

Title	Demonstrate knowledge of warranties and guarantees that apply to the automotive industry		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to demonstrate knowledge of warranties and guarantees that apply to the automotive industry.
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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 working practices and be in accordance with applicable service information, 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 include but are not limited to the
 - Health and Safety at Work Act 2015;
 - Consumer Guarantees Act 1993;
 - Fair Trading Act 1986;
 - Land Transport Act 1998;
 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 may include – technical information for a vehicle, machine, or product detailing operation; installation and servicing procedures; manufacturer instructions; technical terms and descriptions; and detailed illustrations.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of warranties and guarantees that apply to the automotive industry.

Performance criteria

- 1.1 The terms 'warranty' and 'guarantee' are defined in terms of obligations and responsibilities that apply to the selling or hiring of goods and/or service.
- 1.2 Warranties and guarantees applicable to the workplace are identified.
- Range may include – manufacturer warranty, repairer guarantee, parts warranties, materials warranty, extended warranties.
- 1.3 The process of registering warranties and guarantees is described.
- 1.4 Legislative requirements of automotive industry warranties and guarantees are identified.
- 1.5 Procedures for promoting warranty and/or guarantee and benefits to customer and workplace are described.
- 1.6 Features of warranties and guarantees are identified.
- Range may include – replacement or repair of components or systems, limits on hours or distance travelled, labour only, parts only, replacement vehicle, breakdown service.
- 1.7 The importance of honouring the warranty and/or guarantee is described.
- 1.8 The importance of explaining to the customer all exemptions, exclusions, and voidable conditions stated in the warranty, is described.

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	25 June 2007	31 December 2018
Review	2	21 April 2016	31 December 2020
Review	3	13 December 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 MITO New Zealand Incorporated info@mito.org.nz if you wish to suggest changes to the content of this unit standard.