and/or teams to complete the work they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion.
- j. Monitor your area for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively.
- k. Identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with individuals and/or teams.
- l. Recognise successful completion of significant pieces of work or work activities by individuals and/or teams.
- m. Use information collected on the performance of individuals and/or teams in any formal appraisals of performance.
- n. Review and update plans of work for your area, clearly communicating any changes to those affected.

NOS G12 – Developing Staff (Imported MSC unit D8)

NOS OVERVIEW

This NOS is about helping members of your team address problems affecting their performance. These may be work-related problems or problems arising from their personal circumstances.

The NOS involves identifying problems affecting people's performance and discussing these in a timely way with the team members concerned to help them find a suitable solution to their problem. Sometimes you may need to refer the team member to specialist support services.

The NOS is recommended particularly for first line managers and middle managers.

Skills

Listed below are the main generic 'skills' which need to be applied in helping team members address problems affecting their performance. These skills are explicit/implicit in the detailed content of the NOS and are listed here as additional information.

- Acting assertively
- Communicating
- Consulting
- Decision-making
- Empathising
- Information management
- Managing conflict
- Monitoring
- Problem solving
- Providing feedback
- Reviewing
- Setting objectives
- Team building
- Valuing and supporting others.

ESSENTIAL KNOWLEDGE

You need to know and understand the following:

1. The importance in giving team members opportunities to approach you with problems affecting their performance.
2. How to encourage team members to approach you with problems affecting their performance.
3. The importance of identifying performance issues and bringing these promptly to the attention of the team members concerned.
4. How to gather and check the information you need to identify the problem and its cause.
5. The importance of identifying the problem accurately.
6. The range of alternative courses of action to deal with the problem.
7. The importance of discussing and agreeing with the team member a timely and effective way of dealing with the problem.
8. When to refer the team member to support services or specialists.
9. The importance of keeping a confidential record of your discussions with team members about problems affecting their performance, and how to do so.
10. The importance of ensuring your actions are in line with your organisation's policies for managing people and their performance.

Industry/sector specific knowledge and understanding

11. Industry/sector requirements for helping team members address problems affecting their performance.

Context specific knowledge and understanding

12. The types of problems that your team members may encounter which can affect their performance.
13. Your role, responsibilities and limits of authority when dealing with team members' problems.
14. The range of support services or specialists that exist inside and outside your organisation.
15. Your organisation's policies for managing people and their performance.

PERFORMANCE OBJECTIVES

You must be able to do the following:

- a. Give team members opportunities to approach you with problems affecting their performance.
- b. Identify performance issues and bring these promptly to the attention of the team members concerned.
- c. Discuss problems with team members at a time and place appropriate to the type, seriousness and complexity of the problem.
- d. Gather and check information to accurately identify the problem and its cause.
- e. Discuss the range of alternative courses of action and agree with the team member a timely and effective way of dealing with the problem.
- f. Refer the team member to support services or specialists, where necessary.

- g. Keep a confidential record of your discussions with team members about problems affecting their performance.
- h. Ensure your actions are in line with your organisation's policies for managing people

NOS G13 – Business Management (Imported MSC unit F3)

NOS Overview

This NOS is about managing business processes to make sure the organisation delivers outputs that meet customers' needs and stakeholders' needs, and organisational and legal requirements.

The NOS is recommended for middle managers.

Skills

Listed below are the main generic 'skills' which need to be applied in managing business processes. These skills are explicit/implicit in the detailed content of the NOS and are listed here as additional information.

- Communicating
- Information management
- Analysing
- Assessing
- Presenting information
- Influencing
- Persuading
- Negotiating
- Problem solving
- Prioritising
- Thinking systematically
- Thinking creatively
- Reviewing

ESSENTIAL KNOWLEDGE

You need to know and understand the following:

1. Principles and models of effective process management.
2. How to define business processes.
3. Types of business process measures and how to assess their suitability.
4. How to ensure processes and resources are sustainable and effective in their use, and the importance of doing so.
5. The difference between process outputs and outcomes.
6. How to assess process changes for risk and reward against their potential investment cost.
7. How to carry out cost and benefit analysis.
8. Types of analytical and problem-solving tools that you can use when developing business processes.
9. How to measure the effect of changes in the business process.

Industry/sector specific knowledge and understanding

10. The sector and market in which your organisation works.

11. Relevant sector trends, developments and competitor performance that affect your business processes.

Context specific knowledge and understanding

1. Your organisation's aims and goals.
2. Your organisation's structure, values and culture.
3. How your organisation adds value through delivering its products, services and processes
4. The needs of your actual and potential customers and other key stakeholders.
5. Your organisation's products, services and processes and the interdependencies between them.
6. Measures of process performance that are relevant to your organisation.

PERFORMANCE OBJECTIVES

You must be able to do the following:

- a. Design processes that deliver outcomes based on organisational goals and aims.
- b. Ensure processes and resources are sustainable and effective in their use.
- c. Identify and provide the resources you need.
- d. Take account of influences that may affect and shape how processes work.
- e. Link processes so that they interact across the organisation to form a complete system.
- f. Provide information and support for staff and other stakeholders involved.
- g. Define process responsibilities.
- h. Develop process measures that are affordable and provide enough information for people to decide how to manage the process.

NOS G14 – Monitor Procedures to Control Risks to Health and Safety

(ENTO Unit HSS3)

NOS OVERVIEW

This NOS covers making sure that statutory and workplace procedures for controlling risks to health and safety are being carried out. It describes the competences required to ensure that:

- health and safety procedures are being followed with work areas
- appropriate action is undertaken to deal with risks that arise from workplace hazards

When you have completed this NOS you will have proved you can:

1. check that health and safety procedures are followed
2. ensure that risks are controlled safely and effectively

KEY WORDS AND PHRASES

The Health and Safety Executive (HSE) is the body appointed to support and enforce health and safety law. They have defined two important concepts as follows:

Hazard:

A hazard is something with potential to cause harm. Consideration of hazards should also include aspects of workplace security (e.g. theft, assault, insecure premises, etc.).

