City & Guilds Certificate of Competence for Vehicle Damage Assessors (7271-43)

Version 1.2 (March 2026)

Product Handbook

Product at a glance

Subject area	Automotive
City & Guilds number	7271-43
Age group approved	19+
Entry requirements	Candidates must be in the role of a Vehicle Damage Assessor with a minimum of 3 years' experience.
Assessment	Practical Observation with Oral Questioning
Grading	Pass/Fail
Approvals	Full approval required. Automatic approval applies in some cases.
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Version and date	Change detail	Section
1.0 March 2024	Initial version	All
1.1 April 2024	Footer updated	Throughout
1.2 March 2026	‘Approved training centre workshop’ added to assessment section.	Assessment

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1 Introduction

This document tells you what you need to do to deliver the City & Guilds Certificate of Competence for Vehicle Damage Assessors:

Area	Description
Who is this product for?	This product is aimed at individuals who are currently employed as Vehicle Damage Assessors in the Accident Repair sector and who wish to evidence 'current competence'. Candidates must have at least 3 years' experience in the role. This product is not aimed at new entrants or those just starting out in the role.
What does the product cover?	The product consists of one unit which sets out the role requirements for Vehicle Damage Assessors. Candidates will be assessed on their practical skills and understanding of all aspects of the Vehicle Damage Assessor role. This includes: • carrying out repair preparation activities • interpreting and recording vehicle and customer data • researching suitable repair methods • estimating costs • valuing vehicles for pre-accident condition • communicating effectively with a range of stakeholders.
What opportunities for progression are there?	Candidates may undertake other City & Guilds qualifications such as: City & Guilds Level 3 Award in Knowledge of Hydrogen Fuel Cell Electric Vehicles and Components (7290-53) City & Guilds Level 3 Award in Diagnosis Repair and Recalibration of Advanced Driver Assist Systems (7290-83)

Area	Description
Who did we develop the product with?	Subject matter experts from the vehicle damage repair / damage assessment sector.
Is it part of an apprenticeship framework or initiative?	No. The content however is closely aligned to the Vehicle Damage Assessor Apprenticeship Standard ST0406 and the role of the Vehicle Damage Assessor as set out in BS 10125: 2022 Automotive Services - Vehicle Damage Repair Processes.

Structure

To achieve the City & Guilds Certificate of Competence for Vehicle Damage Assessors, candidates must achieve **one** mandatory unit.

City & Guilds unit number	Unit title	GLH
101	Skills in Vehicle Damage Assessment	n/a

2 Centre requirements

Approval

Full approval

To offer this product, new centres will need to gain both centre and qualification approval. Please refer to the document **Centre Approval Process: Quality Assurance Standards** for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the product before designing a course programme.

Or

Automatic approval

If your centre is approved to offer the Level 3 Diploma in Vehicle Damage Assessor Competence (4271-43) you will be automatically approved to offer the new City & Guilds Certificate of Competence for Vehicle Damage Assessors (7271-43).

Please refer to the document **Centre Approval Process: Quality Assurance Standards** for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the product before designing a course programme.

Resource requirements

Assessors and Internal Quality Assurer

All assessors must:

- have sufficient and relevant technical/occupational competence in the unit, at or above the level of the unit being assessed
- hold or be working towards a relevant assessors' award. This will include, but not be limited to the Assessor qualifications, Level 3 Award in Understanding the Principles and Practices of Assessment, Level 3 Award in Assessing Competence in the Work Environment, Level 3 Award in Assessing Vocationally Related Achievement, Level 3 Certificate in Assessing Vocational Achievement. (and by implication legacy Assessor units A1, A2 and D32/33 unit),
- assessors working towards a relevant assessor qualification must achieve their qualification within 12 months
- demonstrate knowledge and understanding of the competencies that a candidate is required to demonstrate for this product
- provide evidence of completing 5 days working/job shadowing in industry within their professional area in a 24 month period
- provide evidence of 30 hours of technical/qualification related CPD within a 12 month period. (This is in additional to working / job shadowing)

All internal quality assurers (IQAs) must:

- be occupationally aware of the relevant industry sector being internally quality assured
- hold or be working towards a relevant internal quality assurance qualification. This will include, but not be limited to the Quality Assurance qualifications Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice, Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice, Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice, (and by implication legacy Internal Verifier unit V1 D34 unit).
- IQAs working towards a relevant qualification must achieve their qualification within 12 months
- provide evidence of CPD totalling not less than 30 hours from within their professional area within a 12 month period.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and quality assurance, and that it takes account of any national or legislative developments.

Quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of products. Quality assurance includes initial centre approval, product approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance and City & Guilds is responsible for external quality assurance. All external quality assurance processes reflect the minimum requirements for verified and moderated assessments, as detailed in the Centre Assessment Standards Scrutiny (CASS), section H2 of Ofqual's General Conditions. For more information on both

CASS and City and Guilds Quality Assurance processes visit: the What is CASS? and Quality Assurance Standards documents on the City & Guilds website.

Standards and rigorous quality assurance are maintained by the use of:

- Internal quality assurance
- City & Guilds external quality assurance.

In order to carry out the quality assurance role, Internal Quality Assurers must

- have appropriate teaching and vocational knowledge and expertise
- have experience in quality management/internal quality assurance
- hold or be working towards an appropriate teaching/training/assessing product
- be familiar with the occupation and technical content covered within the product.

External quality assurance for the product will be provided by City & Guilds EQA process. EQAs are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External quality assurance is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

The role of the EQA is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments and marking/grading within and between centres by the use of systematic sampling
- provide feedback to centres and to City & Guilds.

Candidate entry requirements

In order to be eligible for the assessment of this product, candidates must be working as a Vehicle Damage Assessor in the Accident Repair sector.

Age restrictions

This product is approved for candidates aged 19+ with at least 3 years' experience in the role of a Vehicle Damage Assessor.

Access arrangements and reasonable adjustments

City & Guilds has considered the design of this product and its assessments in order to best support accessibility and inclusion for all candidates. We understand however that individuals have diverse learning needs and may require reasonable adjustments to fully participate. Reasonable adjustments, such as additional time or alternative formats, may be provided to accommodate candidates with disabilities and support fair access to assessment.

Access arrangements are adjustments that allow candidates with disabilities, special educational needs, and temporary injuries to access the assessment and demonstrate their skills and knowledge without changing the demands of the assessment. These arrangements must be made before assessment takes place.

The Equality Act 2010 requires City & Guilds to make reasonable adjustments where a disabled person would be at a substantial disadvantage in undertaking an assessment.

It is the responsibility of the centre to ensure at the start of a programme of learning that candidates will be able to access the requirements of the product.

Please refer to the JCQ access arrangements and reasonable adjustments and Access arrangements - when and how applications need to be made to City & Guilds for more information. Both are available on the City & Guilds website: http://www.cityandguilds.com/delivering-our-products/centre-development/centre-document-library/policies-and-procedures/access-arrangements-reasonable-adjustments

3 Delivering the product

Initial assessment and induction

An initial assessment of each candidate should be made before they are registered to identify:

- relevant experience and time spent in the role
- if they are ready to undertake the assessment or if further training is required
- any qualifications they have already completed.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the assessment.

Inclusion and diversity

City & Guilds is committed to improving inclusion and diversity within the way we work and how we deliver our purpose which is to help people and organisations develop the skills they need for growth.

More information and guidance to support centres in supporting inclusion and diversity through the delivery of City & Guilds products can be found here:

Inclusion and diversity | City & Guilds (cityandguilds.com)

Sustainability

City & Guilds are committed to net zero. Our ambition is to reduce our carbon emissions by at least 50% before 2030 and develop environmentally responsible operations to achieve net zero by 2040 or sooner if we can. City & Guilds is committed to supporting products that support our customers to consider sustainability and their environmental footprint.

More information and guidance to support centres in developing sustainable practices through the delivery of City & Guilds products can be found here:

Our Pathway to Net Zero | City & Guilds (cityandguilds.com)

Centres should consider their own carbon footprint when delivering this product and consider reasonable and practical ways of delivering this product with sustainability in mind. This could include:

- reviewing purchasing and procurement processes (such as buying in bulk to reduce the amount of travel time and energy, considering and investing in the use of components that can be reused, instead of the use of disposable or single use consumables)
- reusing components wherever possible
- waste procedures (ensuring that waste is minimised, recycling of components is in place wherever possible)

- minimising water use and considering options for reuse/salvage as part of plumbing activities wherever possible.

