

Unit ID: 2217

Domain

AUTOMOTIVE MECHATRONICS

Title:

**Implement dealership workshop
organization**

Level: 3

Credits: 3

Purpose

This unit standard is intended for those who implement dealership workshop organization. People credited with this unit standard are able to describe dealership organization, describe workshop organization and layout, carryout workshop administration, issue warranty and maintenance or service plans and perform customer care procedures.

This unit standard is intended for those who work in automotive mechatronics environment.

Special Notes

1. Entry information

Prerequisite

- *none*

2. This unit standard is to be assessed in the context of automotive mechatronics operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.

3. Assessment evidence may be collected at a real workplace or simulated workplace in which safety operations are carried out.

4. Glossary of terms:

- '*Specifications*' refers to any, or all the following: manufacturers' specifications and recommendations, workplace specific requirements, national and international standards and legislations
- '*ISO*' refers to International Organization for Standards

5. Performance of all elements in this unit standard must comply with industry standards and workplace requirements.

6. Regulations and legislation relevant to this unit standard include the following:

- Labour Act No. 11 of 2007
- Regulations relating to the health and safety of employees at work under Schedule 1 (2) of the Labour Act No.11 of 2007
- ISO 14001 (Environmental Management Standard) and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority on www.namqa.org and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Describe dealership organization

Performance Criteria

- 1.1 Dealership specifications and requirements are stated.
- 1.2 Dealership operations are explained.
- 1.3 Advantages and disadvantages of dealerships are explained.

Element 2: Describe workshop organization and layout

Performance Criteria

- 2.1 The workshop organogram is explained.
- 2.2 Different workshop responsibilities are allocated and explained.
- 2.3 Workshop space designation is explained and documented.

Element 3: Carryout workshop administration

Range

Workshop documents includes and is not limited to job cards, requisitions for consumables and spares, workshop reports and subordinate's performance appraisals.

Performance Criteria

- 3.1 Different workshop inventory systems are identified and explained.
- 3.2 Workshop documents are compiled and filed according to workplace procedures.
- 3.3 Workshop records are retrieved according to workplace procedures.
- 3.4 Workshop personnel are supervised according to workplace procedures.

Element 4: Issue warranty and maintenance or service plans

Performance Criteria

- 4.1 Warranty of product, item or accessory is identified and explained.
- 4.2 Warranty conditions are described to the client or customer according to workplace procedures.
- 4.3 Maintenance or service plans are identified and confirmed to the customer.
- 4.4 Maintenance or service plans are explained to the customer.

Element 5: Perform customer care procedures

Performance Criteria

- 5.1 Customer care principles are stated and explained.
- 5.2 Customer care procedures are demonstrated.
- 5.3 Customer care procedures are evaluated according to workplace specifications and guidelines.

Registration Data

Subfield:	Automotive Engineering
Date first registered:	22 April 2020
Date this version registered:	22 April 2020
Anticipated review:	2025
Body responsible for review:	Namibia Training Authority