
AUTOMOTIVE ADMINISTRATION
Inspect technical quality of work in the
motor and related industries

level:	5
credit:	4
final date for comment:	December 2008
expiry date:	December 2009
sub-field:	Motor Industry
purpose:	People credited with this unit standard are able to achieve quality work outcomes, apply quality control standards to the job, and inspect the quality of work completed by others in the motor and related industries.
entry information:	Recommended: Unit 21078, <i>Demonstrate knowledge of quality control standards in the motor and related industries</i> , or demonstrate equivalent knowledge and skills.
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:	<ol style="list-style-type: none">1 The following legislation and regulations must be consulted and followed where applicable: Consumer Guarantees Act 1993; Fair Trading Act 1986; Hazardous Substances and New Organisms Act 1996; Health and Safety in Employment Act 1992; Land Transport Rule: Vehicle Repair 1998, Rule 34001; Transport (Vehicle Standards) Regulations, 1990.2 Land Transport Rules are produced for the Minister of Transport by Land Transport New Zealand. These rules are available online at http://www.landtransport.govt.nz.

AUTOMOTIVE ADMINISTRATION
Inspect technical quality of work in the
motor and related industries

- 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 organisations.
- 4 Quality technical inspections may include non-intrusive periodic inspections during jobs carried out by others and/or observation and/or testing at the completion of the job carried out by others.
- 5 Assessment for this unit standard should reflect a process rather than an event and occur over a period of time to cover the varying circumstances. Evidence of performance may be provided by customers, managers, and/or other persons subject to agreed authentication arrangements.
- 6 Workers' performance expectations are those documented in company individual performance reviews.
- 7 Customer communication may be oral, written, by telephone, or by other means.
- 8 The NZ Motor Industry Training Organisation acknowledges the assistance provided by the Australian National Training Authority (ANTA) in permitting their competency unit to be used as the basis for this unit standard. This unit standard is based on the unit of competency AUR61230B *Inspect technical quality of work*.

AUTOMOTIVE ADMINISTRATION
Inspect technical quality of work in the
motor and related industries

Elements and Performance Criteria

element 1

Achieve quality work outcomes.

performance criteria

- 1.1 Jobs are completed to customer's satisfaction.
- Range: may include but is not limited to – feedback surveys, repeat business, customer communication.
- 1.2 Jobs are completed to employer's satisfaction.
- Range: may include but is not limited to – jobs completed on time, company records of come-backs, repeat business, no loss and damage incidents.
- 1.3 Quality improvements and/or recommendations are communicated in accordance with company policy.
- Range: may include but is not limited to – jobs completed on time, company records.

element 2

Apply quality standards to the job.

performance criteria

- 2.1 Inspections are conducted in accordance with the company policy to ensure quality standards are maintained.
- Range: may include but is not limited to – quality of the finished jobs, procedures adopted, consistent with worker(s) performance expectations.

AUTOMOTIVE ADMINISTRATION
Inspect technical quality of work in the
motor and related industries

2.2 Job sheets, work orders, and/or invoices are checked to ensure details comply with inspection findings.

Range: may include but is not limited to – labour time, replacement parts used, summary of work carried out.

2.3 Quality standards are applied during work completion to ensure customer's property meets company policy.

Range: industry and government bodies, customer satisfaction.

element 3

Inspect the quality of work completed by others in the motor and related industries.

performance criteria

3.1 Work is identified and confirmed for inspection according to company policy.

3.2 Inspection frequency is conducted consistent with the relevant worker's skill and experience, and the complexity of the work.

3.3 Inspections are carried out to ensure company quality control requirements are met.

Range: may include but is not limited to – following instructions; meeting company policy; adhering to the manufacturers' specifications; selecting and using tools and equipment; following workshop manual instructions; adhering to legislative requirements; ensuring workshop safety, vehicle and/or component safety, and personal safety requirements are met; time taken to do the work; performance of worker(s); quality of replacement parts; correction of problems and/or defects.

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

AUTOMOTIVE ADMINISTRATION
Inspect technical quality of work in the
motor and related industries

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>.