

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Order parts and accessories
2. Code	AUSDPS301A
3. Range	This unit of competency is applicable to the practitioners of parts and accessories sales department for customer order according to procedure established by the organisation, so as to enhance its selling efficiency.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 The function of auto parts and accessories, knowledge of its coding method and sales</p> <ul style="list-style-type: none"> ◆ Be familiar with the latest information on the prices of different parts and accessories ◆ Understand the standard and selling regulations of respective products ◆ Understand the types, functions, locations and names of vehicle parts and accessories ◆ Understand the coding method used by vehicle manufacturer or parts supplier for vehicle parts and accessories ◆ Understand the selling (including ordering) methods and procedure employed by the organisation, such as order form, invoice, deposit treatment and transportation time, etc. ◆ Be familiar with the use of documentary system for sales (including ordering) employed by the organisation (including the ERP or related software)

	<p>6.2 Order parts and accessories</p> <ul style="list-style-type: none"> ◆ According to the information of customer demand, ensure that if there is sufficient inventory, or a requirement for placing order ◆ Confirm the ordered goods and record customer information, such as the code, quantity, price and deposit of parts and accessories, as well as modes of transportation and ways to contact customers, etc. ◆ Complete relevant ordering documents, such as ordering record, order form, invoice and receipt of deposit, etc. ◆ Confirm the supply with vehicle manufacturer or parts supplier according to the information of goods ordered, and complete the ordering procedure ◆ Select modes of transportation according to the degrees of urgency of the orders and the guidelines established by the organisation ◆ Regularly record the delivery progress of ordered goods to facilitate follow-up actions ◆ Carry out the contingency measures established by the organisation, for special cases such as out of stock, delay in delivery and cancellation of orders, etc. ◆ Reflect procedural deficiency to supervisor or respective counterpart in note form
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to confirm the parts and accessories ordered by customers accurately and speedily according to the provided information; (ii) Capable to order parts and accessories and complete the ordering document according to organisational procedure; and capable to follow the progress of delivery; (iii) Capable to carry out contingency procedure according to the guidelines established by the organisation; and (iv) Capable to review the effectiveness of the ordering procedure for parts and accessories, and to reflect any deficiency to supervisor or respective counterpart, so as to improve the efficiency of parts and accessories ordering.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess the capability to identify/confirm auto parts and accessories.</p>