

Unit Standard **21857**

Identify the occupational areas and structures of the New Zealand motor industry

Level 2 Credit 2 v3

Student Name:

School:

Date:

Marked By: _____ **Mark** _____ **%**

Feedback: **Excellent work**

Good work

Please attempt all questions

Please resubmit

USEFUL WEBLINKS

Automotive Technician

<http://youtu.be/UFSIIy07g8o>

<http://youtu.be/NeicDB76zJE>

<http://youtu.be/4O5Hbwnrvmg>

Workshop Supervisor

<http://youtu.be/uPoi1IJmHho>

Service Advisor

<http://youtu.be/p62dsMKhBnQ>

Collision Repair

<http://youtu.be/mkOoWobx4aA>

<http://youtu.be/0hpkfcNVOyY>

Auto Electrical

<http://youtu.be/a7WCRoNY01c>

Heavy Vehicle

<http://youtu.be/CamZVhmUHqg>

Automotive Refinisher

http://youtu.be/6a0tR_NnMag

Motor Trimming

<http://youtu.be/oXt39x7v5jA>

Motorcycle Technician

<http://youtu.be/Jbf39hbv6yw>

Coach Building

<http://youtu.be/Bkqeysa5b7M>

REVIEW QUESTIONS ONE

- Q1 Explain why larger automotive businesses are structured into departments.
- Q2 List four common departments that may be found within a motor dealership.
- Q3 List three employment areas to be found within the Sales Department.
- Q4 List any three Sales Department functions.

- Q5 What type of work do service receptionists carry out?
- Q6 List three skills that may be helpful when working in the Parts Department.
- Q7 List any four Parts Department functions.
- Q8 Briefly outline the main functions of the Service Department.
- Q9 Briefly outline the main functions of the Management Department.

Q10 List three employment areas to be found within the service department.

Q11 What type of work do service managers carry out?

REVIEW QUESTIONS TWO

Q12 Identify the most likely automotive industry occupation that involves the type of work listed.

Strips vehicle for reusable parts for resale

Carries out repairs to trucks and buses.

Paints vehicles to protect them from rust

Carries out routine services on cars

Services and repairs automotive air conditioning systems

Carries out body repairs to vehicles involved in accidents

Sells new cars

Replaces broken vehicle windows

Q13 List four duties carried out by automotive engineers.

Q14 What sort of work do automotive machinists carry out?

Q15 List four types of vehicles an automotive heavy engineer may work on.

Q16 List three tasks that a tyre fitter would carry out.

Q17 What is the purpose of the Ozone Layer Protection Act 1990?

Q18 What sort of work does an automotive radiator engineer carry out?

- Q19 What sort of work does a trailer boat service engineer carry out?
- Q20 Identify any four duties carried out by collision repairers
- Q21 What is the name of the certificate that alternative fueled vehicles must have before road use?
- Q22 What sort of work does an automotive dismantler carry out?
- Q23 *What do the following letters stand for:*
- L.P.G.
- C.N.G.
- Q24 What is the main function of motor body suppliers?

Q25 List any three duties carried out by a service station attendant.

REVIEW QUESTIONS THREE

Q26 Explain three of the main functions of the NZ Motor Industry Training Organisation.

Q27 Explain what is contained in a Record of Achievement.

Q28 Explain three ways in which the NZ Engineering, Printing and Manufacturing Union can assist its members.

Q29 List any two services offered by the MTA.

Q30 What type of businesses are represented by the NZ Collision Repair Association.

Q31 What type of businesses are represented by the MIA?

Q32 Identify the appropriate body/organisation that:

Manages motor industry apprenticeships

Assists the public in regards to complaints against motor licensed vehicle dealers

Organisation that is open to all businesses (not just automotive) that works to improve the conditions in which employers operate in New Zealand.