Level 3 Knowledge of Support for Job Roles in Automotive Work Environment (053)

These notes are guidelines and cannot be copied directly onto your assessment. You need to use your own wording to show competence in this unit.

Cut and copy will not be accepted !!

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| 1.1 | **State the purpose of the different sections that make up a typical automotive work environment.** |   |
|  | Examples could include: * Administration - dealing with accounts, etc.
* Body & Paint - repair of accident and other damage to vehicle bodies
* Parts - supplying vehicle parts and accessories to the workshop and private and trade customers
* Quick fit - tyre, exhaust, etc., replacement
* Sales - selling of new and pre-owned vehicles
* Service - repair and maintenance of vehicles
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| 1.2 | **Explain different organisational structures and the lines of communication in the automotive work environment.** |  |
|  | Examples could include:* Dealer Principal - Managing Director
* General Manager
* After Sales/Parts/Body Shop Manager
* Supervisor
* Technician/mechanic/parts salesman
* Apprentice/trainee

In smaller garages, not all these positions would exist. The chain of command could well be Owner / manager, Mechanic poss 2 and a trainee. |  |
| 1.3 | **Explain the levels of responsibility within a typical automotive work environment for a trainee, skilled technician, supervisor and manager.** |  |
|  | Examples could include:* Trainee - generally no responsibility apart from self is responsible to attend college to study for his or her apprenticeship.
* Technician - training of trainee/apprentice/standard of work such as carrying out servicing and repairs of vehicles entering the workshop. Answers to the supervisor daily basis.
* Supervisor - overall responsibility of technicians & trainees answers to the general manager
* Manager - responsibility for all staff and budgets. It is the managers responsibility to find solutions to workshop and customer problems and issues.
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| 2.1 | **Identify different information sources and explain the importance of each.** |
|  | Examples could include:* **Verbal** - from technicians with knowledge – important for general internal communications. A courteous
* **Written** - manuals, parts books, manufacturers instruction sheets – important for correct work procedures
* **Electronic** - computer packages, internet, etc. – important for vehicle data, records, workshop organisation. Emailing customers and associated garages in a dealer group.
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| 2.2 | **Explain how to find, interpret and use relevant sources of information.** |  |
|  | Technical information and data can be written, such as Workshop manuals, parts books, etc. In most cases this information is now obtained electronically through various computer packages or directly on-line. When using autodata, you would :- **find** information by entering in the vehicle registration number, and ensuring the correct engine number appears on screen.These would be **interpreted** and used to obtain servicing details, repair methods and vehicle data. Timing belt special tools and time of task. Following removal and installation procedures would support the task being carried out correctly**. (Use)** |  |
| 2.4 | **Why is it important to work to recognised procedures and processes?** |  |
|  | This ensures that the task is completed to a satisfactory standard and allows manufacturers times to be maintained.  |  |
| 2.3 | **Describe the main legal requirements relating to vehicles including road safety requirements.** |  |
|  | Before being used on the road the vehicle must be in a roadworthy condition. It must have a current road fund licence or trade plates assigned to the garage and, if applicable, a current MOT (VOSA) certificate. You as the driver must have the correct driving licence for the class of vehicle you are driving. |  |
| 2.5 2.6 | **Explain the importance of using identification codes when replacing units and components to meet manufacturer’s specification.** |  |
|  | These codes ensure that the correct parts are used and that they are fit for purpose. There is a danger of causing more problems if incorrect part are used on a vehicle. |  |
| 3.1 3.2 | **Explain where different methods of communication would be used within the automotive workplace and outline the factors that would determine the choice.** |  |
|  | Examples could include:* **Verbal** - where another technician has previous experience of carrying out a task. Questioning a customer on the symptoms of a problem they have with their car.
* **Written** - when carrying out a vehicle service to ensure that all of the appropriate tasks are completed and to provide a record for the customer.
* **Electronic** (ICT) - to obtain vehicle data or information directly from the manufacturer, or computer package such as autodata
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| 4.1 | **Explain how to report using written and verbal communication.** |  |
|  | Examples could include:* Written reports - are made by the use of job cards and this records the work carried out and any faults found.
* Verbal reports - are made between staff members and to the customer when collecting the vehicle.
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| 3.3 | **Explain how the communication of information can change depending on how informed or uninformed the people are.** |  |
|  | Informed people are those who would have an understanding of technical language so would normally be between staff.Uninformed people are those who would not necessarily have an understanding of technical language (some customers). Therefore, the form of communication would have to vary depending on the person’s knowledge and understanding. Diagrams and pictures can help a non informed customer have a better understanding of a vehicles fault. |  |
| 4.2 | **Explain why it is important to keep records relating to work carried out in the automotive environment.** |  |
|  | Records allow details of any work carried out, or required to be carried out, to be documented. This provides a record for future reference especially if there is a dispute with the customer. Date of work carried out, mileage on the day and parts used are vital for this process to accurate. It also helps to document any services or repair the customer does not want after being advised of a fault. If a customer wants to take away a vehicle which is unroadworthy a disclaimer advising them they should not drive it always advised to cover the garage. |  |
| 4.3 | **Explain why it is important to work to agreed timescales.** |  |
|  | In most cases the charges made by the company are based on these times so exceeding them has a cost implication. Also the days work will be planned on these times so exceeding them could affect the through put of work. It provides an indication of when the vehicle will be ready for collection by the customer. |  |
| 5.3 | **Explain the importance of accepting other people’s views and opinions.** |  |
|  | Firstly, it is a sign of politeness, listening to other people’s view. Your planned solution to a problem may not be the correct one and could waste time. Others may have had previous experience with the problem, it may be a known fault, and therefore others may be aware of a correct or quicker solution. |  |
| 5.1 5.2 | **Describe how you develop positive working relationships with colleagues and customers and why this is important.** |  |
|  | The important thing is to be honest and help work **colleagues** whenever possible as you may later require their help. Also honesty with **customers** is important as is ensuring a high standard of work within agreed timescales, they will then return. |  |
| 5.4 | **Explain the importance of honouring realistic commitments to colleagues and customers.** |  |
|  | It is important to do what you say you are going to do and when, there needs to be trust between colleagues and customers. If you say you will work on Saturday morning, work could well be booked in. If absent you will let both your colleagues and customers down. This will do nothing for working relations in the garage.  |  |