



**Australian Government**

**Assessment Requirements for AURACA002  
Manage complex customer requirements in  
an automotive workplace**

**Release: 1**

# Assessment Requirements for AURACA002 Manage complex customer requirements in an automotive workplace

## Modification History

Release	Comment
Release 1	New unit of competency.

## Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- develop an action plan for three different customers with different complex requirements relating to automotive products or services, which must include:
  - costing details
  - quotation.

## Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- negotiation, communication and problem-solving techniques, including:
  - active listening
  - questioning techniques
  - interpreting body language
  - negotiating or closing a deal
- types of complex customer requirements relating to:
  - cost requirements
  - warranty requirements
  - customised, bespoke, or unusual requirements
  - special timeframes
  - availability of parts or components
  - requirements of special or important customers
  - complex technical problems
  - matters involving more than one solution or area of service

- needs of customers dissatisfied with previously provided product or service
- complex financial or insurance arrangements
- key legal requirements relating to customer rights as a consumer, and business obligations under Australian Consumer Law (ACL), including:
  - anti-discrimination
  - equal opportunity
  - privacy and confidentiality
  - consumer protection and rights
  - freedom of information
- industry codes of practice and ethical principles, including duty of care and consumer access to appeal processes
- workplace policies and procedures relating to:
  - customer service
  - feedback and complaints handling
  - quality requirements
  - documentation and recording procedures
- detailed automotive product and service knowledge relevant to workplace, manufacturers or suppliers
- sources of additional information about automotive products and services, including:
  - manufacturers and suppliers
  - internet and social media
  - competitors.

## Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to having managed complex customer issues in an automotive workplace, e.g. complaints register.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- automotive workplace or simulated workplace
- workplace procedures relating to customer service
- three different customers with different complex requirements
- commercially realistic workplace with manufacturer and/or supplier product or service information
- computer hardware and software and general office equipment.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

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