

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Introduction to Motor Vehicle Maintenance and Repair
Unit Reference Number:	K/615/9818
Level:	Level 2
Credit Value:	3
Minimum GLH:	24

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know duties, procedures and requirements relevant to working in a garage	1.1 Describe how own duties contribute to the wider work of the organisation
	1.2 Assess the importance of workplace requirements about: <ul style="list-style-type: none"> a) Personal Presentation b) Timekeeping and attendance c) Conduct towards others
	1.3 Describe main procedures related to own role
	1.4 State why these procedures are important
2. Be able to use equipment when working in a garage	2.1 Explain the purpose/use of a minimum of 5 pieces of equipment/ tools used in a garage
	2.2 Use a minimum of 3 pieces of equipment to carry out tasks
	2.3 Store equipment appropriately
	2.4 Explain why it is important that equipment is stored correctly
3. Know health and safety procedures for working in a garage.	3.1 Describe fire procedures
	3.2 Describe accident procedures

	3.3 Assess risks in the workplace
	3.4 Follow health and safety procedures to minimise risk
4. Know how to communicate with others when working in a garage	4.1 Describe the importance of clear communication
	4.2 Describe how supervisors and colleagues should be approached about different matters
	4.3 State why good working relationships matter
	4.4 Describe how to maintain good working relationships
	4.5 Describe possible complaints
	4.6 Identify ways to handle complaints Explain the importance of customer service when working in a garage to include <ul style="list-style-type: none"> a) Dealing with complains b) Giving clear information c) Managing expectations d) Using appropriate language