

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Sales and Marketing

Title	Arrange vehicle test drive by customers
Code	108578L3
Range	This unit of competency is applicable in vehicle sales and service centres. Practitioners should be able to provide and arrange vehicle test drive by customers according to the instruction. They should also be able to introduce to customers the characteristics of respective vehicles as well as the operation and application of various systems and equipment.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Basic knowledge on arranging vehicle test drive for customers)</p> <ul style="list-style-type: none"> • Good understanding of vehicle inspection, receipt and despatch procedure as well as transportation requirements. • Good understanding of respective local legislative provisions on the requirements of driving a vehicle which is without a normal licence and the rules of using temporary vehicle licence. • Good understanding of the key points and rules of using temporary vehicle licence and related insurance. • Good understanding of the characteristics of respective vehicles and the functions of various systems and equipment. <p>2. Performance (Arrange vehicle test drive for customers)</p> <ul style="list-style-type: none"> • Prepare required documents for use of temporary vehicle licence to facilitate vehicle test drive by customers. • Introduce to customers the characteristics of respective vehicles as well as the operation and application of various systems and equipment. • Implement the procedure of vehicle test drive by customers. • Attend to traffic safety when customers are testing vehicles.
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> • Capable of arranging vehicle test drive for customers and prepare the required documents; and • Capable of introducing to customers the characteristics of respective vehicles as well as the operation and application of various systems and equipment.
Remark	The credits value of this unit of competency is set on the presumption that the practitioner concerned has already possessed the capability to drive vehicles and receive customers.