

<b>Title</b>	<b>Book in and receive work for an automotive business</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to: book in; confirm details for; and complete acceptance procedures for, an automotive job.
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<b>Classification</b>	Motor Industry > Automotive Administration
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<b>Available grade</b>	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.

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### Outcomes and performance criteria

#### Outcome 1

Book in an automotive or related job.

#### Performance criteria

- 1.1 Initial job details are obtained and recorded in accordance with company requirements.

Range            must include – specific repairs, specific concerns;  
                       may include but is not limited to – vehicle service and  
                       maintenance, Warrant of Fitness.

- 1.2 Customer details are obtained and recorded in accordance with company requirements.
- Range must include – name, address, telephone contact number, date booked;  
may include but is not limited to – instructions and/or description of 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.
- 1.3 Vehicle, machine, or component details are obtained and recorded in accordance with company requirements.
- Range may include but is not limited to – make, model, year of registration, registration number, odometer or hour meter reading, vehicle identification number.

## Outcome 2

Confirm details for an automotive job.

### Performance criteria

- 2.1 Customers are greeted courteously in accordance with company requirements.
- 2.2 The work required is ascertained from the customer and recorded in accordance with company requirements.
- Range includes but is not limited to – written instructions, verbal instructions (personal and/or telephone contact), viewing the presented job.
- 2.3 Obvious faults and problems with the vehicle, machine or component are indicated to the customer, and rectification options discussed and agreed prior to acceptance of the job.
- 2.4 Company job sheet and/or job card are completed in accordance with company requirements.
- 2.5 The instructions and conditions listed on the job sheet and/or job card are checked with the customer as reflecting their requirements.

## Outcome 3

Complete acceptance procedures for an automotive job.

**Performance criteria**

- 3.1 Booking in time and estimated time of completion is determined in accordance with customer and company requirements.
- Range includes but is not limited to – work flow and daily hours sold calculations, availability of parts and/or material required.
- 3.2 A job estimate is obtained if requested by the customer in accordance with company requirements.
- 3.3 The customer's method of payment for the job is confirmed and recorded in accordance with company requirements.

<b>Planned review date</b>	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	21 September 2007	31 December 2020
Review	5	30 August 2018	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:info@mito.org.nz) if you wish to suggest changes to the content of this unit standard.