

National Certificate in Motor Industry (Sales and Service) with strands in Automotive Parts and Accessories, Automotive Service Reception, Service Station, and Vehicle Sales

Level 2 or 3

Credits 65-90

Purpose

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] recognises the skills and knowledge required to work in sales and service roles within the motor industry. Most specifically it is for employees in automotive parts and accessories departments (both in automotive workshops and retail outlets), automotive workshop service reception areas, service stations, and vehicle sales departments.

The qualification includes a compulsory section which is common to all of the strands within this qualification and reflects the common skills and knowledge that are required in the motor industry's sales and service roles. These include communications, selling skills, health and safety, and business skills. The standards in the role specific strands then allow candidates the flexibility to choose industry specific standards that are most suited to their role and workplace.

This qualification has been structured and developed in line with other qualifications in the motor industry, and the compulsory section contains a number of standards common to the core sections of other level three qualifications in the Motor Industry subfield. This structure has been modelled on the *Qualifications Roadmap* (the motor industry career pathway document), which allows a candidate to move more easily between strands of qualifications in similar areas, and to transfer skills from this qualification to other motor industry qualifications.

People wishing to obtain information on career pathways, should contact the NZ Motor Industry Training Organisation (Incorporated) - (see contact details below).

While they are not considered prerequisite qualifications to this qualification, candidates may follow on from the National Certificate in Motor Industry (Foundation Skills) (Level 1) [Ref: 1222] or the National Certificate in Motor Industry (Entry Skills) (Level 2) with strands in Automotive Electrical and Mechanical, and Collision Repair [Ref: 1252], as a number of standards are common to both qualifications. Candidates may choose to progress from this qualification into First Line Management or Business qualifications.

Replacement information

This qualification replaced the National Certificate in Motor Industry (Automotive Parts and Accessories Merchandising) [Ref: 0099], the National Certificate in Motor Industry (Automotive Service Reception) [Ref: 0676], the National Certificate in Motor Industry (Service Station Sales) [Ref: 0026], and the National Certificate in Motor Industry (Vehicle Sales) [Ref: 0025].

Special Notes

It is expected that this qualification will be delivered and assessed in the workplace.

Credit Range

	Core Compulsory	Automotive Parts and Accessories Strand	Automotive Service Reception Strand
Level 1 credits	7	0-2	0-5
Level 2 credits	28	0-15	0-5
Level 3 or above credits	15	25-40	25-30
Minimum totals	50	40	30
Qualification totals		90	80
Level of qualification		3	3

	Service Station Strand	Vehicle Sales Strand
Level 1 credits	0-1	0-3
Level 2 credits	0-11	0-12
Level 3 or above credits	3-12	25-40
Minimum totals	15	40
Qualification totals	65	90
Level of qualification	2	3

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

- Core Compulsory standards

One of the following strands is required

- Automotive Parts and Accessories Strand
- Automotive Service Reception Strand
- Service Station Strand
- Vehicle Sales Strand

Detailed Requirements

Core Compulsory

The following standards are required

Business > Business Administration > Business Administration Services

ID	Title	Level	Credit
327	Document business transactions	2	4

Core Generic > Core Generic > Work and Study Skills

ID	Title	Level	Credit
7118	Manage own learning programme	2	3

Engineering and Technology > Motor Industry > Automotive Administration

ID	Title	Level	Credit
249	Carry out automotive industry personal workplace requirements	2	5

Health > Occupational Health and Safety > Occupational Health and Safety Practice

ID	Title	Level	Credit
497	Demonstrate knowledge of workplace health and safety requirements	1	3

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1277	Communicate information in a specified workplace	2	3
11097	Listen to gain information in an interactive situation	3	3

Humanities > Communication Skills > Reading

ID	Title	Level	Credit
2990	Read texts to research information	3	4

Law and Security > Security > Non Specialist Security Functions

ID	Title	Level	Credit
6534	Maintain a secure work environment	2	2

Service Sector > Retail, Distribution, and Sales > Retail and Distribution Core Skills

ID	Title	Level	Credit
405	Demonstrate knowledge of consumerism	2	3

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6
12008	Sell goods and/or services in a retail or distribution environment	2	6

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
64	Perform calculations for the workplace	1	2
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2

