

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Vehicle Servicing

Title	Handle complicated technical servicing problems
Code	108751L4
Range	This unit of competency is applicable in vehicle servicing workplaces. Practitioners should be able to conduct comprehensive investigation into technical servicing problems that cannot be solved by general servicing staff. They may be required to coordinate other staff from vehicle manufacturer or technicians within the organisation to handle technical servicing problems.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Operating principles of various vehicle systems)</p> <ul style="list-style-type: none"> • Master the operating principles of various vehicle systems. • Master the interaction among various vehicle systems and their relationship. • Be familiar with the vehicle manufacturer's manual and updated information. • Master the communication pattern with respective technical support departments of the vehicle manufacturer. <p>2. Performance (Handle complicated technical servicing problems)</p> <ul style="list-style-type: none"> • Collect information and data on the faults. • Analyse the causes for faults with reference to the manufacturer's manual and updated information with knowledge of various vehicle systems. • Conduct in-depth investigation with the technicians to analyse the causes of faults found. • Communicate with the technical support department of the vehicle manufacturer on unsettled complicated technical servicing problems under inherent servicing information condition and provide the information and data of faults found. • Implement related suggestions on servicing, conduct test and review effectiveness upon completion of work. • Compile a full servicing report after completion of the problem.
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 handling complicated servicing problems of various vehicle systems and components; and • Capable of compiling a full servicing report.
Remark	The credits value of this unit of competency assumes that the practitioner has already possessed the capability to conduct fault diagnosis on various vehicle systems.