



# FAIRVIEW EDUCATIONAL SERVICES LIMITED



## CERTIFICATE IN AUTOMOTIVE SERVICES (TECHNICIAN) 2012



## COURSE HANDBOOK

NZQA Accredited and Registered  
Industry Based Learning Organisation  
Training on site of a large dealership

473 TE RAPA ROAD, HAMILTON  
TELEPHONE 07 849 9828  
Email: [training@fairviews.co.nz](mailto:training@fairviews.co.nz)  
Website: [www.feds.co.nz](http://www.feds.co.nz)

# NZQA QUALIFICATION

## Real Life Situation

Obtaining a qualification in the automotive industry will be an excellent preparation for working in the automotive and allied industries. It will provide an excellent grounding in the trade for those people who are focused on becoming skilled and highly trained technicians. This programme is also suitable for those people who wish to learn skills that will help with vehicle maintenance and safety.

## YOUR FUTURE

**This course prepares students for apprenticeship opportunities in each of the following areas:**

- *Automotive Engineering*
- *Automotive Heavy Engineering*
- *Road Transport*
- *Agriculture*
- *Plant and Equipment*
- *Automotive Electrical Engineering*
- *Automotive Machining*
- *Motorcycle Engineering*
- *Power Boat Servicing*
- *Brake Service Engineering*
- *Radiator Repairing*
- *Fuel Injection Engineering*
- *Automotive Air Conditioning*
- *Outdoor Power Equipment Servicing*



It is also a useful qualification for entry into other motor industry occupations such as:

- *Automotive Parts Person*
- *Service Station Attendant*
- *Automotive Dismantler*
- *Motor Vehicle Salesperson*

## **COURSE DURATION**

This is a full time programme.

<b>Course duration:</b>	40 Weeks –Full time
<b>Course start date:</b>	7 February 2012
<b>Course finish date:</b>	30 November 2012
<b>Start time:</b>	9.00a.m.
<b>Finish time:</b>	3.30p.m.
<b>Course Fees:</b>	\$3300 (incl)
<b>Course Code:</b>	PC3063

## **ENTRY REQUIREMENTS**

- Candidates are expected to have completed a minimum of three years of secondary education with competency achieved in English and Mathematics (3 school certificate passes or NCEA Level 1).
- Evidence of driving competency (minimum requirement – learners driving licence)

## **APPLICATION PROCESS**

If you meet the entry requirements, please forward the following to the Training Services Manager, Fairview Educational Services, PO Box 10244, Hamilton.

- A hand written letter of application.
- A current curriculum vitae.

## **ENROLMENT PROCESS**

- Applicant requests course information.
- Course information pack distributed.
- Applicant submits hand written letter of application and curriculum vitae to Fairview Educational Services Limited.
- Where vacancies exist and applicant meets entry criteria, applicant will be invited to attend for an interview.
- Applicant to bring along school reports/Record of Learning/Identification (birth certificate or passport) to the interview.
- Following a successful interview the applicant will be formally offered a place on the course. Applicant will receive a letter and application form.

- To accept the position on the course the applicant **must** return the completed application form to Fairview Educational Services within 10 days. Offer will be forfeited after this 10 day period has elapsed. Enrolment form must be fully completed before submission.
- Following receipt of completed application form, a letter of acceptance and tax invoice will be sent out to the applicant.
- Enrolment is **only** complete when the applicant pays the course fees (payable on the first day of the course).

## INDUCTION PROCESS

During the first week of the course students will be expected to complete an induction process. This covers policies and procedures that relate to health and safety, assessments and general rules concerning expected behaviour. Students will be expected to complete the workbook for the safety unit standard 16113 within this first week.

