

Title	Cost a job for the supply of a product, repair or service in the automotive industry		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to cost a job for the supply of a product, repair or service 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 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 the purposes of this unit standard, the candidate is not required to estimate any component of the costing. Costing refers to the process of identifying, recording and presenting all of the pre-costed or completed components that make up the supply of an automotive and/or related product, repair, and/or service. Estimating and quoting are referred to in Unit 968, *Estimate or quote the cost of a repair or service in the automotive industry*; and Unit 31065, *Demonstrate knowledge of estimates and quotations in the automotive industry*.

Outcomes and performance criteria

Outcome 1

Cost a job for the supply of a product, repair or service in the automotive industry.

Performance criteria

- 1.1 Customer details are obtained and recorded in accordance with company requirements.
- Range must include – name; address; telephone contact number; date received;
may include but is not limited to – instructions and/or description of product, repair or 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.
- 1.2 Vehicle details are obtained and recorded in accordance with company requirements.
- Range must include – make; model; registration number;
may include but is not limited to –year of registration, odometer or hour meter reading, vehicle identification number.
- 1.3 Component details are obtained and recorded in accordance with company requirements.
- Range component type, identification number and/or description.
- 1.4 Deadlines specified in the costing are determined by reference to the availability of goods and/or services, and the time estimated to deliver or complete the goods, repairs or services.
- 1.5 Job details are obtained and recorded in accordance with company requirements.
- Range may include but is not limited to – technician name(s), date of work or service carried out, labour time and rate, description of the completed repair or service, parts used, machine charges, outside work, sundry items (such as waste materials, cleaning, minor parts, travelling time and distance).
- 1.6 Customer follow-up records are updated in accordance with company requirements.
- Range may include but is not limited to – details of present job, date for next service, Warrant of Fitness or Certificate of Fitness certificate reminder.
- 1.7 The costing is completed in accordance with company requirements.
- Range includes but is not limited to – ensuring job costing details are accurate, description of the repair or service carried out shown in a clear and logical sequence that can be easily understood by a customer, costing fairly reflects actual parts, work and/or service supplied or carried out, costs are itemised.

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	29 October 1993	31 December 2020
Review	2	4 October 1996	31 December 2020
Review	3	26 February 1999	31 December 2020
Review	4	25 May 2007	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 MITO New Zealand Incorporated info@mito.org.nz if you wish to suggest changes to the content of this unit standard.