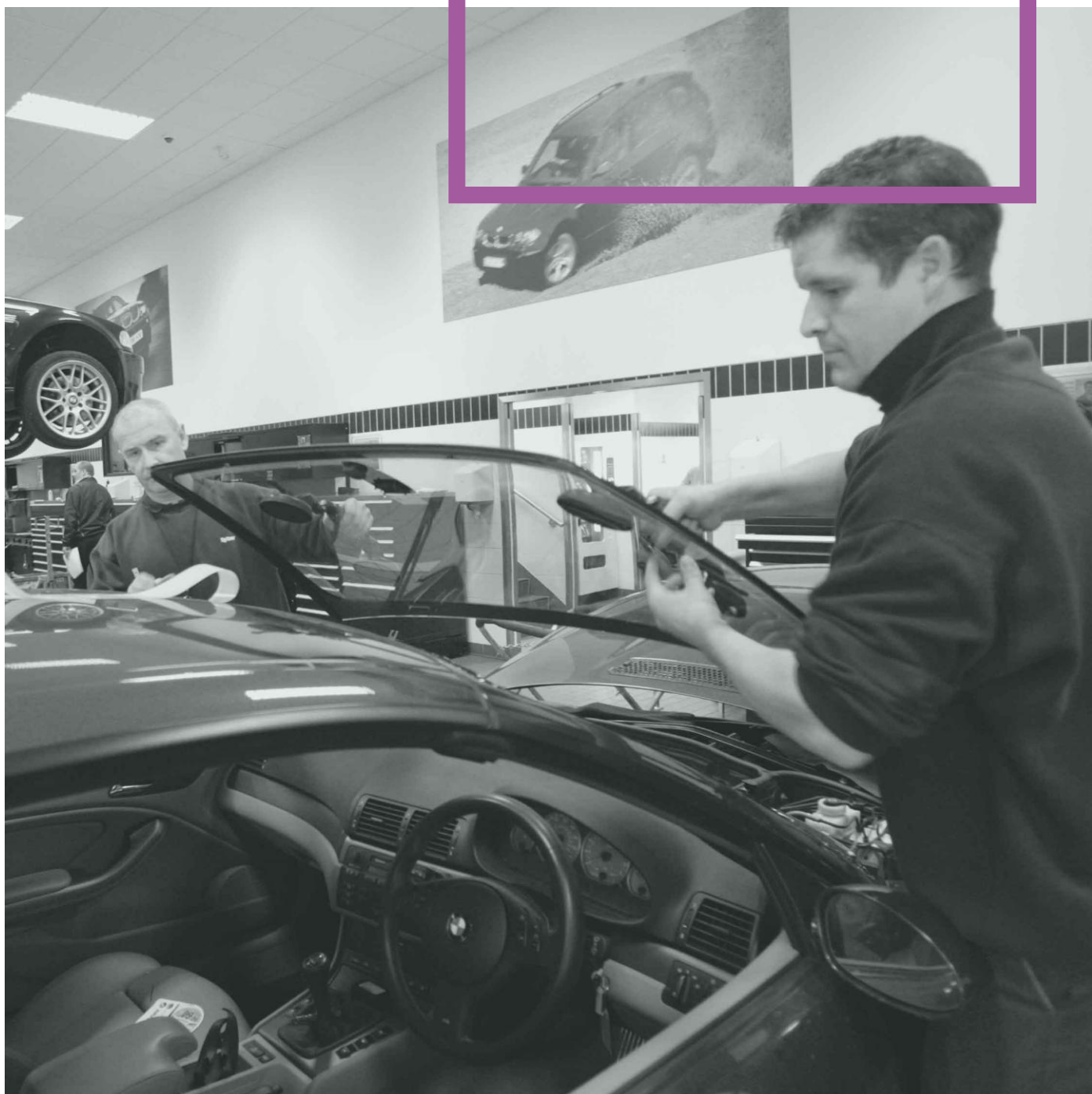




INSTITUTE OF THE
MOTOR INDUSTRY

IMI ACCREDITATION

AUTOGLAZING





What is IMI Accreditation?

IMI Accreditation is a practical, non-academic way to demonstrate individual capability, providing independent proof of current competence, knowledge and skills.

Focused on the Light Vehicle area of the automotive sector, IMI Accreditation encompasses everyone within this area, from individuals working directly on vehicles to those advising customers or managing a dealership. Three different types of accreditation reflect the diverse range of roles within the motor industry: Technical, Customer Facing and Management

Accreditation typically takes just one day to achieve (depending on the specific route), with individuals assessed against industry-agreed standards. Each accreditation route is designed using best practice techniques, and offers multiple career development options for a specific job role.

Accreditation is available for the following routes:

- Technical
 - Air Conditioning
 - Autoglazing
 - Cosmetic Repair
 - Digital Audio Broadcasting
 - Electric Vehicle
 - Fast Fit
 - Light Vehicle Maintenance & Repair
 - Light Vehicle Inspection
 - Mechanical Electrical Trim
 - Motorcycle
 - Paint
 - Panel
 - Roadside
 - Vehicle Damage Assessor
- Customer Facing
 - Customer Service
 - Parts
 - Sales
- Management
 - Management

Once an individual has passed all the required practical and knowledge-based modules in a specific route, they will receive a certificate of achievement which is valid for three years.



