

Assessment Requirements

Unit G3K – Knowledge of Support for Job Roles in the Automotive Environment

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

- 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

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
- a. Organisational & Customer requirements:
- i. importance of time scales to customer and organization
 - ii. relationship between time and costs
 - iii. meaning of profit
- b. Choice of Communication
- a. distance
 - b. location
 - c. job responsibility
- b. Importance of maintaining positive working relationships:
- a. morale
 - b. productivity
 - c. company image
 - d. customer relationships
 - e. colleagues