## COURSE FEES 2012

**Total Fees Payable (inclusive) \$3300.00**

Total Fees Payable is made up of the following:

Student workbooks	\$ 360.00
NZQA administration	\$ 100.00
Administration fee	\$ 151.00
Tuition fee	\$2258.00
GST	<u>\$ 431.00</u>
	<b><u>\$3300.00</u></b>

An additional fee of \$25 will be charged where a student is not already hooked onto the National Qualifications Framework.

The full fee of \$3300 inclusive of GST is due no later than **7<sup>th</sup> February 2012**.

Students may be eligible for a student loan or allowance. It is recommended that students should apply for loans and allowances immediately after acceptance onto the course.

Students are expected to provide the following:

- Workshop safety footwear
- Two pairs of blue overalls
- Pens, pencils, ruler and calculator

# WITHDRAWAL AND REFUND POLICIES AND PROCEDURES

## **Withdrawal and Refund Policies and Procedures:**

Fees will be accepted on the first day of the course and will be held in independent trust fund until the eighth day in compliance with Section 236A of the Education Act. If a student wishes to withdraw from the course during this seven day period, that person is entitled to a full refund of any fees paid.

Non payment of fees after the eighth day implies withdrawal from the course.

## **Withdrawal:**

If a student wishes to withdraw from a course, that person should approach the Training Services Manager at Fairview Educational Services for a withdrawal form. On this form the student should indicate why they are seeking a refund of course fees and the reason for their withdrawal.

## **Refund of fees:**

Any student seeking a refund should approach the Training Services Manager to receive a refund form to complete. Fees are refunded less 10% of the total fee between day eight and one month. After one month from the course start date, it will at the discretion of the Training Services Manager as to whether refunds will be made to students who withdraw from the course.

In the event that Fairview Educational Services fails to deliver the contracted training, students will receive a refund of all unused fees. Unused fees shall be calculated by taking the total length in days of the course and subtracting the actual days of tuition provided.

## **Special Conditions for Payment of Fees:**

Students who fail to pay their fees by the due date may remain enrolled at the discretion of the Training Services Manager who will make arrangements with the student for the payment of the amount owing.

## **Credit Notification**

Credits achieved by students will be registered with the New Zealand Qualifications Authority on a monthly basis. Students who wish to withdraw from this course will receive a statement of achievement detailing unit standards and/or elements of an incomplete unit standard achieved.

## **Credit Transfer**

As student credits will be registered with the New Zealand Qualifications Authority, students will be able to transfer their credits to another registered and accredited training establishment without prejudice.

Fairview Educational Services has developed strong links with several private training establishments in the Waikato region and also with several Ford dealerships who are also accredited and registered private training establishments.

In the event that Fairview Educational Services is unable to provide the contracted training, information will be made available to students regarding alternative courses and institutions. If requested by a student, Fairview Educational Services will contact a particular institution on behalf of the student.

### **Recognition of Prior Learning and Current Competency**

Trainees can apply for recognition of prior learning and current competency for any unit standard. However, the trainee must supply sufficient and reliable evidence that supports their application. Before making a decision the Tutor will consult with the Training Services Manager and if necessary with the local MITO Customer Services Manager.

The trainee will be informed of the decision as soon as possible.

### **Bank Bond**

To protect student fees in the event that Fairview Educational Services becomes insolvent, Fairview Educational Services will take out a bank bond that guarantees repayment of fees for training that has not been delivered. This bond arrangement has been accepted by NZQA as a satisfactory arrangement.

## **WORK EXPERIENCE IN THE WORKING ENVIRONMENT**

This programme comprises of classroom teaching and practical trade training. A requirement of this course is for students to carry out work experience in a commercial working environment. The work experience component starts from the beginning of the second term.