IMI Accreditation benefits

IMI Accreditation was created to help the motor industry keep on top of constant, rapid changes in technology, legislation and working methods, by encouraging and measuring the current competence, knowledge and ability of those working within it. By providing proof of current competence, IMI Accreditation benefits both individuals and their employers.

Those gaining accreditation receive:

- An IMI Accredited certificate
- Inclusion on IMI Professional Register
- Industry-wide recognition of their skills and abilities
- Confidence
- Advice and guidance for development
- An opportunity for career progression

While the employer of an accredited individual benefits from:

- Confidence in the individual's ability
- Eligibility for British Standard/DVSA requirements (depending on routes)
- Increased customer visibility on the IMI Professional Register
- Higher work output and fewer mistakes
- Public confidence in abilities

Industry Recognition through the IMI Professional Register

The IMI Professional Register is an industry-wide database of professionals in the motor industry. The Register is promoted to consumers as a place to find trustworthy professionals who have proven their skills and competence within specialist areas of the industry. IMI Accredited individuals are automatically included on the IMI Professional Register.

Routes to Accreditation

There are two routes to gaining IMI Accredited status: Full Assessment, and Conversion*. Full Assessment involves the completion of all practical and knowledge-based assessments at each level. Conversion enables an individual to use existing qualifications to gain exemption from specific modules.

IMI Accreditation continually evolves to meet the changing needs of the industry, with each accreditation valid for three years, after which time an individual is required to undertake a new assessment either at the same level, next career level or a different route in order to prove their current competence.

IMI Accreditations are delivered through the IMI approved centre network, and you can find your nearest centre or explore assessment routes at www.imiawards.org.uk.



Further Information

For further information on any of the accreditation routes, please visit www.theimi.org.uk/ata. Alternatively call 01992 511521 to contact IMI directly.

Who is the Autoglazing route for?

The Autoglazing route is intended for technicians whose job role involves the repair of vehicles typically involved in accidents or similar incident circumstances.

There are four levels within Autoglazing:

- **Grade 2 Technician**
 - The technician should be working in the glazing sector of the automotive industry and ideally have at least two years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.
- **Grade 1 Technician**
 - The technician should be working in the glazing sector of the automotive industry and ideally have at least three years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.
- **Master Technician**
 - The technician should be working in the glazing sector of the automotive industry and ideally have at least five years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.
- **Bodyshop Technician**
 - The technician should be working in the glazing sector of the automotive industry and ideally have at least three years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.

Autoglazing Route Structure

For technicians wishing to achieve accreditation there is only one method:

- **Full Assessment**

For technicians wishing to retain their accreditation there is only one option:

- **Full Assessment**

To achieve each module the technician is measured by a skill and knowledge test (*also see master technician note*).



Autoglazing – Grade 2 Technician

Full Assessment

This level requires the technician to complete the following modules:

Front Windscreen - Remove and Replace	AOM 096
Door Drop Glass - Basic	AOM 097
Glass Repair including Communication	AOM 098

This will normally be a one-day assessment.

Autoglazing – Grade 2 Technician

Full Assessment

This level requires the technician to complete the following modules:

Glass Repair including Communication	AOM 098
Front Windscreen Remove and Replace - Intact	AOM 099
Door Drop Glass - Complex	AOM 100
Heated Rear Windscreen Remove and Replace - Intact	AOM 101

This will normally be a one-day assessment.

Autoglazing – Master Technician

Full Assessment

This level requires the technician to complete the following modules:

Front Windscreen - Water Entry	AOM 102
Door Drop Glass - Wind Noise	AOM 103
Instructional Support - Glass Repair	AOM 104

This will normally be a one-day assessment.

Note. A requirement for technicians wishing to achieve reaccreditation at Master Technician level is the prerequisite of achieving Grade 1 Technician within the last three years.



Autoglazing – Bodyshop Technician

Full Assessment

This level requires the technician to complete the following modules:

Front Windscreen Remove and Replace - Intact	AOM 099
Heated Rear Windscreen Remove and Replace - Intact	AOM 101
Bonded Front / Rear ¼ glazing unit	AOM 105

This will normally be a one-day assessment.



Accreditation Module Title	Front Windscreen - Remove and Replace						
Module Code	ATA - AOM - 096						
Practical Assessment Time	1.5 hours						
On-line Knowledge Test	K - 096						
IMI AOM Level	2						
Module Overview	<p>This module is to ensure that the candidate has the ability to remove and replace a windscreen (with or without encapsulation).</p> <p>The candidate will be required to follow manufacturer specifications and instructions during the assessment process using the correct tools and equipment.</p> <p>The candidate will need to remove and refit vehicle trim, both interior and exterior, including items such as system sensors (i.e. rain / lighting sensors) and their associated components.</p> <p>The candidate will be required to ensure that the windscreen is aligned to the vehicle body as per the vehicle manufacturer specifications.</p> <p>The candidate should ensure that the vehicle is clean at the end of the assessment and that the vehicle system(s) are operating as per the vehicle manufacturer specification.</p>						
Candidate Profile	<p>The Grade 2 technician should be working in the glazing sector of the automotive industry and ideally have at least two years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.</p>						
Links with Accreditation Routes and Modules	<table border="1"> <tr> <td colspan="2">This module features in:</td> </tr> <tr> <td>IMI Accreditation Route</td> <td>IMI Accreditation Level</td> </tr> <tr> <td>Autoglazing</td> <td>Grade 2</td> </tr> </table>	This module features in:		IMI Accreditation Route	IMI Accreditation Level	Autoglazing	Grade 2
This module features in:							
IMI Accreditation Route	IMI Accreditation Level						
Autoglazing	Grade 2						



Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Complete a pre-inspection of the vehicle, identifying all windscreen related systems and their operation
1.2	Check replacement components are compatible of quality
1.3	Prepare the vehicle with the appropriate level of protection for the task, for both exterior and interior
1.4	Prepare the vehicle for windscreen removal by removing all necessary MET components
1.5	Remove windscreen using the most appropriate and recognised methods
1.6	Remove windscreen without causing damage to vehicle body
1.7	Inspect and identify any vehicle defects when the windscreen has been removed from the vehicle
1.8	Prepare the windscreen, MET components and vehicle for windscreen installation
1.9	Identify the method and procedure to refit the windscreen to the vehicle
1.10	Prepare glass using correct procedures
1.11	Install windscreen using assistance / suitable lifting equipment where appropriate during the installation
1.12	Complete installation by reassembling all removed components
1.13	Carry out suitable checks to ensure all components are fitted and working correctly
1.14	Carry out a sufficient level of car cleaning
1.15	Identify the 'drive away' time
1.16	Complete documentation and / or job card
1.17	Use Personal Protection Equipment (PPE)
1.18	Follow health and safety guidelines
1.19	Work within given time constraints



Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Mechanical, Electrical and Trim (MET) techniques/methods used in the replacement of windscreens
2.2	Vehicle electrical systems and related components including the vehicle safety systems required in the replacement of windscreens
2.3	Information used in the removal and refitting of autoglazing units
2.4	Tools and equipment, including their maintenance, used in the replacement of windscreens
2.5	Vehicle protection used in the replacement of windscreens
2.6	Construction of windscreens
2.7	Hybrid and Electric Vehicle technology
2.8	Legal requirements for motor vehicles
2.9	Health and safety guidelines whilst carrying out autoglazing activities



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Accreditation Module Title	Door Drop Glass - Basic				
Module Code	ATA - AOM - 097				
Practical Assessment Time	1 hour				
On-line Knowledge Test	K - 097				
IMI AOM Level	2				
Module Overview	<p>This module is to ensure that the candidate has the ability to replace a door drop glass.</p> <p>The candidate will be required to follow manufacturer specifications and instructions during the assessment process using the correct tools and equipment.</p> <p>The candidate will need to remove and refit vehicle trim, both interior and exterior, including door trim (cards), handles and door membranes.</p> <p>The candidate will need to advise if any of the components removed need to be replaced during the repair procedures.</p> <p>The candidate will be required to ensure that the drop glass is aligned to the vehicle body as per the vehicle manufacturer specifications.</p> <p>The candidate should ensure that the vehicle is clean at the end of the assessment and that the vehicle system(s) are operating as per the vehicle manufacturer specification.</p>				
Candidate Profile	<p>The Grade 2 glazing technician should be working in the glazing sector of the automotive industry and ideally have at least two years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.</p>				
Links with Accreditation Routes and Modules	<p>This module features in:</p> <table border="1"> <thead> <tr> <th>IMI Accreditation Route</th> <th>IMI Accreditation Level</th> </tr> </thead> <tbody> <tr> <td>Autoglazing</td> <td>Grade 2</td> </tr> </tbody> </table>	IMI Accreditation Route	IMI Accreditation Level	Autoglazing	Grade 2
IMI Accreditation Route	IMI Accreditation Level				
Autoglazing	Grade 2				

Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Complete a pre-inspection of the vehicle, identifying all windscreen related systems and their operation
1.2	Prepare the vehicle with the appropriate level of protection for the task, for both exterior and interior
1.3	Replace the door drop glass using the most appropriate and recognised method(s)
1.4	Prepare the vehicle for door drop glass replacement by removing all necessary MET components
1.5	Clear the vehicle and surrounding area of glass remnants (if required)
1.6	Prepare the vehicle for door drop glass removal by removing all necessary components
1.7	Prepare the door drop glass and vehicle for glass installation
1.8	Install the door drop glass to the vehicle as per identified methods
1.9	Complete the installation by reassembling all removed components correctly
1.10	Check the replacement of the door drop glass for correct alignment to vehicle and body
1.11	Check all new products to be fitted for compatibility and quality
1.12	Carry out suitable checks to ensure drop glass and all associated components are fitted and working correctly
1.13	Carry out a sufficient level of car cleaning
1.14	Complete documentation and / or job card
1.15	Use Personal Protection Equipment (PPE)
1.16	Follow health and safety guidelines
1.17	Work within given time constraints

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Mechanical, Electrical and Trim (MET) techniques / methods used in the replacement of door drop glass
2.2	Vehicle electrical systems and related components including the vehicle safety systems required in the replacement of drop glass units
2.3	Information used in the removal and refitting of drop glass units
2.4	Tools and equipment, including their maintenance, used in the replacement of drop glass units
2.5	Vehicle protection used in the replacement of drop glass
2.6	Legal requirements for motor vehicles
2.7	Health and safety guidelines whilst carrying out autoglazing activities



