

Domain	AUTOMOTIVE MECHANICS	Unit ID: 74
Title:	Communicate in an automotive mechanic work environment	
Level: 2		Credits: 2

Purpose

This unit standard specifies the competencies required to communicate in an automotive mechanics environment. The unit refers to competency in communication rather than the English language. It includes gathering, conveying and receiving information through verbal and written forms of communication. This unit standard is intended for those who work as automotive mechanics.

Special Notes

1. Entry information:

Prerequisite

- Unit 65 - *Apply safety rules and regulations in an automotive mechanics workshop* or demonstrated equivalent knowledge and skills.

2. This unit standard is to be delivered and assessed in the context of automotive mechanics operations and should be assessed in conjunction with other relevant technical units selected from this domain.
3. To demonstrate competence, at a minimum, evidence is required of the correct interpretation of five different workplace signs; successful completion of five tasks following instructions; conveying five pieces of information to other workers; filling out three workplace documents and one job card accurately and actively participating at a workshop meeting. Perform these tasks ensuring correct identification of requirements, selection and use of appropriate processes, tools and equipment and completing all work to specification.
4. Assessment evidence may be collected from a real workplace or a simulated real workplace or an appropriate simulated realistic environment in which automotive mechanic operations are carried out.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' and company guidelines, instructions, and reasonable flat rate time.
6. '*Specifications*' refers to any, or all of the following: manufacturers' specifications and recommendations, workplace specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 6, 1992
 - Occupational Health and Safety Regulations No. 18, 1997 and all subsequent amendments.

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 and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Gather, convey and receive information

Range

Methods of communication transfer is to include use of telephones (including mobile), two-way radio, e-mail and facsimile.

Work signage is to include workplace safety signs, facility or location signs and hazard signs.

Performance Criteria

- 1.1 Verbal and written instructions are gathered, received and responded to with correct actions.
- 1.2 Instructions are conveyed accurately.
- 1.3 Work signage is responded to with correct action.
- 1.4 Information is conveyed and receipt of the message is confirmed.
- 1.5 Questions are used to gain additional information and to clarify understanding.

Element 2: Participate in simple workshop meetings

Performance Criteria

- 2.1 Correct processes for workshop meetings are identified and followed to pre-determined or agreed procedures.
- 2.2 Responses are sought and provided to others in the group.
- 2.3 Constructive contributions are made.
- 2.4 Goals or outcomes are identified and recorded.

Element 3: Complete relevant work related documents

Range

Workplace documents may include company procedures, regulations, safety requirements, induction procedures, industrial agreements, checklists, instructions, delivery docket, material safety data sheets, workplace policies, quality requirements, bulletins, maps, notices, accident reports, plans, emergency procedures, work schedule or appointment sheets, repair order forms, job cards, service record books and service plan forms.

Performance Criteria

- 3.1 Range of forms relating to conditions of employment is completed accurately and legibly.
- 3.2 Range of forms about routine duties is completed accurately and legibly.
- 3.3 Job cards are completed accurately and legibly.

Registration Data

Subfield:	Automotive Engineering
Date first registered:	28 September 2006
Date this version registered:	28 September 2006
Anticipated review:	2010
Body responsible for review:	Namibia Training Authority