

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Vehicle Servicing

Title	Provide quotation for vehicle body building work
Code	108766L4
Range	In the body building workshop, practitioners should be able to receive customers according to the established procedures of the organization, providing body assembly quotes, making appropriate recommendations to assist customers, providing relevant services and preparing quotations.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Providing quotation for vehicle body building work)</p> <ul style="list-style-type: none"> • Good understanding of the requirements of respective local legislative provisions on the dimension of vehicle body and the use of roads. • Good understanding of the distribution and scope of work of various vehicle body building departments. • Master the specification and cost of body building parts. <p>2. Performance (Provide quotation service to customers)</p> <ul style="list-style-type: none"> • Receive customers according to organisational procedure; understand customer needs and give suggestions on vehicle body building. • Master the distribution of work and the workflow of each department; calculate the costs, profits and charges of vehicle body building work. • Complete quotation form.
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> • Capable of receiving customers according to organisational procedure, providing quotation for vehicle body building work and giving appropriate suggestions; and • Capable of understanding the distribution of work and the workflow among the departments as well as calculating the costs, profits and charges.
Remark	The credit value of this competency unit assumes that the practitioner has possessed knowledge of the car body structure.