Accreditation Module Title	Glass Repair including Communication
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Module Code	ATA - AOM - 098
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Practical Assessment Time	0.75 hour
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On-line Knowledge Test	K - 098
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IMI AOM Level	2
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Module Overview	
<p>This module is to ensure that the candidate has the ability to carry out a windscreen repair to the specification of British Standard 242a including identifying the damage type, the size and the position of the chip.</p> <p>The candidate will be required to follow manufacturer specifications and instructions during the assessment process using the correct tools and equipment. If any of the components removed need to be replaced during the repair procedures, the candidate will need to advise of this. The candidate should ensure that the vehicle is clean at the end of the assessment and that the vehicle system(s) are operating as per the vehicle manufacturer specification.</p> <p>The candidate will need to return the glass repair equipment to its pre-assessment condition and identify any items that require replacing or repairing ready to repair another windscreen chip.</p> <p>During the assessment the candidate will be assessed on their ability to communicate effectively with the customer and be able to explain, in non-technical terminology, the repair and any problems associated during the process.</p>	

Candidate Profile	
<p>The Grade 2 glazing technician should be working in the glazing sector of the automotive industry and ideally have at least two years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.</p>	

Links with Accreditation Routes and Modules	
This module features in:	
IMI Accreditation Route	IMI Accreditation Level
Autoglazing	Grade 2
	Grade 1



Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Complete a pre-inspection of the vehicle, identifying all windscreen related systems and their operation
1.2	Establish if the repair is feasible according to BSAU242a
1.3	Protect vehicle using the appropriate amount of car care for glass repair
1.4	Undertake consultation with customer to inform of actions and expectations prior to starting the repair
1.5	Prepare and clean the glass damage area
1.6	Check the glass repair equipment is complete, products within date (if applicable), are serviceable and functioning correctly
1.7	Attach repair equipment to the windscreen
1.8	Apply the resin as per manufacturers recommendations
1.9	Remove repair equipment and cured resin as per manufacturers recommendations
1.10	Clean glass exterior and interior, leaving vehicle clean and tidy
1.11	Complete glass repair in accordance with BSAU242a
1.12	Carry out a sufficient level of car cleaning
1.13	Ensure tools and equipment are fit for purpose and stored post glass repair
1.14	Complete documentation and / or job card
1.15	Use Personal Protection Equipment (PPE)
1.16	Follow health and safety guidelines
1.17	Work within given time constraints
1.18	Welcome the customer - meet and greet
1.19	Ask the customer probing questions using non technical language
1.20	Use active listening skills
1.21	Use simple, non technical responses to questions asked by customer
1.22	Apply a diplomatic and polite attitude
1.23	Apply good listening skills
1.24	Use effective body language
1.25	Use effective eye contact
1.26	Communicate effectively using clear communication throughout exercise
1.27	Thank the customer post repair



Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Information used in the glass repair process including BSAU242a
2.2	Products used in the automotive glass repair process
2.3	Tools and equipment, including their maintenance, used in glass repair
2.4	Vehicle protection used in the glass repair process
2.5	Construction of windscreens
2.6	Legal requirements for motor vehicles
2.7	Health and safety guidelines whilst carrying out autoglazing activities
2.8	Questioning techniques
2.9	Listening techniques
2.10	Communication techniques
2.11	Body language
2.12	Legislation
2.13	Health and safety



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Accreditation Module Title	Front Windscreen Remove and Replace - Intact
Module Code	ATA - AOM - 099
Practical Assessment Time	2.5 hours
On-line Knowledge Test	K - 099
IMI AOM Level	3

Module Overview	
<p>This module is to ensure that the candidate has the ability to remove and replace a windscreen (with encapsulation) without damage to either the windscreen glass or the vehicle body.</p> <p>The candidate will be required to follow manufacturer specifications and instructions during the assessment process using the correct tools and equipment.</p> <p>The candidate will need to remove and refit vehicle trim, both interior and exterior, including items such as system sensors (i.e. rain/lighting sensors) and their associated components.</p> <p>The candidate will be required to ensure that the windscreen is aligned to the vehicle body as per the vehicle manufacturer specifications.</p> <p>The candidate should ensure that the vehicle is clean at the end of the assessment and that the vehicle system(s) are operating as per the vehicle manufacturer specification.</p>	

Candidate Profile	
<p>The Grade 1 or the bodyshop glazing technician should be working in the glazing sector of the automotive industry and ideally have at least three years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.</p>	

Links with Accreditation Routes and Modules	
This module features in:	
IMI Accreditation Route	IMI Accreditation Level
Autoglazing	Grade 1
	Bodyshop

Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Complete a pre-inspection of the vehicle, identifying all windscreen related systems and their operation
1.2	Check replacement components are compatible of quality
1.3	Prepare the vehicle with the appropriate level of protection for the task, for both exterior and interior
1.4	Prepare the vehicle for windscreen removal by removing all necessary MET components
1.5	Remove windscreen using the most appropriate and recognised methods
1.6	Remove windscreen without causing damage to vehicle body
1.7	Remove windscreen without causing damage to windscreen glass or encapsulation
1.8	Inspect and identify any vehicle defects when the windscreen has been removed from the vehicle
1.9	Prepare the windscreen, MET components and vehicle for windscreen installation
1.10	Identify the method and procedure to refit the windscreen to the vehicle
1.11	Prepare glass using correct procedures
1.12	Install windscreen using assistance / suitable lifting equipment, where appropriate, during the installation
1.13	Complete installation by reassembling all removed components
1.14	Undertake suitable checks to ensure all components (including sensors etc) are fitted correctly
1.15	Check that all vehicle systems associated with the replacement of the windscreen are reinitialised and working correctly as per manufacturer specification
1.16	Carry out a sufficient level of car cleaning
1.17	Identify the 'drive away' time
1.18	Complete documentation and / or job card
1.19	Use Personal Protection Equipment (PPE)
1.20	Follow health and safety guidelines
1.21	Work within given time constraints



Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Mechanical, Electrical and Trim (MET) techniques / methods used in the replacement of windscreens
2.2	Vehicle electrical systems and related components, including the vehicle safety systems required in the replacement of windscreens
2.3	Vehicle systems, applicable to the replacement of glazing components, that require recalibration following the replacement of windscreens
2.4	Information used in the removal and refitting of autoglazing units
2.5	Tools and equipment, including their maintenance, used in the replacement of windscreens
2.6	Use of Scan / Diagnostic equipment during the replacement of glazing units
2.7	Power tools used in the replacement of glazing units
2.8	Vehicle protection used in the replacement of windscreens
2.9	Construction of windscreens
2.10	Hybrid and Electric Vehicle technology
2.11	Legal requirements for motor vehicles
2.12	Health and safety guidelines whilst carrying out autoglazing activities



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Accreditation Module Title	Door Drop Glass - Complex
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Module Code	ATA - AOM - 100
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Practical Assessment Time	1.5 hours
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On-line Knowledge Test	K - 100
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IMI AOM Level	3
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Module Overview	
<p>This module is to ensure that the candidate has the ability to replace a door drop glass to either a frameless door, a modular type construction or to door drop glass units that require the door skin removal.</p> <p>The candidate will be required to follow manufacturer specifications and instructions during the assessment process using the correct tools and equipment.</p> <p>The candidate will need to remove and refit vehicle trim both interior and exterior including door trim (cards), handles and door membranes.</p> <p>The candidate will need to advise if any of the components removed need to be replaced during the repair procedures.</p> <p>The candidate will be required to ensure that the drop glass is aligned to the vehicle body as per the vehicle manufacturer specifications.</p> <p>The candidate should ensure that the vehicle is clean at the end of the assessment and that the vehicle system(s) are operating as per the vehicle manufacturer specification.</p>	

Candidate Profile	
<p>The Grade 1 glazing technician should be working in the glazing sector of the automotive industry and ideally have at least three years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.</p>	

Links with Accreditation Routes and Modules	
This module features in:	
IMI Accreditation Route	IMI Accreditation Level
Autoglazing	Grade 1

Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Complete a pre-inspection of the vehicle, identifying all windscreen related systems and their operation
1.2	Prepare the vehicle with the appropriate level of protection for the task, both for exterior and interior
1.3	Identify the correct method to remove / replace door drop glass within a frameless / modular / door glass that requires the outer door skin removal
1.4	Prepare the vehicle for door drop glass replacement by removing all necessary MET components
1.5	Clear the vehicle and surrounding area of glass remnants
1.6	Prepare the vehicle for drop glass removal by removing all necessary components
1.7	Prepare the door drop glass and vehicle for glass installation
1.8	Install the door drop glass to the vehicle as per identified methods
1.9	Identify the MET components that need to be replaced/renewed during the repair (inc door membrane(s))
1.10	Complete installation by reassembling all removed components correctly
1.11	Check the replacement of the door drop glass for correct alignment to vehicle and body
1.12	Check new products to be fitted for compatibility and quality
1.13	Carry out suitable checks to ensure drop glass and all associated components are fitted and working correctly
1.14	Carry out a sufficient level of car cleaning
1.15	Complete documentation and / or job card
1.16	Use Personal Protection Equipment (PPE)
1.17	Follow health and safety guidelines
1.18	Work within given time constraints



Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Mechanical, Electrical and Trim (MET) techniques / methods used in the replacement of door drop glass
2.2	Vehicle electrical systems and related components including vehicle safety systems required in the replacement of drop glass units
2.3	Information used in the removal and refitting of drop glass units
2.4	Vehicle systems, applicable to the replacement of glazing components, which require recalibration following the replacement of a drop glass unit
2.5	Tools and equipment including their maintenance used in the replacement of drop glass units
2.6	Vehicle protection used in the replacement of drop glass
2.7	Legal requirements for motor vehicles
2.8	Health and safety guidelines whilst carrying out autoglazing activities



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Accreditation Module Title	Heated Rear Windscreen Remove and Replace - Intact
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Module Code	ATA - AOM - 101
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Practical Assessment Time	1.5 hours
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On-line Knowledge Test	K - 101
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IMI AOM Level	3
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Module Overview	
<p>This module is to ensure that the candidate has the ability to remove and replace a rear windscreen with electrical components such as a heated screen without damage to the glass or the vehicle body / tailgate.</p> <p>The candidate will be required to follow manufacturer specifications and instructions during the assessment process using the correct tools and equipment.</p> <p>The candidate will need to remove and refit vehicle trim, for both interior and exterior, including items such as rear wiper / motor and their associated components.</p> <p>The candidate will be required to ensure that the rear windscreen is aligned to the vehicle body as per the vehicle manufacturer specifications.</p> <p>The candidate should ensure that the vehicle is clean at the end of the assessment and that the vehicle system(s) are operating as per the vehicle manufacturer specification.</p>	

Candidate Profile	
<p>The Grade 1 or the bodyshop glazing technician should be working in the glazing sector of the automotive industry and ideally have at least three years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.</p>	

Links with Accreditation Routes and Modules	
This module features in:	
IMI Accreditation Route	IMI Accreditation Level
Autoglazing	Grade 1
	Bodyshop

Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Complete a pre-inspection of the vehicle, identifying all rear windscreen related systems and their operation
1.2	Check replacement components are compatible of quality
1.3	Prepare the vehicle with the appropriate level of protection for the task, both for exterior and interior
1.4	Prepare the vehicle for rear windscreen removal by removing all necessary MET components
1.5	Remove the heated rear windscreen using the most appropriate and recognised method
1.6	Remove the heated rear windscreen without causing damage to vehicle body
1.7	Remove the heated rear windscreen without causing damage to the glass or encapsulation (if applicable)
1.8	Prepare the rear windscreen, MET components and vehicle for installation
1.9	Identify the method and procedure to refit the heated rear windscreen to the vehicle
1.10	Prepare glass using correct procedures
1.11	Install the heated rear windscreen using assistance / suitable lifting equipment where appropriate during the installation
1.12	Check that all vehicle systems associated with the replacement of the heated rear windscreen are reinitialised and working correctly as per manufacturer specification
1.13	Carry out a sufficient level of car cleaning
1.14	Identify the 'drive away' time
1.15	Complete documentation and / or job card
1.16	Use Personal Protection Equipment (PPE)
1.17	Follow health and safety guidelines
1.18	Work within given time constraints



Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Mechanical, Electrical and Trim (MET) techniques / methods used in the replacement of glazing units
2.2	Vehicle electrical systems and related components required in the replacement of glazing units
2.3	Information used in the removal and refitting of autoglazing units
2.4	Tools and equipment, including their maintenance, used in the replacement of glazing units
2.5	Vehicle protection used in the replacement of glazing units
2.6	Construction of automotive glass
2.7	Legal requirements for motor vehicles
2.8	Health and safety guidelines whilst carrying out autoglazing activities



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Accreditation Module Title	Front Windscreen - Water Entry
Module Code	ATA - AOM - 102
Practical Assessment Time	3 hours
On-line Knowledge Test	K - 102
IMI AOM Level	4
Module Overview	<p>This module is to ensure that the candidate has the ability to liaise with the customer with regards to a fault with the windscreen replacement of their vehicle.</p> <p>The technician will be required to diagnose the fault, remove and refit the windscreen (with encapsulation) without damage to either the windscreen glass or the vehicle body.</p> <p>The candidate will be required to follow manufacturer specifications and instructions during the assessment process using the correct tools and equipment.</p> <p>The candidate will need to remove and refit vehicle trim, both interior and exterior, including items such as system sensors (i.e. rain / lighting sensors) and their associated components.</p> <p>The candidate will be required to ensure that the windscreen is aligned to the vehicle body as per the vehicle manufacturer specifications. The candidate should ensure that the vehicle is clean at the end of the assessment and that the vehicle system(s) are operating as per the vehicle manufacturer specification.</p> <p>After rectification of the fault, the technician will need to complete a full report on the rectification process and recommend procedures that should ensure that the fault does not reoccur.</p>
Candidate Profile	<p>The master glazing technician should be working in the glazing sector of the automotive industry and ideally have at least five years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.</p> <p>The master technician must have achieved the IMI Accreditation Automotive Glazing Grade 1 technician within the last three years.</p>
Links with Accreditation Routes and Modules	
This module features in:	
IMI Accreditation Route	IMI Accreditation Level
Autoglazing	Master Technician

Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Complete a pre-inspection of the vehicle, identifying all windscreen related systems and their operation
1.2	Diagnose and establish the technical problem to the windscreen fitment
1.3	Check any replacement components (if required) to be fitted for compatibility and quality
1.4	Prepare the vehicle with the appropriate level of protection for the task, both for exterior and interior
1.5	Prepare the vehicle for windscreen removal by removing all necessary MET components
1.6	Remove windscreen using the most appropriate and recognised methods
1.7	Remove windscreen without causing damage to vehicle body
1.8	Remove windscreen without causing damage to windscreen glass or encapsulation
1.9	Rectify the technical problem
1.10	Prepare the windscreen, MET components and vehicle for windscreen installation
1.11	Identify the method and procedure to refit the windscreen to the vehicle
1.12	Prepare glass using correct procedures
1.13	Identify the use of lifting equipment where necessary during the installation of a windscreen
1.14	Install windscreen using assistance / suitable lifting equipment where appropriate during the installation
1.15	Complete installation by reassembling all removed components
1.16	Undertake suitable checks to ensure all components (including sensors etc) are fitted correctly
1.17	Check that all vehicle systems associated with the replacement of the windscreen are reinitialised and working correctly as per manufacturer specification
1.18	Carry out a sufficient level of car cleaning
1.19	Ensure that the work area is left in a clean and in a safe condition
1.20	Identify the 'drive away' time
1.21	Complete documentation and / or job card
1.22	Complete report on the vehicle fault - symptom, effect and cause, recommending a procedure to rectify the problem
1.23	Use Personal Protection Equipment (PPE)
1.24	Follow health and safety guidelines
1.25	Work within given time constraints



Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Mechanical, Electrical and Trim (MET) techniques / methods used in the replacement of windscreens
2.2	Vehicle electrical systems and related components including the vehicle safety systems required in the replacement of windscreens
2.3	Vehicle systems applicable to the replacement of glazing components which require recalibration and / or resetting following the replacement of windscreens
2.4	Information used in the removal and refitting of autoglazing units
2.5	Tools and equipment, including their maintenance, used in the replacement of windscreens
2.6	Use of Scan / Diagnostic equipment and their function during the replacement of glazing units
2.7	Power tools used in the replacement of glazing units
2.8	Vehicle protection used in the replacement of windscreens
2.9	Construction of windscreens
2.10	Hybrid and Electric Vehicle technology
2.11	Legal requirements for motor vehicles
2.12	Health and safety guidelines whilst carrying out autoglazing activities



