



NZQA accredited and registered provider

Unit Standard 29579

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.

OUTCOME ONE

Demonstrate knowledge of good work habits and practices in the automotive industry

Q1. Identify at least FOUR instances where Health and Safety rules were broken in the following scenario:

James is running late and needs to complete a service on a car so that he can leave on time. As soon as he returns from the test drive he quickly lifts the bonnet of the car and leans over to remove the radiator cap. Immediately his face is scorched by the hot steam from the radiator and as he moves his hand to grab the cap his watch contacts the positive battery terminal. This gives him a nasty burn. When he recovers James is embarrassed and decides not tell anybody what happened. He sits on his workbench and has a cigarette to calm his nerves.

- 1 Removed the radiator too quickly, didn't allow engine to cool down
- 2 Should not have worn a watch
- 3 Should have reported the accident to his supervisor and first aid officer
- 4 Should never smoke in a workshop

Q2. Why do technicians need to be aware of the Consumer Guarantees Act?

If a vehicle fails as a result of poor service the company is responsible under the terms of the Consumers Guarantee Act and it must rectify the faults. This is costly to the company in money and customer goodwill terms.

Q3. How does the Privacy Act 1993 relate to the handling of customer information and vehicle details?

During the course of normal business activities workshops will need to collect customer and vehicle details. It is a legal requirement that this information is held securely and is only accessed by authorised staff for legitimate business reasons. Individuals who are found to have breached the rules face prosecution under the Privacy Act 1993

Q4. What organisation enforces the rules for dealing with waste products?

Environmental Protection Authority (EPA)

Q5a. Why is it important to follow safety instructions in the workplace?

Safety instructions are to protect workers from injuries (minor and major). The consequences of not following them can lead to accidents for yourself or your workmates. All accidents whether minor or major will lead to some loss of productivity and may have serious impacts with time off work and even possibly death.

Q5b. Why is it important to follow manufacturer's specifications and warranty requirements?

Manufacturer's specifications contain specific details about the product that are not readily available anywhere else. These include product specifications and may also include assembly instructions. They also contain important safety information that can help avoid injury and property damage. Manufacturers may not honour warranties if the correct repair procedures were not followed.

Q5c. In terms of legal requirements why is it important to follow instructions?

Under the Health and Safety in Employment Act 2015 all businesses, employers and employees have certain responsibilities for safe working practices. If workers fail to follow instructions they may be in breach of the safety laws and they and their employers could face prosecution

Q5d. In terms of maintaining company standards why is it important to follow instructions?

If a vehicle fails as a result of poor service and the technician not following instructions the company's reputation may suffer. This will cost the company in money to rectify it and could also possibly lead to a loss of the customer if they are not happy with the service.

Q5e. Why is it important that technicians complete their paperwork accurately following vehicle servicing?

It is very important that technicians fill in the paperwork correctly so that the customer can be charged accurately for the time taken to carry out the work as well as the parts and materials.

Q6. In a busy workshop technicians can often be given up to 10 vehicle servicing tasks in a day. Describe a good method that technicians could follow to ensure that they do not forget to complete all these tasks by the end of the day.

The technician can use a diary or a wall planner to tick off each task as it is completed to make sure that they have completed all the tasks for the day. They could enter their job details into their phone to check that they are all done. Or use a check list.

Q6b. Prioritise the following tasks in the order in which they should be carried out (1st - 5th)

5th Fill in vehicle repair job sheet recording time taken, materials used and parts replaced

4th Clean the vehicle ready for pick up

1st Clean up an oil spill from a previous service

3rd Carry out the vehicle repairs

2nd Record the customers instructions

Q7. Why is it important that workshop floors are kept clean and dry?

So they don't create a potential slipping or tripping hazard

Q8. How should fuel and oil soaked rags be stored

They should be stored in the recycling area out of direct sunlight and away from any source of heat, flames or sparks.

Q9. Why is it important for hand tools to be well maintained?

Tools that are maintained in good working order are less likely to create hazards. Hazards may include, tools breaking during use, potential of electric shock from damaged electrical leads. This also helps to reduce the time taken to repair the tools, and reduces the cost of replacing them.

Q10. Why is it important for workshop areas to be kept clean and tidy?

To remove potential hazards from the workspace. Maintain a clutter free working environment.

OUTCOME TWO

Demonstrate knowledge of safe working practices in the automotive industry

Q1. For each of the following situations identify the appropriate action that should be taken.

