

TRANSLATION

Version 1

**Specification of
Competency Standards
for the
Automotive Industry
in Hong Kong**

**Section A: Operation, Sales, Services and
Parts Management Sector**

March 2009

Table of Contents

	Page	
Chapter 1	Preface	
	Background of the Industry.....	1
	Current Development / Situation of the Industry.....	2
	Specification of Competency Standards	5
Chapter 2	Qualifications Framework	
	Hong Kong Qualifications Framework.....	6
	Automotive ITAC.....	6
	Qualifications Framework Levels.....	7
Chapter 3	Competency Standards	
	Major Functional Areas of the Automotive Industry.....	8
	Functional Map showing the Major Functional Areas of the Automotive Industry	12
	Competency Standards.....	13
	Units of Competencies	13
Chapter 4	Units of Competency	
	List of Competencies for Practitioners of the Automotive Industry.....	14
	Competency Level 1	38
	Competency Level 2	74
	Competency Level 3	202
	Competency Level 4	350
	Competency Level 5	485
	Competency Level 6	575
	Competency Level 7	621
Appendix 1	Generic Level Descriptors	624
Appendix 2	Coding Criteria.....	631

Chapter 1

Preface

Background of the Industry

Early in the twenties of the 20th century, vehicle agents have been importing and selling vehicles in Hong Kong. However, vehicle was still a remote luxury item to the majority of the general public. With the Government's abolition of the preferential policy of special tax on British vehicles in the sixties and the rapid development of vehicle industry in Japan, importers of various vehicle brands started to set up one after another. Meanwhile, Hong Kong's economy began to blossom, fostering the continuous growth of vehicle sales and attracting more vehicle agents to import different vehicle brands. Moreover, modernised management and computer application have significantly enhanced the effectiveness of vehicle design and production, resulting in product diversification and continuous enhancement in quality. The price of vehicles also dropped correspondingly with the reduction in the cost of vehicles, allowing more people to have the ability of buying vehicles. Following the continuous economic growth in Hong Kong, well-developed land transportation between China and Hong Kong and the increasing prosperity of the general public, the demand for private cars and commercial vehicles have increased continuously. The Government's effort in developing roads and public roads has brought about an even better road transportation and traffic network which has a positive effect on the growth of vehicles. Apart from the sales of new vehicles, the used vehicle market is also very active. There are a number of traders specialised in the buying and selling of used vehicles.

2. Vehicle servicing plays an important part in the automotive industry, particularly to road safety and environmental protection. In response to market demand, vehicle servicing is not only provided by the maintenance departments of vehicle agents, but also by small and medium-sized garages with services largely provided by the latter in comparison. According to the Manpower Survey Report on the Automotive Industry 2006, there were about 12 400 technical workers in Hong Kong engaging in vehicle servicing work. As a usual practice, warranty period and specified preliminary maintenance services will be provided by vehicle distributors during transaction. Car owners may choose to join maintenance/servicing plan to keep their cars in good condition. Apart from that, the Government has put in place the mandatory vehicle examination scheme and environmental protection ordinances to ensure that the driving performance and exhaust emission of vehicles can meet legislative requirements. It can be seen that the demand for up-to-standard vehicle servicing is becoming more important.

3. Vehicle agents are also major suppliers of spare parts. They sell spare parts to their own maintenance departments and other customers whereas tyres, batteries, light bulbs, audio-visual equipment, various accessories and non-original parts, etc. are sold by other distributors. According to Government statistics recorded in December 2007, there were more than 1 100 retailing organisations of vehicles and auto parts with about 5 300 people being employed.

4. Regarding vehicle body building and design, Hong Kong has been involved in vehicle body building for commercial vehicles, including bus and vehicles for special purposes, to meet local needs. Some of the commercial vehicles are originally imported but due to the

extensive usage of commercial vehicles, vehicles of different purposes need to have different body specification. Local traders will provide vehicle body design and building services according to customers' requirements whereas agents will import vehicle chassis as well as design and build the vehicle body and related accessories according to the requirements of customers.

Current Development / Situation of the Industry

5. Hong Kong's automotive industry mainly lies in vehicle sales and after-sales services. After-sales services include servicing, sales of spare parts and other related services. Vehicle operators in Hong Kong will focus on different market segment in light of the capabilities and experience of the organisations. General brand agents will provide both vehicle sales and after-sales services. Some of the vehicle operators who are not agents of brand vehicles will only provide either vehicle sales services or after-sales services, while some will provide both. Vehicle sales services mainly involve the sales of vehicle products. Practitioners should master the techniques of selling vehicle products and possess certain knowledge on the vehicle market, marketing plans and marketing, etc. After-sales services mainly cover the inspection, maintenance, fault diagnosis and servicing of the entire vehicle and various systems as well as installation of accessories, etc. The job categories and functional areas of Hong Kong's automotive industry may vary according to organisational operation pattern and specification. As there are numerous job categories and an extensive coverage of functional areas in the automotive industry, practitioners should possess professional knowledge on vehicles so as to guarantee the industry's quality of service.

6. The sales figure of vehicles often has immediate response towards economic fluctuation and is also affected by the Government's levy on vehicle tax and other related policies. According to statistic figures, the value of sales of goods for vehicles, parts and accessories in Hong Kong amounted at \$1,036M in January 2008, which was 25.2% higher than the same period in previous year. In 2007, the annual value totaled at 11,663M, which was 20% higher than 2006. Due to the limited land resources in Hong Kong, the Government has wished to control the number of vehicles to avoid its speedy growth. In January 2008, the number of registered vehicles in Hong Kong was around 625 000 which was 14% higher than a decade ago. In light of Hong Kong's continuous positive economic growth, it is anticipated that the demand for vehicles will continue to increase. Besides, the constant renewal of style and performance of private cars and automotive accessories has a positive effect on increasing the public's consumption sentiments.

7. Currently, there are over 12 000 technical workers engaged in vehicle servicing work. Technological advancement, changes in the trend of vehicle design and enhancement in the durability of automotive parts etc., have led to a reduction in the demand for vehicle servicing manpower. Despite the fact that the total number of vehicles had increased by 14% over the recent decade, there was a slight drop in the number of workforce. Following the development of vehicle technology, especially the application of electronic techniques, servicing workers have to keep on acquiring new skills to meet the requirements of modern vehicle servicing. The job nature of vehicle servicing has gradually shifted from a labour intensive level to a professionally technical level, particularly in the field of fault diagnosis. Apart from possessing knowledge on vehicles, practitioners should also have good analytical power and the capability of operating auxiliary equipment. According to current legislation, all commercial vehicles and private cars over six years of age should undergo annual inspection to ensure that their performance can meet road safety requirements. Moreover,

the Environmental and Protection Department has been strengthening the monitoring work on vehicle emission, which has in turn enhanced the requirement of vehicle servicing standard.

8. With regard to the training of manpower, the current professional pre-vocational programmes on vehicles provide the pathway for young people to join the industry. The training will effectively facilitate them to enter the industry in future. The long-established apprenticeship training system in vehicle servicing is an effective way to nurture technical talents. Not only will the apprentices receive practical job training, but they will also have to acquire the professional knowledge of vehicles. The enterprises also capitalise on the Engineering Graduate Training Scheme to attract and nurture engineering graduates to join the automotive industry. Besides, the Government launched the Skills Upgrading Scheme on Automotive Industry in 2006 to actively provide training to current practitioners in the industry with a view to enhance their professional knowledge and skills so as to increase their employment competitiveness. Apart from the aforesaid training schemes and courses, vehicle agents will also focus on the needs of their employees and the company to provide relevant training on vehicle products. They will also implement the training plans formulated by the company to ensure that employees can acquire the knowledge of special skills and the service standard required by relevant brands. As for practitioners in small and medium-sized garages, they are usually motivated by trade association and trade union as well as their own initiatives to take relevant in-service training courses so as to acquire the new knowledge and skills in the industry. It has been generally agreed by the industry that pre-vocational training and continuing education are crucial to the practitioners of the automotive industry. The current Voluntary Registration Scheme for Vehicle Mechanics implemented by the Government also shows that continuing education is the basic requirement of registered mechanics. Since Hong Kong has been keen on developing industries in the service sectors such as finance and tourism, young people have little interest in joining technical industries. Hence, it is necessary for the automotive industry to pay effort to attract outstanding talents. The industry hopes that employees, employers, the Government and training providers can establish joint efforts in various aspects to absorb and train the talents in the automotive industry to achieve desirable results.