# CERTIFICATE IN AUTOMOTIVE SERVICES (TECHNICIAN) – PC3063

(incorporating the National Certificate For Entry To Automotive Trades and leading towards the National Certificate in Automotive Engineering)

## COMPULSORY: INTRODUCTION AND SAFETY (ISM)

Unit	Title	Level	Credit
3856	Identify emergency procedures in the motor and related industries	2	2
21672	Demonstrate knowledge of new and emerging technology in the motor industry	2	5
21674	Demonstrate knowledge of terminology used in the motor industry	2	2
16113	Demonstrate knowledge of safe working practices in an automotive workshop	2	2
21858	Demonstrate good work habits and perform safe work practices in the motor and related industries	2	4
231	Explain the operation of two and four stroke petrol and diesel engines	2	4

## COMPULSORY: ENGINES MODULE (EM)

Unit	Title	Level	Credit
21686	Demonstrate knowledge of automotive cooling systems	2	2
21717	Service automotive cooling systems	2	3
11733	Demonstrate knowledge of vehicle exhaust systems	3	4
21678	Remove, repair and/or replace a vehicle and/or machine exhaust system	3	2
21683	Demonstrate knowledge of MIG welding in the motor industry	2	2
21684	Use a MIG welding plant in the motor industry	2	3

## COMPULSORY: MAINTENANCE (MEM)

Unit	Title	Level	Credit
249	Carry out automotive industry personal workplace requirements	2	5
21669	Demonstrate knowledge of hand tools and workshop equipment for motor industry applications	2	2
21859	Select and use hand tools and workshop equipment for an automotive application	2	2
21671	Carry out general engineering tasks in the motor industry	2	4
247	Prepare a vehicle and/or machine for use and shut down after use	2	2
7118	Manage own learning programme.	2	3

**COMPULSORY: BRAKES MODULE (BM)**

Unit	Title	Level	Credit
21869	Remove and replace road wheels in the motor industry	1	1
21722	Balance wheels off a vehicle in the motor industry	2	2
242	Change the fluid and bleed a brake hydraulic system	2	2
21720	Demonstrate knowledge of vehicle braking systems	2	2
21721	Demonstrate knowledge of vehicle steering and suspension systems	2	2
5466	Remove and replace car and/or light vehicle brake pads and shoes	3	2
23817	Demonstrate knowledge of braking principles and system component operation for light vehicles	3	5
23818	Demonstrate knowledge of braking system fault diagnosis and repair requirements for light vehicles	3	3

**COMPULSORY: ELECTRICAL 1 (ELM1)**

Unit	Title	Level	Credit
233	Service and automotive battery	2	2
3877	Demonstrate knowledge of protecting vehicle electronics in the motor industry	2	2
21676	Select test equipment and test an automotive electrical circuit	2	4
21707	Demonstrate knowledge of automotive electrical principles	2	6

**COMPULSORY: ELECTRICAL 2 (ELM2)**

Unit	Title	Level	Credit
898	Identify an automotive wiring diagram and translate information to a motor vehicle circuit.	3	3
22799	Demonstrate safety precautions on vehicles fitted with air bags and/or seat belt pre-tensioners	3	1
243	Carry out basic tuning on a four stroke petrol engine under supervision	2	4

**COMPULSORY: FUEL SYSTEMS (FSM)**

Unit	Title	Level	Credit
240	Demonstrate knowledge of petrol fuel systems	2	3
21677	Demonstrate knowledge of a diesel fuel system	2	2
5461	Explain the operation and testing of automotive emission controls	3	4

**COMPULSORY: TRANSMISSIONS (TM)**

Unit	Title	Level	Credit
239	Demonstrate knowledge of automotive manual transmissions	2	2
920	Describe the operation of a manual transmission used on cars and light commercial vehicles.	3	4
229	Identify the general locations and functions of motor vehicle systems and main components	2	4

## COMPULSORY: SPECIALIST (SPM)

Unit	Title	Level	Credit
947	Describe Knowledge of vehicle bodywork construction materials and metals	3	8
15373	Demonstrate knowledge of automotive air conditioning	3	4
21673	Demonstrate knowledge of maintaining stock security in the motor and related industries	2	2

