

Title	Demonstrate knowledge of customer service requirements and business responsibilities in the automotive industry		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to demonstrate knowledge of customer service requirements and business obligations and legal responsibilities towards customers in the automotive industry.
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Classification	Motor Industry > Automotive Administration
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Available grade	Achieved
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Guidance Information

- 1 Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable manufacturer's specifications, service information, company and legislative requirements. This includes the knowledge and use of suitable tools and equipment.
- 2 Legislation, regulations and/or industry standards relevant to this unit standard include but are not limited to the: Consumer Guarantees Act 1993; Fair Trading Act 1986; Health and Safety at Work Act 2015; Privacy Act 1993, Vehicle Inspection Requirements Manual (VIRM); any subsequent amendments and replacements.
- 3 Definitions
Company requirements refer to instructions to staff on policy and procedures that are available in the workplace. These requirements may include – company policies and procedures, work instructions, product quality specifications and legislative requirements.
Service information may include – technical information for a vehicle, machine, or product detailing operation; installation and servicing procedures; manufacturer instructions; technical terms and descriptions; and detailed illustrations.
- 4 Machines may include: forklifts, earth moving equipment, grader equipment, loaders, dozers, tractors, agricultural equipment, dump trucks, prime movers; electric machines including – forklift, walk-behind pallet, ride-on pallet, reach truck, order picker, counterbalance truck, turret truck.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of customer service requirements in the automotive industry.

Performance criteria

- 1.1 The importance of customer satisfaction in terms of benefits to the company is identified.
- Range may include - monetary terms, company reputation, customer retention.
- 1.2 Methods of greeting a customer are identified.
- Range may include - polite language, appropriate welcoming phrase, appropriate non-verbal communication.
- 1.3 The importance of accurately recording a customer enquiry is described.
- 1.4 Information useful for customer files is identified.
- Range may include - name, address, email address, contact number, vehicle registration number, VIN number, chassis number.
- 1.5 Instances where enquiries should be referred to experienced staff are identified.

Outcome 2

Demonstrate knowledge of business obligations and legal responsibilities towards customers in the automotive industry.

Performance criteria

- 2.1 Consumer legislation is identified.
- 2.2 Responsibilities relating to customer safety at the business premises are identified.
- Range may include - driving vehicles or machines, entering workshop environment, hazardous storage areas.
- 2.3 Responsibilities to customers in terms of vehicle safety and compliance are identified.
- Range may include - Warrant of Fitness (WoF), Certificate of Fitness (CoF).

Replacement information	This unit standard replaced unit standard 24077.
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Planned review date	31 December 2022
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 August 2016	31 December 2020
Review	2	1 March 2018	N/A

Consent and Moderation Requirements (CMR) reference

0014

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact MITO New Zealand Incorporated info@mito.org.nz if you wish to suggest changes to the content of this unit standard.