

National Certificate in Motor Industry (Automotive Parts and Accessories Merchandising)

Level 3

Credits 99

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2020.

Version 5 of this qualification has been republished to extend the last date for assessment from 31 December 2016 to 31 December 2020 and to set a last date for entry as 31 December 2016.

Transition Arrangements

This qualification has been replaced by the National Certificate in Motor Industry (Sales and Service) with strands in Automotive Parts and Accessories, Automotive Service Reception, Service Station, and Vehicle Sales [Ref: 1380].

The last date for entry into this qualification is 31 December 2016.

People currently working towards this qualification must complete the requirements by 31 December 2020.

For detailed information see [Review Summaries](#) on the NZQA website.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	October 1995	December 2002
Review	2	September 1999	December 2010
Revision	3	November 2000	December 2010
Review	4	May 2008	December 2010
Revision	5	November 2010	December 2016
Republished	5	January 2014	December 2020
Republished	5	November 2016	December 2020

Standard Setting Body

NZ Motor Industry Training Organisation (Incorporated)
 PO Box 10803
 The Terrace
 Wellington 6143

Telephone 0800 88 21 21
 Facsimile 04 494 0006

Email info@mito.org.nz

Other standard setting bodies whose standards are included in the qualification

NZQA
ServicIQ

Reviewed

National Certificate in Motor Industry (Automotive Parts and Accessories Merchandising)

Level	3
Credits	99

Purpose

This certificate is designed as the national qualification for people working in the Automotive Parts and Accessories Merchandising branch of the Motor Industry. This qualification is a means of recognising knowledge and skills required to carry out all tasks required in automotive parts and accessories merchandising, from consulting with customers and attending to their enquiries, identifying features and benefits of automotive products available in their workplace, purchasing and storing automotive parts, selling automotive parts and accessories, to planning and constructing displays.

The certificate is designed for those wishing to work in a safe and professional manner; to maintain standards in the automotive parts and accessories merchandising industry; and to provide a means of recognising prior learning for those already working in the industry. Details regarding industry recognition and industry registration can be obtained from the NZ Motor Industry Training Organisation in the first instance.

Unit standards in this qualification have relevance to other automotive and retail sales qualifications, and people who wish to consider additional unit standards or qualifications should contact the NZ Motor Industry Training Organisation for advice.

Replacement Information

This qualification has been replaced by the National Certificate in Motor Industry (Sales and Service) with strands in Automotive Parts and Accessories, Automotive Service Reception, Service Station, and Vehicle Sales [Ref: 1380].

Special Notes

It is expected that most people will undertake training towards this qualification in the form of a traineeship with the use of record of achievement books and training manuals. It is recommended that in the first instance, a "training plan" be developed with the assistance of a NZ Motor Industry Training Organisation representative.

Applications for recognition of prior learning should be made to the NZ Motor Industry Training Organisation or accredited training providers. Credits are not automatic and normally an assessment of ability is required.

The Trade Certificate in Automotive Parts and Accessories Merchandising was replaced by the National Certificate in Motor Industry (Automotive Parts and Accessories Merchandising) in October 1995. The Trade Certificate continues to be recognised by

NZQA, the NZ Motor Industry Training Organisation, and the motor industry. There is no requirement for holders of that qualification to seek a national certificate.

Credit Range

	Compulsory	Elective
Level 1 credits	8	-
Level 2 credits	22	-
Level 3 credits	36	0-3
Level 4 credits	10	0-15
Level 5 credits	8	0-15
Minimum totals	84	15

Requirements for Award of Qualification

Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Compulsory standards
- Elective – A minimum of 15 credits as specified

Detailed Requirements

Compulsory

The following standards are required

Business > Business Administration > Business Administration Services

ID	Title	Level	Credit
334	Operate inventory administration systems to record and monitor inventory activities	3	5

