

<b>Title</b>	<b>Prepare and deliver an estimate or quotation for the supply of an automotive product or service to a customer</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to prepare and deliver an estimate or quotation for the supply of an automotive product or service to a customer.
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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 It is recommended that people hold credit for Unit 31065, *Demonstrate knowledge of estimates and quotations in the automotive industry* before being assessed against this unit standard.
- 2 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.
- 3 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;
 and any subsequent amendments and replacements.
- 4 **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

Prepare and deliver an estimate or quotation for the supply of an automotive product or service to a customer.

### Performance criteria

1.1 Details for preparing the estimate or quotation are obtained.

Range may include – customer instructions - nature of service, deadlines; product or service requirements- price lists, estimate or quotation records; availability of parts or labour- workshop scheduling, procurement.

1.2 Estimate or quotation is calculated.

Range may include – price of parts and/or labour, sundry expenses, GST, negotiated discounts.

1.3 Estimate or quotation is prepared in accordance with company's pricing structure.

Range may include – product or service description, labour time, labour rate, period of validity, warranty and service inclusions.

1.4 Estimate or quotation is delivered or presented in written form to the customer.

<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	9 November 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	31 December 2020
Review	6	13 December 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>.

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**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.