Risk:

A risk is the likelihood of the hazard's potential being realised.

Note:

Almost anything may be a hazard, but may or may not become a risk. For example:

- A trailing extension lead from a piece of equipment is a hazard. If it is trailing across a passageway, there is a high risk of someone tripping over it, but if it lies along a wall out of the way, the risk is much less.
- Toxic or flammable chemicals stored in a building are a hazard and by their nature may present a high risk. However, if they are kept in a properly designed secure store, and handled by properly trained and equipped people, the risk is much less than if they are left about in a busy workshop for anyone to use - or misuse.
- A failed light bulb is a hazard. If it is just one bulb out of many in a room, it presents very little risk, but if it is the only light on a stairwell, it is a very high risk. Changing the bulb may

be a high risk, if it is high up, or if the power has been left on, or low risk if it is in a table lamp which has been unplugged.

- A box of heavy material is a hazard. It presents a higher risk to someone who lifts it manually than if a mechanical handling device is properly used.

Workplace:

This word is used to describe the single or multiple areas in which you carry out your work.

Working practices:

Any activities, procedures, use of materials or equipment and working techniques used in carrying out your job. In this unit it also covers any omissions in good working practice which may pose a threat to health and safety.

Workplace policies:

This covers the documentation prepared by the employer on the procedures to be followed regarding health and safety matters. It could be the employer's safety policy statement or general health and safety statements and written safety procedures covering aspects of the workplace that should be drawn to the employees' (and 'other persons') attention.

Other persons:

This phrase refers to everyone covered by the Health and Safety at Work Act, including visitors, members of the public, colleagues, contractors, customers, patients, students, pupils.

Personal presentation:

This includes personal hygiene, use of personal protective equipment, clothing and accessories suitable to the particular workplace.

Responsible persons:

The person or persons at work to whom you should report any health and safety issues or hazards. This could be a supervisor, line manager or your employer.

Key Points Regarding Health and Safety Legislation and Regulations

Health and Safety At Work Act 1974 - The Health and Safety at Work Act 1974 is the main piece of legislation under which nearly all the other regulations are made. It is for this reason that only this piece of legislation is specifically referred to in this unit.

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of the people for whom they are responsible and the people who may be affected by the work they do.

Under this Act it is also important to be aware that all people at work, not just employers, have a duty to take reasonable care to avoid harming themselves or others through the work they do.

Risks should be reduced 'so far as is reasonably practicable'. This term means the duty-holder (in most instances the employer) can balance the cost against the degree of risk although obviously, any Health and Safety Inspectors would expect that relevant good practice is followed.

According to the Act:

Employers must safeguard so far as is reasonably practicable, the health, safety and welfare at work of all the people who work for them and 'other persons'. This applies, in particular, to the provision and maintenance of safe plant and systems of work, and covers all machinery, equipment and substances used.

People at work also have a duty under the Act to take reasonable care to avoid harm to themselves or to others by their working practices, and to co-operate with employers and others in meeting statutory requirements. The Act also requires employees not to interfere with or misuse anything provided to protect their health, safety or welfare in compliance with the Act.

Other legislation - There is an array of health and safety regulations and codes of practice which affect people at work. There are regulations for those who, for example, work with electricity, or work on construction projects, as well as regulations covering noise at work, manual handling, working with VDUs, or dealing with substances hazardous to health, etc. The specific requirements for all or any of these can be obtained from HSE local offices.

As many of the regulations are only relevant to certain workplaces or working practices, no specific reference has been made in the 'What you must know' section to any of these regulations. The phrase 'your responsibilities for health and safety as required by any specific legislation covering your job role' is intended to relate to those specific pieces of legislation important to your workplace and or working practices which you should be able to find out about.

SCOPE OF THIS NOS:

1. Information sources are:

- a. internal Health and Safety experts
- b. HSE offices
- c. relevant industry publications
- d. external organizations

2. Workplace Health and Safety Procedures covering:

- a. the use of safe working methods and equipment
- b. the safe use of hazardous substances
- c. smoking, eating, drinking and drugs
- d. what to do in the event of an emergency

3. Risks resulting from these hazards:

- a. the use of hazardous substances
 - b. the use and maintenance of plant, equipment and materials
 - c. poor working practices
 - d. unsafe behaviour
 - e. accidental breakages and spillages
 - f. obstructions
 - g. ill-health issues
 - h. condition of workplace
4. **Reports** are
- a. written
 - b. oral

ESSENTIAL KNOWLEDGE

You need to understand:

Health and Safety Legislation and Workplace Policies

1. employers' and employees' legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974.
2. your responsibilities for health and safety as defined by any specific legislation covering your job role.