A broken and rusted hacksaw blade has been left in the workshop toolbox.	Wearing gloves move the hacksaw blade to the metal recycling designated area.
Diesel has split onto the floor in a work bay.	Take action to clean up the spill. Place a hazard sign at the site. Soak up the diesel with saw dust and apply degreaser to the workshop floor. Water blast and dry up.
The guard on the drill press has a large crack	Shut down the drill press and inform your supervisor. Place a hazard sign next to the drill press.
An open container of petrol has been left under a work bench.	Make sure the lid or filler cap is properly sealed and place the container in the dangerous goods store/area ready for refilling.
A spanner has been left on the workshop floor.	Check the condition of the spanner. Clean and return to its appropriate area.
The cable on the portable drill is torn and the drill has been returned to the shadow board.	Remove the drill from the shadow and report your finding to your supervisor. The drill will need to be replaced.

Q2. For each of the following please indicate whether the statement is True (T) or False (F). Please enter T or F in the boxes provided.

F

It is a good idea for employers to inform employees of the location of safety equipment before the employee starts work but it is not a requirement.

T

Employers must inform the employee of hazards that they will be exposed to before the employee starts work.

F

If a hazard cannot be eliminated the employer must close the workshop until the hazard has been dealt with.

T

If the hazard cannot be isolated (separated) its effects must be minimised (reduced) and a suitable warning sign must be placed at the site.

Q3. What precautions can be taken to limit workshop noise becoming a hazard?

- Carry out noisy activities inside the workshop rather than outside
- Restrict noisy activities to normal working hours
- Ensure that equipment is well maintained
- Use sound absorbing materials in noisier areas
- Position noisy tools and equipment away from windows and doors

Q4. Identify at least THREE instances of unsafe working practices in the following scenario:

Renee is not wearing appropriate steel capped footwear

Renee has failed to ensure that the work area was free from hazards before she started to weld.

Renee has failed to ensure that a fire extinguisher is close at hand before starting to weld.

Q5. Why is it important from a health point of view to take special care when servicing brake and clutch components?

Because these components may produce an asbestos dust that if inhaled can be cancer causing. When removing this dust technicians should wear a certified respirator and should use an air filter industrial vacuum cleaner

- Q6. List THREE safety points to remember when using jacking equipment**
- Always wear overalls and boots
 - Locate all the jacking points
 - Always put axle stands in place
 - Have the vehicle on hardened level ground
 - Make sure the jacking handle is not protruding and causing a hazard
- Q7. What is an industry Code of Practice?**
Codes of Practice provide specific information and guidelines for safe working practices. They are designed to help workshops meet their health and safety requirements.
- Q8. Explain why it is important to avoid running vehicle engines for long periods in a workshop.**
So that the build up of toxic, dangerous gases inside the workshop don't get to levels that will affect peoples health, both in the long and short term.
- Q9. List four flammable substances that could be found in automotive workshops**
Solvents, chemicals, petrol, oil, diesel, cleaning agents, paint, degreaser
- Q10. What are two things new workers should be shown in induction training?**
Location of first aid facilities and all fire extinguishers and fire alarms
Evacuation procedures and the location of emergency exits
How to contact emergency services (number to dial to get outside line)
How to use fire extinguishers
The accident reporting process and procedures
- Q11. For each of the following please indicate whether the statement is True (T) or False (F). Please enter T or F in the boxes provided.**
- | | |
|---|--|
| T | Employers must appoint a first aid officer and provide fire extinguishers |
| T | As the result of a major accident possible legal action may be taken against the company |
| T | When charging and discharging batteries hydrogen gas is produced which is highly explosive |
| F | Working in confined spaces over long periods of time will not lead to any injuries or health issues. |

Q12. Why is machine swarf considered a hazard in the workshop?

Because it can cause nasty cuts

Q13. Match up each task working in and around vehicles with its most appropriate safety precaution. For example A=5

A	Working with welders	A5	1	Disconnect the power supply before installing the drill into the chuck
B	Using a lathe	B 7	2	Only apply in an approved spray booth
C	Using drills	C1	3	Do not let the refrigerant come into contact with the skin
D	Using vices and clamps	D8	4	Always have a cell phone on you
E	Working with car paints	E2	5	Always wear flame retardant gloves
F	Working alone	F4	6	Remove all flammable materials and ensure there is sufficient clearance between the stone and grinder shields
G	Using grinders	G6	7	Set the cutting tool correctly and keep hands away from rotating parts
H	Working with air conditioning units	H3	8	Use jaw covers where necessary and secure the equipment and work

Q14. Why are warning signs displayed in automotive workshops?

So that all workers and visitors are made aware of the hazard and any precautions that need to be observed.

Q15. What does the term ‘Duty of Care’ mean for automotive workshops?

Under a duty of care automotive workshops are legally obliged to ensure the safety or well-being of others. This means no harm should be caused to others due to the actions or operations of the workshop.



NZQA accredited and registered provider

www.feds.co.nz



473 Te Rapa Road, PO Box 10-244, Hamilton 3241
phone 07 849 9828 | gateway@fairviews.co.nz