

Title	Demonstrate knowledge of estimates and quotations in the automotive industry		
Level	4	Credits	3

Purpose	People credited with this unit standard are able to demonstrate knowledge of estimates and quotations in 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 Legislation, regulations and/or industry standards relevant to this unit standard include but are not limited to:

- Health and Safety at Work Act 2015;
- Consumer Guarantees Act 1993;
- Fair Trading Act 1986.

Any new, amended or replacement Acts, regulations, Rules, standards, codes of practice, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.

- 2 Definitions

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.

Workplace procedures refer to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer's requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the automotive industry.

- 3 Assessment information

Machines may include forklifts, earth moving equipment, grader equipment, loaders, dozers, tractors, agricultural equipment, dump trucks, prime movers; electric machines including – forklift, walk-behind pallet, ride-on pallet, reach truck, order picker, counterbalance truck, turret truck.

Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, workplace procedures and legislative requirements.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of estimates and quotations in the automotive industry.

Performance criteria

- 1.1 The difference between an estimate and a quotation is described.
- 1.2 Legal requirements when providing estimates and quotations to customers are identified.
- 1.3 Factors that determine charge out rate are described.
- Range may include – overheads; wages; profit margins; GST; other applicable taxes.
- 1.4 Factors that affect profitability are described.
- Range may include – efficiency; productivity; rework; staffing levels.
- 1.5 The importance of keeping a record of time and materials when carrying out a job is explained.

Replacement information	This unit standard replaced unit standard 5777.
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Planned review date	31 December 2029
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	1 March 2018	31 December 2027
Review	2	25 July 2024	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 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.