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Accreditation Module Title	Door Drop Glass - Wind Noise
Module Code	ATA - AOM - 103
Practical Assessment Time	3 hours
On-line Knowledge Test	K - 103
IMI AOM Level	4

Module Overview	
<p>This module is to ensure that the candidate has the ability to liaise with the customer with regards to a fault with the door drop glass replacement to their vehicle.</p> <p>This module is to ensure that the candidate has the ability to replace a door drop glass to either a frameless door, a modular type construction or to drop glass units that require the door skin removal.</p> <p>The candidate will be required to follow manufacturer specifications and instructions during the assessment process using the correct tools and equipment.</p> <p>The candidate will need to remove and refit vehicle trim both interior and exterior including door trim (cards), handles and door membranes.</p> <p>The candidate will need to advise if any of the components removed need to be replaced during the repair procedures.</p> <p>The candidate will be required to ensure that the drop glass is aligned to the vehicle body as per the vehicle manufacturer specifications.</p> <p>The candidate should ensure that the vehicle is clean at the end of the assessment and that the vehicle system(s) are operating as per the vehicle manufacturer specification.</p> <p>After rectification of the fault, the technician will need to complete a full report on the rectification process and recommend procedures that should ensure the fault does not reoccur.</p>	

Candidate Profile	
<p>The master glazing technician should be working in the glazing sector of the automotive industry and ideally have at least five years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.</p> <p>The master technician must have achieved the IMI Accreditation Automotive Glazing Grade 1 technician within the last three years.</p>	

Links with Accreditation Routes and Modules	
This module features in:	
IMI Accreditation Route	IMI Accreditation Level
Autoglazing	Master Technician



Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Complete a pre-inspection of the vehicle, identifying all windscreen related systems and their operation
1.2	Diagnose and establish the technical problem to the drop glass
1.3	Prepare the vehicle with the appropriate level of protection for the task, both for exterior and interior
1.4	Identify the method(s) to remove/replace/adjust drop glass within either a frameless, modular or door glass unit that requires the outer door skin removal
1.5	Rectify the technical problem
1.6	Identify the MET components that need to be replaced/renewed during the repair (inc door membrane(s))
1.7	Check the alignment during the replacement of the door drop glass
1.8	Check any replacement components (if required) to be fitted for compatibility and quality
1.9	Check that all vehicle systems associated with the replacement of the drop glass are reinitialised and working correctly as per manufacturer specification
1.10	Carry out a sufficient level of car cleaning
1.11	Ensure that the work area is left in a clean and in a safe condition
1.12	Complete documentation and / or job card
1.13	Complete report on the vehicle fault - symptom, effect and cause and recommend a procedure to rectify the problem
1.14	Use Personal Protection Equipment (PPE)
1.15	Follow health and safety guidelines
1.16	Work within given time constraints



Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Mechanical, Electrical and Trim (MET) techniques / methods used in the replacement of drop glass units including frameless doors, modular drop glass or glazing units which require the removal of the door outer skin
2.2	Vehicle electrical systems and related components, including the vehicle safety systems required in the replacement of drop glass units
2.3	Vehicle systems, applicable to the replacement of glazing components, which require recalibration following the replacement of drop glass units
2.4	Information used in the removal and refitting of autoglazing units
2.5	Tools and equipment, including their maintenance, used in the replacement of drop glass
2.6	Use of Scan / Diagnostic equipment during the replacement of glazing units
2.7	Vehicle protection used in the removal / replacement of drop glass units
2.8	Hybrid and Electric Vehicle technology
2.9	Legal requirements for motor vehicles
2.10	Health and safety guidelines whilst carrying out autoglazing activities



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Accreditation Module Title	Instructional Support - Glass Repair
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Module Code	ATA - AOM - 104
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Practical Assessment Time	1 hour
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On-line Knowledge Test	K - 104
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IMI AOM Level	4
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Module Overview	
<p>This module is to ensure that the candidate has the ability to train / mentor others (apprentices / technicians) in the workplace. This will require the candidate to have a good knowledge of the subject, be able to simplify the subject matter and transfer their knowledge to a trainee.</p> <p>The candidate will have the ability to carry out a windscreen repair to the specification of British Standard 242a identifying the damage type, the size and the position of the chip. The candidate will be required to carry out a practical demonstration during the assessment. The candidate will be required to demonstrate their ability to use training aids and their relevance in the transfer of information. The candidate will need to demonstrate that the information has been transferred to the trainee. The candidate will be given sufficient time within the assessment to prepare for the instructional support task.</p> <p>The candidate will need to return the glass repair equipment to its pre-assessment condition and identify any items which require replacing or repairing ready to repair another windscreen chip.</p>	

Candidate Profile	
<p>The master glazing technician should be working in the glazing sector of the automotive industry and ideally have at least five years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units. The master technician must have achieved the IMI Accreditation Automotive Glazing Grade 1 technician within the last three years.</p>	

Links with Accreditation Routes and Modules	
This module features in:	
IMI Accreditation Route	IMI Accreditation Level
Autoglazing	Master Technician



Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Select the appropriate training aids to allow the required knowledge to be imparted to the trainee
1.2	Establish with the trainee if the glass repair is feasible according to BSAU242a
1.3	Identify with the trainee the actions necessary to protect the vehicle using the appropriate amount of car care for glass repair
1.4	Identify with the trainee the actions necessary to prepare and clean glass damage
1.5	Identify with the trainee the actions necessary to check glass repair equipment is complete, products within date (if applicable), serviceable and functioning as the manufacturer intended
1.6	Identify with the trainee the attachment of the repair equipment to the windscreen
1.7	Identify with the trainee the actions necessary to apply the resin as per manufacturer's recommendations
1.8	Identify with the trainee the actions necessary to remove the repair equipment and cure the resin as per manufacturers recommendations
1.9	Identify with the trainee the actions necessary to clean glass exterior and interior, leaving the vehicle clean and tidy
1.10	Identify with the trainee that the glass repair has been completed in accordance with BSAU242a
1.11	Identify with the trainee the actions necessary to ensure the cleanliness of tools and equipment before, during and after task
1.12	Identify with the trainee that the tools and equipment are fit for purpose post glass repair
1.13	Identify with the trainee the actions necessary to ensure that the tools and equipment are stored correctly post glass repair
1.14	Demonstrate knowledge of the subject throughout instructional support to be able to answer questions from the trainee
1.15	Transfer knowledge to the trainee
1.16	Demonstrate the subject through actions / verbal communication
1.17	Demonstrate the subject with the use of instructional aids
1.18	Demonstrate confirmation that the trainee has gained knowledge of subject/knowledge being transferred
1.19	Communicate clearly throughout the transfer of knowledge
1.20	Use language and terminology that the trainee understands
1.21	Coach / mentor others
1.22	Select and use appropriate PPE during assessment for all parties
1.23	Ensure that all health and safety requirements relative to assessment are met at all times, for all parties



Knowledge Requirements – Glass Repair	
The candidate must indicate a sound knowledge of:	
2.1	Mechanical, Electrical and Trim (MET) techniques / methods used in the replacement of door drop glass
2.2	Vehicle electrical systems and related components, including the vehicle safety systems required in the replacement of drop glass units
2.3	Information used in the removal and refitting of drop glass units
2.4	Tools and equipment, including their maintenance, used in the replacement of drop glass units
2.5	Vehicle protection used in the replacement of drop glass
2.6	Legal requirements for motor vehicles
2.7	Health and safety guidelines whilst carrying out autoglazing activities

Knowledge Requirements – Instructional Support	
The candidate must indicate a sound knowledge of:	
2.8	The transfer of information to others
2.9	The use of methods to train / impart knowledge to others
2.10	Assessing the ability of others in the workplace
2.11	The use of training aids
2.12	Health and safety



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Accreditation Module Title	Bonded Front / Rear ¼ Glazing Unit - Intact
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Module Code	ATA - AOM - 105
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Practical Assessment Time	1 hour
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On-line Knowledge Test	K - 105
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IMI AOM Level	3
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Module Overview	
<p>This module is to ensure that the candidate has the ability to remove and replace a front or rear quarter glazing unit that may or may not feature electrical components, without damage to either the glass or the vehicle body.</p> <p>The candidate will be required to follow manufacturer specifications and instructions during the assessment process using the correct tools and equipment.</p> <p>The candidate will be required to ensure that the front / rear screen is aligned to the vehicle body as per the vehicle manufacturer specifications.</p> <p>The candidate should ensure that the vehicle is clean at the end of the assessment and that the vehicle system(s) are operating as per the vehicle manufacturer specification.</p>	

Candidate Profile	
<p>The bodyshop glazing technician should ideally have at least three years experience to ensure they are familiar with the skills, knowledge and techniques required to replace and repair automotive glazing units.</p>	

Links with Accreditation Routes and Modules	
This module features in:	
IMI Accreditation Route	IMI Accreditation Level
Autoglazing	Bodyshop

Skills Requirements	
The candidate must demonstrate the ability to:	
1.1	Check replacement components are compatible of quality
1.2	Prepare the vehicle with the appropriate level of protection for the task, both for exterior and interior
1.3	Remove bonded $\frac{1}{4}$ glazing unit using the most appropriate and recognised method
1.4	Remove bonded $\frac{1}{4}$ glazing unit without causing damage to vehicle body
1.5	Remove bonded $\frac{1}{4}$ glazing unit without causing damage to glass
1.6	Correctly prepare the bonded $\frac{1}{4}$ glazing unit for installation
1.7	Identify the method and procedure to refit the bonded $\frac{1}{4}$ glazing unit to the vehicle
1.8	Prepare glass using correct procedures
1.9	Complete installation by reassembling all removed components
1.10	Carry out a sufficient level of car cleaning
1.11	Identify the 'drive away' time
1.12	Complete documentation and / or job card
1.13	Use Personal Protection Equipment (PPE)
1.14	Follow health and safety guidelines
1.15	Work within given time constraints

Knowledge Requirements	
The candidate must indicate a sound knowledge of:	
2.1	Mechanical, Electrical and Trim (MET) techniques / methods used in the replacement of glazing units
2.2	Vehicle electrical systems and related components, required in the replacement of glazing units
2.3	Information used in the removal and refitting of autoglazing units
2.4	Tools and equipment, including their maintenance, used in the replacement of glazing units
2.5	Vehicle protection used in the replacement of glazing units
2.6	Construction of automotive glass
2.7	Legal requirements for motor vehicles
2.8	Health and safety guidelines whilst carrying out autoglazing activities