Core Generic > Core Generic > Self-Management

ID	Title	Level	Credit
12349	Demonstrate time management	2	3

Engineering and Technology > Motor Industry > Automotive Administration

ID	Title	Level	Credit
225	Identify the occupational areas and structure of the New Zealand Automotive Industry	1	2
382	Demonstrate knowledge of payment types, and carry out office procedures in an automotive company	3	4
386	Determine stock levels of automotive products	5	4
387	Demonstrate knowledge of stock ordering, and maintain stock for an automotive business	3	6
391	Prepare a quotation for the supply of an automotive product, repair, or service	3	3
398	Interpret warranties and guarantees that apply to the automotive industry	4	2
15369	Carry out personal workplace requirements in the automotive parts industry	2	4
15370	Demonstrate knowledge of business responsibilities towards customers within the automotive industry	4	4

Engineering and Technology > Motor Industry > Automotive Preventive Maintenance

ID	Title	Level	Credit
229	Identify the functions and general locations of motor vehicle systems and components	2	5

Engineering and Technology > Motor Industry > Automotive Sales

ID	Title	Level	Credit
383	Demonstrate knowledge of purchasing automotive parts for resale and storing parts	3	3
395	Carry out prospecting for automotive business	5	4
3382	Pick, pack, and dispatch automotive parts	2	3
15411	Display and sell automotive parts and accessories	3	6
15412	Demonstrate knowledge of automotive product promotion, and complete a promotional plan	4	4
15413	Take care of stock in an automotive business	2	2

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1277	Communicate information in a specified workplace	2	3
3501	Apply listening techniques	1	4
9694	Analyse and apply principles of communication process theory	3	4

Service Sector > Service Sector Skills > Selling Skills

ID	Title	Level	Credit
379	Sell goods and/or services on an in-coming telephone call	3	3

Service Sector > Service Sector Skills > Service Sector - Core Skills

ID	Title	Level	Credit
56	Attend to customer enquiries face-to-face and on the telephone	1	2
57	Provide customer service in given situations	2	2
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2

Elective

A minimum of 15 credits

Business > Management > Quality Management

ID	Title	Level	Credit
8074	Establish, develop, and improve quality-focused aspects of customer relationships	4	8

Engineering and Technology > Motor Industry > Automotive Administration

ID	Title	Level	Credit
389	Implement a storage system for automotive parts	5	6

Engineering and Technology > Motor Industry > Automotive Sales

ID	Title	Level	Credit
388	Identify the market for automotive products and purchase the stock	5	6
390	Promote automotive products	5	4
983	Plan and implement an automotive product sales project	4	7
3383	Identify and dispose of obsolete automotive parts	5	2

Service Sector > Retail, Distribution, and Sales > Merchandising and Marketing

ID	Title	Level	Credit
422	Create in-store displays for retailers and service providers	3	3

Transition Arrangements**Version 5**

Version 5 of this qualification was issued to extend the expiry date, and subsequently republished to include reverse transition arrangements for expiring standard 379.

Version 5 of this qualification contains a standard that will expire in December 2014. For the purposes of this qualification, people who have gained credit for the replacement standard are exempt from the requirement to gain credit for the expiring standard – see table below.

Credit for	Exempt from
26862	379

Version 5 of this qualification contains standards that replace earlier standards. For the purposes of this qualification people who have gained credit for the expired standards will be exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
503	12349
1305	3501
1313	9694

Previous versions of the qualification

Version 4 was issued to indicate that this qualification is expiring.

This qualification has been replaced by the National Certificate in Motor Industry (Sales and Service) with strands in Automotive Parts and Accessories, Automotive Service Reception, Service Station, and Vehicle Sales [Ref: 1380].

Version 3 was issued in order to extend the date for the award of version 1 to December 2002.

Version 2 was issued as part of the *Motor Industry* unit standard review. This version also takes account of the *Service Sector*, *Communication Skills*, and *Business Administration* unit standard reviews.

Changes to structure and content

- unit standards 388, 389, 390, 422, 983 and 3383 moved from the compulsory section to the elective section;
- unit standards 58, 62, 231, 249, 327, 384, 385, 392, 405, 406, 407, 408, 410, 419, 420, 497 and 3384 have been removed from the qualification following changes to industry technology requirements. People holding credit for those unit standards may choose to complete version 1 within the period of transition;
- unit standards 8074, 15369, 15370, 15411, 15412 and 15413 added to the qualification;

- the structure has been amended to provide for an elective section;
- unit standards 503, 1305 and 1313 have been replaced (see chart below);
- unit standards 246 and 3390 have expired and have not been replaced;
- decrease in total credits required from 140 to 99;
- change in the level of the qualification from 4 to 3.

