2.         Code         ITCSPL425A           3.         Range         This UoC applies to all considerations and procedures related to the setting up of product / service maintenance contracts with customers. Also included are the subsequent and periodic reviewing of the contracts.           4.         Level         4           5.         Credit         4           6.         Competency         6.1           6.1         Possess the knowledge in the subject area         Fully understand the importance of providing satisfactory maintenance services in the entire product life cycle           7         Grasp comprehensively the company policies towards setting up of maintenance contracts with customers           9         Fully aware of the new frequence provision of continuous and reliab services           9         Be aware of the contribution to income revenue derived f the new maintenance contract           9         Establish the maintenance charging scheme with reference the company policies and features of the particular product introduce company's strength and commitment in the maintenance service:           9         Establish the maintenance exercise flexibility in dealing with customers regarding the maintenance policies while exercise flexibility in dealing with customers regarding the maintenance policies while exercise flexibility in dealing with customers for the details in the maintenance contract to potential legal aspects and compliance with guidelines / regulations set by authorities such as the OFTA           6.3         Exhibit prof	Functional Area: Product & Service Life Cycle (Products / Services Maintenance)						
3. Range       This UoC applies to all considerations and procedures related to the setting up of produly service maintenance contracts. Also included are the subsequent an periodic reviewing of the contracts.         4. Level       4         5. Credit       4         6. Competency       6.1 Possess the knowledge in the subject area         in the subject area       Fully understand the importance of providing satisfactory maintenance services in the entire product life cycle         6. Competency       6.1 Possess the knowledge in the subject area         7. Assessment Criteria       6.2 Setup and review maintenance contract with customers         6.2 Setup and review       Be aware of the input resources and expenditure related to the aware of the input resources and expenditure related to the contribution to income revenue derived for the new maintenance contract         8. Be able to:       Establish the maintenance charging scheme with reference the company policies and features of the particular product company's strength and commitment in the maintenance review?         9. Liaise effectively with customers and acquire their key maintenance policies while exercise flexibility in dealing with customers?         9. Sustain a firm position for the baseline of company's maintenance contract to wards the subsequent expenditur and resources input in this area         9. Properly associate details of the maintenance contract to words the subsequent expenditur and resources input in this area?         6.3 Exhibit       Follow established procedures at every step of customer contract to in			Setup and review maintenance contract with customers				
/ service maintenance contracts with customers.       Also included are the subsequent and periodic reviewing of the contracts.         4. Level       4         5. Credit       4         6. Competency       6.1 Possess the knowledge in the subject area       Fully understand the importance of providing satisfactory maintenance services in the entire product life cycle         7. Credit       6.1 Possess the knowledge in the subject area       Fully understand the importance of providing satisfactory maintenance contracts with customers         8. Fully aware of the neative provision of continuous and reliab services       Fully aware of the neutre sources and expenditure related the me maintenance contract         8. Be aware of the contribution to income revenue derived freeview maintenance       Be aware of the contribution to income revenue derived freeview         6.2 Setup and review       Establish the maintenance contract         8. Be aware of the contribution to income revenue derived free contracts with customers       Establish the maintenance contract         9. Crusteria       Be able to:       Establish the maintenance contract         9. Euly comprehend customers requirements and effectively introduce company policies and features of the particular produ sortices vervice       Eliaise effectively with customers and acquire their key maintenance policies while exercise flexibility in dealing with customers         9. Crusteria       Review regularly with customers regarding the maintenance policies while exercise flexibility in dealing with customers <td></td> <td></td> <td colspan="3"></td>							
5. Credit       4         6. Competency       6.1 Possess the knowledge in the subject area       Fully understand the importance of providing satisfactory maintenance services in the entire product life cycle         6.1 Possess the knowledge in the subject area       Fully understand the importance of providing satisfactory maintenance contracts with customers and worries of custom such as the guaranteed provision of continuous and reliab services         9. Fully aware of the needs, concerns and worries of custom such as the guaranteed provision of continuous and reliab services         9. Be aware of the input resources and expenditure related to the new maintenance contract         9. Be aware of the contribution to income revenue derived f the new maintenance contract         9. Contract with customers         9. Establish the maintenance contract         9. Establish the maintenance contract with customers requirements and effectivel introduce company's strength and commitment in the maintenance services         9. Liaise effectively with customers regarding the maintenance policies while exercise flexibility in dealing with customers         9. Sustain a firm position for the baseline of company's maintenance policies while exercise flexibility in dealing with customers regulations set by authorities such as the OFTA         6.3 Exhibit       Follow established procedures at every step of customer contract and information seeking	3.	Range	This UoC applies to all considerations and procedures related to the setting up of product / service maintenance contracts with customers. Also included are the subsequent and periodic reviewing of the contracts.				
