

Automotive Training Victoria

Competency Achievement Record Book Sample Pages

This section indicates the Unit of Competence by Code/Title appropriate to the training program

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| AURC270421A | Establish Relations With Customers |
| Assessment Evidence | |
| Performance | |
| The following components are to be considered (where relevant) within each element | Tick when Achieved |
| <ul style="list-style-type: none"> OH&S requirements, including individual State/Territory regulatory requirements and personal protection needs are observed through the work Tasks are carried out in accordance with enterprise/workplace policies and procedures | <input type="checkbox"/> <input type="checkbox"/> |

This section groups additional Performance Criteria common to two or more of the elements stated below

Teacher/assessor/workplace supervisor to place a ✓ in the space when achieved

| | |
|--------------------|---|
| AURC270421A | Establish Relations With Customers |
|--------------------|---|

| Elements & Performance Criteria | Assessment Record | | |
|---|---|--------------------------|--------------------------|
| | Sign and date on completion of each element. Additional space is provided for repetitive assessment as required | | |
| C270421A.1 Establish contact with customers | Signature: | | |
| | Date: | | |
| <ul style="list-style-type: none"> A welcoming customer environment is maintained Customer is greeted warmly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <ul style="list-style-type: none"> An effective service environment is created through verbal and non-verbal presentation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C270421A.2 Clarify specific needs of customer | Signature: | | |
| | Date: | | |
| <ul style="list-style-type: none"> Customer needs are determined through questioning and active listening Customer needs are accurately assessed against the product/services of the enterprise | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Elements refer to the individual jobs or tasks appropriate to this Unit of Competence

The Performance Criteria identifies the components by which the performance of an element will be judged

Teacher/assessor/workplace supervisor to sign and date when the element is achieved

This space is provided for repetitive assessment as required. Teacher/assessor/workplace supervisor to place a ✓ in the box when achieved

This section indicates the Unit of Competence by Code/Title appropriate to the training program

| AURC270421A Establish Relations With Customers | | Sign & Date When Achieved |
|--|--|---------------------------|
| Underpinning Knowledge (Supporting the performance requirements of this unit) | | |
| C270421.a | Operational knowledge of enterprise policies and procedures in regard to: <ul style="list-style-type: none"> ▶ Customer services ▶ Dealing with difficult customers ▶ Allocated duties/responsibilities | |
| C270421.b | General knowledge of the range of enterprise merchandise and services, location of departments/sections and telephone extensions of departments/sections | |
| C270421.c | Basic operational knowledge of relevant legislation and statutory requirements, including consumer law, trade practices and fair trading legislation | |

Underpinning Knowledge refers to the knowledge and basic skills needed to perform the jobs and tasks identified in this Unit of Competence

Teacher or assessor to sign and date when underpinning knowledge is achieved

Critical Aspects of Evidence - Assessment Review

This section identifies Critical Aspects of Evidence and guides the assessment review prior to final endorsement of competency achievement

- Consistently applying enterprise policies and procedures and industry codes of practice in regard to customer service
- Using effective questioning/active listening and observation skills to identify customer's needs
- Providing a quality service environment by treating customers in a courteous and professional manner through all stages of the procedure

| AURC270421A Establish Relations With Customers | |
|--|-------------------------------|
| Competency Endorsement | |
| This Unit of Competence has been achieved in accordance with evidence requirements identified in the Competency Standard | |
| Applicant | RTO's Final Assessment |
| Name: | Name: |
| Registered Training Organisation | Signature: |
| | Date: |

This Competency Endorsement section must be completed by the teacher/assessor on behalf of the Registered Training Organisation (RTO)