

Assessment Requirements

Unit G3.1K – Knowledge to Support working relationships in the Automotive Work Environment

Content:

Sections within a typical vehicle repair business

- a. reception
- b. body shop
- c. service repair workshop
- d. valeting
- e. parts
- f. sales
- g. administration

Different sources of information in an automotive work environment.

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

Locating and using correct documentation and information for:

- a. recording vehicle maintenance and repairs
- b. vehicle specifications
- c. component specifications
- d. oil and fluid specifications
- e. equipment and tools
- f. identification codes

Alternative 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

Communication with a Supervisor

- a. referral of problems
- b. reporting delays
- c. additional work identified during repair or maintenance
- d. keep others informed of progress

Agreed timescales

- a. relationship between time and cost
- b. customer expectation