For detailed information see [Review Summaries](#) on the NZQA website.

People can stay on existing programmes leading to version 1 or transfer to this version. All versions of the qualification are acceptable to the NZ Motor Industry Training Organisation.

All existing trainees are encouraged to transfer their existing achievements to this qualification, through consultation with MITO and the use of training plans.

All existing training providers and MITO Regional Managers have been notified of the changes and all new programmes and traineeships from January 2001 lead to the award of this version of the qualification. No MITO training agreements have been available for version 1 of the qualification from 31 December 1998.

Details regarding this qualification are included in the MITO publication “National Certificate in Automotive Parts and Accessories Merchandising” which is available free of charge on application to the NZ Motor Industry Training Organisation (Freephone: 0800 88 2121).

Any person who considers they have been disadvantaged by these transition arrangements is requested to contact the NZ Motor Industry Training Organisation (Incorporated).

Recognition of prior learning

Some unit standards specified in this qualification are considered similar in nature to other MITO unit standards. MITO recommends that people holding credit for those unit standards should apply for recognition of prior learning (RPL) as indicated in the table below.

Credit held for	Apply RPL for
503	12349
249	15369
384	15411

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 ServiceIQ

Certification

This certificate will display the logos of NZQA, the NZ Motor Industry Training Organisation (Incorporated), and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

Classification

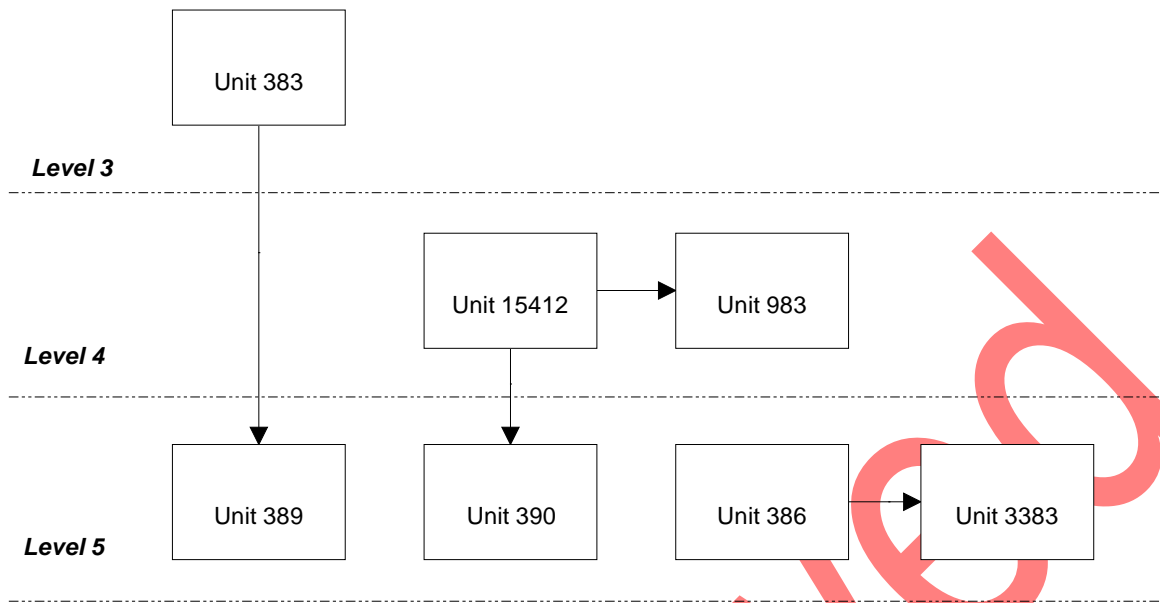
This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
257	Engineering and Technology > Motor Industry	080501	Management and Commerce > Sales and Marketing > Sales

Quality Management Systems

Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Organisation with consent to assess and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Consent to assess requirements and the moderation system are outlined in the associated Consent and Moderation Requirements (CMR) for each standard.

Prerequisite Diagram



REVIEWED