



Australian Government

Assessment Requirements for AURACA001 Respond to customer needs and enquiries 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 they can perform the following according to the standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

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

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- techniques for assisting customers, including:
 - effective questioning
 - active listening
 - building rapport
 - explaining clear options
 - making recommendations
 - finalising contact
- customer service standards and practices relevant to automotive workplaces, including:
 - greeting and farewelling customers
 - 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

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 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.

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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