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**AUTOMOTIVE WORKSHOP  
ENGINEERING**  
**Investigate and supervise the  
rectification of an automotive  
mechanical and/or bodywork problem**

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<b>level:</b>	<b>5</b>
<b>credit:</b>	<b>4</b>
<b>final date for comment:</b>	December 2008
<b>expiry date:</b>	December 2009
<b>sub-field:</b>	Motor Industry
<b>purpose:</b>	This unit standard is for people in the automotive engineering and related industries. People credited with this unit standard are able to: investigate a reported automotive mechanical and/or bodywork problem; determine the cause and solution to the problem; and supervise the rectification of the problem.
<b>entry information:</b>	Open.
<b>accreditation option:</b>	Evaluation of documentation and visit by NZQA and industry.
<b>moderation option:</b>	A centrally established and directed national moderation system has been set up by the NZ Motor Industry Training Organisation.
<b>special notes:</b>	<ol style="list-style-type: none"><li>1 The following legislation must be consulted and followed where applicable: Health and Safety in Employment Act 1992.</li><li>2 Reference to <i>suitable tools and equipment</i> means industry approved tools and equipment that are recognised within the industry as being the most suited to complete the task to a professional manner with due regard to safe working practices.</li></ol>

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- 3 Reference to *company policy means* that the standard must comply with any policies, procedures, and requirements of the company involved, and the ethical codes of relevant professional management.

### **Elements and Performance Criteria**

#### **element 1**

Investigate a reported automotive mechanical and/or bodywork problem.

#### **performance criteria**

- 1.1 Safe working practices are observed throughout the task.  
Range: personal safety, safety of others, equipment safety.
- 1.2 Suitable tools and equipment are selected and used to enable problems to be investigated.
- 1.3 The symptoms of the problem are verified according to company policy.  
Range: may include but is not limited to – questioning the person who reported the problem, written report.
- 1.4 The problem is investigated by inspection, tests, and/or measurement according to the manufacturer's specifications, and company policy.  
Range: may include but is not limited to – potential, actual, re-occurring; minor, major.

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**element 2**

Determine the cause and solution to the problem.

**performance criteria**

- 2.1 Safe working practices are observed throughout the task.  
Range: personal safety, safety of others, equipment safety.
- 2.2 Suitable tools and equipment are selected and used to enable the problem to be determined.
- 2.3 The cause of the problem is identified according to the manufacturer's manuals and trouble shooting guides.
- 2.4 A solution to the problem is determined according to the manufacturer's specifications, customer requirements, financial considerations, and professional trade practices.

**element 3**

Supervise the rectification of the problem.

**performance criteria**

- 3.1 Action required to rectify the problem is determined by reference to the manufacturer's instructions.
- 3.2 Arrangements are made to enable the problem to be rectified according to company policy.
- 3.3 Follow-up check and/or tests are completed to ensure the reported problem has been rectified according to the manufacturer's specifications.

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**Comments on this unit standard**

Please contact the NZ Motor Industry Training Organisation [jlane@mito.org.nz](mailto:jlane@mito.org.nz) if you wish to suggest changes to the content of this unit standard.

**Please Note**

Providers must be accredited by the Qualifications Authority or a delegated inter-institutional body before they can register credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for providers wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

This unit standard is covered by AMAP 0014 which can be accessed at <http://www.nzqa.govt.nz/site/framework/search.html>.