

Book in and receive work for an automotive or related business

Level 3

Credits 4

Purpose This unit standard is for people in the automotive or related industries. People credited with this unit standard are able to: book in; confirm details for; and complete acceptance procedures for, an automotive or related job.

Subfield Motor Industry

Domain Automotive Administration

Status Registered

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Entry information Open.

Accreditation Evaluation of documentation and visit by NZQA and industry.

Standard setting body (SSB) NZ Motor Industry Training Organisation (Incorporated)

Accreditation and Moderation Action Plan (AMAP) reference 0014

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special notes

- 1 Legislation relevant to this unit standard includes but is not limited to – Consumer Guarantees Act 1993; Fair Trading Act 1986.
- 2 Definition
Company requirements refer to instructions to staff on policy and procedures which are documented in memo or manual format and are available in the workplace. These requirements include but are not limited to – company specifications and procedures, work instructions, manufacturer specifications, product quality specifications, and legislative requirements.
- 3 For this unit standard, it is essential that the practical assessment evidence is obtained in the workplace under normal workplace conditions.

Elements and performance criteria

Element 1

Book in an automotive or related job.

Performance criteria

- 1.1 Initial job details are obtained and recorded in accordance with company requirements.
- Range may include but is not limited to – specific repairs, specific concerns, vehicle service and maintenance, Warrant of Fitness (WoF).
- 1.2 Customer details are obtained and recorded in accordance with company requirements.
- Range includes but is not limited to – name; address; telephone contact number; date booked; instructions and/or description of service required; method of payment; time and/or date that vehicle, machine, or component is required by; any agreed estimate or quote details; customer authorisation.
- 1.3 Vehicle, machine, or component details are obtained and recorded in accordance with company requirements.
- Range may include but is not limited to – make, model, year of registration, registration number, odometer or hour meter reading, vehicle identification number (VIN).

Element 2

Confirm details for an automotive or related job.

Performance criteria

- 2.1 Customers are greeted courteously in accordance with company requirements.
- 2.2 The work required is ascertained from the customer and recorded in accordance with company requirements.
- Range includes but is not limited to – written instructions, verbal instructions (personal and/or telephone contact), viewing the presented job.
- 2.3 Obvious faults and problems with the vehicle, machine or component are indicated to the customer, and rectification options discussed and agreed prior to acceptance of the job.
- 2.4 All details required by the company job sheet and/or job card are completed in accordance with company requirements.

- 2.5 The instructions and conditions listed on the job sheet and/or job card are checked with the customer as reflecting their requirements.

Element 3

Complete acceptance procedures for an automotive or related job.

Performance criteria

- 3.1 Booking in time and estimated time of completion is determined in accordance with customer and company requirements.
- Range includes but is not limited to – work flow and daily hours sold calculations, availability of parts and/or material required.
- 3.2 A job estimate is obtained if requested by the customer in accordance with company requirements.
- 3.3 The customer's method of payment for the job is confirmed and recorded in accordance with company requirements.

Please note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the NZ Motor Industry Training Organisation (Incorporated) janet.lane@mito.org.nz if you wish to suggest changes to the content of this unit standard.