9. There has been a rapid growth in the number of vehicles in Mainland China. The annual sales volume of vehicles rose from 1.4 million in 1995 to 8.8 million in 2007, which was only second to the United States and China had become the country scoring the second highest sales volume. Meanwhile, the automotive industry enjoyed a big boost in the Mainland China with enterprises engaging in developing their own vehicle brands and establishing cooperation with overseas vehicle manufacturers. Since China joined the World Trade Organisation in 2001, the automotive market in Mainland China has experienced an increasingly drastic growth.

10. Due to the blooming development of the Mainland China's automotive market, Hong Kong traders have started to operate the businesses of vehicle sales and after-sales services in the Pearl River Delta and Yangtze River Delta in the early nineties. Following the economic growth in the Mainland and the increasing demand for vehicles, Hong Kong traders' automotive businesses in the Mainland will have tremendous potential in the future.

Challenges and Opportunities

11. Vehicle sales in Hong Kong are affected by many factors, such as local economic condition and activities, the purchasing power of the public, Government policy on traffic and roads, the complementary strategies of road traffic as well as the styles and performance of vehicles, etc. Looking forward, the continual vigorous economy of the Mainland will foster positive economic growth in Hong Kong. Moreover, the Government will continue with the work in road construction to satisfy public demand. With advancement in technology, safer, more reliable, environmental-friendly and highly cost-effective vehicles can be manufactured with a wider variety of styles. All these factors are conducive to the automotive industry. Nevertheless, the change of our economic structure due to economic fluctuation had resulted in higher sales of high-price cars and lower sales of low-price cars. Hence, practitioners of the industry should always keep their eyes sharp to cope with changes. Given the fact that Hong Kong has a large population but with limited land resources, the Government has hoped to control the number and utilisation level of vehicles so as to ease the pressure of incessant road construction. From the environmental protection perspective, the Government also encourages the public to use public vehicles more and private vehicles less, so as to reduce vehicle emission. Besides, the Government is consulting the public on the feasibility of the Electronic Road Pricing Scheme and the mandatory measures on motorists to switch off their vehicle engines while waiting. Coupled with the launching the Tax Incentives for Environment-friendly Petrol Private Cars, the Incentive Scheme to replace a Pre-Euro and Euro I Diesel Commercial Vehicle by New Commercial Vehicles and the adoption of tighter fuel and vehicle emission standards etc., it will all bring forth changes to the vehicle market. It is necessary for the industry to adjust its marketing strategy to support environmental protection and to continue expanding business.

12. There has been a significant change of technological application in vehicles over the last two decades driven by technological advancement and the requirements of customers. The focus of training on servicing techniques has shifted from workmanship to fault diagnosis because vehicle servicing has to rely on electronic information and electronic instruments to become more professional. Vehicle servicing technicians have to keep acquiring new techniques to cope with new challenges. As it is anticipated that changes will continue at an even faster pace, continuing education is essential to the employees. The Voluntary Registration Scheme for Vehicle Mechanics launched by the Government also requires practitioners to continue their study. Apart from that, the adoption of tighter vehicle emission standards by the Government will enhance the standard of vehicle servicing. It is necessary for people of the industry to take corresponding measures to ensure that the serviced vehicles can meet the standard of exhaust emission and the requirements of other road regulations. On the front of human resources, the industry has to train more talents to complement the needs of market development.

Specification of Competency Standards

13. In view of the industry's current situation and future development trend, it is imminent that the Specification of Competency Standards (SCS) be formulated to provide a solid framework for training to enhance the industry's technical capability, competitiveness and quality of service.
14. The SCS consists of competency standards of different levels. Competency standards are benchmarks for the industry-specific knowledge, professional skills and soft skills required for performing different job functions of the industry. The functional areas and competency standards under SCS will be practical and competence-based. The SCS not only sets out the professional knowledge and skills required for today, but also takes into account factors such as the development trend of both the industry and the society.
15. In the long run, the industry-recognised SCS will become the blueprint for training. It will not only ensure that training providers can meet the industry's present and future needs by offering training courses covering all the knowledge and skills required by the industry, but also provide employees with a clear set of learning pathways, so that they can draw up their own learning and career roadmaps. As such, the SCS will complement the full-scale implementation of the Qualifications Framework by the Government.
16. Since the SCS is established by the industry, it is indicated that the training programmes can meet the requirements of the industry. Upon completion of the SCS-based programmes, trainees will possess skills that can be objectively measured. Such information may facilitate employers to identify suitable talents; thus reducing possible losses incurred by unfit appointments, as well as shortening the new recruits' adaptation period and minimising related costs.
17. The Automotive Industry Training Advisory Committee (ITAC), comprising representatives of employers, employees, the Government and professional bodies of the industry, has prepared a preliminary version of "SCS for the Automotive Industry – Section A. Operation, Sales, Services and Parts Management Sector" with reference to its current status and development trend, as well as the standard and format adopted in the Mainland and overseas, with a view to providing practitioners with clear guidelines for devising their own learning and career roadmaps.
18. The SCS for the automotive industry is divided into two sectors, i.e. Part I-Operation, Sales, Services and Parts Management and Part II-Manufacturing of Vehicle Parts. In view of the extensive coverage of the automotive industry, this SCS version is focused on Part I while Part II will be developed in the next stage.

Chapter 2

Qualifications Framework

Hong Kong Qualifications Framework

19. The Automotive ITAC was set up by the Education Bureau to facilitate the implementation of the Hong Kong Qualifications Framework (QF) in the industry. The proposed QF is a voluntary system. It is a seven-level hierarchy that provides benchmarks for determining the level of complexity and difficulty of individual competencies. It is also used to order and support qualifications of different natures and titles. The QF has in place an independent quality assurance (QA) system that would enhance recognition and acceptance of the qualifications in the industry, irrespective of the mode and source of learning.

20. The Automotive ITAC is responsible for the development of its industry-specific, task-based SCS for the identified core functional areas. The SCS, in the form of Units of Competencies (UoCs), provides not only quantitative and qualitative specifications on the competencies required for specific tasks, but also the integrated outcome standards required as well as information on the QF level and credits.

21. The SCS may be used to aid vocational curriculum design by vocational education and training providers, or in-service employee development by HR personnel, or best practice recognition and qualifications by awarding bodies within the industry. SCS is the cornerstone to enhance workforce competitiveness and industry sustainability in the long run.

22. The QF aims to provide clear learning pathways for individuals to draw up their own roadmaps to obtain quality assured qualifications. Learners can either pursue a specific learning pathway to upgrade their skills in a particular area of specialization in a gradual and orderly manner (vertical development), or progress through traversing learning pathways to become multi-skilled (horizontal development). Through the full-scale implementation of the QF, we will foster a vocational environment and culture conducive to lifelong learning and continuing education in the industry. With the active participation of employers and employees as well as the wide acceptance of the industry, the QF will also encourage the development of quality training programmes by providers to meet the needs of the community and the industry.

