



Australian Government

AURACA002 Manage complex customer requirements in an automotive workplace

Release: 1

AURACA002 Manage complex customer requirements in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes 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.

It applies to those working 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.

Competency Field

Common

Unit Sector

Sales and Marketing

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Confirm customer requirements	1.1 Collaborative techniques, including active listening and questioning, are used to elicit, clarify and confirm customer requirements 1.2 Customer requirements are clearly and legibly documented

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
	according to workplace procedures and organisational legal requirements 1.3 Customer acknowledgement and confirmation of the documented requirements are obtained
2. Advise customer of available options	2.1 Viable options are generated in response to customer needs and workplace legal requirements according to workplace procedures 2.2 Further information is researched as required to confirm or clarify options 2.3 Options are explained and discussed with customer to assist informed decision making 2.4 Supporting information is provided as required to assist customer understanding 2.5 Sales or service conditions are communicated verbally or in writing according to workplace procedures
3. Agree action plan with customer	3.1 Customer's preferred option is detailed and documented in action plan 3.2 Customer commitment to agreed action plan is gained according to workplace procedures 3.3 Assistance in completing relevant documentation is provided to customers as required 3.4 Customer feedback is sought on services provided

Foundation Skills

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

Skills	Description
Learning skills to:	use customer feedback and experience to inform future options and customer dealings.
Reading skills to:	- interpret sales or service conditions relating to workplace products and services - research and review information about product and service options that meet customer needs.
Writing skills to:	legibly and accurately complete workplace action plans, quotations and documentation outlining customer requirements

Skills	Description
	and options.
Oral communication skills to:	• summarise and present key information in presenting options to customers • relate to people from diverse backgrounds using clear language and tone, and unambiguous terminology.
Numeracy skills to:	• use mathematical operations, including addition, subtraction, multiplication, division, and percentages, to determine price and timeframes suitable to customer options.
Digital literacy skills to:	• use digital systems and tools to: • communicate with others • access, search and retrieve information relating to products and services.
Planning and organising skills to:	• use a planned approach to sequence and schedule customer requirements in the action plan.
Problem solving skills to:	• develop solutions unique to a customer and their issue • use conflict resolution techniques to avoid escalation of issues.
Technology skills to:	• use office equipment to prepare written information and to communicate with customers and suppliers via a range of channels.

Range of Conditions

This section specifies work environments and conditions that may affect performance.

Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<i>Options</i> must include:	• benefits • timeframes • approximate costs.
<i>Documented action plan</i> must include:	• agreed delivery timeframe • agreed cost.

Unit Mapping Information

Equivalent to AURACA3002 Establish customer requirements of a complex nature

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for AURACA002 Manage complex customer requirements in an automotive workplace

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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:

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

Knowledge Evidence

Individuals must be able to demonstrate 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
- workplace policies and procedures relating to:
 - customer service
 - feedback and complaints handling
 - quality requirements
 - documentation and recording procedures
- detailed automotive product and service knowledge relevant to workplace, manufacturers or suppliers
- sources of additional information about automotive products and services, including:
 - manufacturers and suppliers
 - internet and social media
 - competitors.

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. 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.

Links

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