Risks to Health and Safety

3. the difference between a hazard and a risk
4. what hazards may exist in your workplace
5. the particular health and safety risks which may be present in your own job role and the precautions to take
6. the importance of remaining alert to the presence of hazards in the whole work place

Health and Safety Monitoring and Control

7. how to keep health and safety records
8. effective communication methods
9. effective methods of monitoring the activities and understanding of other people with respect to health and safety matters
10. the importance of promptly dealing with or reporting significant risks in the workplace
11. the work areas and people for whom you are responsible
12. the scope of your job and your own capabilities with respect to health and safety matters
13. the specific organisational health and safety arrangements covering your job role
14. agreed health and safety policies and their procedures at your workplace
15. agreed intervals for monitoring health and safety compliance
16. workplace policies relating to resolving hazards
17. workplace procedures for record keeping

PERFORMANCE OBJECTIVES

1. Check that health and safety procedures are followed

To be competent you must:

- a. confirm that all the information available to you on statutory health and safety regulations is up-to-date and from recognised and reliable **information sources**
- b. conduct your monitoring of workplace procedures at agreed intervals and in accordance with workplace requirements
- c. check regularly that other persons possess
 - up-to-date information about health and safety hazards, and
 - instructions on how to deal with risks which can arise
- d. confirm other persons have received relevant training on how to deal with health and safety hazards
- e. brief and obtain feedback from other persons concerning **workplace procedures**
- f. respond promptly to any breaches of health and safety procedures in a way which meets workplace and legal requirements
- g. make any recommendations for changes to **workplace procedures** clearly, to the responsible person
- h. check regularly that you records relating to health and safety matters
 - comply with legal and workplace requirements, and
 - are accessible to those who are authorised to use them

2. Ensure that risks are controlled safely and effectively

To be competent you must:

- i. keep accurate and legible records of workplace risks identified or reported to you
- j. report the existence of hazards with high risks in accordance with workplace health and safety procedures
- k. confirm that appropriate precautions to control these **risks** have been agreed with the persons responsible for health and safety
- l. confirm that the precautions are in accordance with legal and workplace health and safety procedures
- m. check that other persons are
 - aware of the **risks**, and
 - understand the action to be taken to reduce the **risks** which can arise
- n. review the precautions to ensure those **risks** are minimised and are no longer significant
- o. **report** promptly and accurately any conflicts which still exist between workplace and statutory requirements to the persons responsible for health and safety
- p. ensure you reports contain accurate details about the cause of hazards with high risks and make suitable recommendations to minimise their reoccur

NOS G15 – Work with Others to Improve Customer Service

NOS OVERVIEW

This NOS is all about how you develop a relationship with others to improve your customer service performance

KEY WORDS AND PHRASES

Products and services

These can be any product, part or service connected with the retail motor industry.

SCOPE OF THIS UNIT:

1. **Others** can be
 - a. team members
 - b. colleagues
 - c. suppliers
 - d. supervisors/managers/team members
 - e. service partners
 - f. manufacturers
 - g. individuals from other departments
 - h. individuals from other sites
 - i. individuals from other organizations

2. **Agree roles and responsibilities** which
 - a. are part of your own job
 - b. have been agreed with others as part of their job

ESSENTIAL KNOWLEDGE

You need to understand:

Legislative and organisational requirements and procedures

1. the specific aspects of:
 - i. health & safety
 - ii. data protection
 - iii. equal opportunities
 - iv. disability discrimination
 - v. legislation and regulationswhich affect the way products or services can be delivered to your customers

2. industry, organisational and professional codes of practice and ethical standards that affect the way in which products or services can be delivered to your customers
3. the guidelines laid down by your organisation which limit what you can do within your job
4. the limits of your own authority and when you need to seek agreement with or permission from others
5. any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met

Customer Rights

6. what your customers' rights are and how these rights limit what you are able to do for your customer

Products and or Services and responsibilities

7. the products or services of your organisation relevant to your customer service role
8. who else is involved either directly or indirectly with your ability to offer your organisation's products or services
9. the roles and responsibilities of others in your organisation
10. the roles of others outside your organisation who have an impact on the products or services you provide
11. what the goals or targets of your organisation are in relation to customer service and how these are set

Communication and Customer Service

12. how to communicate in a clear, polite, confident way and why this is important.

PERFORMANCE OBJECTIVES

1. **Work with others to follow plans for improving customer service**

To be competent you must:

- a. contribute to constructive ideas to plans for improving customer service
- b. identify what you have to do to follow plans to improve customer service and confirm this with others
- c. co-operate with others to follow plans to improve customer service
- d. keep your commitments made to others
- e. keep others advised of situations that may affect plans to improve customer service

2. **Monitor your own performance against plans to improve customer service**

To be competent you must:

- a. discuss with others how what you do affects their customer service performance
- b. identify how the way you work with others contributes towards meeting plans to improve customer service
- c. continuously review your own performance with others against plans to improve customer service

3. **Monitor joint performance against plans to improve customer service**

To be competent you must:

- a. discuss the others joint performance measured against aims to improve customer service
- b. identify with others how joint efforts to follow plans and achieve aims could be improved
- c. take action with others to improve joint customer service performance
- d. identify how the way in which you work with others improved customer service for your organisation and for your customers

NOS RR03 - Assess and Secure the Roadside Situation

NOS OVERVIEW

This unit is about securing and making an initial assessment of the site and vehicle in order to make decisions for further action. Providing information to, and seeking guidance from, relevant specialist authorities where hazardous substances or situations may be involved.

ESSENTIAL KNOWLEDGE

You need to understand:

Legal and organisational requirements and procedures

1. the legal requirements and industry codes of practice governing site protection and recovery operations.
2. the range of services and resources available within your organization.
3. your organisation's operating, reporting and recording procedures.
4. how to complete records and the importance of doing so.

Assessing and securing the site

5. the difference in requirements for securing and protecting a breakdown site and an accident site.
6. the sources of specialist advice and guidance.
7. how weather conditions affect the assessment and security of the roadside situation.
8. how to assess the immediate roadside situation surrounding an incident.
9. the circumstances in which to call for specialist assistance.
10. how to secure and protect incident sites in line with current industry codes of practice.
11. how to take steps to secure the safety of yourself and others.
12. how to use electronic and radio communication methods.
13. how to communicate with customers and relevant authorities
14. how to make an initial assessment of the extent of vehicle damage and or faults.
15. how to identify vehicles carrying hazardous substances.
16. how to interpret the results of your initial assessment and make justifiable decisions for a course of action.
17. the possible consequences of inaccurate roadside assessment.
18. the importance of wearing personal protective equipment.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment throughout all roadside assessment and security activities.
- b. secure and protect the incident site to comply with legal requirements, current industry codes of practice, prevailing weather conditions and the roadside situation.

