

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Control vehicle servicing workflow
2. Code	AUSDOF301A
3. Range	This unit of competency is applicable to vehicle servicing workshops. Practitioners should be capable to communicate with staffs in different departments effectively and obtain various information on service workshops and vehicle servicing processes. They should also exercise flexible deployment of vehicle servicing logistics to effectively control vehicle servicing process.
4. Level	3
5. Credits	9(for reference only)
6. Competency	<p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Know about servicing workshops</p> <ul style="list-style-type: none"> ◆ Know about the work areas and duration required for various servicing procedure ◆ Know about the specific functions of different areas within the servicing workshop and its manpower availability ◆ Know about the storage capacity and characteristics of servicing workshops and related car park <p>6.2 Define the vehicle servicing workflow and coordinate the processes</p> <ul style="list-style-type: none"> ◆ Define the workflow for each vehicle base on service requirements ◆ Maximise the workshop productivity by flexible arrangement base on the utilization level of different areas within the servicing workshops, the servicing procedures required by different vehicles, the supply of spare parts and servicing staffs, the target completion date of different vehicles and the authorisation of relevant servicing orders and etc.

	<ul style="list-style-type: none"> ◆ Communicate with staffs in different departments to obtain relevant information to facilitate deployment decision ◆ Coordinate security measures in the monitoring of vehicles to ensure that vehicles are stored safely and properly in the course of servicing ◆ Flexibly implement established contingency measures under special circumstances
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to communicate with staffs in different departments effectively to obtain information on vehicle servicing, such as the utilization level of servicing areas, the arrangement of servicing staffs and spare parts, target completion date and the authorisation of servicing orders, etc.; and obtain the resources required for various servicing procedures to make flexible deployment of vehicle servicing logistics; and</p> <p>(ii) Capable to coordinate the storage of vehicles in different areas to attain perfect vehicle security.</p>
8. Remarks	