Industry Training Advisory Committee (ITAC)

23. The future prospect of the automotive industry has much to do with the development of high-technology, environmental protection and safety awareness. As such, it is of paramount importance to train talents of versatility. In view of this, the Education Bureau set up the Automotive ITAC comprising leaders from the industry, representatives of the trade association, employers, employees and professional bodies to provide them with a platform for interaction and communication so that they can join their efforts to explore methods to enhance the development of the industry and formulate training needs for the industry.

24. Since its inception in 2005, the first task of the Automotive ITAC was to assist in the preparation of the SCS for the industry. With in-depth knowledge on the industry and thorough understanding of the competency requirements for different capacities, members of the ITAC have offered professional advice to the team responsible for compiling the SCS, enabling it to meet the needs of the industry. The SCS will become the blueprint for related human resources measures and training programmes upon completion.

25. Apart from facilitating the preparation of the SCS, the ITAC also plays an important role in motivating manpower development such as launching consultation and publicity exercises within the industry, giving advice on the design of training or articulation courses and facilitating policy-making for the Recognition of Prior Learning (RPL) mechanism, etc.

26. The ultimate objectives of the ITAC in assisting the preparation of the SCS and the implementation of the QF are to upgrade the quality standard of qualifications, extend education or promotion opportunities to more learners or employees and articulate various kinds of qualifications to enhance their recognition. All of the above are the important tasks of the QF and will also be the major tasks of the ITAC.

Qualifications Framework levels

27. The QF has seven levels, from level 1 to level 7, where level 1 is the lowest and level 7 the highest. The outcome characteristic of each level is depicted by a set of generic level descriptors (GLD) (Appendix 1). The GLD specifies for each QF level its generic complexity, demand and challenges in the four dimensions below:

- a. Knowledge and intellectual skills;
- b. Process;
- c. Application, autonomy and accountability; and
- d. Communications, IT skills and numeracy.

The UoCs (See Chapter 4) are benchmarked to the QF levels in accordance with the GLD. It is worth to note that competency elements in a UoC may fall in some or all of the GLD dimensions as what it naturally should be. The QF level assignment is essentially a holistic judgement on the unit's integrated outcome requirement.

28. QF levels are discrete. That is, there cannot be assignment of UoC in-between QF levels. Also, UoCs that may not fully match the characteristic requirement of one or more dimensions of a level would be "rounded" to the level below.

Chapter 3

Competency Standards

Major Functional Areas of the Automotive Industry – Operation, Sales, Services and Parts Management Sector

29. As proposed by the Automotive ITAC, the SCS of the Automotive Industry – Operation, Sales, Services and Parts Management Sector consists of the following core functional areas:

A. Operation Management

(i) Operation Strategy

The core functional areas of operation strategy are to formulate and monitor an overall operation strategy for the organisation. Practitioners should possess extensive commercial and legal knowledge and be conversant with the operation of the automotive industry. They should also be capable of drawing up policies that can meet organisational needs from higher perspectives such as organisational development, overall safety and risk management, etc. Apart from discharging daily monitoring duty, they should also conduct evaluation on a regular basis so as to enhance operational effectiveness of the organisation.

(ii) Financial Management

The core functional areas of financial management involve the formulation and implementation of financial management plans. Practitioners should be conversant with the theories of double-entry bookkeeping, financial accounting and cost accounting so as to perform accounting duties and formulate financial management plans.

(iii) Human Resources Management

The core functional area of human resources management is to formulate various management procedures for the organisation so as to ensure sufficient and appropriate supply of human resources. Practitioners should establish, implement and evaluate different systems, including pay level, recruitment or promotion mechanism, staff training and appraisals, etc. on the understanding that human resources are the major dynamics of corporate development so as to enhance economic effectiveness and foster corporate development.

(iv) Operation Facility Management

The core functional areas of operation facility management involve the provision of a safe and well-equipped workplace for the organisation that can meet its business operation and development, among which includes the formulation and implementation of various policies to ensure that the equipment, facilities and software within the workplace are of normal functioning, of adequate supply and safe and that they can meet relevant legislative requirements. Practitioners should also attend to the safety of vehicles and the parking procedure while occupational safety, the health of staff and environmental protection should be taken into account when formulating related policies.

(v) Quality Management

The core functional areas of quality management cover the formulation and implementation of quality management schemes by employing the knowledge and techniques of quality management. Practitioners should know how to apply their knowledge of quality management to exercise effective control so as to achieve the cost effectiveness of low cost and high quality. They should also be capable to analyse, handle and evaluate customers' suggestions as well as promote and implement quality management and staff training. Moreover, they should ensure that the quality of products or services can meet the requirements of customers, manufacturers and government ordinances.

B. Sales and Marketing

(i) Vehicle Sales

The functional areas of vehicle sales mainly cover the sales of vehicle products and the knowledge on the history, characteristics, market positioning, new product concept and performance of the vehicle brands being sold. Practitioners should master the selling techniques of vehicle products and possess knowledge on the vehicle market situation, the strengths and weaknesses of other brands in the industry, consumers' consumption sentiments and behavior, the vehicle factory's market concept, marketing plans, promotion strategies and customer relationship management. They should also be responsible for marketing profits.

(ii) Vehicle Marketing

The functional areas of vehicle marketing mainly cover the marketing and promotion of vehicle products and the knowledge on the history, characteristics, market positioning, new product concept and performance of the vehicle brands under promotion. Practitioners should master the marketing and promotion techniques of vehicle products to draw up marketing and promotion strategies that are most conducive to the products in accordance with the vehicle factory's market concept by focusing on vehicle market situation, the strengths and weaknesses of other brands in the industry as well as consumers' consumption sentiments and behavior. Moreover, practitioners should possess certain knowledge on market research and customer relation management.

(iii) Customer Service

The functional areas of customer service mainly cover customer service and communication skills. Practitioners should possess knowledge on customer service strategy, customer service quality management and customer relation management. They should also possess the techniques of providing quality and professional services, handling customers' suggestions and customer communication as well as conversant with the commonly used Chinese and English terms in the industry.

C. Parts Management

(i) Parts and Accessories Sales

The functional areas of parts and accessories sales mainly include the sales and delivery of goods as well as the handling of transaction accounts, etc. Practitioners should possess knowledge on auto parts and accessories, master customer communication skills and know how to handle various kinds of payment methods as

well as the retrieval, storage and return of purchase, etc. They should also be capable of adjusting the goods intake and sales strategy according to market demand.

(ii) Inventory Control and Management

The functional areas of inventory control and management mainly include inventory control and protection of inventory goods. Practitioners should possess knowledge on vehicle parts and accessories and know how to apply inventory record and related software as well as protect various kinds of inventory goods. They should also be capable of setting the indicators for inventory level and the pattern of inventory replenishment according to the needs of the market.

(iii) Purchasing Management

The functional areas of purchasing management mainly cover the procurement of goods and monitoring of the quality of goods. Practitioners should be familiar with the characteristics of vehicles and related regulations, possess the capabilities of selecting suppliers of new or renovated parts and accessories and judging the market value of used vehicles, etc. They should also be capable of formulating purchasing strategies for new, used and renovated goods according to market demand.

(iv) Warehouse Management

The functional areas of warehouse management mainly cover the assurance of the normal functioning of warehouse equipment and facilities as well as the safe storage of inventory goods. Practitioners should possess knowledge such as vehicles and their parts and accessories; regulations on warehouses, occupational safety and health as well as environmental protection; the application of related software and the protection of warehouse equipment and facilities, etc. They should also be capable of designing the storage areas for inventory goods and formulating strategy for the storage of goods according to their characteristics and circulation.

