



Australian Government

AURACA102 Manage complex customer requirements in an automotive workplace

Release: 1

AURACA102 Manage complex customer requirements in an automotive workplace

Modification History

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

Application

This unit describes the skills and knowledge 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.

The unit applies to those 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.

Unit Sector

Common Sales and Marketing

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Confirm customer requirements	1.1 Use collaborative techniques, including active listening and questioning, to elicit, clarify and confirm customer requirements 1.2 Document customer requirements clearly and legibly according to workplace procedures and organisational legal requirements 1.3 Obtain customer acknowledgement and confirmation of the documented requirements
2. Advise customer of available options	2.1 Generate viable options in response to customer needs and workplace legal requirements according to workplace

ELEMENTS	PERFORMANCE CRITERIA
	<p>procedures</p> <p>2.2 Research further information as required to confirm or clarify options</p> <p>2.3 Explain and discuss options with customer to assist informed decision making</p> <p>2.4 Provide supporting information as required to assist customer understanding</p> <p>2.5 Communicate sales or service conditions verbally or through written correspondence according to workplace procedures</p>
3. Agree action plan with customer	<p>3.1 Detail and document customer's preferred option in action plan</p> <p>3.2 Gain customer commitment to agreed action plan according to workplace procedures</p> <p>3.3 Provide assistance in completing relevant documentation to customers as required</p> <p>3.4 Seek customer feedback on services provided</p>

Foundation Skills

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

SKILL	DESCRIPTION
Learning	<ul style="list-style-type: none"> Locates required sources of information efficiently Uses customer feedback and experience to inform future options and customer dealings.
Numeracy	<ul style="list-style-type: none"> Uses mathematical operations, including addition, subtraction, multiplication, division, and percentages, to determine price and timeframes suitable to customer options.
Oral communication	<ul style="list-style-type: none"> Summarises and presents key information in presenting options to customers Relates to people from diverse backgrounds using clear language and tone, and unambiguous terminology.
Reading	<ul style="list-style-type: none"> Interprets sales or service conditions relating to workplace products and services Identifies and reviews information about product and service options that meet customer needs.
Planning and organising	<ul style="list-style-type: none"> Uses a planned approach to sequence and schedule customer requirements in the action plan.

SKILL	DESCRIPTION
Problem solving	<ul style="list-style-type: none">• Develops solutions unique to a customer and their issue• Uses conflict resolution techniques to avoid escalation of issues.
Technology	<ul style="list-style-type: none">• Uses general office equipment• Uses digital systems and tools.

Unit Mapping Information

Supersedes and is equivalent to AURACA002 Manage complex customer requirements in an automotive workplace.

Links

Companion Volume Implementation Guide is found on VETNet -

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