

Automotive

Section III

30 marks

Attempt TWO questions from Questions 22–24

Allow about 1 hour for this section

Answer each question in a SEPARATE writing booklet. Extra writing booklets are available.

In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Question 22 (15 marks)

The Automotive Retail Services and Repair industry is divided into many sectors, for example; manufacturers and motor vehicle dealers.

Describe the role and services offered by any THREE sectors of the industry and discuss the inter-relationships between them.

Question 23 (15 marks)

Identify FIVE hazardous materials used in an automotive workshop.

Explain how these hazards can be managed in the workplace to meet current environmental regulations.

Question 24 (15 marks)

In the automotive workplace, communication occurs in written, verbal and non-verbal ways.

Evaluate the importance of the effective use of each of these types of communication in a workshop environment.

End of paper