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| Title | Provide technical guidance and assist development of others in the automotive and related industries | | |
| Level | 5 | Credits | 4 |

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| Purpose | People credited with this unit standard are able to assist staff with service or repair work and monitor their work standard, analyse, interpret, and provide technical information to staff, and facilitate continuous education of self and others in the automotive and related industries. |
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| Classification | Motor Industry > Automotive Administration |
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| Available grade | Achieved |
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Guidance Information

- 1 Evidence presented for assessment against this unit standard must be consistent with safe work practices and be in accordance with applicable service information, and company requirements and legislative requirements. This includes the knowledge and use of suitable tools and equipment.
- 2 Legislation, regulations and/or industry standards relevant to this unit standard may include:
 - Health and Safety at Work Act 2015;
 - Consumer Guarantees Act 1993;
 - Fair Trading Act 1986;
 - Land Transport Rule: Vehicle Repair 1998, Rule 34001;
and any subsequent amendments and replacements.
- 3 Definitions

Company requirements refer to instructions to staff on policy and procedures that are available in the workplace. These requirements may include – company policies and procedures, work instructions, product quality specifications and legislative requirements.

Service information refers to information such as technical information for a vehicle, machine, or product detailing operation; installation and servicing procedures; manufacturer instructions; technical terms and descriptions; and detailed illustrations.

Suitable tools and equipment refer to industry approved tools and equipment that are recognised within the industry as being the most suited to complete the task in a professional and competent manner with due regard to safe work practices.

- 4 Range
Technical guidance can be for any automotive industry technical area underpinned by the necessary knowledge and skills at a supervisory level.
For the purpose of assessment, team meetings require attendance within a team environment, conducted on a weekly basis for a period of four weeks.
- 5 Assessment
Assessment against this unit standard must take place in a commercial workplace, where the learner is required to, or able to, act in a supervisory capacity.

Outcomes and performance criteria

Outcome 1

Assist staff with service or repair work and monitor their work standard in the automotive and related industries.

Performance criteria

- 1.1 The nature of assistance is confirmed.
- Range may include – oral questioning, job sheet or card, customer’s instructions, observation, testing, workshop manual, manufacturer’s specifications.
- 1.2 Technical guidance is provided appropriately to the relevant staff member’s skill and experience, and the complexity of the work.
- 1.3 Technical assistance is provided to assist staff member to identify unfamiliar work procedures and/or faults.
- 1.4 Technical assistance or advice is provided to staff during work completion to ensure service or repair meets company requirements.
- 1.5 Staff provided with technical assistance or advice are monitored to ensure work standards are met.

Outcome 2

Analyse, interpret, and provide technical information to staff in the automotive and related industries.

Performance criteria

- 2.1 Technical information appropriate to the service or repair is analysed and made available to staff when required.
- Range sources for technical information may include – in-house literature, external literature and/or manuals, experience of others in the company, other industry contacts (network), industry bodies and/or associations, manufacturers, legislation, regulations.

- 2.2 Current information relative to the service or repair is interpreted and communicated to staff.
- Range may include – team meetings, one-to-one with staff members.
- 2.3 Staff are shown how to access, interpret, and apply technical information.
- Range minimum of one staff member; in-house system of accessing information.

Outcome 3

Facilitate continuous education of self and others in the automotive and related industries.

Performance criteria

- 3.1 Sharing of information or knowledge is encouraged to facilitate continuous education of self and others.
- Range may include – team meetings, one-to-one with staff members.
- 3.2 Training and education opportunities are identified to continue expansion of personal and team knowledge and skills.
- Range may include – company courses, external courses, seminars.
- 3.3 Approval from management is sought to attend appropriate courses.
- Range may include – self, other staff; type of course, costs, dates, rationale, perceived benefits.

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| Planned review date | 31 December 2026 |
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Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|------------------|--------------------------|
| Registration | 1 | 16 December 2004 | 31 December 2018 |
| Review | 2 | 21 April 2016 | 31 December 2023 |
| Review | 3 | 24 March 2022 | N/A |

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| 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 Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council qualifications@hangaarorau.nz if you wish to suggest changes to the content of this unit standard.