Automotive Parts and Accessories Strand

A minimum of 40 credits

- Of which a minimum of 25 credits at Level 3 or above

Business > Business Administration > Business Administration Services

ID	Title	Level	Credit
334	Operate and administer inventory systems	3	5

Business > Marketing > Generic Marketing

ID	Title	Level	Credit
2925	Identify marketing options for enterprise activities	3	10

Engineering and Technology > Motor Industry > Automotive Administration

ID	Title	Level	Credit
934	Cost a job for the supply of a product, repair, or service in the motor and related industries	3	3
5777	Demonstrate knowledge of estimate and quotation procedures in the motor and related industries	4	2
15367	Demonstrate knowledge of, and apply, automotive workplace efficiency and productivity concepts	5	4
15371	Manage time and personal stress in an automotive or related industry department	2	3
21673	Demonstrate knowledge of maintaining stock security in the motor and related industries	2	2
21681	Demonstrate knowledge of taking care of stock in the motor and related industries	2	2
22785	Demonstrate knowledge of stock ordering and stocktaking in the motor or related industries	3	3
22786	Maintain stock and carry out stocktaking duties in the motor or related industries	3	3
22789	Demonstrate knowledge of warranties and guarantees that apply to the motor or related industries	3	2
23743	Demonstrate knowledge of general legislation and regulations in the motor industry	3	2
24077	Demonstrate knowledge of business responsibilities towards customers within the automotive industry	3	1

Engineering and Technology > Motor Industry > Automotive Preventive Maintenance

ID	Title	Level	Credit
229	Identify the general locations and functions of motor vehicle systems and main components	2	4

Engineering and Technology > Motor Industry > Automotive Sales

ID	Title	Level	Credit
383	Demonstrate knowledge of purchasing and storing automotive parts and accessories	3	3
388	Identify the market for automotive products and purchase the stock	5	6
395	Carry out prospecting for an automotive or related business	5	4

Engineering and Technology > Motor Industry > Motor Industry - Introductory Skills

ID	Title	Level	Credit
21857	Identify the occupational areas and structure of the New Zealand Motor Industry	1	2

Engineering and Technology > Motor Industry > Vehicle Bodywork

ID	Title	Level	Credit
5740	Demonstrate knowledge of vehicle identification plates and specifications	2	1

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

ID	Title	Level	Credit
422	Create in-store displays in a retail or distribution environment	3	3

Service Sector > Retail, Distribution, and Sales > Retail and Distribution Management

ID	Title	Level	Credit
11981	Plan and control stock storage areas in a retail or distribution environment	4	3

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
379	Sell goods and/or services over the telephone	3	3

Service Sector > Retail, Distribution, and Sales > Stock Control

ID	Title	Level	Credit
406	Maintain and take care of stock	2	4
11963	Dispatch goods in a retail or distribution environment	2	4
11975	Pick and assemble goods for dispatch in a retail or distribution environment	2	3
11986	Establish and maintain stock levels in a retail or distribution environment	4	4

Service Sector > Retail, Distribution, and Sales > Wholesale

ID	Title	Level	Credit
10458	Communicate product information to sales clients	4	5
10466	Produce and coordinate sales promotion programmes	5	8

Automotive Service Reception Strand

A minimum of 30 credits

- Of which a minimum of 25 credits at Level 3 or above

Business > Business Administration > Business Administration Services

ID	Title	Level	Credit
121	Use office administration and communication systems	2	5

Business > Business Administration > Business Information Processing

ID	Title	Level	Credit
101	Develop and use keyboarding skills to enter text	1	3

Core Generic > Core Generic > Self-Management

ID	Title	Level	Credit
7123	Demonstrate knowledge of problem solving and apply a problem solving technique to a problem	2	2

Engineering and Technology > Motor Industry > Automotive Administration

ID	Title	Level	Credit
934	Cost a job for the supply of a product, repair, or service in the motor and related industries	3	3
946	Book in and receive work for an automotive or related business	3	4
5777	Demonstrate knowledge of estimate and quotation procedures in the motor and related industries	4	2
11744	Allocate work in an automotive or related industry service department or business	5	4
15367	Demonstrate knowledge of, and apply, automotive workplace efficiency and productivity concepts	5	4
15371	Manage time and personal stress in an automotive or related industry department	2	3
22789	Demonstrate knowledge of warranties and guarantees that apply to the motor or related industries	3	2
23743	Demonstrate knowledge of general legislation and regulations in the motor industry	3	2
24077	Demonstrate knowledge of business responsibilities towards customers within the automotive industry	3	1