D. Vehicle Servicing

(i) Vehicle Servicing and Testing

The functional areas of vehicle servicing and testing mainly include the knowledge on the basic principles and structure of vehicles as well as the various systems and spare parts; operation of appropriate instruments; inspection, maintenance, fault diagnosis and servicing for various systems and spare parts; installation of accessories as well as vehicle body servicing and painting, etc. Vehicle testing requires practitioners to have an understanding of various standards of vehicle tests and the capabilities of conducting the tests and writing reports. Practitioners should also possess certain knowledge on relevant ordinances of occupational health and safety, environmental protection and road traffic.

(ii) Service Sales and Support

Service sales and support mainly cover the sales and support of vehicle servicing. The functional areas include vehicle servicing, maintenance consultancy services, technical support, the handling and inspection of new vehicles, after-sales warranty and handling of claims for compensation, etc. Practitioners should possess knowledge on the market concept of vehicle after-sales services, marketing plans, business promotion, personal sales techniques, customer relation management as

well as the terms and conditions of warranty and claims for compensation, etc. Practitioners engaged in technical support services should possess general vehicle servicing techniques and the capability of settling more complicated servicing problems whereas some individual functional areas may require skills such as communication with the experts of the vehicle factory and staff training, etc.

(iii) Vehicle Damage Surveying

The functional areas of vehicle damage surveying mainly require practitioners to have certain knowledge on the structure of vehicles and spare parts; be conversant with the servicing procedure; know how to estimate the man-hours and spare parts required; and familiar with market price, etc. They should also be capable of making appropriate assessment on maintenance cost and writing relevant reports.

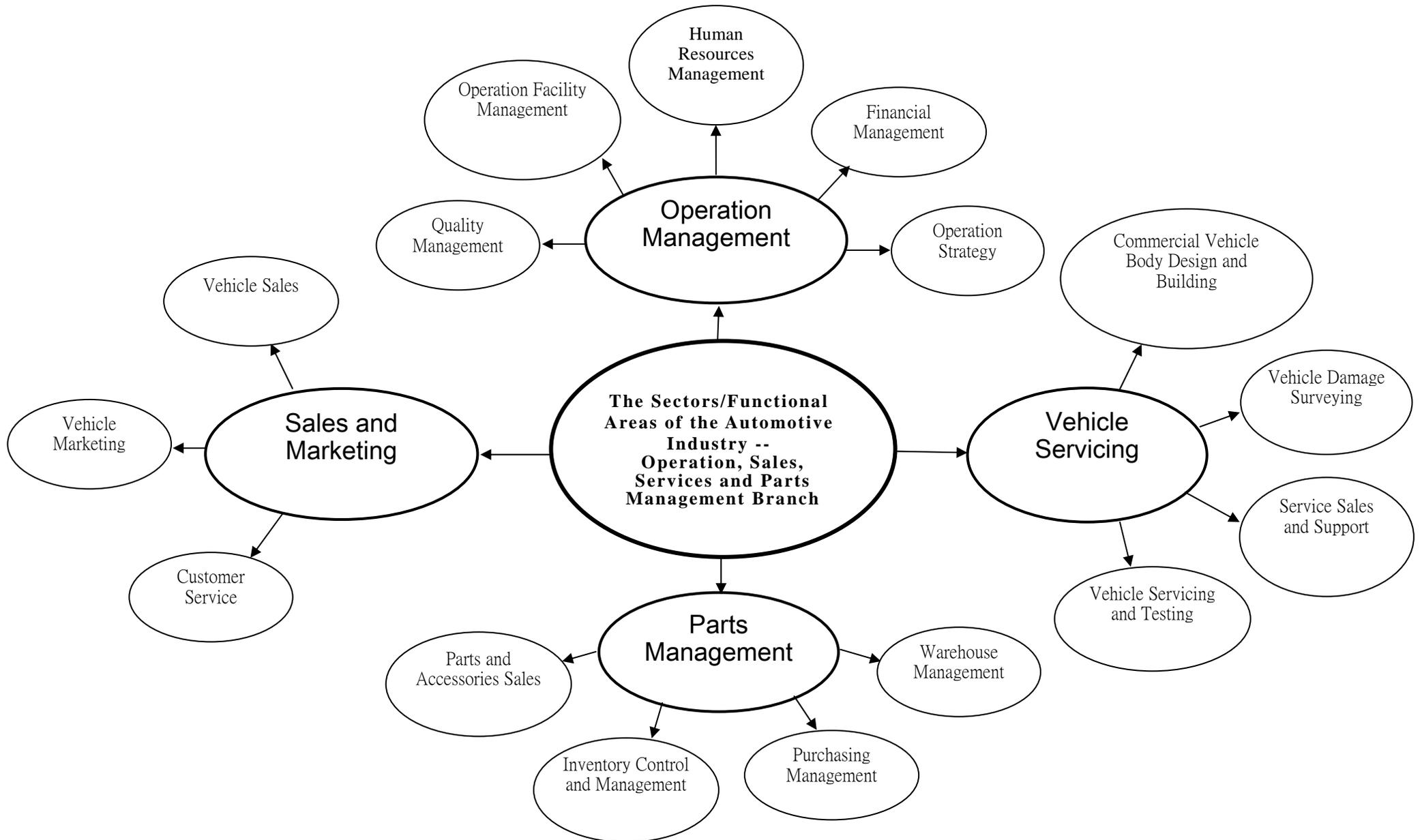
(iv) Commercial Vehicle Body Design and Building

Commercial vehicle body building means conducting processing work at the chassis and driving compartment of an integrated commercial vehicle equipped with engines, gearboxes and axles. The functional areas mainly require practitioners to design and construct spare parts for the vehicle bodies, the loading compartments of trucks and the vehicle bodies; installation of doors and windows, external decorations and vehicle lamps, etc. as well as assemble interior equipment (e.g. seats, floor, ceiling, accessories, lighting devices and meter wires, etc.). Apart from that, practitioners should know respective provisions of the Road Traffic (Construction and Maintenance of Vehicles) Regulations and relevant requirements of government departments as well as the structure of vehicle frames, maps and installation manuals; master the techniques of cutting, welding, drilling and articulation; understand the characteristics of different materials used inside or outside the vehicles; know how to use materials with functions such as anti-rust, water-proofing, sound-proofing, heat-proofing and damping, etc and apply relevant techniques.

Please refer to Diagram 1 for further information.

30. Based on the generic level descriptors and the major functional areas, the Automotive ITAC has formulated a “List of Competencies” (Chapter 4) for the industry. The list provides details of the training requirements of the industry in regard to the different competency levels and functional areas. It is designed to provide clear and unified guidelines for drawing up individual learning roadmaps. Learners may either pursue a specific learning pathway to upgrade their skills in a particular area of specialisation in a gradual and orderly manner (vertical development), or progress along a number of learning pathways to become multi-skilled (horizontal development).

Functional Map showing the Sectors / Functional Areas of the Automotive Industry



Competency Standards

31. Competency standards refer to the skills and knowledge required for a particular job function. They represent the industry benchmarks for the skills, knowledge and attributes required to perform competently in a particular job. Thus they are the most important part of the SCS.

Units of Competencies

32. The Automotive ITAC has set out the competency standards for various job functions in the form of units of competencies, which describe the performance and standard required for each competency. Please refer to Chapter 4 for details.

