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**VEHICLE SPRAYPAINTING**  
**Determine a paint maintenance  
programme for customers**

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<b>level:</b>	<b>5</b>
<b>credit:</b>	<b>1</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 demonstrate knowledge of vehicle paint maintenance requirements, and determine a paint maintenance programme for customers.
<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 <i>Company guidelines</i> include workplace standards, practices, and procedures which must comply with current legislation requirements. It is assumed the policy also meets product manufacturer's specifications, recommendations, and standards.</li><li>3 Assessment for element 2 can be in an off-job situation. For this purpose, the term <i>customer</i> means the training provider.</li></ol>

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**Elements and Performance Criteria**

**element 1**

Demonstrate knowledge of vehicle paint maintenance requirements.

**performance criteria**

- 1.1 Types of paint finishes used on vehicles, and their maintenance procedures are explained according to the vehicle manufacturers' specifications and company guidelines.
- Range: includes but is not limited to – original equipment manufacturer (OEM), vehicle refinished.
- 1.2 Methods of removing dirt from a vehicle and the importance of cleaning regularly are explained according to the vehicle manufacturers' specifications and company guidelines.
- Range: may include but is not limited to – acid rain, bird droppings, exhaust fumes, rotting leaves, sap from trees, tar, road grime; recommended cleaners; vehicle in shaded area.
- 1.3 Types of polishes and the reasons for checking the instructions prior to use are explained according to the manufacturers' specifications.
- Range: includes but is not limited to – wax polishes, silicon polishes, abrasive polishes; removing surface scratches.
- 1.4 Method of and reasons for touching up minor chips in the paintwork are explained according to company guidelines.
- 1.5 Procedures to look after vehicle paintwork are described according to the vehicle manufacturers' recommendations and company guidelines.
- Range: original vehicle paintwork, vehicle delivered after paint repair.

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1.6 Benefits of explaining to the customer of having a regular paint maintenance plan for their vehicle are explained.

Range: repeat work, customer service and care, identifying corrosion and paint defects.

1.7 Reasons for paint breakdown are described according to the manufacturers' product information and company policy.

Range: includes but is not limited to – vehicle design, paint adhesion, paint quality, life expectancy of paint, incorrect application procedures, corrosion, paint damage.

**element 2**

Determine a paint maintenance programme for customers.

**performance criteria**

2.1 A paint maintenance programme is designed for the customer according to company guidelines, manufacturer's specifications, and customer requirements.

Range: may include but is not limited to – design of document, manufacturer's recommendations; recommendations for washing and polishing; removal of – acid rain, bird droppings, exhaust fumes, rotting leaves, sap from trees, tar, road grime, surface scratches; touching up stone chips; identifying corrosion and paint defects.

2.2 The benefit of regular cleaning and polishing is explained to the customer according to company guidelines.

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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**

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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>.