6. Competency       6.1 Possess the knowledge in the subject area       Performance Requirement       Fully understand the importance of providing satisfactory maintenance services in the entire product life cycle         6. Competency       Grasp comprehensively the company policies towards setting up of maintenance contracts with customers         6. Pully awar of the needs, concerns and worries of custom such as the guaranteed provision of continuous and reliab services         8. Be aware of the neous contract with review maintenance or contract       Be aware of the contribution to income revenue derived f the new maintenance contract         6.2 Setup and review maintenance contract       Be able to:         6.2 Setup and review maintenance contract with customers       Be able to:         6.2 Setup and review maintenance contract with customers       Be able to:         6.2 Setup and review maintenance contract with customers       Be able to:         9. Establish the maintenance charging scheme with reference the company policies and features of the particular produ services         9. Liaise effectively with customers and acquire their key maintenance requirements         9. Review regularly with customers regarding the maintenance policies while exercise flexibility in dealing with customers         9. Accurately estimate the impact of the details in the maintenance contract to wards the subsequent expenditur and resources input in this area         9. Properly associate details of the maintenance contract to potential legal aspects and compliance with guidelines / regulations set by a	4.	Level	4				
6.1       Possess the knowledge in the subject area       Fully understand the importance of providing satisfactory maintenance services in the entire product life cycle         6.1       Possess the knowledge in the subject area       Grasp comprehensively the company policies towards setting up of maintenance contracts with customers         6.1       Possess the knowledge in the subject area       Fully aware of the needs, concerns and worries of custom such as the guaranteed provision of continuous and reliab services         8       Be aware of the contribution to income revenue derived f the new maintenance contract         6.2       Setup and review maintenance         review maintenance       Establish the maintenance charging scheme with referenc the company policies and features of the particular product introduce company's strength and commitment in the maintenance services         6.2       Setup and review regularly with customers and acquire their key maintenance services         9       Liaise effectively with customers and acquire their key maintenance services         9       Liaise effectively with customers and acquire their key maintenance requirements         9       Review regularly with customers and acquire their key maintenance policies while exercise flexibility in dealing with customers         9       Properly associate details of the maintenance contract to potential legal aspects and compliance with guidelines / regulations set by authorities such as the OFTA         6.3       Exhibit       Follow established procedures at every	5.	Credit	4				
<ul> <li>Feview maintenance contract with customers</li> <li>Establish the maintenance charging scheme with reference the company policies and features of the particular produservice</li> <li>Fully comprehend customers' requirements and effectivel introduce company's strength and commitment in the maintenance services</li> <li>Liaise effectively with customers and acquire their key maintenance requirements</li> <li>Review regularly with customers regarding the maintenance policies while exercise flexibility in dealing with customers</li> <li>Accurately estimate the impact of the details in the maintenance contracts towards the subsequent expenditur and resources input in this area</li> <li>Properly associate details of the maintenance contract to potential legal aspects and compliance with guidelines / regulations set by authorities such as the OFTA</li> <li>6.3 Exhibit professionalism</li> <li>Follow established procedures at every step of customer contact and information seeking</li> <li>Work with full capacity and ability to meet the quality stand of a product manager</li> <li>Maintain the idea of customer focus at all time</li> <li>7. Assessment Criteria</li> <li>The integrate outcome requirements of this UoC are the abilities to:         <ul> <li>i. set up maintenance contracts with customers which can identify and solicit their needs</li> <li>ii. effectively match the features of own products with customer needs and propose</li> </ul> </li> </ul>	6.	Competency	<ul> <li>6.1 Possess the knowledge in the subject area</li> <li>Fully understand the importance of providing satisfactory maintenance services in the entire product life cycle Grasp comprehensively the company policies towards setting up of maintenance contracts with customers</li> <li>Fully aware of the needs, concerns and worries of customers such as the guaranteed provision of continuous and reliable services</li> <li>Be aware of the input resources and expenditure related to the new maintenance contract</li> <li>Be aware of the contribution to income revenue derived from</li> </ul>				
professionalism       contact and information seeking         •       Work with full capacity and ability to meet the quality stand of a product manager         •       Maintain the idea of customer focus at all time         7.       Assessment Criteria         The integrate outcome requirements of this UoC are the abilities to:         i.       set up maintenance contracts with customers which can identify and solicit their needs         ii.       effectively match the features of own products with customer needs and propose			<ul> <li>review maintenance charging scheme with reference to the company policies and features of the particular product / service</li> <li>Fully comprehend customers' requirements and effectively introduce company's strength and commitment in the maintenance services</li> <li>Liaise effectively with customers and acquire their key maintenance requirements</li> <li>Review regularly with customers regarding the maintenance plan</li> <li>Sustain a firm position for the baseline of company's maintenance policies while exercise flexibility in dealing with customers</li> <li>Accurately estimate the impact of the details in the maintenance contracts towards the subsequent expenditure and resources input in this area</li> <li>Properly associate details of the maintenance contract to potential legal aspects and compliance with guidelines / regulations set by authorities such as the OFTA</li> </ul>				
Criteria i. set up maintenance contracts with customers which can identify and solicit their needs ii. effectively match the features of own products with customer needs and propose			<ul> <li>professionalism</li> <li>contact and information seeking</li> <li>Work with full capacity and ability to meet the quality standard of a product manager</li> </ul>				
	7.		<ul><li>i. set up maintenance contracts with customers which can identify and solicit their needs</li><li>ii. effectively match the features of own products with customer needs and propose</li></ul>				
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Functional Area: Product	& Service Life Cycle (	(Products / Services	Maintenance)
Functional Area. Frouuct	a service Life Cycle (	(I TOUUCIS / SET VICES	Maintenance)