

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Parts Management

Title	Identify/confirm vehicle parts and accessories
Code	108602L2
Range	This unit of competency is applicable in the sales department of vehicle parts and accessories. Practitioners should be able to identify the products required by customers (including the staff of the organisation's maintenance department) accurately and speedily according to the organisation's established identification method and procedure. They should also provide relevant information to customers.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (The use of vehicle parts and accessories and their coding method)</p> <ul style="list-style-type: none"> • Understand the use, location and names of vehicle parts and accessories. • Understand the coding method of vehicle parts and accessories with information provided by vehicle manufacturers and parts suppliers. <p>2. Performance (Identify/confirm vehicle parts and accessories)</p> <ul style="list-style-type: none"> • According to the information provided by customers, accurately and speedily confirm the codes, names, functions, appearances, physical objects, vehicle types and manufacturing year of the parts and accessories required by customers. • With reference to confirmed information, accurately and speedily identify the products required by customers according to the catalogue (soft copy or hard copy) provided by vehicle manufacturers or parts suppliers. • Confirm the inventory level, location and price of the parts and accessories required by customers from inventory record (soft copy or hard copy). • Let customers confirm their required products and provide relevant information such as price.
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 confirming the parts and accessories required by customers accurately and speedily according to the information provided by them; and • Capable of identifying the products and relevant information required by customers accurately and speedily according to the catalogue and inventory record provided by vehicle manufacturers or parts suppliers.
Remark	The credits value of this unit of competency is set on the presumption that the practitioner has already possessed the capability to identify vehicle parts and accessories.