Specification of Competency Standards
for the Automotive
Unit of Competency

Functional Area - Vehicle Inspection and Prosecution

Title	Handle vehicle examination-related appeals and complaints
Code	111651L4
Range	This unit of competency is applicable in designated vehicle examination workplaces under legislative provision. Practitioners should be able to professionally handle the vehicle examination-related appeals and complaints according to internal guidelines of the vehicle examination centre.
Level	4
Credit	3 *(For Reference Only)*
Competency	**Performance Requirements** 1. Knowledge (Appeal and complaint handling procedures and associated technique) • Conversant with the structure and operating principles of various vehicle types and categories, and highly experienced in vehicle maintenance and repairs and associated safety precautions. • Master the legislative provisions in relation to vehicle construction and maintenance, requirements and workflow on vehicle examination, the established appeal and complaint handling procedure of the vehicle examination centre and the scope of authority. • Good understanding of the basics of psychology and theory of complaint handling skills, such as active listening, empathy, emotional intelligence, effective communication, problem-solving, etc. 2. Performance (Handle appeals and complaints on vehicle examination) • Conduct appropriate analysis of the appeal and complaint cases to identify the root causes of the grievance and the motivation of the complainant. • Apply psychoanalysis and compliant handling skills to calm down the emotion of the complainant. • Explain the statutory requirements and procedures of vehicle examination and update the misunderstanding of change of standards to the appellant. • Revalidate the arguable results and provide professional advice on the maintenance and repairs for non-compliant items according to the relevant regulations and scope of authority. • Review the appeal and complaint cases on the judgements, procedures and efficiency of vehicle examination, and the effectiveness of appeal and complaint handling. • Report to seniors on the recurrence of similar appeals relating to the statutory requirements and procedures for meeting the change of product technology.
Assessment Criteria	The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is: • Capable of effectively handling and analysing appeals and complaints to the satisfaction of authority, appellant and complainant; • Capable of reviewing the complaint cases for continuing improvement of vehicle examination efficiency; and • Capable of reporting the recurrence of similar appeals relating to technology change to seniors.

Remark	The credit value of this unit of competency is set on the presumption that the practitioner concerned already possesses extensive knowledge and experience of vehicle maintenance and complaint handling skills.