Every “unit of competency” comprises eight basic items:

1. Title
2. Code
3. Range
4. Level
5. Credits
6. Competency
7. Assessment Criteria
8. Remarks

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing				
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building	
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)	
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	
1				Identify typical dangerous chemicals and understand their characteristics (3 Credits) AUSDCN101A (P. 39)								Identify typical dangerous chemicals and understand their characteristics (3 Credits) AUSDCN101A (P. 39)	Identify typical dangerous chemicals and understand their characteristics (3 Credits) AUSDCN101A (P. 39)			Identify typical dangerous chemicals and understand their characteristics (3 Credits) AUSDCN101A (P. 39)	
						Introduce to customers the characteristics of different types of vehicles and their accessories (3 Credits) AUSDCN105A (P. 42)	Introduce to customers the characteristics of different types of vehicles and their accessories (3 Credits) AUSDCN105A (P. 42)	Introduce to customers the characteristics of different types of vehicles and their accessories (3 Credits) AUSDCN105A (P. 42)									
									Know about the structure and basic operation of vehicles and components (3 Credits) AUSDCN106A (P. 44)	Know about the structure and basic operation of vehicles and components (3 Credits) AUSDCN106A (P. 44)	Know about the structure and basic operation of vehicles and components (3 Credits) AUSDCN106A (P. 44)	Know about the structure and basic operation of vehicles and components (3 Credits) AUSDCN106A (P. 44)	Know about the structure and basic operation of vehicles and components (3 Credits) AUSDCN106A (P. 44)	Know about the structure and basic operation of vehicles and components (3 Credits) AUSDCN106A (P. 44)	Know about the structure and basic operation of vehicles and components (3 Credits) AUSDCN106A (P. 44)	Know about the structure and basic operation of vehicles and components (3 Credits) AUSDCN106A (P. 44)	
													Employ general vehicle servicing tools and equipment (3 Credits) AUSDCN108A (P. 46)	Employ general vehicle servicing tools and equipment (3 Credits) AUSDCN108A (P. 46)			
													Dismantle, replace and re-assemble general vehicle system components (6 Credits) AUSDCN109A (P. 48)	Dismantle, replace and re-assemble general vehicle system components (6 Credits) AUSDCN109A (P. 48)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
1	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)			Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)	Apply the laws and regulations as well as management system of environmental protection (3 Credits) AUSDCN110A (P. 50)
			Be familiar with relevant labour regulations (3 Credits) AUSDHR101A (P. 52)	Carry out maintenance procedure in service workshops (3 Credits) AUSDOF101A (P. 55)												Use general materials and tools for vehicle body assembling (3 Credits) AUSDBB101A (P. 72)
				Transport vehicles (3 Credits) AUSDOF102A (P. 57)												Replace metallic panels and accessories of vehicle body (6 Credits) AUSDST103A (P. 61)
																Handle chemicals (3 Credits) AUSDST104A (P. 63)
																Store paints (3 Credits) AUSDST105A (P. 65)
																Wax vehicle body (3 Credits) AUSDST106A (P. 67)

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
1													Carry out simple vehicle maintenance work (3 Credits) AUSDST107A (P. 69)			
2						Receive customers (3 Credits) AUSDCN203A (P. 75)					Receive customers (3 Credits) AUSDCN203A (P. 75)					
									Accept, deliver and transport parts and accessories (3 Credits) AUSDCN208A (P. 77)	Accept, deliver and transport parts and accessories (3 Credits) AUSDCN208A (P. 77)	Accept, deliver and transport parts and accessories (3 Credits) AUSDCN208A (P. 77)					
									Store and retrieve the parts and accessories (3 Credits) AUSDCN209A (P. 80)	Store and retrieve the parts and accessories (3 Credits) AUSDCN209A (P. 80)		Store and retrieve the parts and accessories (3 Credits) AUSDCN209A (P. 80)				
													Use general welding equipment (3 Credits) AUSDCN210A (P. 83)			Use general welding equipment (3 Credits) AUSDCN210A (P. 83)
													Vehicle body welding (3 Credits) AUSDCN211A (P. 85)			Vehicle body welding (3 Credits) AUSDCN211A (P. 85)
				Carry out the operation guidelines on occupational safety and health (6 Credits) AUSDCN212A (P. 87)								Carry out the operation guidelines on occupational safety and health (6 Credits) AUSDCN212A (P. 87)	Carry out the operation guidelines on occupational safety and health (6 Credits) AUSDCN212A (P. 87)	Carry out the operation guidelines on occupational safety and health (6 Credits) AUSDCN212A (P. 87)		Carry out the operation guidelines on occupational safety and health (6 Credits) AUSDCN212A (P. 87)

List of Competencies for Practitioners of the Automotive Industry

Functional Areas	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
QF Levels	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
2	Apply double-entry bookkeeping (6 Credits) AUSDFM201A (P. 90)			Carry out maintenance work for the equipment inside the operating places (6 Credits) AUSDOF202A (P. 92)		Arrange for acceptance, delivery and transportation of vehicles (3 Credits) AUSDSA201A (P. 94)			Identify/confirm vehicle parts and accessories (6 Credits) AUSDPS201A (P. 106)				Use special tools and equipments for vehicle servicing (3 Credits) AUSDST201A (P. 110)			Apply basic vehicle body building techniques (3 Credits) AUSDBB201A (P. 186)
						Handle preparation work for vehicle importation (3 Credits) AUSDSA203A (P. 96)			Handle various kinds of payment methods (3 Credits) AUSDPS202A (P. 108)				Check, repair and replace tyres (3 Credits) AUSDST202A (P. 112)			Build the body frame (3 Credits) AUSDBB202A (P. 188)
						Perform selling of vehicles (9 Credits) AUSDSA204A (P. 99)							Check and repair engines (6 Credits) AUSDST203A (P. 115)			Assemble the floor, windows, passageways, stairs and doors of vehicle (3 Credits) AUSDBB203A (P. 190)
						Perform selling of vehicle parts (9 Credits) AUSDSA205A (P. 102)							Check and repair various types of petrol fuel supply systems (3 Credits) AUSDST204A (P. 117)			Assemble seats and interior fittings (3 Credits) AUSDBB204A (P. 192)
						Provide supporting services to vehicle selling (9 Credits) AUSDSA206A (P. 104)							Check and repair various types of hydraulic gas fuel supply systems (6 Credits) AUSDST205A (P. 119)			Assemble air-conditioning systems (6 Credits) AUSDBB205A (P. 194)
													Check and repair various types of diesel oil fuel supply systems (3 Credits) AUSDST206A (P. 122)			Assemble lighting and indicating systems (3 Credits) AUSDBB206A (P. 196)

