

**Specification of Competency Standards**  
**for the Automotive Industry**  
**Unit of Competency**

Functional Area - Vehicle Servicing

Title	Contact vehicle manufacturers and overseas organisations for business and technical exchange
Code	108752L5
Range	This unit of competency is applicable in vehicle service/servicing centres. Practitioners should be able to reflect problems of customers' vehicles to vehicle manufacturers, sharing and exchanging technical knowledge with them; coordinating with servicing and technical staff to arrange appropriate training included technical training for them.
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Vehicle manufacturer contacts, and overseas organisations for business and technical exchange)</p> <ul style="list-style-type: none"> <li>• Good understanding of the inter-relationship and communication channels between vehicle manufacturers and service/servicing centres.</li> <li>• Master the warranty coverage, terms and policy of protection set by the vehicle manufacturers for their vehicles.</li> <li>• Master the causes for vehicle faults/ damages and analyse respective repair reports.</li> <li>• Good understanding of the trend of new vehicle design and the direction of technical development.</li> </ul> <p>2. Performance (Contact vehicle manufacturers and overseas organisations for business and technical exchange)</p> <ul style="list-style-type: none"> <li>• Maintain close relationship and communication with vehicle manufacturers and respective organisations/departments to exchange the business and technical problems; have timely discussions on urgent matters, such as recovery of vehicles, technical problems that cannot be solved by distributors and the impact of new regulations.</li> <li>• Assess reports of individual vehicle faults/damages and decide whether the cases should be forwarded to the vehicle manufacturers or respective organisations/departments for follow-up actions.</li> <li>• Arrange relevant training according to the technical report and training elements provided by vehicle manufacturers and respective organisations/departments.</li> <li>• Arrange respective staff members to visit the manufacturers' factories and respective organisations/departments for business and technical exchange and training in accordance with the technical level of the service/servicing centres.</li> </ul>
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"> <li>• Capable of maintaining close and effective contact with the manufacturers or respective organisations/departments and making timely communication in solving problems; and</li> <li>• Capable of arranging respective staff members to visit the manufacturers' factories and respective organisations/ departments for business and technical exchange and training according to the technical level and needs of the service/servicing centres.</li> </ul>
Remark	The credit value of this competency unit assumes that the practitioner has possessed a certain understanding of the vehicle structure, the working principle and performance of each system.