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## **600/1199/3 Level 2 Diploma in Vehicle Parts Principles**

### OVERVIEW

- What does this qualification cover?

This qualification is for learners looking to develop skills and knowledge on ordering, selling and managing stock control on a wide range of vehicle parts and accessories.

The key skills learners will have acquired upon achievement of this qualification are:

- Advising customers on how to solve a problem with their vehicle
- Taking orders from customers both face to face and over the phone
- Maintaining an ordered stock room and finding parts from stock
- Raising invoices for parts sold
- Liaison with other members of staff.

Customers may include members of the public, service departments of dealerships, and garages.

Other non-technical but essential skills also include how to maintain good working relationships with colleagues and customers in the automotive work environment by using effective communication and support.

This is a Framework qualification.

- Who could take this qualification?

Although some learners may already have had some exposure to the motor vehicle industry via previous training or some practical experience, it is not necessary to hold any previous qualifications or being in a current work placement.

Learners will usually take this qualification at a college where they will have access to facilities, equipment and tools that will allow them to gain the skills and knowledge required to progress into further education and training or an intermediate level apprenticeship

### WHAT COULD THIS QUALIFICATION LEAD TO?

Candidates who are successful will have the following progression opportunities available:

- Further training: by moving into the Level 3 Diploma in Vehicle Parts Principles (600/1200/6)
- Into employment – by taking up a Level 2 Intermediate Apprenticeship in Vehicle Parts to become a Parts Advisor.

### WHO SUPPORTS THIS QUALIFICATION?

The following providers support this qualification as it allows learners to work to their own ability and show progression to the next level within the industry nationally:

- City College – Brighton and Hove
- Doncaster College
- Paragon
- SWP Training.