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
2													Check and repair vehicle hydraulic braking systems (3 Credits) AUSDST207A (P. 124)			Produce vehicle body building fixtures (6 Credits) AUSDDB207A (P. 198)
													Check and repair compressed air brake systems (3 Credits) AUSDST208A (P. 127)			Assemble vehicle body panels (3 Credits) AUSDDB208A (P. 200)
													Check and repair vehicle steering systems (3 Credits) AUSDST209A (P. 130)			
													Check and repair vehicle suspension systems (3 Credits) AUSDST210A (P. 133)			
													Check and repair vehicle transmission systems (9 Credits) AUSDST211A (P. 135)			
													Check and repair vehicle battery, charging and starting systems (3 Credits) AUSDST212A (P. 137)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
2													Check and repair vehicle lighting and signaling systems as well as the meters and indicating systems (3 Credits) AUSDST213A (P. 140)			
													Check and repair vehicle wiper, electric door and power window systems (3 Credits) AUSDST214A (P. 143)			
													Check and repair vehicle anti-theft, audio and video systems (3 Credits) AUSDST215A (P. 145)			
													Check and repair vehicle electronic control systems and devices (3 Credits) AUSDST216A (P. 148)			
													Check and repair vehicle air cooling and air-conditioning systems (3 Credits) AUSDST217A (P. 150)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
2													Dismantle and install the windows and doors as well as their components (3 Credits) AUSDST218A (P. 153)			
													Check and repair front and rear windscreens (3 Credits) AUSDST219A (P. 155)			
													Check and repair vehicle seats and interior fittings (6 Credits) AUSDST220A (P. 157)			
													Check and mend the glass fibre panels of vehicle body (3 Credits) AUSDST221A (P. 159)			
													Check and mend the metallic panels of vehicle body (3 Credits) AUSDST222A (P. 161)			
													Measure vehicle body and chassis (3 Credits) AUSDST223A (P. 163)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
2													Use and maintain general painting equipment (3 Credits) AUSDST224A (P. 165)			
													Remove paint and process surface treatment on metallic panel (3 Credits) AUSDST225A (P. 167)			
													Carry out body filling and sanding (6 Credits) AUSDST226A (P. 169)			
													Carry out painting process (6 Credits) AUSDST227A (P. 171)			
													Carry out body masking procedure (3 Credits) AUSDST228A (P. 174)			
													Mix paints (3 Credits) AUSDST229A (P. 176)			
													Carry out car detailing work (3 Credits) AUSDST230A (P. 178)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
QF Levels	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
2													Use specialised instruments and equipment for vehicle inspection (6 Credits) AUSDST231A (P. 180)			
													Inspect vehicles for regulations compliance (6 Credits) AUSDST232A (P. 183)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing				
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building	
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)	
QF Levels	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	
3						Implement market research plan (9 Credits) AUSDCN305A (P. 203)	Implement market research plan (9 Credits) AUSDCN305A (P. 203)		Implement market research plan (9 Credits) AUSDCN305A (P. 203)					Implement market research plan (9 Credits) AUSDCN305A (P. 203)			
								Offer servicing advice and consulting services (6 Credits) AUSDCN309A (P. 205)					Offer servicing advice and consulting services (6 Credits) AUSDCN309A (P. 205)	Offer servicing advice and consulting services (6 Credits) AUSDCN309A (P. 205)			
						Manage customer relationship (12 Credits) AUSDCN310A (P. 208)		Manage customer relationship (12 Credits) AUSDCN310A (P. 208)	Manage customer relationship (12 Credits) AUSDCN310A (P. 208)					Manage customer relationship (12 Credits) AUSDCN310A (P. 208)			
									Carry out the procedure for return of purchase (3 Credits) AUSDCN311A (P. 210)	Carry out the procedure for return of purchase (3 Credits) AUSDCN311A (P. 210)							
										Store vehicles, auto parts and accessories (3 Credits) AUSDCN312A (P. 213)		Store vehicles, auto parts and accessories (3 Credits) AUSDCN312A (P. 213)					
				Handle typical dangerous chemicals, pollutants and waste (6 Credits) AUSDCN313A (P. 216)								Handle typical dangerous chemicals, pollutants and waste (6 Credits) AUSDCN313A (P. 216)	Handle typical dangerous chemicals, pollutants and waste (6 Credits) AUSDCN313A (P. 216)	Handle typical dangerous chemicals, pollutants and waste (6 Credits) AUSDCN313A (P. 216)		Handle typical dangerous chemicals, pollutants and waste (6 Credits) AUSDCN313A (P. 216)	

List of Competencies for Practitioners of the Automotive Industry

Functional Areas	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing				
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building	
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)	
QF Levels	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	
3													Monitor and maintain instruments and equipment (6 Credits) AUSDCN314A (P. 220)			Monitor and maintain instruments and equipment (6 Credits) AUSDCN314A (P. 220)	
						Arrange vehicle testing for customers (3 Credits) AUSDCN315A (P. 222)							Arrange vehicle testing for customers (3 Credits) AUSDCN315A (P. 222)				
									Determine the legality of the use of vehicles under respective laws and regulations (traffic, environmental protection and road safety) (6 Credits) AUSDCN316A (P. 224)		Determine the legality of the use of vehicles under respective laws and regulations (traffic, environmental protection and road safety) (6 Credits) AUSDCN316A (P. 224)		Determine the legality of the use of vehicles under respective laws and regulations (traffic, environmental protection and road safety) (6 Credits) AUSDCN316A (P. 224)	Determine the legality of the use of vehicles under respective laws and regulations (traffic, environmental protection and road safety) (6 Credits) AUSDCN316A (P. 224)	Determine the legality of the use of vehicles under respective laws and regulations (traffic, environmental protection and road safety) (6 Credits) AUSDCN316A (P. 224)	Determine the legality of the use of vehicles under respective laws and regulations (traffic, environmental protection and road safety) (6 Credits) AUSDCN316A (P. 224)	
		Apply financial accounting techniques (9 Credits) AUSDFM301A (P. 226)		Control vehicle servicing workflow (9 Credits) AUSDOF301A (P. 230)		Implement marketing plan for vehicle products (9 Credits) AUSDSA302A (P. 234)	Implement marketing plans (9 Credits) AUSDSM301A (P. 243)		Order parts and accessories (3 Credits) AUSDPS301A (P. 246)	Condemn the inventorial stock (3 Credits) AUSDIC301A (P. 249)	Carry out purchasing procedures for auto parts and accessories (for designated motor agents) (6 Credits) AUSDPU301A (P. 251)	Manage warehouse facilities (6 Credits) AUSDWM301A (P. 257)	Conduct fault diagnosis on various vehicle fuel supply systems (3 Credits) AUSDST301A (P. 262)	Handle imported new vehicles (3 Credits) AUSDSS301A (P. 339)			
		Apply cost accounting techniques (9 Credits) AUSDFM302A (P. 228)		Handle general accidents at work (6 Credits) AUSDOF303A (P. 232)		Arrange financial loan for vehicles (3 Credits) AUSDSA303A (P. 236)					Carry out the purchasing procedure for auto parts and vehicles (for non designated motor agents) (6 Credits) AUSDPU302A (P. 254)	Fulfil the requirements on environmental protection (parts management) (6 Credits) AUSDWM302A (P. 259)	Conduct fault diagnosis on vehicle ignition systems (3 Credits) AUSDST302A (P. 265)	Handle after-sales warranty claim (3 Credits) AUSDSS302A (P. 342)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
3						Arrange for vehicle insurance (3 Credits) AUSDSA304A (P. 239)							Conduct fault diagnosis on vehicle emission control systems (3 Credits) AUSDST303A (P. 267)	Provide services on the repair quotation of insurance/claims for compensation (6 Credits) AUSDSS303A (P. 344)		
						Provide services on value assessment and trade-in of vehicles (3 Credits) AUSDSA305A (P. 241)							Conduct fault diagnosis on various types of engine management systems (6 Credits) AUSDST304A (P. 270)	Promote repair/maintenance services and provide advice on vehicle services (6 Credits) AUSDSS304A (P. 347)		
													Conduct fault diagnosis on vehicle cooling systems (3 Credits) AUSDST305A (P. 273)			
													Conduct fault diagnosis on vehicle braking systems (3 Credits) AUSDST306A (P. 275)			
													Conduct fault diagnosis on vehicle steering systems (3 Credits) AUSDST307A (P. 277)			
													Conduct fault diagnosis on vehicle suspension systems (3 Credits) AUSDST308A (P. 279)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
QF Levels	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
3													Conduct fault diagnosis on vehicle transmission systems (3 Credits) AUSDST309A (P. 281)			
													Conduct fault diagnosis on vehicle engine systems (3 Credits) AUSDST310A (P. 283)			
													Test drive and report the condition of vehicles (3 Credits) AUSDST311A (P. 286)			
													Maintain various vehicle servicing tools and equipment (3 Credits) AUSDST312A (P. 289)			
													Conduct fault diagnosis on vehicle battery, charging and starting systems (3 Credits) AUSDST313A (P. 291)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
QF Levels	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
3													Conduct fault diagnosis on vehicle lighting systems, signaling systems, meter instruments and displaying systems (3 Credits) AUSDST314A (P. 294)			
													Conduct fault diagnosis and analysis on vehicle wiper, electric door and window systems (3 Credits) AUSDST315A (P. 297)			
													Conduct fault diagnosis and analysis on vehicle anti-theft, audio and video systems (6 Credits) AUSDST316A (P. 300)			
													Conduct fault diagnosis and analysis on vehicle electronic/data control systems (6 Credits) AUSDST317A (P. 303)			
													Conduct fault diagnosis and analysis on vehicle air-conditioning and ventilation systems (6 Credits) AUSDST318A (P. 306)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
3													Measure vehicle body/chassis with specialised electronic instruments (3 Credits) AUSDST319A (P. 309)			
													Rectify large-scale structural damages (6 Credits) AUSDST320A (P. 311)			
													Check and repair aluminium alloy vehicle body (6 Credits) AUSDST321A (P. 313)			
													Master the techniques of blending (6 Credits) AUSDST322A (P. 315)			
													Remedy paint defects (spot painting) (6 Credits) AUSDST323A (P. 317)			
													Examine vehicle of its roadworthiness (6 Credits) AUSDST324A (P. 319)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
3													Conduct maintenance for special equipment and instruments for vehicle inspection (6 Credits) AUSDST325A (P. 321)			
													Arrange vehicle examination (3 Credits) AUSDST326A (P. 323)			
													Fulfil the requirements on environmental protection (electrical and mechanical servicing) (6 Credits) AUSDST327A (P. 325)			
													Fulfil the requirements on environmental protection (vehicle body servicing) (6 Credits) AUSDST328A (P. 329)			
													Conduct fault diagnosis on electric vehicles (3 Credits) AUSDST329A (P. 333)			
													Conduct fault diagnosis on hybrid vehicles (3 Credits) AUSDST330A (P. 336)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing				
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building	
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)	
QF Levels	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	
4				Monitor occupational safety and health systems (6 Credits) AUSDCN401A (P. 351)								Monitor occupational safety and health systems (6 Credits) AUSDCN401A (P. 351)	Monitor occupational safety and health systems (6 Credits) AUSDCN401A (P. 351)			Monitor occupational safety and health systems (6 Credits) AUSDCN401A (P. 351)	
				Monitor and manage environmental protection operations (6 Credits) AUSDCN402A (P. 354)								Monitor and manage environmental protection operations (6 Credits) AUSDCN402A (P. 354)	Monitor and manage environmental protection operations (6 Credits) AUSDCN402A (P. 354)			Monitor and manage environmental protection operations (6 Credits) AUSDCN402A (P. 354)	
				Formulate management procedure for dangerous chemicals, pollutants and waste (9 Credits) AUSDCN403A (P. 357)								Formulate management procedure for dangerous chemicals, pollutants and waste (9 Credits) AUSDCN403A (P. 357)	Formulate management procedure for dangerous chemicals, pollutants and waste (9 Credits) AUSDCN403A (P. 357)	Formulate management procedure for dangerous chemicals, pollutants and waste (9 Credits) AUSDCN403A (P. 357)			Formulate management procedure for dangerous chemicals, pollutants and waste (9 Credits) AUSDCN403A (P. 357)
								Manage customer services (9 Credits) AUSDCN406A (P. 362)						Manage customer services (9 Credits) AUSDCN406A (P. 362)			
									Establish the procedures for the receipt, dispatch and delivery of parts and accessories (6 Credits) AUSDCN407A (P. 364)	Establish the procedures for the receipt, dispatch and delivery of parts and accessories (6 Credits) AUSDCN407A (P. 364)	Establish the procedures for the receipt, dispatch and delivery of parts and accessories (6 Credits) AUSDCN407A (P. 364)	Establish the procedures for the receipt, dispatch and delivery of parts and accessories (6 Credits) AUSDCN407A (P. 364)					
									Monitor the delivery process of parts and accessories (3 Credits) AUSDCN408A (P. 367)	Monitor the delivery process of parts and accessories (3 Credits) AUSDCN408A (P. 367)	Monitor the delivery process of parts and accessories (3 Credits) AUSDCN408A (P. 367)						