Support materials

The following resources are available for this product:

Description	How to access
Assessment pack	www.cityandguilds.com

4 Assessment

Assessment of the product

The candidate will be assessed in their workplace or approved training centre workshop.

Centres must have access to sufficient resources and equipment in the training centre or workplace, to ensure candidates have the opportunity to cover all the practical tasks to demonstrate their skills, knowledge and understanding.

The final task is a discussion between the assessor and the candidate, using set questions provided by City & Guilds.

Assessment strategy

Candidates will be assessed in their workplace or approved training centre workshop, completing the vehicle damage assessment process on three different vehicle types.

Candidates will be assessed in the following ways:

- Task 1: Physical appraisal of a Hybrid Vehicle
- Task 2: Physical appraisal of an Internal Combustion Engine Vehicle
- Task 3: Physical appraisal of a full Electric Battery Vehicle
- Task 4: Question and answer session.

Two of Tasks 1-3 must be direct observation by the assessor of the candidate completing the process on two different vehicles. If it is not possible to complete a third direct observation, it is acceptable for related work products to be submitted for review by the assessor.

City & Guilds has produced an Assessment Pack which must be used in the assessment of this product. It contains detailed guidance for assessors and candidates as well as recording documentation.

The evidence provided must be valid and attributable to the candidate. Any employer contributions should focus on direct observation of evidence (for example witness statements) of competence rather than opinions.

Time constraints

The assessment must be completed within candidates' period of registration. Guidance related to the timings for all tasks are provided in the Assessment Pack.

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience or products which have already been achieved to contribute to a new product.

RPL is not allowed for this product.

5 Unit

Structure of the unit

The unit contains:

- the City & Guilds reference number
- title
- unit aim
- assessment type
- learning outcomes, which are comprised of a number of topics
- content
- mapping to BS:10125: 2022 Automotive Services - Vehicle Damage Repair Processes

Guidance for delivery of the unit

This product comprises one **unit.** A unit describes what is expected of a competent person in particular aspects of their job.

The **unit** is divided into **learning outcomes** which describe in further detail the skills and knowledge that a candidate should possess.

Each **learning outcome** has a set of **topics** (performance and knowledge and understanding) which specify the desired criteria that must be satisfied before an individual can be said to have performed to the agreed standard.

Content statements define the breadth or scope of a learning outcome and its topics by setting out the various circumstances in which they are to be applied.

Unit 101 Skills in Vehicle Damage Assessment

Unit aim:	The unit content covers the requirements of the Vehicle Damage Assessor role. This includes: • Carrying out repair preparation activities • Interpreting and recording vehicle and customer data • Researching suitable repair methods • Estimating costs • Valuing vehicles for pre-accident condition • Communicating effectively with a range of stakeholders. Candidates will be assessed on the content as set out in the unit.
Assessment method:	Practical observation with oral questioning.
Links to Apprenticeship Standard:	This unit has links to the Level 4 Standard for Vehicle Damage Repair ST0406. The unit content is mapped to the role of the Vehicle Damage Assessor as outlined in BS 10125:2022.

Learning outcomes

1. Carry out vehicle repair preparation activities
2. Access, interpret and record relevant vehicle and customer data
3. Carry out research to establish suitable vehicle repair processes and procedures
4. Calculate repair costs using data and research
5. Establish pre-repair vehicle valuation and repair viability
6. Communicate effectively with a range of stakeholders to ensure a smooth repair cycle.

Learning outcome 1

Carry out initial vehicle repair preparation activities.

Topics	Content elements
1.1 Vehicle identification	1.1.1 Identify vehicle types and confirm appropriate visual inspection processes. Vehicle types: a) Hybrid electric vehicle b) Battery electric vehicle c) Hydrogen vehicle d) Internal combustion engine vehicle.
1.2 Visual inspection	1.2.1 Carry out visual inspections of vehicles and systems to confirm if a full assessment is possible. 1.2.2 Explain the implications of serious risks and/or hazards during visual inspections. 1.2.3 Check vehicle systems and interiors for hazards that may impact the assessment.
1.3 Repair scope documentation	1.3.1 Cross reference organisational records to confirm that the appropriate skills and resources are available to complete different types of repair. a) Organisational records: i. repair scope ii. skills matrix / training needs analysis. b) Skills and resources: i. currently competent persons ii. equipment and maintenance records iii. software compatibility. 1.3.2 Explain the importance of keeping organisational records related to skills and resources up to date and the implications of not doing so.

