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**AUTOMOTIVE ADMINISTRATION**  
**Provide technical guidance in the motor**  
**and related industries**

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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>	People credited with this unit standard are able to: assist staff with service and/or repair work in the motor or related industries, and monitor their work standard; analyse, interpret, and provide technical information to staff; and facilitate continuous education of self and others.
<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 and other sources must be consulted and followed where applicable: Consumer Guarantees Act 1993; Fair Trading Act 1986; Health and Safety in Employment Act 1992; Land Transport Rule: Vehicle Repair 1998, Rule 34001; Transport (Vehicle Standards) Regulations 1990.</li><li>2 Land Transport Rules are produced for the Minister of Transport by Land Transport New Zealand. These rules are available online at <a href="http://www.landtransport.govt.nz">http://www.landtransport.govt.nz</a>.</li><li>3 Reference to <i>company policy</i> 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.</li></ol>

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- 4 Technical guidance can be for any motor or related industry technical area underpinned by the necessary knowledge and skills at a supervisory level.
- 5 Assessment for this unit standard should test a person's skills to interpret given technical information, impart technical information that can be interpreted by others to assist them in the performance of their work, and to mentor staff under normal workplace conditions.
- 6 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 AUR59554A *Provide technical guidance*.
- 7 For the purpose of assessment, *team meetings* require attendance within a team environment, conducted on a weekly basis for a period of four weeks.

## **Elements and Performance Criteria**

### **element 1**

Assist staff with service and/or repair work in the motor or related industries, and monitor their work standard.

### **performance criteria**

1.1 The nature of assistance is identified and confirmed according to the company policy.

Range: may include but is not limited to – oral questioning, job sheet or card, customer's instructions, observation, testing, workshop manual and/or manufacturer's specifications.

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- 1.2 Technical guidance is provided appropriate to the relevant staff member's skill and experience, and the complexity of the work.
- 1.3 Technical assistance provided assists staff member to identify unfamiliar work procedures and/or faults.
- 1.4 Technical assistance and/or advice is provided to staff during work completion to ensure service and/or repair meets company policy.
- 1.5 Staff provided with technical assistance and/or advice are monitored to ensure work standards are met.

**element 2**

Analyse, interpret, and provide technical information to staff.

**performance criteria**

- 2.1 Technical information appropriate to the service and/or repair is analysed and made available to staff when required.  
  
Range: sources for technical information may include but are not limited to – in-house literature (electronic and/or paper based), external literature and/or manuals (electronic and/or paper based), experience of others in the company, other industry contacts (network), industry bodies and/or associations, manufacturers, legislation, regulations.
- 2.2 Current information relative to the service and/or repair is interpreted and communicated to staff.  
  
Range: may include but is not limited to – team meetings, one-to-one with staff members.
- 2.3 Staff are shown how to access, interpret, and apply technical information.  
  
Range: minimum of one staff member, in-house system of accessing information.

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**element 3**

Facilitate continuous education of self and others.

**performance criteria**

- 3.1 Sharing of information and/or knowledge is encouraged to facilitate continuous education of self and others.
- Range: may include but is not limited to – team meetings, one-to-one with staff members.
- 3.2 Training and education opportunities are identified to continue expansion of personal and team knowledge and skills.
- Range: may include but is not limited to – company courses, external courses, seminars.
- 3.3 Approval from management is sought to attend appropriate courses according to company policy.
- Range: may include but is not limited to – self, other staff; type of course, costs, dates, rationale, perceived benefits.

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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.

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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>.