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
4									Establish the procedure for the storage and retrieval of parts and accessories (3 Credits) AUSDCN409A (P. 369)	Establish the procedure for the storage and retrieval of parts and accessories (3 Credits) AUSDCN409A (P. 369)		Establish the procedure for the storage and retrieval of parts and accessories (3 Credits) AUSDCN409A (P. 369)				
													Formulate rules of safety operation for vehicle servicing work (3 Credits) AUSDCN410A (P. 371)			Formulate rules of safety operation for vehicle servicing work (3 Credits) AUSDCN410A (P. 371)
		Establish the handling procedures for various kinds of payment methods (6 Credits) AUSDCN411A (P. 374)							Establish the handling procedures for various kinds of payment methods (6 Credits) AUSDCN411A (P. 374)							
						Handle customers' complaints (6 Credits) AUSDCN412A (P. 376)		Handle customers' complaints (6 Credits) AUSDCN412A (P. 376)	Handle customers' complaints (6 Credits) AUSDCN412A (P. 376)					Handle customers' complaints (6 Credits) AUSDCN412A (P. 376)		
	Implement financial management (9 Credits) AUSDFM401A (P. 379)	Appraise staff performance and professional knowledge (12 Credits) AUSDHR401A (P. 381)	Establish procedures for parking, flow control and security of vehicles (12 Credits) AUSD OF403A (P. 389)	Promote the culture of quality management in elementary level staffs (6 Credits) AUSDQM401A (P. 394)	Purchase used vehicles (6 Credits) AUSDSA404A (P. 402)	Formulate marketing plans (9 Credits) AUSD SM401A (P. 414)		Establish and manage the documentary system for the sale of auto parts and accessories (3 Credits) AUSDPS401A (P. 417)	Manage the documentary system for auto parts and accessories inventory (3 Credits) AUSDIC401A (P. 420)	Select suppliers of parts and accessories (3 Credits) AUSDPU401A (P. 423)		Conduct risk assessment on vehicle servicing work (3 Credits) AUSDST401A (P. 433)	Handle complicated technical servicing problems (6 Credits) AUSDSS401A (P. 472)	Verify cases of vehicle insurance claims (6 Credits) AUSDDS401A (P. 474)	Provide quotation for vehicle body building work (3 Credits) AUSDBB401A (P. 483)	

List of Competencies for Practitioners of the Automotive Industry

Functional Areas	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
QF Levels	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
4			Draw up staff training programme (12 Credits) AUSDHR402A (P. 383)	Investigate typical accidents at work (9 Credits) AUSD OF404A (P. 392)	Coordinate and implement quality management systems (6 Credits) AUSDQM402A (P. 396)	Purchase new vehicles (6 Credits) AUSD SA405A (P. 405)					Purchase renovated parts and accessories (3 Credits) AUSDPU402A (P. 425)		Monitor, arrange and coordinate the progress and workflow of the operation in the workshop (6 Credits) AUSDST402A (P. 435)		Evaluate the repair cost for accidental damages of vehicles (9 Credits) AUSD DS402A (P. 477)	
			Arrange filling of job vacancies (12 Credits) AUSDHR403A (P. 386)		Monitor the quality of servicing work (6 Credits) AUSDQM403A (P. 398)	Establish procedures for the receipt, dispatch and delivery of vehicles (3 Credits) AUSD SA406A (P. 409)					Establish methods to assess the applicability of non OEM parts and accessories (6 Credits) AUSDPU403A (P. 428)		Master complicated techniques of power systems (21 Credits) AUSDST403A (P. 438)		Coordinate insurance claims of vehicle damages (9 Credits) AUSD DS403A (P. 480)	
					Conduct preliminary analysis on procedural deficiencies (6 Credits) AUSDQM404A (P. 400)	Display vehicles (9 Credits) AUSD SA407A (P. 412)					Conduct green procurement (6 Credits) AUSDPU404A (P. 430)		Master the complicated techniques of transmission systems (18 Credits) AUSDST404A (P. 443)			
													Master the complicated techniques of chassis stability control (12 Credits) AUSDST405A (P. 446)			
													Master the complicated techniques of steering (15 Credits) AUSDST406A (P. 449)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
4													Master the complicated techniques of suspension systems (15 Credits) AUSDST407A (P. 452)			
													Master the complicated techniques of electrical and electronic systems (21 Credits) AUSDST408A (P. 455)			
													Master the complicated techniques of vehicle body and frame (15 Credits) AUSDST409A (P. 459)			
													Conduct quality check on vehicle examination (3 Credits) AUSDST410A (P. 463)			
													Master the complicated techniques of alternative power systems (15 Credits) AUSDST411A (P. 465)			
													Master the complicated techniques of exhaust emission control (12 Credits) AUSDST412A (P. 469)			

