Assessment Requirements for AURACA103 Build customer relations in an automotive workplace

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- update and maintain a customer database according to workplace procedures
- provide a report that shows evidence of monitoring and reviewing information relating to customer needs and value-adding opportunities
- provide evidence of conducting one of the following activities to address customer service standards and requirements:
    - staff or team meeting
    - staff or team training session
    - staff or team information session
    - staff or team member feedback or review.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods to locate and interpret information required to build customer relations in an automotive workplace, including:
    - information provided by customer and supervisors
    - manufacturer specifications and procedures or equivalent documentation
- workplace procedures required to build customer relations in an automotive workplace, including:
    - documentation procedures
- procedures for using workplace databases, including:
    - accessing database and entering data
    - developing and maintaining customer profiles
    - retrieving data
    - analysing data, including basic statistical processes, including mean, median and mode

- presenting data, including tables and graphs
- customer service principles and practices relevant to automotive workplaces, including:
    - recording customer requirements and enquiries
    - contact and follow-up procedures
    - feedback and complaints handling, including feedback surveys
- techniques for value adding to customer services, including creating positive consumer experiences through customer-centred approaches
- procedures for comparing actual customer service operations against expected operations.

Assessment Conditions

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 customer relationship building activities in an automotive workplace, e.g. customer feedback surveys.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources should be made available:

- automotive workplace or simulated workplace
- office equipment, computer and database software
- customer database containing customer information and data
- workplace procedures relating to customer service and use of database.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1