



Australian Government

AURAMA005 Manage complex customer issues in an automotive workplace

Release: 1

AURAMA005 Manage complex customer issues in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to resolve complex customer issues and complaints. Complex customer issues include those caused by cost variations, warranty issues, policy matters, additional repair time and disputed work standards. The unit involves examining the exact nature of a customer issue, communicating effectively, making informed judgements, negotiating an outcome or referring the issue to an appropriate person, and documenting outcomes for continuous improvement.

It applies to those working in the automotive sales and service industry.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Competency Field

Common

Unit Sector

Management, Leadership and Supervision

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. Examine the nature of the issue	1.1 Customer issue and associated feelings and opinions are identified 1.2 Facts relating to the issue are determined using <i>appropriate</i>

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.
	<i>communication skills</i> 1.3 Workplace procedures and manufacturer or supplier policy relating to the issue are sourced and interpreted 1.4 Further information is researched as required to confirm or clarify issue 1.5 Rights and responsibilities of customer and workplace are determined and communicated to customer
2. Resolve or escalate the issue	2.1 Implications of the issue for customer and workplace are analysed and determined, and suitable resolution options are identified 2.2 Options for resolving the issue are explained and negotiated with customer according to workplace policies and procedures 2.3 Information required to assist customer in evaluating service and product options that best meet customer needs is provided 2.4 Complaints requiring attention from an external party are actioned by referring to appropriate person according to workplace procedures 2.5 Where a resolution cannot be negotiated and agreed, issue is escalated to appropriate person
3. Document issue and outcome	3.1 Record issue, outcome and customer feedback according to workplace procedures 3.2 Report agreed outcome to appropriate person according to workplace procedures

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 feedback and experience obtained from negotiating with customers to inform future customer dealings and workplace procedures.
Reading skills to:	research and review information about supplier products and services relevant to customer issues.
Writing skills to:	legibly and accurately complete workplace reports outlining

Skills	Description
	customer issues and associated outcomes.
Oral communication skills to:	- participate effectively in verbal exchanges using collaborative techniques, including active listening and questioning, to gather, clarify and confirm customer issues or complaints - summarise and present key points of information to negotiate effectively to resolve the issue.
Numeracy skills to:	use mathematical operations, including addition, subtraction, multiplication division and percentages, to determine additional costs, refunds and time implications relating to the issue.
Digital literacy skills to:	- use digital systems and tools to: - communicate with others - access, search and retrieve information relating to products and services.
Initiative skills to:	present options and alternatives to negotiate solutions to customer issues.
Planning and organising skills to:	- select problem resolution methods and techniques appropriate to the circumstances - use a planned approach to resolving and negotiating a customer's issue or complaint.
Technology skills to:	use office equipment to prepare written information and to communicate with customers 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>Appropriate communication skills</i> must include:	- active listening - questioning techniques - interpreting body language.
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Unit Mapping Information

Equivalent to AURAMA4005 Manage complex customer issues

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 AURAMA005 Manage complex customer issues in an automotive workplace

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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.

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