

<b>Title</b>	<b>Demonstrate knowledge of customer service requirements and business responsibilities in the automotive industry</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to: demonstrate knowledge of customer service requirements and business obligations and legal responsibilities towards customers; and describe business responsibilities towards the environment in the automotive industry.
----------------	---

<b>Classification</b>	Motor Industry > Automotive Administration
-----------------------	--

<b>Available grade</b>	Achieved
------------------------	----------

---

### Guidance Information

- 1 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 new, amended or replacement Acts, regulations, Rules, standards, codes of practice, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.

- 2 Definitions

*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.

*Workplace procedures* refer to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer's requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the automotive industry.

### 3 Assessment information

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.

Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, workplace procedures and legislative requirements.

---

## 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 described.

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 described.

Range may include – Warrant of Fitness (WoF), Certificate of Fitness (CoF).

### Outcome 3

Describe business responsibilities towards the environment in the automotive industry.

#### Performance criteria

3.1 Environmental issues relating to the automotive industry are described.

Range may include – pollutants and effects, emissions standards, energy reduction.

3.2 Waste minimisation systems to reduce landfill waste and environmental impacts are described.

Range may include – waste management, recycling systems, sustainable products, non-toxic products.

<b>Replacement information</b>	This unit standard replaced unit standard 24077.
--------------------------------	--

<b>Planned review date</b>	31 December 2029
----------------------------	------------------

#### 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	31 December 2027
Review	3	25 July 2024	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0014
--	------

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

---

**Comments on this unit standard**

Please contact Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council [qualifications@hangaarorau.nz](mailto:qualifications@hangaarorau.nz) if you wish to suggest changes to the content of this unit standard.