- c. secure the immediate safety of the driver and passengers effectively.
- d. ensure your initial assessment of the incident identifies accurately:
- e. the existence of any hazardous and potentially hazardous substances
- f. any real and potential fire risks
- g. the need for any specialist assistance
- h. provide accurate information promptly and clearly to all relevant authorities and your control centre covering:
 - the existence of any injured persons
 - the prevailing weather conditions
 - the location and roadside situation
 - the nature of the incident
 - real and potential hazards
- i. seek assistance and guidance promptly from the relevant authorities when you believe that
- j. hazardous substances are present.
- k. ensure your initial assessment of the vehicle establishes:
 - the nature and extent of any vehicle damage and or breakdown
 - the feasibility of roadside repair
- l. make justifiable decisions for a course of action based upon the information gained from your initial assessment of the situation.
- m. ensure your records are accurate and complete and passed to the relevant person(s) promptly.

NOS RR04 - Remove and Transport Light Vehicles

NOS OVERVIEW

This unit is about removing and transporting upright vehicles from the roadside or similar hard, level standing.

ESSENTIAL KNOWLEDGE

You need to understand:

Legal and organisational requirements and procedures

1. the legal requirements and industry codes of practice governing site protection and recovery operations.
2. your organisation's operating, reporting and recording procedures
3. the limits of your authority for dealing with hazardous substances.
4. the importance of wearing the specified personal protective equipment.
5. how to complete recovery records and the importance of doing so

Vehicle Recovery Equipment

6. the types, purpose and use of the vehicle recovery equipment in the Scoping Statement for this unit.
7. the safe working loads for recovery equipment, axle weights and stability.

Vehicle Recovery

8. how to assess the most suitable recovery method for the type of incident and the condition of the vehicle involved.
9. how to assess the weight of a vehicle, including a load where appropriate.
10. the effect of weather conditions on the feasibility of recovery operations and how they are conducted.
11. how to use suitable site to base communication methods.
12. how to give clear instructions to customers.
13. the circumstances in which to call for specialist advice and assistance.
14. the operation of braking and transmission systems.
15. the principles of loading and load containment.
16. on site recovery planning and control techniques.
17. how to prepare and secure vehicles for transportation.
18. how to check for and deal with any vehicle system and load leakage.
19. the dangers associated with roadside recovery operations and how to lessen the risks to yourself, customers and other road users.
20. how to identify vehicles carrying hazardous substances.
21. the importance of informing the authorities where roadside operations are likely to affect other traffic.
22. how to position and rig recovery vehicles.
23. how to fit towing, loading and transportation equipment for the types of vehicle you deal with.

24. how to work safely at the roadside following industry codes of practice.
25. how to perform safety checks on vehicles relevant to the types of vehicle you deal with.
26. how to clear the site prior to moving off.
27. how to use suitable warning lights.
28. how to avoid damage to vehicles during transportation.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment throughout all vehicle removal activities.
- b. secure the immediate safety of the driver and passengers effectively, if present.
- c. use a recovery vehicle and recovery equipment which:
 - is suitable for the type, condition and weight of vehicle to be transported
 - is suitable for the nature of the incident
 - complies with legal requirements.
- d. use warning lights in a way which complies with legal requirements and current industry codes of practice.
- e. report viable options to your recovery controller for action promptly where the recovery vehicle and equipment prove unsuitable.
- f. make the vehicle safe for transportation.
- g. inform the relevant authorities promptly where the condition of the vehicle and its removal presents a hazard.
- h. position and rig the recovery vehicle and recovery equipment to:
 - comply with industry codes of practice
 - minimise the need to re-rig
 - secure the best recovery advantage
- i. fit all necessary loading and securing equipment to comply with:
 - legal requirements
 - industry codes of practice
 - manufacturers' operating instructions
 - your organisation's requirements
- j. ensure your roadside working practices and procedures during all removal and loading activities comply with legal requirements and industry codes of practice for the type of road involved, the roadside situation and prevailing weather conditions.
- k. contact the relevant authority promptly where the loading manoeuvre is likely to obstruct the flow of traffic.
- l. ensure the recovery site is left free from debris, waste, tools, equipment and cones prior to moving off.
- m. transport the vehicle to the relevant destination without further damage.
- n. transport and unload the recovered vehicle to comply with:
 - legal requirements
 - industry codes of practice
 - manufacturer's operating instructions
 - your organisation's requirements
- o. ensure your records are accurate and complete and passed to the relevant person(s) promptly.

NOS RR05 - Recover Light Vehicles Using Advanced Winching Techniques

NOS OVERVIEW

This unit is about recovering vehicles using advanced winching techniques.

