

## Unit 053

## Knowledge of support for job roles in the automotive work environment

<b>UAN:</b>	T/601/6175
<b>Level:</b>	3
<b>Credit value:</b>	3
<b>GLH:</b>	20
<b>Relationship to NOS:</b>	This unit is linked to G3 Maintain Working Relationships in the Motor Vehicle Environment.
<b>Assessment requirements specified by a sector or regulatory body:</b>	This unit was developed by the IMI, the sector skills council for the automotive retail industry. All assessments have been developed in accordance with the IMI Assessment Requirements for VRQs.
<b>Aim:</b>	This unit enables the learner to develop an understanding of how to keep good working relationships with all colleagues in the automotive work environment by using effective communication and support skills.

<b>Learning outcome</b>	The learner will:
1	understand key organisational structures, functions and roles within the automotive work environment
<b>Assessment criteria</b>	
The learner can:	
1.1	identify the purpose of the different sections of a typical automotive work environment
1.2	explain organisational structures and lines of communication within the automotive work environment
1.3	explain levels of responsibility within specific job roles in an automotive workplace. To include: a. trainee b. skilled technician c. supervisor d. manager.

<b>Learning outcome</b>	The learner will:
2	understand the importance of obtaining, interpreting and using information in order to support their job role within the automotive work environment
<b>Assessment criteria</b>	

The learner can:	
2.1	explain the importance of different sources of information in an automotive work environment
2.2	explain how to find, interpret and use relevant sources of information
2.3	describe the main legal requirements relating to the vehicle, including road safety requirements
2.4	explain the importance of working to recognised procedures and processes
2.5	explain when replacement units and components must meet the manufacturers' original equipment specification
2.6	explain the purpose of how to use identification codes.

<b>Learning outcome</b>	The learner will:
3	understand the importance of different types of communication within the automotive work environment
<b>Assessment criteria</b>	
The learner can:	
3.1	explain where different methods of communication would be used within the automotive environment
3.2	explain the factors which can determine their choice of communication
3.3	explain how the communication of information can change with the target audience to include informed and uninformed people.

<b>Learning outcome</b>	The learner will:
4	understand communication requirements when carrying out vehicle repairs in the automotive work environment
<b>Assessment criteria</b>	
The learner can:	
4.1	explain how to report using written and verbal communication
4.2	explain the importance of documenting information relating to work carried out in the automotive environment
4.3	explain the importance of working to agreed timescales.

<b>Learning outcome</b>	The learner will:
5	understand how to develop good working relationships with colleagues and customers in the automotive workplace
<b>Assessment criteria</b>	
The learner can:	
5.1	describe how to develop positive working relationships with colleagues and customers
5.2	explain the importance of developing positive working relationships
5.3	explain the importance of accepting other peoples' views and opinions
5.4	explain the importance of making and honouring realistic commitments to colleagues and customers.

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## Supporting information

### **Unit range**

#### **The structure of a typical vehicle repair business**

- a. How these areas relate to each other within the business:
  - i. body shop
  - ii. vehicle repair workshop
  - iii. paint shop
  - iv. valeting
  - v. vehicle parts store
  - vi. main office
  - vii. vehicle sales
  - viii. reception.

#### **Sources of information:**

- a. other staff
- b. manuals
- c. parts lists
- d. computer software and the internet
- e. manufacturer
- f. diagnostic equipment.

#### **Communication requirements when carrying out vehicle repairs**

- a. Locating and using correct documentation and information for:
  - i. recording vehicle maintenance and repairs
  - ii. vehicle specifications
  - iii. component specifications
  - iv. oil and fluid specifications
  - v. equipment and tools
  - vi. identification codes.
- b. Procedures for:
  - i. referral of problems
  - ii. reporting delays
  - iii. additional work identified during repair or maintenance
  - iv. keeping others informed of progress.
- c. Methods of communication:
  - i. verbal
  - ii. signs and notices
  - iii. memos
  - iv. telephone
  - v. electronic mail
  - vi. vehicle job card
  - vii. notice boards
  - viii. SMS text messaging

- ix. letters.
- d. Organisational and customer requirements:
  - i. importance of time scales to customer and organization
  - ii. relationship between time and costs
  - iii. meaning of profit.
- e. Choice of communication
  - i. distance
  - ii. location
  - iii. job responsibility.
- f. Importance of maintaining positive working relationships:
  - i. morale
  - ii. productivity
  - iii. company image
  - iv. customer relationships
  - v. colleagues.