



**Australian Government**

# **AURACA002 Manage complex customer requirements in an automotive workplace**

**Release: 1**



## AURACA002 Manage complex customer requirements in an automotive workplace

### Modification History

Release	Comment
Release 1	New unit of competency.

### Application

This unit describes the performance outcomes required to manage and assist customers with complex automotive industry product or service requirements. It involves confirming customer needs, suggesting options and providing costs, and determining a course of action for customers with complex requirements.

It applies to those working in customer service sales and administrative roles in an automotive workplace.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

### Competency Field

Common

### Unit Sector

Sales and Marketing

### Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Confirm customer requirements	1.1 Collaborative techniques, including active listening and questioning, are used to elicit, clarify and confirm customer requirements 1.2 Customer requirements are clearly and legibly documented



<b>Elements</b>	<b>Performance Criteria</b>
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
	<p>according to workplace procedures and organisational legal requirements</p> <p>1.3 Customer acknowledgement and confirmation of the documented requirements are obtained</p>
2. Advise customer of available options	<p>2.1 Viable options are generated in response to customer needs and workplace legal requirements according to workplace procedures</p> <p>2.2 Further information is researched as required to confirm or clarify options</p> <p>2.3 <b><i>Options</i></b> are explained and discussed with customer to assist informed decision making</p> <p>2.4 Supporting information is provided as required to assist customer understanding</p> <p>2.5 Sales or service conditions are communicated verbally or in writing according to workplace procedures</p>
3. Agree action plan with customer	<p>3.1 Customer's preferred option is detailed and <b><i>documented in action plan</i></b></p> <p>3.2 Customer commitment to agreed action plan is gained according to workplace procedures</p> <p>3.3 Assistance in completing relevant documentation is provided to customers as required</p> <p>3.4 Customer feedback is sought on services provided</p>

## Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

<b>Skills</b>	<b>Description</b>
Learning skills to:	<ul style="list-style-type: none"> <li>use customer feedback and experience to inform future options and customer dealings.</li> </ul>
Reading skills to:	<ul style="list-style-type: none"> <li>interpret sales or service conditions relating to workplace products and services</li> <li>research and review information about product and service options that meet customer needs.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>legibly and accurately complete workplace action plans, quotations and documentation outlining customer requirements</li> </ul>



Skills	Description
	and options.
Oral communication skills to:	<ul style="list-style-type: none"> <li>summarise and present key information in presenting options to customers</li> <li>relate to people from diverse backgrounds using clear language and tone, and unambiguous terminology.</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>use mathematical operations, including addition, subtraction, multiplication, division, and percentages, to determine price and timeframes suitable to customer options.</li> </ul>
Digital literacy skills to:	<ul style="list-style-type: none"> <li>use digital systems and tools to: <ul style="list-style-type: none"> <li>communicate with others</li> <li>access, search and retrieve information relating to products and services.</li> </ul> </li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>use a planned approach to sequence and schedule customer requirements in the action plan.</li> </ul>
Problem solving skills to:	<ul style="list-style-type: none"> <li>develop solutions unique to a customer and their issue</li> <li>use conflict resolution techniques to avoid escalation of issues.</li> </ul>
Technology skills to:	<ul style="list-style-type: none"> <li>use office equipment to prepare written information and to communicate with customers and suppliers via a range of channels.</li> </ul>

## Range of Conditions

This section specifies work environments and conditions that may affect performance.

Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<b><i>Options</i></b> must include:	<ul style="list-style-type: none"> <li>benefits</li> <li>timeframes</li> <li>approximate costs.</li> </ul>
<b><i>Documented action plan</i></b> must include:	<ul style="list-style-type: none"> <li>agreed delivery timeframe</li> <li>agreed cost.</li> </ul>

## Unit Mapping Information

Equivalent to AURACA3002 Establish customer requirements of a complex nature



## Links

Companion Volume implementation guides are found in VETNet -

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