ESSENTIAL KNOWLEDGE

You need to understand:

1. how to identify hazards and comply with the control procedures of risk assessments in relation to preparing a winch
2. emergency planning and procedures for the site
3. how and why to initiate and maintain effective communication when preparing a winch
4. your own role in company working practices and industry good practice relevant to preparing a winch
5. causes of, and how to prevent potential pollution and environmental damage when preparing a winch
6. the implications of working at height in relation to routine operator checks and basic maintenance
7. the function of all operating controls for winch
8. the principles of powered winch operation and the loads to be applied, including the multiplication of forces when pulley (snatch) blocks are used
9. the points to inspect on the cable and terminal fixings, the range and signs of possible cable damage and the limits to cable wear and tear that are acceptable for winching
10. the considerations necessary when selecting strops and anchor points when setting pulleys
11. the bearing capacity of pulley anchor strops in various configurations
12. the safety clearance/safety zone from the cable that should be respected
13. the capabilities, limitations and methods of operating the winch on steep ground
14. the types of winch used to recover heavy vehicles
15. winch theory
16. Identify the types of winch ropes used to recover heavy vehicles
17. Identify the ancillary equipment used when winching a heavy vehicle
18. Describe the methods used to change direction of pull or increasing the pull of the winch

PERFORMANCE OBJECTIVES

To be competent you must

- a. safeguard and maintain your own health and safety and that of those likely to be affected by your work in accordance with current legislation in relation to preparing a winch
- b. meet relevant legislative, organisational and environmental requirements relevant to preparing the winch

- c. comply with an existing site risk assessment
- d. keep accurate and up-to-date records as required by relevant legislation
- e. maintain the security of machinery and equipment on site
- f. gain access to the machine safely and get into a secure working position when carrying out off-the-ground activities
- g. carry out routine operator maintenance on the winch unit to include power unit, drive system (shaft, chain, hydraulic, electrical or direct drive), braking system, other moving parts and guarding, as appropriate to machine used, following manufacturers' recommendations
- h. carry out visual checks on the cable and terminal fittings to identify any defects, damage or wear prior to operation
- i. carry out pre-start checks, run out winch cable a distance and carry out a practical check on all operating functions of the equipment including safety devices, winch controls, clutches and brakes, as appropriate, prior to winching
- j. agree the signaling system with the winch operator (and banksman as appropriate)
- k. pull out cable avoiding obstacles to the winching process
- l. assess the operational and environmental requirements for the site and plan safe and efficient winch route
- m. identify (and calculate) the different resistances to winching when recovering a vehicle

NOS RR06 – Remove and Transport Heavy Vehicles

UNIT OVERVIEW

This unit is about recovering and transporting heavy upright vehicles from the roadside or similar hard, level standing.

KEY WORDS AND PHRASES

Commercial Vehicles

These are medium and large goods vehicles of 3500kgs gross vehicle mass (GVM) and above.

Industry Codes of Practice

The current Code of Practice for Safe Roadside Working.

Legal requirements

Current legislation (including local bye-laws and regulations) applicable to securing and protecting the recovery site.

Personal protective equipment

Reflective safety garments, safety footwear, safety gloves and safety glasses as recommended by the current industry Code of Practice for Safe Roadside Working.

Recovery vehicle

Any vehicle fitted with recovery equipment.

Roadside

Examples include: rural roads, urban roads and motorways, in hazardous and non-hazardous situations.

Similar hard, level standing

Examples include: driveways, forecourts and car parks .

Vehicles

These can be any of the following – light vehicles, commercial vehicles, motorcycles, mopeds and scooters.

SCOPE OF THIS UNIT:

1. **Recovery equipment** is:
 - a. tow poles
 - e. transporters
 - f. vehicle mounted recovery cranes
 - g. winches
 - h. truck mounted loaders
 - i. underlifts
 - j. trailers
 - i. spec lifts/support lifts/underlifts

2. **Roadside situation** is:
 - a. off a live carriageway
 - b. on a live carriageway

3. **Weather conditions** are:
 - a. poor visibility
 - b. light
 - c. dark
 - d. dry
 - e. rain
 - f. snow
 - g. ice
 - h. wind

ESSENTIAL KNOWLEDGE

You need to understand:

Legal and organisational requirements and procedures

1. the legal requirements and industry codes of practice governing site protection and recovery operations.
2. your organisation's operating, reporting and recording procedures
3. the limits of your authority for dealing with hazardous substances.
4. the importance of wearing the specified personal protective equipment.
5. how to complete recovery records and the importance of doing so

Vehicle Recovery Equipment

6. the types, purpose and use of the vehicle **recovery equipment** in the Scoping Statement for this unit.
7. the safe working loads for **recovery equipment**, axle weights and stability.

Vehicle Recovery

8. how to assess the most suitable recovery method for the type of incident and the condition of the vehicle involved.
9. how to assess the weight of a vehicle, including a load where appropriate.
10. the effect of weather conditions on the feasibility of recovery operations and how they are conducted.
11. how to use suitable site to base communication methods.
12. how to give clear instructions to customers.
13. the circumstances in which to call for specialist advice and assistance.
14. the operation of braking and transmission systems.
15. the principles of loading and load containment.
16. on site recovery planning and control techniques.
17. how to prepare and secure vehicles for transportation.
18. how to check for and deal with any vehicle system and load leakage.
19. the dangers associated with roadside recovery operations and how to lessen the risks to yourself, customers and other road users.
20. how to identify vehicles carrying hazardous substances.
21. the importance of informing the authorities where roadside operations are likely to affect other traffic.
22. how to position and rig recovery vehicles.
23. how to fit towing, loading and transportation equipment for the types of vehicle you deal with.
24. how to work safely at the roadside following industry codes of practice.
25. how to perform safety checks on vehicles relevant to the types of vehicle you deal with.
26. how to clear the site prior to moving off.
27. how to use suitable warning lights.
28. how to avoid damage to vehicles during transportation.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment throughout all vehicle removal activities.
- b. secure the immediate safety of the driver and passengers effectively, if present.
- c. use a recovery vehicle and **recovery equipment** which:
 - is suitable for the type, condition and weight of vehicle to be transported
 - is suitable for the nature of the incident
 - complies with legal requirements.
- d. use warning lights in a way which complies with legal requirements and current industry codes of practice.
- e. report viable options to your recovery controller for action promptly where the recovery vehicle and equipment prove unsuitable.