Learning outcome 2

Access, interpret and record relevant vehicle and customer data

Topics	Content elements
2.1 Customer and vehicle information	2.1.1 Collect and record customer and vehicle information: a) Relevant personal details b) Vehicle registration number and Vehicle Identification number (VIN) c) Vehicle Mileage d) Tyre tread depths

Topics	Content elements
	e) Colour code f) Trim code g) Vehicle modifications (if applicable) h) Type of air conditioning system fitted (if applicable) and the relevant refrigerant gas and oil.
2.2 Reporting and checking accident information	2.2.1 Explain the importance of reporting inconsistencies in accident information: a) initial communication with customer b) reporting to insurance company if required. 2.2.2 Collate and report information on accident circumstances / details: a) speed b) weather c) points of impact d) occupancy including number and location of passengers e) any inconsistencies noted f) any irregular vehicle behaviour since the accident.
2.3 Record vehicle damage	2.3.1 Identify and record vehicle damage: a) Structural b) Mechanical c) Suspension d) Electrical e) Technology / Advanced Driver Assist Systems (ADAS) f) Supplemental Restraint Systems (SRS). 2.3.2 Explain the differences and characteristics of vehicle damage in relation to: a) Primary / Direct b) Secondary / Indirect c) Hidden.
2.4 Identify pre-accident vehicle condition by carrying out visual and physical checks	2.4.1 Identify and record pre-accident condition: a) Corrosion b) Stone chips (bodywork and glazing) c) Wear and tear d) Interior damage e) Mechanical (excessive play) f) Poor previous repairs g) General tyre condition / tyre safety h) Static brake check i) Physical SRS check
2.5 Use electronic data to record vehicle damage	2.5.1 Interpret electronic data / readings: a) Crash data b) ADAS ‘status’ c) Fault codes (DTC’s) d) Wheel alignment.

Topics	Content elements
2.6 Use images in vehicle damage assessment	2.6.1 Record and annotate images of vehicle identification: a) Registration number b) Vehicle Identification Number (VIN) c) Make and model. 2.6.2 Record and annotate images of vehicle damage: a) Cosmetic b) Structural c) Repairable damage d) Replacement parts (unrepairable parts) e) Pre-accident damage.

Learning outcome 3

Carry out research to establish vehicle repair processes and procedures.

Topics	Content elements
3.1 Access and interpret approved repair methods	3.1.1 Use vehicle identification details to carry out research into recommended repair methods: a) Access repair method database b) Match repair methods to vehicle type c) Identify vehicle materials • Steel • Aluminium • Composite • Plastics d) Identify vehicle joining techniques • Hot joining • Cold joining • Specific specialist joining techniques e) Identify joining zones f) Identify undamaged components for removal and refitting to aid recommended repair g) Identify fittings, securing devices and ancillaries that should not be reused. 3.1.2 Follow processes for appropriate repair methods where a documented method is not available: a) comparison of similar make / model of vehicle b) liaise with qualified technicians c) compile repair method d) provide justification e) record methods and justifications on relevant documentation.

Topics	Content elements
3.2 Associated parts	3.2.1 Describe what is meant by an 'associated part' and the impact of associated parts on the repair process. 3.2.2 Access and interpret manufacturer specific repair methods for associated parts. 3.2.3 Identify components that are undamaged but may require replacement, as specified by the manufacturer, due to the proximity / or joining to the damaged component(s).
3.3 Vehicle modifications	3.3.1 Research appropriate repair methods and associated parts for modifications that do not match the vehicle specification (non-OEM parts) and make recommendations. Modifications may include any of the following: a) Suspension b) Wheels c) Tyres d) Cosmetic trims e) Badges f) Audio/Visual equipment g) Body kits h) Vinyl wrap / decals i) Colour change.
3.4 Use of sub-contractors	3.4.1 Identify where sub-contractors need to be engaged for specific and specialist repairs. 3.4.2 Explain the process for engaging with sub-contractors.

Learning outcome 4

Calculate repair costs using data and research.