## ELECTIVE UNIT STANDARDS

Unit	Title	Level	Credit
21670	<b>ELEC 01:</b> Demonstrate knowledge of general engineering tasks in the motor industry	2	3
21687	<b>ELEC 02:</b> Demonstrate knowledge of basic engine tuning on a four stroke petrol engine	2	3
244	<b>ELEC 03:</b> Disassemble and reassemble a four cylinder four stoke engine to a running state	2	6

To successfully complete this course, students must achieve the following:

### 1. COMPULSORY UNITS

- Level 1 Available credits 2
- Level 2 Available credits 82
- Level 3 Available credits 43

### 2. ELECTIVE LEVEL THREE UNITS

Students must complete a minimum of **SIX** credits from the elective level three list.

**TOTAL CREDITS REQUIRED FOR SUCCESSFUL COMPLETION OF COURSE:**

**127 Compulsory credits + 6 Elective credits = 133 CREDITS (MINIMUM)**

## IMPORTANT TELEPHONE NUMBERS

In the event of fire or discovery of smoke immediately notify our telephone operator (dial 0)

Provide the operator with the following:

- Your name
- Your exact location
- The exact location of the fire

If expedient, telephone the Fire Service by dialling 1 (one) then 111

Provide the operator with the following details:

Your name

Location of fire

Fairview Motors Limited  
473 Te Rapa Rd , Hamilton.

Or if the fire is in the workshop

Fairview Motors Limited  
529 Te Rapa Road, Hamilton.

Fire Alarms:

These are situated throughout the building, break the glass then activate the switch in case of fire.

### **Civil Defence Alarm:**

The Civil Defence Alarm is a continuous rising and falling of sirens.

### **Doctors Phone Numbers:**

St. Andrews Medical Centre      07 849 4181

North Care Medical Centre      07 850 9900

**Telecom Directory Services:**      Phone:      018

## **PERSONAL HELP REFERRAL SERVICES**

### **Citizens Advise Bureau:**

Address: 55 Victoria Street  
Hamilton  
Phone: (07) 839 0395

### **Civil Defence:**

Address: Waikato District CD  
Hamilton Office  
Private Bag 544  
Ngaruawahia  
Phone: (07) 856 7184

See inside covers of the Yellow Pages of Waikato, King Country and Thames Valley Telephone Book.

**Youth Line:** Phone: 0800 376 633

### **Personal Emergencies:**

Rape and sexual abuse healing

Phone: (07) 839 4433

Women's Refuge

Phone: (07) 847 1189

## **MEDICAL EMERGENCIES**

### **Sequence of events for any medical emergencies are as follows:**

- 1) Identify that a medical emergency exists.
- 2) Immediately inform the Senior Tutor of the condition.
- 3) The trained first aid person on site will assess the medical condition and follow the recommended procedures for that particular condition.
- 4) Once the emergency has been fully attended to and the person's condition resolved in the appropriate manner the Training Services Manager or someone designated by that person is to immediately fill in an Accident/Incident report and file it promptly with the General Service Manager.
- 5) If a situation arises where you are the only person on site to action a medical emergency dial 1-111 and provide operator with relevant information.

Provide the operator with the following details:

Your name

Location of emergency

Fairview Motors Limited  
473 Te Rapa Rd , Hamilton.

Or if the emergency is in the workshop Fairview Motors Limited  
529 Te Rapa Road, Hamilton.

- 6) In case of fire see the "EVACUATION PROCEDURES".

## EVACUATION PROCEDURES

### Any person discovering a fire shall:

- 1) Raise the alarm immediately by operating the nearest fire alarm and contacting telephonist (dial 0).
- 2) Call the Fire Brigade – Telephone 1 - 111 where necessary.

Provide the operator with the following details:

Your name

Location of fire

Fairview Motors Limited  
473 Te Rapa Rd , Hamilton.

Or if the fire is in the workshop

Fairview Motors Limited  
529 Te Rapa Road, Hamilton.

