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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,  |