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| Title | **Complete documentation requirement** | | |
| Level | **2** | **Credits** | **4** |

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| Purpose | This Competency Standard identifies the competencies required to complete documentation requirement, at workplace by Automobile Mechanic, in accordance with the organization’s approved guidelines and procedures. You will be expected to verify customer complaint and complete work estimate at all times, at workplace. Your underpinning knowledge regarding completion of documentation requirement will be sufficient to provide you the basis for your work. |

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| Classification ISCED | 0716 Motor vehicles, ships and aircraft |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

| **Unit of Competency** | **Performance Criteria** | **Knowledge & Understanding** | **Tools & Equipment** |
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| A1. Verify customer complaint | You will be able to:  P1. Record customer complaint as per organizational procedure  P2. Conduct root cause analysis to investigate customer complaint  P3. Perform test drive to isolate the problem  P4. Arrange tools and equipment required for diagnosing  P5. Follow safety precautions at workplace  P6. Finalize the customer concern regarding complaint as per organizational procedure | You will be able to:  K1. Define job/repair order  K2. Organizational reporting procedures  K3. Explain how to conduct root cause analysis  K4. Describe the functions of vehicle systems  K5. Describe the usage of tools and equipment for diagnosing  K6. Explain the safety precautions regarding personal health and workplace | Testers, scanners, sound detectors, Digital multi-meters, analyzers, gauges, job card/repair order |
| A2. Prepare Work estimate | You will be able to:  P1. Prepare a cost estimate form based on diagnose result including:   * Labour cost * Parts cost * Sublet cost   P2. Prepare time estimate form based on diagnose result | You will be able to:  K1. Explain the functions of different components of vehicle  K2. Describe the types of inventory system  K3. Define flat rate time (FRT)  K4. Explain the usage of repair manual  K5. Explain market trends in pricing of labour and parts | Repair manual, Flat rate time (FRT). Estimation forms, |