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Unit Standard 21857

PRACTICE PAPER - ANSWER BANK

Assessors Note:

This answer bank should be used as the primary resource when marking students work. However, responses to some questions may be subjective and tutors are advised to exercise their professional judgement when making assessment decisions.

ELEMENT ONE

Demonstrate knowledge of the different occupations within the motor industry.

1 Describe the functions carried out by the Sales Department in an automotive business.

To sell new and used cars
To promote the company
To provide after sales service
To develop customer contacts
Assessor to use professional judgement

2 Describe the functions carried out by the Parts Department in an automotive business.

To supply spare parts to the service department and the general motoring public
Organising promotional campaigns
Buying new parts
Cataloguing spare parts
Assessor to use professional judgement

3 Describe the functions carried out by the Service Department in an automotive business.

To carry out service and repairs on cars and light commercial vehicles
Breakdown servicing
Alternative fuel certification
Warrant of fitness inspections
Assessor to use professional judgement

4. Describe the functions carried out by the Management in an automotive business.

To coordinate the business's payroll
Manages accounts payable and receivable system
Manages recruitment requirement
Bill payments, staff wages, invoicing, internal and external mail
Assessor to use professional judgement

5. Complete the table by entering the appropriate occupation next to it's the best description.

Carries out repairs to trucks and buses.	Automotive Heavy Engineer
Paints vehicles to protect them from rust	Automotive Refinisher
Repairs engines that run on LPG or CNG fuels.	Alternative Fuel Specialist
Strips vehicle for reusable parts for resale	Automotive Dismantler
Replaces broken vehicle windows	Automotive Glazier
Carries out routine services on cars	Automotive Light Engineer
Services and repairs automotive air conditioning systems	Air Conditioning Specialist
Carries out body repairs to vehicles involved in accidents	Collision Repairer
Carries out wheel alignment and suspension repairs.	Vehicle Alignment Specialist
Repairs of braking system components.	Brake Service Engineer

6. Complete the table by entering an appropriate description of activities carried out by each occupation.

Puts together motor vehicle parts and components to form finished motor vehicles.	Vehicle Assembler
Services and repairs fuel injection pumps, governors and injectors.	Fuel Injection Specialist
Sells policies to customers to cover the costs of repairs if their vehicle is damaged.	Insurance Company
Sells vehicle panels and components to collision repair workshops.	Motor Body Supplier
Carries out checks of workshops to monitor the storage of dangerous goods.	Dangerous Goods Inspector
Carries out sign writing and stripe application for business customers.	Vehicle Graphics Applicator
Cleans the interior and exterior of vehicles.	Vehicle Groomer
Helps motorists to fill their cars with fuel as well selling motor vehicle accessories and food items.	Forecourt Attendant
Carries out services and inspections of marine engines	Trailer Boat Engineer
Checks and repairs motorcycles, scooters and all terrain vehicles	Motor Cycle Engineer

7. Complete the table by entering an appropriate description of activities carried out by each occupation.

Disassembles and assembles engines, weld, balance and grind crankshafts	Automotive Machinist
Repairs and maintains small machines such as lawnmowers and chainsaws	Outdoor Power Equipment Engineer
Installs, maintains and repairs electrical wiring and electrical systems	Automotive Electrical Engineer
Makes frames and parts for buses, vans, trucks and caravans	Coachbuilder
Sells new or used cars, trucks and other vehicles on behalf of a car dealer.	Vehicle Salesperson
Sells new and used automotive parts and accessories	Parts Salesperson
Carries out services and repairs on cooling system components	Radiator Engineer
Removes and refits tyres and tubes for all types of vehicles.	Tyre Fitter
Removes and recycles used materials such as oil, paint, tyres, batteries from workshops.	Waste Disposal Employee
Deals with the customers by booking in jobs and advising customers of any services or repairs required and the costs involved.	Service Receptionist

ELEMENT TWO

Demonstrate knowledge of the motor industry structure.

1. Complete the table by entering the appropriate organisation next to it's the best description.

MITO	An organisation that is responsible for managing automotive apprenticeships as well as setting qualifications and overseeing moderation.
MTA	An organisation that is made up of motor industry businesses. <ul style="list-style-type: none">• Protects public by acting as a mediator in the event of a dispute with one of its members• Offers vouchers for sale that can be used by the public to buy goods and services from any of its members businesses.
MIA	An organisation that is open to vehicle importers and distributors to join. <ul style="list-style-type: none">• Focuses on vehicle safety, emissions and environmental issues that affect new vehicle sales.
CRA	An organisation that works on behalf of its motor body repairs members. <ul style="list-style-type: none">• Has a Code of Ethics for its members and is heavily involved in training and moderation.
Business NZ	An organisation that works to improve the conditions in which employers operate in NZ. <ul style="list-style-type: none">• Open to all employers – not just automotive• Raises issues with the government in areas such as international completion, employment rules, company tax and investment.
Etū Union	An organisation that works on behalf of its members (employees) to achieve improved wages and conditions. <ul style="list-style-type: none">• Provides advice and assistance to its members on all work related matters



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