Topics	Content elements
4.1 Use of estimating software	4.1.1 Use suitable estimating software to establish initial repair frameworks (shell): a) Input required details including vehicle, customer, and work provider / engineer b) Check all details to ensure they are correct.
4.2 Reports	4.2.1 Create and use reports: a) Work provider / engineer's report b) Customer report c) Job card d) Parts list.
4.3 Calculate different costs for vehicle repair	4.3.1 Labour costs: a) Retail rates

Topics	Content elements
	b) Contract rates c) Inter-department rates. 4.3.2 Material and consumables costs: a) Paint and consumables b) Abrasives c) Adhesives d) Disposable PPE. 4.3.3 Specialist services costs: a) Glazing b) ADAS calibration c) Wheel alignment d) Tyre fitting e) Vinyl wrap 4.3.4 Parts costs a) Original Equipment Manufacture (OEM) b) Recycled 'green' parts c) Aftermarket d) Discount application if applicable. 4.3.5 Explain the considerations for the use of recycled 'green' parts and non-OEM parts when calculating costs.

Learning outcome 5

Establish pre-repair vehicle valuation and repair viability.

Topics	Content elements
5.1 Vehicle valuation	5.1.1 Carry out vehicle valuations using suitable industry valuation tools. 5.1.2 Explain factors that may affect vehicle valuation: a. specification b. condition. 5.1.3 Make recommendations on commercial viability of repairs based on vehicle valuation.

Learning outcome 6

Communicate effectively with a range of stakeholders to ensure a smooth repair cycle.

Topics	Content elements
6.1 Communication techniques / methods	6.1.1 Communicate using a range of methods / techniques with different groups of stakeholders: a. stakeholders: i. Customers ii. Engineers / work providers iii. Technical staff. 6.1.2 Explain the importance of using different techniques / methods of communication when communicating information to stakeholders: i. oral ii. written iii. level of technical language / detail required.
6.2 Communicate relevant information effectively to different stakeholders	6.2.1 Communicate relevant information to customers including: a) booking date b) feedback following vehicle appraisal c) proposed repair process using appropriate level of technical language d) timescales including any delays. 6.2.2 Communicate relevant information to engineers / work providers including: a) detailed technical explanation of required/ proposed repair process with supporting evidence. b) additional damage identified during the repair process. c) evidence to support proposed repair methods in the event of disagreements / queries. 6.2.3 Communicate relevant information to technical staff including: a) Job card b) explanation of proposed repair methods. c) additional damage found by technical staff. d) requesting pre-repair data e) viability of repair over replace.

Learning outcome 7

Understand the role and responsibilities of the Vehicle Damage Assessor.

Topics	Content elements
7.1 Legal responsibilities	7.1.1 Explain the legal responsibilities of the Vehicle Damage Assessor. 7.1.2 Explain consequences of non-compliance with legal responsibilities.

Learning outcome	BS: 10125 reference
1. Carry out vehicle repair preparation activities	3.4 (4.1a) 3.4 (4.1b) 3.4 (4.1h)
2. Access, interpret and record relevant vehicle and customer data	3.4 (4.1e) 3.4 (4.1c) 3.4 (4.1d)
3. Carry out research to establish suitable vehicle repair processes and procedures	3.4 (4.1e) 3.4 (4.1i) 3.4 (4.1f) 3.4 (4.1j)
4. Calculate repair costs using data and research	3.4 (4.1g)
5. Establish pre-repair vehicle valuation and repair viability	
6. Communicate effectively with a range of stakeholders to ensure a smooth repair cycle.	3.4 (4.1f,g,h,i)
7. Understand the role and responsibilities of the Vehicle Damage Assessor	

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds products. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centre document library** on **www.cityandguilds.com** or click on the links below:

Centre Handbook: Quality Assurance Standards

This document is for all approved centres and provides guidance to support their delivery of our products. It includes information on:

- centre quality assurance criteria and monitoring activities
- administration and assessment systems
- centre-facing support teams at City & Guilds/ILM
- centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the centre contract.

Centre Handbook: Quality Assurance Standards

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated products that feature centre-assessed components. Specific guidance will also be included in relevant product handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre assessments.

Access arrangements: When and how applications need to be made to City & Guilds provides full details of the arrangements that may be made to facilitate access to assessments and products for candidates who are eligible for adjustments in assessment.

The **Centre document library** also contains useful information on such things as:

- conducting examinations
- registering candidates
- appeals and malpractice.

Useful contacts

Please visit the **Contact us** section of the City & Guilds website.

City & Guilds

For almost 150 years, we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life-changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

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