

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

| | |
|---------------------|--|
| Title | Maintain Working Relationships in the Motor Vehicle Environment |
| Code | 108813L2 |
| Range | This unit of competency is about maintaining good working relationships with all colleagues in the working environment by using effective communication and support skills. |
| Level | 2 |
| Credit | 1 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Knowledge (Maintaining good working relationships with colleagues)</p> <ul style="list-style-type: none"> • Understand how to maintain effective communication and cooperate with colleagues <p>2. Performance (Maintaining good working relationships with colleagues)</p> <ul style="list-style-type: none"> • Contribute to team work by initiating ideas and co-operating with colleagues. • Respond promptly and willingly to the requests for assistance from colleagues should they be permitted to do so in accordance with the job responsibilities and personal capabilities • Able to refer colleagues to the responsible persons of appropriate job areas correctly for follow-up work • Able to give colleagues sufficient and accurate information and support • Able to make clear and courteous requests for assistance from colleagues • Respect the views and opinions raised by other colleagues |
| Assessment Criteria | <p>The integrated outcome requirement of this unit of competency is that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> • Capable of maintaining good relationships with all colleagues in the working environment by using effective communication and support skills. |
| Remark | |