UNIT REF: G3K	UNIT TITLE: KNOWLEDGE OF SUPPORT FOR JOB ROLES IN THE AUTOMOTIVE WORK ENVIRONMENT

Level: 3	Route: Knowledge	Credit Value: 3	GLH: 20

Mapping: This unit is mapped to the IMI NOS G3

Rationale: 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.

LEARNING OUTCOMES **The Learner will:**	ASSESSMENT CRITERIA **The Learner can:**
1. Understand key organisational structures, functions and roles within the automotive work environment	1.1. Identify the purpose of 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 automotive workplace. To include: a. trainee b. skilled technician c. supervisor d. manager
2. Understand the importance of obtaining, interpreting and using information in order to support their job role within the automotive work environment	2.1. Explain the importance of different sources of information in a 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
3. Understand the importance of different types of communication within the automotive work environment	3.1. Explain where different methods of communication would be used within the automotive environment 3.2. Explain the factors which can determine your choice of communication. 3.3. Explain how the communication of information can change with the target audience to include uninformed and informed people

4. Understand communication requirements when carrying out vehicle repairs in the automotive work environment	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
5. Understand how to develop good working relationships with colleagues and customers in the automotive workplace	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.

Content:

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

b. Sources of information
    i.   other staff
    ii.   manuals
    iii.   parts lists
    iv.   computer software and the internet
    v.   manufacturer
    vi.   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

Content: Contd

Methods of Communication
a.   Verbal
b.   Signs and notices
c.   Memos
d.   Telephone
e.   Electronic mail
f.   Vehicle job card
g.   Notice boards
h.   SMS text messaging
i.   Letters

Organisational & Customer requirements:
a   Importance of time scales to customer and organisation
b   Relationship between time and costs
c   Meaning of profit

Choice of Communication
a.   Distance
b.   Location
c.   Job responsibility

Importance of maintaining positive working relationships:
a   Morale
b   Productivity
c   Company image
d   Customer relationships
e   Colleagues

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