

Title	Pick up and deliver a customer's vehicle, machine and/or equipment		
Level	1	Credits	1

Purpose	People credited with this unit standard are able to pick up a customer's vehicle, machine and/or equipment for service and/or repairs, and deliver the vehicle, machine and/or equipment to the customer's address once the service and/or repairs have been completed.
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Classification	Motor Industry > Automotive Administration
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Available grade	Achieved
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Prerequisites	Appropriate driver's licence for the vehicle or machine being driven.
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Guidance Information

- 1 Legislation and publications relevant to this unit standard includes but are not limited to the Health and Safety at Work Act 2015; and New Zealand Road Code, New Zealand Transport Agency.
- 2 New Zealand Road Code information can be obtained from the following website <https://www.nzta.govt.nz/resources/roadcode/>.
- 3 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's specifications, product quality specifications, and legislative requirements.

Outcomes and performance criteria

Outcome 1

Pick up a customer's vehicle, machine and/or equipment for service and/or repairs.

Performance criteria

- 1.1 Customer's and/or employer's details are obtained and confirmed in accordance with company requirements.
- Range may include but is not limited to – location details; details of the vehicle, machine and/or equipment; reason for pick up.
- 1.2 Permission is obtained to pick up the vehicle, machine and/or equipment in accordance with company requirements.
- Range keys obtained, liaison with customer, transport responsibilities agreed to.
- 1.3 Safe driving practices are observed throughout the task in accordance with legislative requirements.
- Range personal safety; safety of others; vehicle, machine, and/or equipment safety.
- 1.4 The vehicle, machine and/or equipment is delivered to the agreed destination in a safe manner with due regard to the Road Code within the timeframe agreed with the employer.

Outcome 2

Deliver the vehicle, machine and/or equipment to the customer's address once the service and/or repairs have been completed.

Performance criteria

- 2.1 Safe driving practices are observed throughout the task in accordance with legislative requirements.
- Range personal safety; safety of others; vehicle, machine, and/or equipment safety.
- 2.2 The customer is notified that the vehicle, machine and/or equipment is ready for delivery, and details of the delivery are noted in accordance with company requirements.
- 2.3 The vehicle, machine, and/or equipment is delivered to the address provided in a safe manner with due regard to the Road Code within the time frame agreed with the customer and employer.
- 2.4 The vehicle, machine and/or equipment is parked or stored in a safe manner, and the keys and company details relating to the service and/or repairs are presented to the customer in accordance with company requirements.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 February 1999	31 December 2020
Revision	2	13 March 2001	31 December 2020
Revision	3	16 April 2003	31 December 2020
Review	4	27 October 2006	31 December 2020
Review	5	30 August 2018	N/A

Consent and Moderation Requirements (CMR) reference	0014
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact the MITO New Zealand Incorporated info@mito.org.nz if you wish to suggest changes to the content of this unit standard.