Engineering and Technology > Motor Industry > Automotive Preventive Maintenance

ID	Title	Level	Credit
21716	Select and apply lubricants and sealants for automotive and related industry applications	2	1

Engineering and Technology > Motor Industry > Motor Industry - Introductory Skills

ID	Title	Level	Credit
15408	Describe motor vehicle safe motoring requirements and general locations of systems and components	1	4
21857	Identify the occupational areas and structure of the New Zealand Motor Industry	1	2

Engineering and Technology > Motor Industry > Vehicle Bodywork

ID	Title	Level	Credit
5740	Demonstrate knowledge of vehicle identification plates and specifications	2	1

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
379	Sell goods and/or services over the telephone	3	3

Service Sector > Retail, Distribution, and Sales > Stock Control

ID	Title	Level	Credit
11986	Establish and maintain stock levels in a retail or distribution environment	4	4

Service Sector > Retail, Distribution, and Sales > Wholesale

ID	Title	Level	Credit
10458	Communicate product information to sales clients	4	5

Service Station Strand

A minimum of 15 credits

Engineering and Technology > Motor Industry > Automotive Sales

ID	Title	Level	Credit
393	Carry out automotive service station forecourt duties	3	5
22792	Dispense liquefied petroleum gas (LPG) to fill a portable cylinder	2	2
22793	Demonstrate knowledge of liquefied petroleum gas (LPG) for automotive and/or domestic use	2	2

Health > Health Studies > Core Health

ID	Title	Level	Credit
6401	Provide first aid	2	1
6402	Provide resuscitation level 2	1	1

Health > Occupational Health and Safety > Occupational Health and Safety Practice

ID	Title	Level	Credit
20733	Demonstrate knowledge of safe storage and handling of hazardous substances in the workplace	3	4

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

ID	Title	Level	Credit
422	Create in-store displays in a retail or distribution environment	3	3
11951	Present goods for sale in a retail or distribution environment	2	2

Service Sector > Retail, Distribution, and Sales > Stock Control

ID	Title	Level	Credit
406	Maintain and take care of stock	2	4

Vehicle Sales Strand

A minimum of 40 credits

- Of which a minimum of 25 credits at Level 3 or above

Business > Business Administration > Business Information Processing

ID	Title	Level	Credit
101	Develop and use keyboarding skills to enter text	1	3

Business > Marketing > Generic Marketing

ID	Title	Level	Credit
2925	Identify marketing options for enterprise activities	3	10

Core Generic > Core Generic > Social and Cooperative Skills

ID	Title	Level	Credit
7124	Demonstrate knowledge of one-to-one negotiation	2	2

Engineering and Technology > Motor Industry > Automotive Administration

ID	Title	Level	Credit
934	Cost a job for the supply of a product, repair, or service in the motor and related industries	3	3
5777	Demonstrate knowledge of estimate and quotation procedures in the motor and related industries	4	2
22789	Demonstrate knowledge of warranties and guarantees that apply to the motor or related industries	3	2

Engineering and Technology > Motor Industry > Automotive Preventive Maintenance

ID	Title	Level	Credit
247	Prepare a vehicle and/or machine for use and shutdown after use	2	2

Engineering and Technology > Motor Industry > Automotive Sales

ID	Title	Level	Credit
380	Carry out an appraisal of a vehicle, machine or product in the motor or related industries	4	4
383	Demonstrate knowledge of purchasing and storing automotive parts and accessories	3	3
388	Identify the market for automotive products and purchase the stock	5	6
394	Carry out a motor vehicle sales presentation	4	4
395	Carry out prospecting for an automotive or related business	5	4
397	Interpret legislation relevant to motor vehicle sales	4	6
11743	Demonstrate knowledge of ethical behaviour for vehicle salespersons	4	4
23844	Demonstrate knowledge of selective financing arrangements for a vehicle, machine, or automotive components	3	3

