

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

Purpose	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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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 the:

- 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

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.

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

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 in written form to the customer.

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	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	31 December 2027
Review	7	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.