- f. make the vehicle safe for transportation.
- g. inform the relevant authorities promptly where the condition of the vehicle and its removal presents a hazard.
- h. position and rig the recovery vehicle and **recovery equipment** to:
 - comply with industry codes of practice
 - minimise the need to re-rig
 - secure the best recovery advantage
- i. fit all necessary loading and securing equipment to comply with:
 - legal requirements
 - industry codes of practice
 - manufacturers' operating instructions
 - your organisation's procedures
- j. ensure your roadside working practices and procedures during all removal and loading activities comply with legal requirements and industry codes of practice for the type of road involved, the **roadside situation** and prevailing **weather conditions**.
- k. contact the relevant authority promptly where the loading manoeuvre is likely to obstruct the flow of traffic.
- l. ensure the recovery site is left free from debris, waste, tools, equipment and cones prior to moving off.
- m. transport the vehicle to the relevant destination without causing further damage.
- n. transport and unload the recovered vehicle to comply with:
 - legal requirements
 - industry codes of practice
 - manufacturer's operating instructions
 - your organisation's requirements
- o. ensure your records are accurate and complete and passed to the relevant person(s) promptly.
- p. ensure no recovery equipment is overloaded adhering to:
 - manufacturer's instructions
 - equipment loading instructions
 - company procedures

NOS RR07 – Recover Commercial Vehicles Using Advanced Winching Techniques

NOS OVERVIEW

This unit is about recovering overturned and accident damaged commercial vehicles from on and off road positions to a suitable on road or hard standing ready for onward transportation. It also includes dealing with personal effects, loads, hazardous substances and situations.

KEY WORDS AND PHRASES

Commercial Vehicles

For this unit, these are vehicles with a Gross Vehicle Mass (GVM) of over 3500kgs.

Industry Codes of Practice

The current Code of Practice for Safe Roadside Working.

Jack-knifed

Note that this could also apply to a vehicle towing a trailer or caravan.

Legal Requirements

Current legislation (including local bye-laws and regulations) applicable to securing and protecting the recovery site.

Personal Protective Equipment

Reflective safety garments, safety footwear, safety gloves and safety glasses as recommended by the current industry Code of Practice for Safe Roadside Working and approved hazchem safety garments (where appropriate).

Recovery vehicle

Any vehicle fitted with recovery equipment.

Relevant authorities

Examples include: the emergency services and contacts named on the casualty vehicle for use in the event of an emergency.

Relevant persons

Examples include: relevant authorities (see above), incident manager, controller and customers.

Winch and ancillary equipment

This includes the winch, winch ropes, snatch blocks, chains, strops and shackles.

SCOPE OF THIS UNIT:

1. Recovery equipment is:

- a. underlifts
- b. vehicle mounted recovery cranes
- c. winch and ancillary equipment
- d. air cushions
- e. truck mounted loaders
- f. 4X4 vehicles

2. Roadside covers:

- a. rural roads
- b. urban roads
- c. motorways
- d. on road
- e. off road

3. Vehicle condition and position are:

- a. jack-knifed
- b. accident damaged
- c. overturned

ESSENTIAL KNOWLEDGE

You need to understand:

Legal and organisational requirements and procedures

1. the relevant legal requirements and industry codes of practice governing site protection and recovery operations.
2. your organisation's operating, reporting and recording procedures for accident recovery.
3. the limitations of your authority for dealing with hazardous substances and hazardous situations.
4. the importance of wearing the specified personal protective equipment
5. how to complete records accurately and the importance of doing so.

Vehicle recovery equipment and its use

6. the purpose and use of specialist accident **recovery equipment**
7. the advanced principles of winch operation.
8. safe working loads for recovery equipment, axle weights and stability.
9. how to gain mechanical advantage by the correct application of equipment.
10. how to position and rig vehicle recovery vehicles and equipment.
11. how to calculate the effort needed to winch a vehicle

Vehicle recovery operations

12. the effect of weather and **roadside** conditions on recovery operations.
13. the effect of the design and contents of the casualty vehicle on the recovery operation.
14. the effect of **vehicle condition and position** on the recovery operation.
15. the importance of reporting and seeking guidance from others when hazardous substances are present at an accident site.
16. rolling resistance, gradient resistance and damage resistance forces.
17. the methods of calculating the forces needed to right an overturned vehicle.
18. the operation of vehicle braking and transmission systems.
19. the principles of loading and load containment.
20. the requirements for securing personal effects and loads
21. the circumstances which necessitate unloading of vehicles prior to recovery operations and specialist load transfer assistance.
22. on site accident recovery planning and control techniques
23. the authorities who may have an interest in accident situations and the importance of liaising with them and following their instructions
24. the dangers associated with accident recovery operations and how to lessen the risks to yourself, customers and other road users.
25. how to working safely and effectively at the scene of a vehicle accident recovery.
26. how to use site to base communication methods.
27. how to identify vehicles carrying hazardous substances.
28. how to assess the most suitable method of recovery.
29. how to recover casualty vehicles without inflicting unnecessary further damage.
30. how to prepare and secure vehicles for recovery.
31. how to check for and suitably deal with, any spillages and load loss.
32. how to clear and make safe accident sites prior to moving off.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment which complies with legal and industry codes of practice throughout all vehicle recovery activities.
- b. use the most suitable recovery method based upon:
 - your initial assessment of the incident and **roadside** conditions
 - **vehicle condition and position**
 - the risks and hazards involved
 - available resources.
- c. report viable options for action promptly to your recovery controller where the recovery vehicle and **recovery equipment** to hand prove unsuitable.
- d. prior to commencing operations, inform the relevant person(s) promptly and clearly of:

- the recovery method to be used
 - any implications affecting them or the vehicle
 - gain their agreement to your plans
- e. store all personal effects and loads in a secure location
- f. seek guidance and assistance from the relevant person(s) promptly where loads require specialist handling and transfer procedures.
- g. make the casualty vehicle safe prior to commencing any recovery operation.
- h. inform the relevant authorities promptly where the condition of the vehicle and its removal presents a hazard.
- i. when necessary, calculate accurately, the effort needed to right and winch vehicles back onto the road.
- j. position, rig and operate all recovery vehicles and **recovery equipment** so as to gain maximum mechanical advantage and to comply with:
- legal requirements
 - industry codes of practice for recovery operations
 - the manufacturer's instructions
 - your organisation's procedures
 - safe working loads for vehicles and equipment
- k. ensure your accident recovery working practices and procedures comply with legal requirements and industry codes of practice for safe operation.
- l. ensure the casualty vehicle is secured safely on a suitable hard surface ready for towing or transportation.
- m. ensure the recovery site is left free of all debris, waste, tools and equipment prior to leaving.
- n. ensure all your records are accurate and complete and passed to the relevant person(s) promptly.

NOS RR08 - Recover, Remove and Transport Motorcycles

Unit Overview

This unit is about recovering Motorcycles from on and off road positions to a suitable on road or hard standing ready for onward transportation.

ESSENTIAL KNOWLEDGE

You need to understand:

1. the relevant legal requirements and industry codes of practice governing site protection and recovery operations.
2. your organisation's operating, reporting and recording procedures for accident recovery.
3. the limitations of your authority for dealing with hazardous substances and hazardous situations.
4. the importance of wearing the specified personal protective equipment
5. how to complete records accurately and the importance of doing so.
6. the basic principles of winch operation including rolling resistance, gradient resistance and damage resistance forces.
7. the effect of weather and roadside conditions on recovery operations.
8. the effect of the design and contents of the casualty motorcycle on the recovery operation.
9. the effect of motorcycle condition and position on the recovery operation.
10. the importance of reporting and seeking guidance from others when hazardous substances are present at an accident site.
11. the operation of motorcycle braking and transmission systems.
12. the principles of loading and load containment.
13. the requirements for securing personal effects and loads
14. on site accident recovery planning and control techniques
15. the authorities who may have an interest in accident situations and the importance of liaising with them and following their instructions
16. the dangers associated with accident recovery operations and how to lessen the risks to yourself, customers and other road users.
17. how to work safely and effectively at the scene of a motorcycle accident
18. how to use site to base communication methods.
19. how to identify motorcycles carrying hazardous substances.
20. how to assess the most suitable method of recovery.
21. how to recover casualty motorcycles without inflicting unnecessary further damage.
22. how to prepare and secure motorcycles for recovery.
23. how to check for and suitably deal with any spillages and load loss.
24. how to clear and make safe accident sites prior to moving off.

PERFORMANCE OBJECTIVES

To be competent you must:

- a. wear suitable personal protective equipment which complies with legal and industry codes of practice throughout all motorcycle recovery activities.
- b. Use the most suitable recovery method based upon:
 - your initial assessment of the incident and roadside conditions

- motorcycle condition and position
 - the risks and hazards involved
 - available resources.
- c. report viable options for action promptly to your recovery controller where the recovery motorcycle and recovery equipment to hand prove unsuitable.
- d. prior to commencing operations, inform the relevant person(s) promptly and clearly of:
- the recovery method to be used
 - any implications affecting them or the motorcycle
 - gain their agreement to your plans
- e. store all personal effects and loads in a secure location
- f. seek guidance and assistance from the relevant person(s) promptly where loads require specialist handling and transfer procedures.
- g. make the casualty motorcycle safe prior to commencing any recovery operation.
- h. inform the relevant authorities promptly where the condition of the motorcycle and its removal presents a hazard.
- i. when necessary, calculate accurately, the effort needed to right and winch motorcycles back onto the road.
- j. operate all recovery equipment appropriately to comply with:
- legal requirements
 - industry codes of practice for recovery operations
 - the manufacturer's instructions
 - your organisation's requirements
- k. where necessary ensure your accident recovery working practices and procedures comply with legal requirements and industry codes of practice for safe operation
- l. ensure the casualty motorcycle is secured safely on a suitable hard surface ready for transportation.
- m. ensure the recovery site is left free of all debris, waster, tools and equipment prior to leaving.
- n. leaving.
- o. ensure all your records are accurate and complete and passed to the relevant person(s) promptly.
- p. promptly.

NOS RR10 - Incident Manager for Motor Vehicle Recovery

NOS OVERVIEW

This unit is about Incident Manager activities for recovery of motor vehicles.

ESSENTIAL KNOWLEDGE

You need to understand:

1. Sources of information on requirements and best practice for incident investigation and analysis
2. Why the timely investigation of incidents and accidents is important and what the timeframes should be
3. Why it is important to specify who is responsible for reporting, investigating and taking corrective action following an incident
4. Statutory instruments with respect to accident reporting and investigation and how to take this into consideration
5. Factors which should be taken into consideration in deciding on the number of people that should be identified to occupy each of the above roles
6. How to organise training for the people responsible for reporting, investigating and taking corrective action following incidents: what this training should consist of and how much experience nominated people should have
7. Types of training activities (including simulation exercises and vessel/owner-operator table top exercises) that could be used to support the various work roles and how to decide on those that are appropriate
8. Systems for classifying incidents, relevant guidelines and how to classify incidents correctly
9. Why it is important to identify root causes and factors contributing to incidents and how procedures can ensure this happens
10. Why it is important to retain the findings of incident investigations and to analyse these periodically
11. How to decide when, how and to whom investigation findings should be shared
12. How to monitor and manage procedures to make sure they are correctly followed

