

Specification of Competency Standards for the Automotive Industry
Unit of Competency

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1. Title	Offer servicing advice and consulting services
2. Code	AUSDCN309A
3. Range	This unit of competency is applicable in vehicle service/servicing centres. Practitioners should be capable to offer services and servicing advice to customers, follow up the services and ensure customers satisfaction.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Offer servicing advice and possess basic knowledge on consulting services</p> <ul style="list-style-type: none"> ◆ Possess basic customer service knowledge and understand its importance ◆ Understand the vehicle manufacturer’s requirements of brand/product services ◆ Understand the main characteristics, range and charges of the organisation’s products/services ◆ Understand the flow and progress of the organisation’s products/services and maintain contact with customers ◆ Understand customer satisfaction concept and index

	<p>6.2 Offer servicing advice and consulting services</p> <p>◆ Base on the vehicle manufacturer guidelines on brands/product services and that of the organisation, , receive customers and understand their needs as well as offer advice, price estimation and services under different circumstances/ situations including:</p> <ul style="list-style-type: none"> • Record customers’ requirements and demands in a professional manner; and offer appropriate advice on products/services • Explain the characteristics, range and charges of relevant products/services • Maintain contact with customers to make appropriate price estimation and quotation with acquisition of information on the supply and progress of the products, parts and services of relevant departments • Monitor the supply and progress of relevant departments; and coordinate the work arrangement of different parties • Follow up the quality of services to ensure they can meet customers’ demands and requirements; and maintain communication and good relationship with customers • Capable to answer customers’ further enquiries
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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 receive customers and respond to their needs according to the organisational regulations and guidelines under different situations/circumstances; and offer appropriate products/services and advice to satisfy customers' needs; and (ii) Capable to monitor the progress and quality of services to ensure that customers' requirements are met.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle service/servicing.</p>