Specification of Competency Standards
for the Automotive
Unit of Competency

Functional Area - Sales and Marketing

Title	Arrange vehicle test drives for customers' interests
Code	111778L3
Range	This unit of competency is applicable in vehicle sales and service centres. Practitioners should be able to provide and arrange vehicle test drives for the interests of customers in different scenarios according to the guidelines and instructions, and provide written report upon completion of work.
Level	3
Credit	3 *(For Reference Only)*
Competency	**Performance Requirements** 1. Knowledge (Basic knowledge of test drive arrangement) • Good understanding of vehicle inspection, receipt and dispatch procedure as well as transportation requirements. • Master the respective local legislative provisions and insurance issues on the requirements of driving a vehicle without a normal licence and the rules for using a temporary vehicle licence. • Good understanding of the operating principles of various vehicle systems. • Master the normal characteristics and performance of respective vehicles as well as the operation and application of various systems and equipment onboard. • Good understanding of the relevant legal requirements on occupational safety and health, road and vehicle safety, and environmental protection. 2. Performance (Arrange vehicle test drives for the interests of customers) • Prepare required documents to facilitate vehicle test drive for customers' interests. • Implement the procedures of vehicle test drives by customers, highly attend to traffic safety and the requirements of occupational safety and health, as well as that of environmental protection. • Fully understand the customers' expectations of the test drive experience. • Identify the claimed defects of the customer, such as abnormal noise, vibration and performance deficiencies, etc., through the test drive. • Explain to customers the normal characteristics and performance of respective vehicles as well as the operation and application of various systems and equipment onboard. • Provide written report on the feedback of the customer and findings from the test drive upon completion of work.
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 arranging vehicle test drives for customers and preparing the required documents; • Capable of identifying the claimed defects of the customer through the test drives; • Capable of explaining the normal characteristics and performance of respective vehicles as well as the operation and application of various systems and equipment to customers; and • Capable of providing a written report on the feedback of the customer and findings from the test drive upon completion of work.

Remark	The credit value of this unit of competency is set on the presumption that the practitioner concerned already possesses good knowledge of vehicle servicing and testing, and the capability to drive vehicles and receive customers. The major legislation/rules involved in this unit of competency are as follows: • Road Traffic (Construction and Maintenance of Vehicles) Regulations • Occupational, Health and Safety Ordinance (This UoC replaced 108578L3)