PERFORMANCE OBJECTIVES

To be competent you must:

- a. Identify requirements and best practice for incident investigation and analysis
- b. Establish procedures that provide for the timely investigation of incidents and accidents
- c. Identify appropriate people in sufficient numbers responsible for:
 - i. reporting an incident
 - ii. authorising or conducting investigations
 - iii. initiating corrective actions
- d. Ensure that identified people receive effective training and support
- e. Include guidance on classification of incidents in line with relevant reporting guidelines
- f. Ensure root causes and factors contributing to incidents and accidents are identified

- g. Include the identification of actions needed to reduce the risk of related incidents
- h. Ensure that incident and accident investigation findings are retained and periodically and analysed to identify where improvements to systems, standards, procedures or practices are required
- i. Identify and analyse trends
- j. Make sure that these procedures are fully implemented as and when necessary

NOS RR11 - Customer Service for Emergency Motor Vehicle Operators

NOS OVERVIEW

This unit is about providing assistance to customers in emergency situations including the ability to co-ordinate the post-emergency situation, including any necessary recording.

ESSENTIAL KNOWLEDGE

You need to understand:

1. the steps to contain the types of emergency situations
2. possible courses of action available to handle the emergency situations
3. how to assess emergency situations and factors that must be considered in order to arrive at the most suitable course of action
4. factors affecting customer morale and goodwill in emergency situations
5. the consequences of failure to take appropriate action in the emergency situations
6. emergency contact numbers and the nature of the help available
7. why prompt help and good communications with customers, colleagues and other affected parties is so important
8. the role taking the correct action plays in maintaining good customer relationships and its value to your organisation
9. the importance of giving on-going support to those closely affected by the emergency
10. why different approaches may have to be used when considering the local situation and organisational policy
11. the types of arrangements that can be made for customers unable to continue with their plans and how to instigate these

PERFORMANCE OBJECTIVES

To be competent you must:

- a. assess the situation accurately and promptly and develop a suitable plan of action, prioritising needs
- b. take control in a calm, professional manner and in a way that prevents the situation escalating further
- c. issue prompt, clear and relevant instructions to others assisting with the situation, if necessary
- d. call any relevant emergency services promptly
- e. refer any situations outside of your personal authority or control promptly to the correct authorities
- f. take suitable immediate action to minimise danger or distress to your customers who are in the immediate vicinity
- g. ensure your response complies with organisational procedures and any local requirements
- h. minimise any inconvenience to customers and maintaining customer morale and goodwill
- i. brief and reassure customers affected by the emergency

- j. make suitable arrangements for those customers unable to continue with their original plans
- k. give sympathetic and on-going support to those directly affected
- l. maintain and process full and accurate records in the required format to meet current local, legal and your organisation's requirements

NOS RR12 - Basic Motor Vehicle Diagnostic Testing

NOS OVERVIEW

This unit is about conducting, recording and evaluating results of comparative testing and interpreting results. This unit is about the skills and knowledge involved in the use of basic diagnostics.

ESSENTIAL KNOWLEDGE

You need to understand:

1. basic system features and operation including fundamentals of:
 - i. electrical systems & circuits
 - ii. engine
 - iii. transmission
 - iv. steering
 - v. fuel
 - vi. suspension
 - vii. brakes
 - viii. cooling systems
 - ix. exhaust
2. how to recognise symptoms to determine a cause:
 - i. recognise basic vehicle system faults
 - ii. the types and causes of errors that can arise during the use of diagnostic equipment
 - iii. the correct use of test equipment
 - iv. the procedures for reporting problems
 - v. the health and safety requirements relevant to diagnostic procedures

PERFORMANCE OBJECTIVES

To be competent you must:

- a. identify and demonstrate a working understanding of the following systems:
 - i. electrical systems & circuits
 - ii. engine
 - iii. transmission
 - iv. steering
 - v. fuel
 - vi. suspension
 - vii. brakes
 - viii. cooling systems
 - ix. iv) exhaust

- b. identify symptoms in order to determine a system fault and cause
- c. you use safe working practices when dealing with diagnostic equipment
- d. you take prompt and effective corrective actions to resolve any errors occurring within the limits of your workplace responsibilities
- e. demonstrate the correct use of basic test equipment including but not restricted to multi-meter, test lamp/light, inductive current clamp, cooling system pressure tester, compression tester, wheel alignment

NOS RR15 - Basic Motor Vehicle Repairs

NOS OVERVIEW

This unit is about conducting basic repairs on vehicles.

ESSENTIAL KNOWLEDGE

You need to understand:

1. basic system features and operation including fundamentals of:
 - i. electrical systems & circuits
 - ii. engine
 - iii. transmission
 - iv. steering
 - v. fuel
 - vi. suspension
 - vii. brakes
 - viii. cooling systems
 - ix. iv) exhaust
2. how to recognise the rectification procedure for the appropriate fault within the system
3. the vehicle repair manual or other media to determine the correct method
4. the correct use of test equipment
5. the correct use of workshop tools
6. the procedures for reporting problems
7. the health and safety requirements relevant to repair procedures

PERFORMANCE OBJECTIVES

To be competent you must:

- a. identify and demonstrate a working understanding of the following systems:
 - i. electrical systems & circuits
 - ii. engine
 - iii. transmission
 - iv. steering
 - v. fuel
 - vi. suspension
 - vii. brakes
 - viii. cooling systems
 - ix. iv) exhaust
- b. demonstrate the ability to repair identified faults within the system
- c. select the correct method of repair from the appropriate manual or other media

- d. perform a re-test to ensure the repair is successful
- e. you use safe working practices when dealing with test equipment and tools
- f. you take prompt and effective corrective actions to resolve any errors within the limits of your workplace responsibilities