

## **ATA Vehicle Damage Assessor (VDA)**

### Frequently Asked Questions (FAQ)

#### ***Why is ATA VDA required?***

All accident repair centres that wish to achieve the PAS 125 or Kitemark standard need to prove that they employ staff that are currently competent – according to the Kitemark standard this is proven by an NVQ achieved within the last three years or an industry recognised accreditation achieved within the last five years – the ATA VDA assessment meets these requirements.

#### ***Why is the test so hard to achieve?***

Due to the high standard of competence required by the accident repair sector to achieve safe repairs, the test is designed to assess the core competencies of an assessor and mimic some of the demanding situations that assessors would normally find themselves in.

#### ***Will the test change?***

Potentially – all ATA tests are reviewed twice a year by expert working groups. The groups are made up from people that are directly involved in the sector in which the ATA test exists. The reviews look at relevancy, currency and authenticity.

#### ***How many people have currently passed ATA VDA?***

For part A – 1454. (20/04/09)

For part B – 361.

#### ***How many people have taken the Part B test and what is the pass rate?***

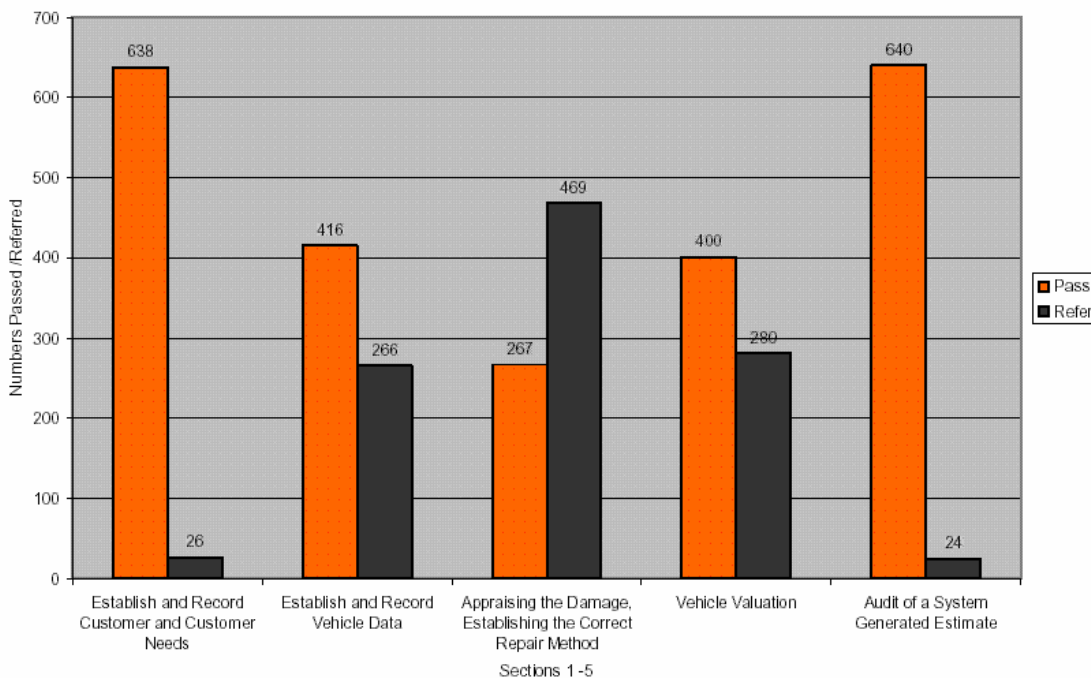
To date, (end of April 2009), 777 people have taken the assessment, 28% have passed first time, with the overall pass rate being 40%, (higher than some centres are reporting for Mechanical, Electrical and Trim).

**What are the pass / refer rates for the Part B assessment of the VDA ATA?**

There are five areas that are assessed within the ATA VDA Part B test, the following table breaks the data down into areas and percentages:

Practical Area Assessed	Percentage who failed to reach criteria required
Establish and Record the Customer Needs	4%
Establish and Record Data	39%
Appraise and Record the Damage	64%
Vehicle Valuation	41%
Audit of Printed Assessment	4%

This data can be shown pictorially as:-



### ***What are the most common reasons for failure?***

The common reasons for failure can be split into two main areas, employer-related and candidate-related.

#### ***Employer-related***

- Candidate not given sufficient information prior to the assessment.
- Candidate not given joining instructions prior to the assessment.
- Candidates informed they are going on a training course not an assessment.
- Candidates are not given sufficient time to prepare for the assessment.
- Acceptance of current working methods as correct due to volumes of work generated.
- Time not given to revise “correct” methods.
- Placing candidates under extreme pressure to achieve their ATA, (some have been informed that their job depends on them passing).
- Not releasing candidates for sufficient time from the business.

#### ***Candidate-related***

- Insufficient training and preparation for assessment.
- Assumption that current working practice is “correct”.
- Not seeking clarification or guidance from Assessors about questions or work instructions.
- Not reading the question or instruction correctly - candidates are reading what they think an instruction says **not** what it actually says.
- Not taking sufficient time to complete questions.
- Failing to record sufficient vehicle details.
- Failing to record vehicle details accurately.
- Failing to report / transcribe all of the damage noticed.

***Why are the online tests necessary?***

The online tests are used to assess the candidates ability to understand the processes and associated tasks within vehicle damage assessment.

***How long does the on line test take?***

There are seven individual sections to the on line assessment, broken down into the following areas:

- safety and liability
- damage appraisal
- vehicle appraisal
- repair methodology
- salvage categorisation
- estimating systems
- industry general knowledge.

Each test has a time limit of 20 minutes. The average time taken for each test was 10 minutes, the longest time taken was 20 minutes and the shortest time taken was 1 minute.

***Are there any ATA VDA training aids available?***

Yes, all approved centres can provide training for the Assessment, (at additional cost).

“Vehicle Damage Assessor’s Manual”, published by Plenham. (Available through Bodyshop Magazine).