



Australian Government

**Assessment Requirements for AURSAA001
Process customer complaints 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 and foundation skills:

- process and resolve three different customer complaints in an automotive sales and service workplace or simulated environment.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- workplace operations relating to:
 - workplace products and services
 - location of departments, sections and contact details
- workplace procedures relating to:
 - customer service
 - dealing with dissatisfied customers
 - complaints handling and recommending appropriate action
 - reporting and registering complaints
- key legal requirements relating to customer rights as a consumer and business obligations under the Australian Consumer Law (ACL)
- effective communication techniques and the individual's role in processing customer complaints, including:
 - giving customers full attention
 - greeting and farewelling protocols
 - speaking clearly and concisely
 - using appropriate language and non-verbal communication, including:
 - tone of voice

- body language
- personal presentation
- using clear written information
- dealing with people from diverse social, cultural and ethnic backgrounds and with varying physical and mental abilities
- basic negotiation and problem-solving techniques, including:
 - active listening
 - questioning techniques
 - interpreting body language
 - presenting options.

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 processing customer complaints in an automotive sales and service workplace, e.g. complaint summaries.

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

The following should be made available:

- automotive sales and service workplace or simulated workplace
- workplace procedures relating to customer service and complaints handling
- commercially realistic range of customers with different complaints.

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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