

National Unit Specification: general information

UNIT Automotive: Effective Working Practices (Intermediate 1)

NUMBER DE3Y 10

COURSE Scottish Progression Award (SPA)
in Vehicle Maintenance and Repair

SUMMARY

This unit will be suitable for candidates who need to develop the basic skills and knowledge associated with the repair, servicing and maintenance of vehicles at Intermediate level 1.

The unit is derived from Automotive Skills' National Occupational Standard Units:

Unit 1 – Contribute to good housekeeping

Unit 2 – Ensure your own actions reduce risks to health and safety

Unit 3 – Maintain positive working relationships

It also applies to the units relating to vehicle maintenance and repair S/NVQs and Modern Apprenticeships.

It is designed to meet the knowledge requirements of Automotive Skills' Technical Certificate Specification (Phase 1):

LV01 – Health, safety and housekeeping in a vehicle workshop

LV03 – Effective working relationships

and to provide progression towards the S/NVQs and Modern Apprenticeships.

Administrative Information

Superclass: AF

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National Unit Specification: general information (cont)

OUTCOMES

- 1 Identify good housekeeping practices.
- 2 Identify methods of reducing risks to health and safety.
- 3 Describe how to maintain positive working relationships.
- 4 Identify methods used to build and maintain positive working relationships.
- 5 Identify the relationship between time management, labour costs and profitability.
- 6 Identify the purpose of equal opportunities in the workplace.

RECOMMENDED ENTRY

Entry is at the discretion of the centre, but a good standard of communication skills and numeracy would be desirable. It would also be beneficial for candidates to have a practical aptitude for vehicle maintenance and repair.

CREDIT VALUE

0.5 Credits at Intermediate 1 (3 SCQF points at SCQF level 4*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

CORE SKILLS

Information on the automatic certification of any core skills in this unit is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, publication code BA0906).

National Unit Specification: statement of standards

UNIT Automotive: Effective Working Practices (Intermediate 1)

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Identify good housekeeping practices.

Performance criteria

- a) Correctly identify the current health and safety legislation applicable to the responsibilities of employers and employees.
- b) Correctly identify personal protective equipment (PPE) and its uses.
- c) Correctly identify the responsibilities of an individual with regard to accident prevention in the workplace.
- d) Correctly identify the need for good housekeeping procedures within the workplace.
- e) Correctly identify the best practices regarding fire prevention and evacuation.

OUTCOME 2

Identify methods of reducing risks to health and safety.

Performance criteria

- a) Correctly identify health and safety signage in the workplace.
- b) Correctly identify the procedure for accident reporting.
- c) Correctly identify general and specific hazards in the workplace.

OUTCOME 3

Describe how to maintain positive working relationships.

Performance criteria

- a) Correctly identify the role of each department in the workplace.
- b) Correctly identify company structures, job roles and responsibilities.
- c) Correctly identify the reasons for keeping within levels of authority.
- d) Correctly identify forms of communication within the company.
- e) Correctly identify how each form of communication can be used effectively.
- f) Correctly identify the reasons for good communication.

National Unit Specification: statement of standards (cont)

UNIT Automotive: Effective Working Practices (Intermediate 1)

OUTCOME 4

Identify methods used to build and maintain positive working relationships.

Performance criteria

- a) Correctly identify the reasons for creating a good impression.
- b) Correctly identify the reasons for developing positive working relationships with colleagues.
- c) Correctly identify the reasons for being able to work as a team.
- d) Correctly identify the reasons for making and keeping commitments to others.
- e) Correctly identify the effects of poor working relationships on morale, productivity and company image.

OUTCOME 5

Identify the relationship between time management, labour costs and profitability.

Performance criteria

- a) Correctly identify methods of time management.
- b) Correctly identify labour costs.
- c) Correctly identify profitability.
- d) Correctly identify the reasons for keeping customers, management and colleagues informed of progress.

OUTCOME 6

Identify the purpose of equal opportunities in the workplace.

Performance criteria

- a) Correctly identify the definition of equal opportunities.
- b) Correctly identify the legislation governing equal opportunities.
- c) Correctly identify how equal opportunities can affect people in the workplace.
- d) Correctly identify the definition of discrimination.
- e) Correctly identify examples of types of discrimination.

EVIDENCE REQUIREMENTS FOR THE UNIT

Written evidence of the candidate's ability to identify:

- a) good housekeeping practices,
- b) methods of reducing risks to Health and Safety,
- c) methods used to maintain positive working relationships,
- d) methods used to build and maintain positive working relationships,
- e) the relationship between time management, labour costs and profitability,
- f) the purpose of equal opportunities within the workplace.

The candidate should produce sufficient correct responses to achieve an overall pass of 70% for the unit.

National Unit Specification: support notes

UNIT Automotive: Effective Working Practices (Intermediate 1)

This part of the unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 20 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This unit is designed to provide the underpinning knowledge for Phase 1 of Automotive Skills' Modern Apprenticeship (MA). It also operates in conjunction with the SVQ level II, Vehicle Mechanical, building the underpinning knowledge which will assist in the attainment of the SVQ.

Outcome 1

Good Housekeeping Practices

Types and use of suitable PPE. Housekeeping activities including cleaning and maintenance; using resources economically; following manufacturer's instructions; removing debris and waste; selecting/storing tools and equipment; reporting damage to tools and equipment; following workplace policies including Health and Safety compliance.

Outcome 2

Health and Safety

Identify workplace policies and personnel responsible for Health and Safety; awareness of hazards and risks to self and others; reporting of hazards; demonstrate a positive attitude to Health and Safety Legislation; identification of workshop Health and Safety Signage.

Outcome 3

Forms of communication

Verbal (face to face, telephone, meetings); written (letters, messages); electronic (e-mail, internet, intranet). How each can be used effectively and the importance of good communication.

Outcome 4

Build and maintain effective working relationships

Creating a good impression through personal appearance, behaviour and interaction with others. Developing positive working relationships with others; importance of working as a team; making and keeping commitments to others; effects of poor working relationships on morale, productivity and company image.

Outcome 5

Relationship between time management, labour costs and profitability

Methods of time management; how labour costs are determined and methods of profit calculation. Importance of keeping customers, management and colleagues informed of progress.

Outcome 6

Equal opportunities

Definition of equal opportunities; legislation governing equal opportunities; how equal opportunities can affect people in the workplace; definition of discrimination and examples of discrimination.

National Unit Specification: support notes (cont)

UNIT Automotive: Effective Working Practices (Intermediate 1)

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

The candidates should be given the opportunity to become familiar with the workplace operation and company structure through visits to company premises, discussions with personnel on their role within the company and investigations into the various means of communication being used.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Assessment of the knowledge could take the form of a multiple choice test to cover all the outcomes.

SPECIAL NEEDS

This unit specification is intended to ensure that there are no artificial barriers to learning or assessment. Special needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering special alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements* (SQA, publication code AA0645).