- 3) On hearing the sound of the alarm bell **ALL** students and staff will leave the premises immediately by the nearest means of escape available and assemble alongside the vehicle compound (indicated by the green dot).
- 4) The search wardens will search the premises.
- 5) Move quickly and quietly – **DO NOT RUN.**
- 6) Do **NOT** collect personal belongings from any part of the premises.
- 7) **NO** person is to re-enter the building until instructed.
- 8) Only if conditions permit should attempts be made to extinguish a fire.

## **COMPLAINTS POLICY AND PROCEDURE**

Student input is vital to the success of our training establishment. We encourage students to discuss concerns with their tutor or where appropriate with the Training Services Manager.

Any concerns that students have will be taken very seriously and in full confidence. Students are advised that should they wish to make a complaint they should request a complaint form from their tutor or from the Training Services Manager.

The tutor or Training Services Manager will take time to talk with the student and will aim to reach an amicable resolution.

We encourage open communication with students and want them to be able to approach us with ease and confidence to discuss any matters concerning them.

Where a student feels that their complaint has not been resolved satisfactorily they may approach the New Zealand Qualifications Authority. The NZQA prefers complaints to be in writing and stated as specifically as possible. (Address: NZQA, PO Box 160, Wellington)

For advice about lodging complaints, students may telephone NZQA on: 0800 QA HELP (0800 72 4357) or email [helpdesk@nzqa.govt.nz](mailto:helpdesk@nzqa.govt.nz).

The NZQA will investigate and advise both the student and the provider of the outcome of the complaint.

## **ASSESSMENT AND REASSESSMENT POLICY – PERFORMANCE CRITERIA**

### **Assessment**

1. Practical performance criteria are achieved (C) if the trainee completes the task to the required standard within a time frame which has been identified by the provider as suitable for the equipment/conditions pertaining in the provider's workshop. The process by which such time frames are identified will be subject to audit by the moderation procedures.
2. The performance criterion is *not* achieved (NC) if the required standards is achieved, but only after assistance, *or* is achieved but in an unacceptably slow time, *or* is not achieved.

### **Reassessment**

1. A first reassessment may be offered as soon as practicable after a trainee has unsuccessfully attempted to meet a performance criterion. A seven day period must lapse before a reassessment can be made.

Only the element not achieved the first time needs to be reassessed.

2. Reassessment – Second and subsequent. Opportunity for further reassessment should only be given where the trainee has been given sufficient time to undertake additional study in order to reach the required standards.

The assessor should be satisfied when the trainee has made an acceptable effort to do so before granting second and subsequent reassessment opportunities. In case of subsequent assessments, this may require the trainee for reassessment at a later date.

#### **ASSESSMENT APPEAL PROCEDURES:**

- The student talks to tutor and is reassessed – if the student is now competent (C) the process ends – if they still not yet competent (NC) the process may continue.
- The student appeals in writing (completes an Assessment Appeal Form) to the Training Services Manager who organises for the student to be re-assessed by an appropriate person.
- The student is reassessed – if the student is now competent (C) the process ends – if they are still not yet competent (NC) the process may continue.
- The student applies to be reassessed by an external assessor.

If the student is still not yet competent (NC) the process ends. If they are now competent (C) the process ends.

## **GENERAL RULES AND REGULATIONS**

Students must obey each of the following rules during their training at Fairview Educational Services Limited:

