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|                 | <b>Unit ID: 216</b>   |
| <b>Domain</b>   | <b>AUTOMOTIVE MECHANICS</b>   |
| <b>Title:</b>   | <b>Negotiate action plan for addressing customer requirements in an automotive mechanics workshop</b> |
| <b>Level: 4</b> | <b>Credits: 3</b>   |

### Purpose

This unit standard specifies the competencies required to negotiate an action plan to address customer requirements of a complex nature in an automotive mechanics workshop. It includes establishing customer requirements, advising customer of available options, establishing and informing customer of cost of alternative actions and negotiating an agreed action plan with the customer. This unit standard is intended for those who work as automotive mechanics.

### Special Notes

1. Entry information:
  - Prerequisite
    - Unit 65 - *Apply safety rules and regulations in an automotive mechanics workshop* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace or a simulated real workplace or an appropriate simulated realistic environment in which automotive mechanics operations are carried out.
3. Performance of all elements in this unit standard must comply with manufacturers' specifications, workplace specific requirements and reasonable flat rate time.
4. Glossary of terms:
  - '*specifications*' refers to any, or all of the following: manufacturers' specifications and recommendations, workplace specific requirements.
5. Regulations and legislation relevant to this unit standard include the following:
  - Labour Act, No. 6, 1992
  - Occupational Health and Safety Regulations No. 18, 1997
  - Road Traffic and Transport Regulations No. 266, 2000
 and all subsequent amendments.
6. Customers may be regular or new and may have special or unusual requests. They may include persons from a range of social, cultural or ethnic backgrounds and with different physical and mental abilities.
7. Complex customer requirements may include but are not limited to unusual or out of the ordinary problems, requirements of special or high importance customers, complex technical problem, matters involving more than one solution or area of service, needs of customers who have not been happy with some aspect of product or service provided.

## **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na).

## **Elements and Performance Criteria**

### **Element 1: Establish customer requirements**

#### **Performance Criteria**

- 1.1 Questioning and active listening techniques are applied to clarify customer needs in line with workplace procedures.
- 1.2 Customer requirements are scrutinised professionally, courteously, with tact and without presumptions in line with workplace procedures.
- 1.3 Customer requirements are fed back accurately and concisely to the customer for confirmation in line with workplace procedures.
- 1.4 Customer requirements are documented accurately in language that can be understood by the customer and by staff in line with workplace procedures.
- 1.5 Customer requirements are documented according to workplace procedures.
- 1.6 Customer acknowledgement and confirmation of the documented requirements are obtained in line with workplace procedures.

### **Element 2: Advise customer of available options**

#### **Performance Criteria**

- 2.1 Viable options for addressing customer needs are researched and developed in line with workplace procedures.
- 2.2 Suppliers and technical experts are contacted to research options in line with workplace procedures.
- 2.3 Options are explained and discussed with the customer to facilitate customer understanding in line with workplace procedures.
- 2.4 Supporting information is made available to the customer, to facilitate customer understanding in line with workplace procedures.
- 2.5 Benefits and approximate costs of each option are explained to the customer to facilitate informed decision-making in line with workplace procedures.

### **Element 3: Inform customer of costs**

#### **Performance Criteria**

- 3.1 Customer is provided with estimated costs and timeframes of selected options in line with workplace procedures.
- 3.2 Costs and timeframes are communicated verbally or in writing, according to workplace procedures.
- 3.3 Sale or service conditions are explained to customer in line with workplace procedures.

### **Element 4: Negotiate action plan with customer**

#### **Performance Criteria**

- 4.1 Customer's preferred option, including services to be performed and agreed delivery timeframe, is identified in line with workplace procedures.
- 4.2 Customer concerns and questions, including matters to do with cost and timeframe, are acknowledged and addressed in line with workplace procedures.
- 4.3 Customer commitment to agreed action plan is gained according to workplace procedures.
- 4.4 Agreed action plan is documented in line with workplace procedures.
- 4.5 Assistance with completion of paperwork by customer is provided in line with workplace procedures.
- 4.6 Action plan documentation is processed, including provision of copy to customer and storage of file copy, in line with workplace procedures.
- 4.7 Customer feedback is sought on services provided.

### **Registration Data**

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| <b>Subfield:</b>                     | Automotive Engineering     |
| <b>Date first registered:</b>        | 29 March 2007              |
| <b>Date this version registered:</b> | 29 March 2007              |
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| <b>Body responsible for review:</b>  | Namibia Training Authority |