Engineering and Technology > Motor Industry > Vehicle Bodywork

ID	Title	Level	Credit
5740	Demonstrate knowledge of vehicle identification plates and specifications	2	1

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1299	Be assertive in a range of specified situations	2	4
9677	Participate in a group/team which has an objective(s)	2	3
9694	Demonstrate and apply knowledge of communication process theory	3	5

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
379	Sell goods and/or services over the telephone	3	3

Service Sector > Retail, Distribution, and Sales > Wholesale

ID	Title	Level	Credit
10458	Communicate product information to sales clients	4	5
10466	Produce and coordinate sales promotion programmes	5	8

Transition Arrangements

Version 2

Version 2 of this qualification was issued following revision, and subsequently republished to include reverse transition arrangements for expiring standards 379, 6401, and 6402.

Changes to structure and content

- Standard 62 was removed from the core compulsory section.
- Standards 10458 and 10466 were reclassified from the Retail and Distribution Management domain to the Wholesale domain.
- Details of standard 11963 were updated to reflect changes made at review.

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

Versions 1 and 2 of this qualification contain standards that will expire in December 2014 (379) and December 2015 (6401 and 6402). For the purposes of this qualification, people who have gained credit for the replacement standards are exempt from the requirement to gain credit for the expiring standards – see table below.

Credit for	Exempt from
26551	6402
26552	6401
26862	379

Versions 1 and 2 of this qualification contain standards that replace or are being used as substitutes for earlier standards. For the purposes of this qualification, people who have gained credit for the expired or expiring standards are exempt from the requirement to gain credit for the replacement or substitute standards – see table below.

Credit for	Exempt from
59, 60	11831
225	21857
245	21716
382	327
384	11951
385	12008
386	11986
387	22785, 22786
389	11981

Credit for	Exempt from
390, 15412	10466
391	934
392	21673
396	23844
398	22789
401	22792, 22793
1300	9677
1313	9694
3382	11963, 11975
3502	11097
3888	21857
5739	21673
5767	23743
11745	12008
12349	15371
15369	249
15370	405
15411	12008
15413	406

People currently working towards version 1 may either complete the requirements for that qualification or transfer their results to version 2.

It is anticipated that no existing trainees will be disadvantaged by these transition arrangements. Any person who feels they have been disadvantaged by these transition arrangements should contact MITO at the following address who will consider appeals on a case-by-case basis.

Previous version of the qualification

Version 1 replaced the National Certificate in Motor Industry (Automotive Parts and Accessories Merchandising) [Ref: 0099], the National Certificate in Motor Industry (Automotive Service Reception) [Ref: 0676], the National Certificate in Motor Industry (Service Station Sales) [Ref: 0026], and the National Certificate in Motor Industry (Vehicle Sales) [Ref: 0025].

Programmes leading to the new qualification are being introduced during 2008. People currently working towards any of the replaced qualifications may either complete the requirements for that qualification or transfer their results to this qualification.

The last date for entry to training programmes or courses for the replaced qualifications is 31 December 2008. The last date for assessment of the replaced qualifications is 31 December 2010.

Industry will continue to recognise the former qualifications, so there should be no need to 'upgrade' by those who have already achieved one.

Differences between new and replaced qualifications

There were substantial differences between the new and the replaced qualifications. The changes included the addition of compulsory standards common across each sector and a qualification structure which was compulsory in the core and elective in the strand. Candidates were required to complete a strand to meet the requirements of the qualification, and the titles, levels, and credits of standards were updated.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	May 2008	N/A
Revision	2	November 2008	N/A
Republished	2	January 2014	N/A

Standard Setting Body

NZ Motor Industry Training Organisation (Incorporated)
PO Box 10803
WELLINGTON 6143

Telephone 0800 88 2121
Facsimile 04 494 0006
Email info@mito.org.nz
Website www.mito.org.nz

Planned Review

Any person or organisation may contribute to the review of this qualification by sending feedback to the standard setting body at the above address.

Next Review	2013
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Other standard setting bodies whose standards are included in the qualification

New Zealand Industry Training Organisation
 NZQA
 ServiceIQ
 The Skills Organisation

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.

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.