

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Vehicle Servicing

Title	Conduct diagnostic consultations with customers
Code	108728L3
Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be able to attend to the customer's concerns and needs politely and tactfully, including carrying out vehicle diagnosis with the customers. He/she should need explaining clearly the findings and recommendation on the course of action, ensuring that they are well understood, considered and accepted by the customer. On the basis of need and organizational policy, he/she may need proposing temporary local fixes and seek for other relief measures, following through the problem, and initiating organization improvement actions.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Prerequisites of conducting diagnostic consultations with customers in vehicle environments)</p> <ul style="list-style-type: none"> • Have good understanding of the organization chart, procedures and limits of authority of colleagues. • Master the policies of manufacturers and own organisation on vehicle/ product problems and related claims. • Have good understanding of the designated communication channels with colleagues for technical and administrative support. • Master the communication and handling skills with customers. • Understand the manufacturer's instruction (service manual or supplementary information), or temporary local measures agreed by the management for diagnosis and solving problems. • Good understanding of the functions, application and limitations of diagnostic equipment. • Good understanding of the report writing skill. • Understand the relevant legal requirements on road and vehicle safety, environment protection and OSH. <p>2. Performance (Conduct diagnostic consultations with customers in vehicle environments)</p> <ul style="list-style-type: none"> • Identify problems with the car/product as directed by the manufacturer and considering the nature, frequency, meaning, diagnostic results, statistics, and feedback from colleagues and guests. • Perform diagnostic activities and attend road tests with customers if required in a professional manner. • Respond to customer reactions and complaints politely and tactfully. • Explain clearly technical problems, diagnostic results, and recommendations in a way such that layman can understand. • Formulate the course of actions required, such as: <ul style="list-style-type: none"> ○ Normal service, rework, or manufacturer / internal claims ○ Devising temporary local fixes on the basis of need and organizational policy ○ Referring to colleagues for further relief measures (e.g. obtaining rare parts or substitute vehicles) on basis of need and organizational policy • Submit well-defined quotations for consideration, acceptance and signature by the customer. • Initiate workshop repair order and follow through until full rectification, and keep customers informed of progress.

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	<ul style="list-style-type: none"> • Consolidate the events and raise internal technical bulletin for precaution and training purpose if deemed necessary.
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 mastering and identifying technical problems and construct required action plans • Capable of communicating effectively with customers instilling confidence • Capable of obtaining administrative and technical support from colleagues in resolving customer concerns and, providing temporary local relief measures whenever necessary and possible. • Capable of following through customer concerns until full rectification; and • Capable of consolidating the problem and initiating preventive measures
Remark	<p>The credit value of this unit of competency assumes that the practitioner has already possessed basic knowledge and skills of vehicle diagnosis as required of a vehicle technician.</p> <p>The major legislation/code involved in this unit of competency are as follows:</p> <ul style="list-style-type: none"> • Road Traffic Ordinance • Air Pollution Control Ordinance • Occupational Safety and Health Ordinance