



Australian Government

**Assessment Requirements for AURACA102
Manage complex customer requirements 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:

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

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:

- 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
- parameters to consider in viable options for customer needs, including:
 - benefits
 - timeframes
 - approximate costs
- requirements in a document action plan, including:
 - agreed delivery timeframe
 - agreed cost
- workplace policies and procedures relating to:
 - customer service
 - feedback and complaints handling
 - quality requirements
 - documentation and recording procedures
 - digital security and record keeping
- detailed automotive product and service knowledge relevant to workplace, manufacturers or suppliers
- methods to locate and interpret information required to manage complex customer requirements in an automotive workplace, including:
 - information provided by customer
 - manufacturer and supplier specifications and procedures or equivalent documentation
 - internet and social media
 - workplace procedures
- workplace procedures required to manage complex customer requirements in an automotive workplace, including:
 - documentation procedures
 - housekeeping procedures.

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 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.

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>