



Australian Government

**Assessment Requirements for AURACA101
Respond to customer needs and enquiries in
an automotive workplace**

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify needs or enquiries of at least three different customers with different requirements, including at least one dissatisfied customer
- provide advice or information on automotive products and services to the above three customers.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods to locate and interpret information required to respond to customer needs and enquiries in an automotive workplace, including:
 - information provided by customer and supervisors
 - workplace procedures required to respond to customer needs and enquiries in an automotive workplace, including:
 - documentation procedures
 - housekeeping procedures techniques for assisting customers, including:
 - effective questioning, including open and closed
 - active listening
 - building rapport
 - explaining clear options
 - making recommendations
 - finalising contact
 - storage of personal information
- customer service standards and practices relevant to automotive workplaces, including:
 - greeting and farewelling customers

- providing features and benefits of workplace product or service using clear, jargon-free language
- discussing alternative products or services where required
- recommending products or services suitable to customer requirements
- recording customer requirements and enquiries
- customer service delivery standards
- contact and follow-up procedures
- indicators of customer dissatisfaction, including verbal and non-verbal cues
- techniques for resolving customer problems, including procedures for complaint escalation
- key legal requirements relating to customer rights as a consumer, and business obligations under Australian Consumer Law (ACL)
- procedures for making referrals relating to:
 - customer dissatisfaction
 - suppliers of other products and services
- key features and benefits of workplace-specific products and services
- techniques for undertaking basic calculations to provide information to customers relating to quantities, timeframes, and delivery of automotive products and services.

Assessment Conditions

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 responded to customer needs and enquiries, e.g. complaints register.

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

The following must be made available:

- automotive workplace or simulated workplace
- three different customers with different requirements, including one dissatisfied customer.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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