



VEHICLE DAMAGE ASSESSOR – MQF/EQF LEVEL 4 INFORMATION HANDBOOK

ON

The process of validation of informal and non-formal learning for Vehicle Damage Assessors

The Assessment Board:

The Assessment Board is appointed by the Minister responsible for Jobsplus by means of Article 26 of the Employment and Training Services Act 2018 to ascertain proficiency or competency in a particular occupation.

This handbook describes the competences that candidates need to possess before sitting for the Vehicle Damage Assessor validation process. Successful candidates acquire an *Award as Vehicle Damage Assessor* pegged at Level 4 of the Malta Qualifications Framework and also the European Qualifications Framework and which is endorsed by the Malta Further and Higher Education Authority (MFHEA).

Eligibility:

Candidates who are interested in acquiring the *Award as Vehicle Damage Assessor* can apply for their knowledge, skills and competences to be assessed, recognised and validated if they possess the necessary competences and skills as defined in this handbook.

The prospective candidate must have 3 years experience in the respective field. This is in line with S.L. 327.432 of 2012 which regulates the Validation of Informal and Non-formal Learning. The Assessment Board may request a reference letter to confirm the years of experience claimed by the candidate and reserves the right to contact the Institution and/or referee at will.

The Assessment Board is free to contact the Institution and/or referee at will in order to confirm experiences and training claimed by the candidate.

Initial Assessment Plan:

The Assessment Board will conduct an induction session for candidates interested in acquiring the *Award in Vehicle Damage Assessor*, and review the portfolio and the experience presented to plan the appropriate assessments according to the individual's experience and needs. During the induction session, the candidate is also instructed on how to collect evidence used as a proof of their practical experience.

Evidence sources may include:

- Work Activity
- Witness Testimony
- Health & Safety Documents/ Reports/ Procedures
- Photographic Evidence / Risk Assessments / Instructions
- Work-based confirmation of evidence not observed by assessor.

Assessment Criteria:

The Assessment Criteria for the validation process are based on the National Occupational Standards. Following is an abstract of the list of competences that the candidate must possess prior to applying for the validation process. For further information you can download the National Occupational Standards from the following link:

<http://ncfhe.gov.mt/en/services/Documents/VINFL/NOS%20Automotive/Vehicle%20Damage%20Assessor%20MQF%20Level%204.pdf>

VDA 401: Contribute to Housekeeping in Motor Vehicle Environments

The candidate must have the necessary knowledge and skills to:

1. Carry out routine checks and cleaning on work tools and equipment.
2. Replace minor parts and perform visual inspection of electrical, mechanical, pneumatic and hydraulic equipment.
3. Carry out the day to day work area cleaning and clearing away unwanted material.
4. Clean up spillages
5. Adequately dispose waste, used materials and debris.

VDA 402: Reduce Risks to Health and Safety in the Motor Vehicle Environment

The candidate must have the necessary knowledge and skills to:

1. Identify the risks resulting from the use and maintenance of machinery and equipment.
2. Identify the risks resulting from the use of material and substances.
3. Be familiar with the working practices which do not conform to laid down policies.
4. Be familiar with working policies about Environmental factors.
5. Identify the risks resulting from the incorrect use of personal protective equipment.

VDA 403: Maintain Working Relationships in the Motor Vehicle Environment

The candidate must have the necessary knowledge and skills to:

1. Maintain good relationships both horizontally (immediate work colleagues) and vertically (Supervisors and Managers).
2. Respond to requests for assistance covering technical assistance and personal assistance.

VDA 404: Understand and identify customer needs and reach consensus on motor vehicle damage

The candidate must have the necessary knowledge and skills to:

1. Understand and explain the legislative and organisational requirements and procedures.
2. Communicate effectively with customers both in spoken and written communication methods.
3. Know and evaluate the range of options available to resolve the vehicle problems.
4. Provide professional advice and clear information to vehicle owner or his representative.
5. Provide a line of action that is agreed upon with the customer which includes the extent of work to be undertaken, terms and conditions applicable, relative costs and the timeframes for completion for the repairs of a motor vehicle.

VDA 405: Establish and document vehicle data and damage, customer needs and vehicle repair data

The candidate must have the necessary knowledge and skills to:

1. Apply the statutory and regulatory requirements and procedures.
2. How to use the equipment necessary during the appraising and estimating process.
3. How to maintain equipment used adequately.
4. How to appraise damage.
5. How to interpret and apply repair methods and data.
6. How to establish the costs related to the repair process.
7. How to use appropriate photographic equipment.
8. How to establish and agree upon a repair methodology.
9. How to record all necessary documentation.

VDA 406: Compile pre-damage evaluation report

The candidate must have the necessary knowledge and skills to:

1. Identify the procedure necessary to carry out a suitable initial assessment.
2. Carry out the initial assessment according to the established procedure.
3. Report pre-accident condition and valuation.

VDA 407: Appraise vehicle damage, establish correct repair methods and estimating costs

The candidate must have the necessary knowledge and skills to:

1. Establish and evaluate the dynamics of the accident including the direction, point and severity of impact on the damaged vehicle.
2. Carry out check up operations.
3. Evaluate that recorded damage matches established incident circumstances.

VDA 408: Examine Vehicle Damage following Accident

The candidate must have the necessary knowledge and skills to:

1. Examine and compile a report of the vehicle damage caused by the accident.
2. Communicate effectively with all parties concerned including also the report compiled.
3. Gather and give constructive feedback from and to others.
4. Analyse and examine damage based on the vehicle technical examination and record and report.
5. Establish that recorded and reported damage matches incident circumstances.

Mode of Assessment:

A candidate will be assessed on all the above listed competences. Assessment will be made up from different components, namely:

A. Practical Work

Practical work could be assessed by a task created to simulate the work environment. During the practical test a candidate will be asked to perform a number of tasks in line with the assessment criteria. Assessment can either be held in a simulated workshop or on site. Information on the assessment venue will be provided by Jobsplus prior to the assessment. Multiple sessions might be held.

B. Knowledge and Understanding

Candidates will be assessed on knowledge and understanding orally during an interview and/ or in writing through a written test paper.

C. Interview to verify product evidence and supplementary evidence

During the interview the Board will continue assessing candidates in relation to their knowledge, skills and competences in the respective occupation. Candidates are encouraged to present photographic evidence, workbooks or logbooks to illustrate their work.

To successfully pass from the assessment, candidates need to proof their competences in all enlisted criteria as defined in the National Occupational Standards. Following assessment candidates will receive a formal result slip issued by Jobsplus in collaboration with MFHEA. The result slip will indicate whether the candidate has obtained a Pass or a Fail in all criteria. Nonetheless persons who fail any of these criteria will have the possibility to sit for a re-sit.

Resits:

Candidates who do not pass from any of the enlisted criteria will be guided for further development in the failed criterion/criteria.

The failed criterion/criteria will be communicated in the result slip issued by Jobsplus. Date, time and venue of re-sit would be communicated to the candidate by Jobsplus. The candidate will be guided by the Assessment Board with respect to the areas for improvement prior to the re-sit.

Appeals:

Candidates who fail the assessment and wish to contest the decision taken by the Assessment Board can submit a formal request for further feedback to Jobsplus. An appeal can be lodged within 10 working days from the result slip issued by Jobsplus. In the eventuality that the candidate's final result is changed following the appeal, a new result will supersede the previous one.