1. Rude, offensive behaviour will not be tolerated.
2. Racism, verbal, physical and sexual abuse of any person will not be tolerated.
3. Vehicles must be driven within the site speed limit (10 kms)
4. Students must drive within limits of their specified drivers license as set down by the Ministry of Transport.
5. Discipline measures will be taken where a student is persistently late and/or absent.
6. Bicycles must be not ridden on site.
7. Morning and afternoon tea must be spent in the designate tearoom.
8. During lunchtime students must either go off site or remain in the tearoom.
9. Overalls and work boots must be clean and correctly worn at all times.
10. Personal hygiene and grooming must be maintained at all times.
11. The racecourse is private property and is strictly off limits to students.
12. Students must notify their tutor or the Training Services Manager to explain absence or lateness no later than 9.00am on the morning of absence.
13. Workbooks must be maintained in a clean and tidy condition.
14. Students will be expected on occasion to complete written tasks after training hours.
15. Students are forbidden to smoke anywhere on site.
16. Courtesy must be shown to all members of the public and staff of Fairview Motors.
17. Students are expected to display a positive and mature attitude.
18. Students are forbidden to enter any area outside of the training area without the permission of their tutor.
19. Students must show respect for each other's private property.

20. Students under the influence or in possession of alcohol or illegal drugs will be removed from the course immediately.
21. Students are expected to follow instructions given by departmental managers and senior staff of Fairview Motors Limited.
22. Students must attend their work experience placement.
23. No hats or caps to be worn in any of the buildings on site.
24. Work on vehicles other than those belonging to Fairview Motors Limited is at the discretion of the tutor.
25. Wilful damage to the property of Fairview Motors Limited will not be tolerated.

### **RULES AND REGULATIONS AUTOMOTIVE WORKSHOP**

1. No running in the workshop.
2. A professional attitude is expected from students in the workshop at all times.
3. Emergency procedures in the case of fire or earthquake are to be followed without question. The tutor is in charge.
4. Axle stands must be used to support a vehicle raised using a hydraulic jack.
5. Flammable liquids must be stored in the panelbeating workshop dangerous goods store room.
6. Wipe up spilled oils and fluids immediately.
7. No fluids or oil are to be put down drains
8. Any breakages to equipment, tools and/or vehicles are to be reported immediately to the tutor.
9. All tools must be cleaned and returned to its designated area after use.
10. Students are expected to carry out their rostered cleaning duty at the end of each session.
11. Overalls and workboots must be correctly worn at all times while in the workshop.
12. The appropriate safety equipment must be used when carrying out workshop tasks.

## **RULES AND REGULATIONS FOR LUNCHROOM**

1. Rude and offensive behaviour will not be tolerated.
2. No swearing.
3. All tables and chairs to be left in a tidy fashion.
4. Students are expected to be polite and well mannered.
5. No hats to be worn in the lunchroom.
6. Students must spend morning and afternoon tea in the lunchroom.
7. Students are forbidden to smoke in the lunchroom.
8. Noise level must be kept to a minimum.
9. Students are expected to show courtesy to staff members and members of the public.
10. Students are not permitted to play pool or table tennis during morning or afternoon tea.
11. Shoes are to be removed before playing table tennis during lunch.

Morning Tea	10.20 – 10.35
Lunch	12.00 – 12.30
Afternoon Tea	14.15 – 14.25

## **RULES AND REGULATIONS FOR WORK EXPERIENCE**

1. Students are expected to abide by the employers standards, policies and working procedures.
2. All workshop equipment and materials are to be treated with respect. All tools must be cleaned and returned to its designated area after use.
3. Any breakage of workshop equipment, machinery, vehicles and/or property must be reported to the workshop supervisor.
4. Students are expected to arrive on time. Inform the workshop supervisor if you are going to be late or absent.
5. Work experience attendance and activities records must be filled out and signed by the supervisor by the end of the working day.
6. Both the attendance and activities records must be handed to the tutor for inspection on the next day of training.
7. Students are to be courteous and well mannered at all times towards staff and customers.
8. Students are expected to work the business hours of the employer.
9. Students are expected to work to the best of their ability.
10. Students are expected to perform all the duties set by the employer with a keen attitude.

Students on work experience are covered by ACC so long as they are not being paid by the placement. If you have an accident you should tell the doctor that your injuries are covered by ACC and are not classed as a work accident.