



Australian Government

**Assessment Requirements for
AURAMA005 Manage complex customer
issues 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 that they can perform the following according to the standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- manage the complex issues of three different customers in an automotive service and repair environment, including issues involving two of the following:
 - cost variations
 - warranty issues
 - policy matters
 - additional repair time
 - disputed work standards
- one of the above must involve escalating the issue to appropriate person.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- workplace procedures relating to:
 - customer service
 - dealing with dissatisfied customers
 - complaints handling and recommending appropriate action
 - escalating issues to appropriate person
 - reporting and documenting complaints
- common complex customer issues, including disputes concerning:
 - cost
 - work standards
 - time taken or expected for repairs

- selection of parts
- warranties
- key legal requirements relating to customer rights as a consumer, and business obligations under Australian Consumer Law (ACL)
- negotiation, communication and problem-solving strategies, including:
 - active listening
 - questioning techniques
 - interpreting body language
 - negotiating or closing a deal
- automotive product and service knowledge relevant to workplace manufacturers or suppliers in order to recommend:
 - alternative products and services
 - variations in a limited product and service range.

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 having managed complex customer issues in an automotive workplace, e.g. complaint resolution report.

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 repair workplace or simulated workplace
- workplace procedures relating to customer service and workplace legal obligations
- three different customers with the complex issues specified in the performance evidence
- workplace and manufacturer or supplier product or service information.

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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