



Australian Government

Assessment Requirements for AURACA003 Build customer relations in an automotive workplace

Release: 1

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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 and foundation skills:

- update and maintain a customer database according to workplace procedures
- provide a report that shows evidence of monitoring and reviewing information relating to customer needs and value-adding opportunities
- provide evidence of conducting one of the following activities to address customer service standards and requirements:
 - staff or team meeting
 - staff or team training session
 - staff or team information session
 - staff or team member feedback or review.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- procedures for using workplace databases, including:
 - accessing database and entering data
 - retrieving data
 - analysing data, including basic statistical processes, including mean, median and mode
 - presenting data, including tables and graphs
- customer service principles and practices relevant to automotive workplaces, including:
 - recording customer requirements and enquiries
 - contact and follow-up procedures
 - feedback and complaints handling, including feedback surveys

- techniques for value adding to customer services, including creating positive consumer experiences through customer-centred approaches
- procedures for comparing actual customer service operations against expected operations.

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 customer relationship building activities in an automotive workplace, e.g. customer feedback surveys.

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

The following resources should be made available:

- automotive workplace or simulated workplace
- office equipment, computer and database software
- customer database containing customer information and data
- workplace procedures relating to customer service and use of database.

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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