
AUTOMOTIVE ADMINISTRATION
Demonstrate knowledge of, and apply,
automotive workplace efficiency and
productivity concepts

level:	5
credit:	4
final date for comment:	December 2008
expiry date:	December 2009
sub-field:	Motor Industry
purpose:	This unit standard is for people in the automotive industry. People credited with this unit standard are able to demonstrate knowledge of: automotive workplace efficiency and productivity calculations, standard (flat rate) times and performance values in the workplace, and down time in the workplace; and apply concepts of automotive workplace efficiency and productivity to workplace operations.
entry information:	Open.
accreditation option:	Evaluation of documentation and visit by NZQA and industry.
moderation option:	A centrally established and directed national moderation system has been set up by the NZ Motor Industry Training Organisation.
special notes:	None.

AUTOMOTIVE ADMINISTRATION
Demonstrate knowledge of, and apply,
automotive workplace efficiency and
productivity concepts

Elements and Performance Criteria

element 1

Demonstrate knowledge of automotive workplace efficiency and productivity calculations.

performance criteria

- 1.1 Workplace efficiency is defined in terms of services, systems, and processes.
- 1.2 Productivity in the workplace is defined in terms of total staff work output to provide a service and a profit.
- 1.3 The relationship between efficiency and productivity is identified.
- 1.4 Examples of increases and decreases in productivity are calculated.
- 1.5 The range of outputs and inputs used for productivity calculations is identified.
- 1.6 Productivity efficiency ratios are calculated.

element 2

Demonstrate knowledge of standard (flat rate) times and performance values in the workplace.

performance criteria

- 2.1 Basic minute values are calculated from a breakdown of a job.
- 2.2 Minutes are converted to standard times by the addition of contingency allowances and rest times.
- 2.3 Performance and efficiency values are calculated from given output and input data.

AUTOMOTIVE ADMINISTRATION
Demonstrate knowledge of, and apply,
automotive workplace efficiency and
productivity concepts

element 3

Demonstrate knowledge of down time in the workplace.

performance criteria

- 3.1 The difference between down time and built-in contingencies are identified in terms of workplace labour efficiency.
- 3.2 Examples of down time in an automotive workplace are categorised and analysed to show how improvements in efficiency can be achieved.

element 4

Apply concepts of automotive workplace efficiency and productivity to workplace operations.

performance criteria

- 4.1 Existing services, systems, and processes are identified to calculate workplace efficiency.
- 4.2 Workplace productivity is determined according to total staff work output against company performance goals.

Comments on this unit standard

Please contact the NZ Motor Industry Training Organisation 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.

AUTOMOTIVE ADMINISTRATION
Demonstrate knowledge of, and apply,
automotive workplace efficiency and
productivity concepts

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>.