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
5	Establish occupational safety and health management system (12 Credits) AUSDCN501A (P. 486)			Establish occupational safety and health management system (12 Credits) AUSDCN501A (P. 486)								Establish occupational safety and health management system (12 Credits) AUSDCN501A (P. 486)	Establish occupational safety and health management system (12 Credits) AUSDCN501A (P. 486)			
	Establish environmental protection management system (12 Credits) AUSDCN502A (P. 489)			Establish environmental protection management system (12 Credits) AUSDCN502A (P. 489)								Establish environmental protection management system (12 Credits) AUSDCN502A (P. 489)	Establish environmental protection management system (12 Credits) AUSDCN502A (P. 489)			
									Establish a procedure for the return of parts and accessories (6 Credits) AUSDCN504A (P. 493)	Establish a procedure for the return of parts and accessories (6 Credits) AUSDCN504A (P. 493)						
									Establish the monitoring system for the delivery of parts and accessories (3 Credits) AUSDCN505A (P. 496)	Establish the monitoring system for the delivery of parts and accessories (3 Credits) AUSDCN505A (P. 496)						
	Assess the risks of accident at work within the workplace (12 Credits) AUSDCN506A (P. 498)			Assess the risks of accident at work within the workplace (12 Credits) AUSDCN506A (P. 498)												
							Formulate market research plans (9 Credits) AUSDCN507A (P. 501)		Formulate market research plans (9 Credits) AUSDCN507A (P. 501)							

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
5								Formulate customer services plan (9 Credits) AUSDCN508A (P. 503)						Formulate customer services plan (9 Credits) AUSDCN508A (P. 503)		
	Formulate a comprehensive scheme for organisational operation management (12 Credits) AUSDOS501A (P. 506)	Compile financial reports applicable to the automotive industry (9 Credits) AUSDFM501A (P. 509)	Assess human resources market and establish remuneration system (12 Credits) AUSDHR501A (P. 514)	Establish equipment management system (12 Credits) AUSD OF501A (P. 517)	Compile report on quality issues (12 Credits) AUSDQM501A (P. 525)	Formulate sales estimates of vehicle products (9 Credits) AUSDSA501A (P. 541)	Write promotion script for the marketing of vehicle products (9 Credits) AUSDSM501A (P. 547)			Establish the procedure for stock condemnation (6 Credits) AUSDIC501A (P. 549)	Formulate purchasing strategy of parts and accessories (9 Credits) AUSDPU501A (P. 555)	Design the storage zone for parts and accessories (6 Credits) AUSDWM501A (P. 558)	Execute performance tests on vehicles (15 Credits) AUSDST501A (P. 561)	Contact vehicle manufacturers and overseas organisations for business and technical exchange (3 Credits) AUSDSS501A (P. 566)		Design the loading compartments of trucks (6 Credits) AUSDBB501A (P. 568)
		Formulate financial management plans (9 Credits) AUSDFM502A (P. 511)		Establish management system for servicing workshops (12 Credits) AUSD OF502A (P. 521)	Conduct quality audit (6 Credits) AUSDQM502A (P. 527)	Formulate marketing plans for vehicle products (9 Credits) AUSDSA502A (P. 544)				Formulate inventory level policy (12 Credits) AUSDIC502A (P. 551)			Optimise the performance of vehicle systems (12 Credits) AUSDST502A (P. 563)			Design the carriages of passenger vehicles (6 Credits) AUSDBB502A (P. 571)
					Design quality management courses (12 Credits) AUSDQM503A (P. 530)					Establish guidelines to protect the stock (6 Credits) AUSDIC503A (P. 553)						
					Implement the ISO quality management standard (12 Credits) AUSDQM504A (P. 532)											
					Implement the quality management standard specified by the vehicle manufacturer (12 Credits) AUSDQM505A (P. 534)											

List of Competencies for Practitioners of the Automotive Industry

Functional Areas	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
QF Levels	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
5					Implement quality management training courses (12 Credits) AUSDQM506A (P. 536)											
					Formulate plans to enhance staff awareness on quality management (9 Credits) AUSDQM507A (P. 539)											
6	Formulate comprehensive occupational safety and health policy for the enterprise (15 Credits) AUSDCN601A (P. 576)			Formulate comprehensive occupational safety and health policy for the enterprise (15 Credits) AUSDCN601A (P. 576)									Formulate comprehensive occupational safety and health policy for the enterprise (15 Credits) AUSDCN601A (P. 576)			
	Formulate risk management plans (15 Credits) AUSDCN602A (P. 578)			Formulate risk management plans (15 Credits) AUSDCN602A (P. 578)												
	Formulate customer service management strategy (9 Credits) AUSDCN603A (P. 581)							Formulate customer service management strategy (9 Credits) AUSDCN603A (P. 581)								
	Formulate customer relation management strategy (9 Credits) AUSDCN604A (P. 584)							Formulate customer relation management strategy (9 Credits) AUSDCN604A (P. 584)								

List of Competencies for Practitioners of the Automotive Industry

Functional Areas QF Levels	Operation Management					Sales and Marketing			Parts Management				Vehicle Servicing			
	Operation Strategy	Financial management	Human Resources Management	Operation Facility Management	Quality Management	Vehicle Sales	Vehicle Marketing	Customer Service	Parts and Accessories Sales	Inventory Control and Management	Purchasing Management	Warehouse Management	Vehicle Servicing and Testing	Service Sales and Support	Vehicle Damage Surveying	Commercial Vehicle Body Design and Building
	(OS)	(FM)	(HR)	(OF)	(QM)	(SA)	(SM)	(CS)	(PS)	(IC)	(PU)	(WM)	(ST)	(SS)	(DS)	(BB)
	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency	Unit of Competency
6	Formulate comprehensive environmental protection policy for the enterprise (15 Credits) AUSDCN605A (P. 587)			Formulate comprehensive environmental protection policy for the enterprise (15 Credits) AUSDCN605A (P. 587)							Formulate comprehensive environmental protection policy for the enterprise (15 Credits) AUSDCN605A (P. 587)	Formulate comprehensive environmental protection policy for the enterprise (15 Credits) AUSDCN605A (P. 587)	Formulate comprehensive environmental protection policy for the enterprise (15 Credits) AUSDCN605A (P. 587)			
				Formulate quality management policy (18 Credits) AUSDQM601A (P. 590)	Formulate vehicle products sales strategy (9 Credits) AUSDSA601A (P. 595)	Formulate marketing strategy (9 Credits) AUSDMS601A (P. 604)		Formulate sales strategy for parts and accessories (3 Credits) AUSDPS601A (P. 609)			Formulate management strategy for auto parts and accessories warehouse (6 Credits) AUSDWM601A (P. 611)	Establish the testing procedure for vehicle performance (6 Credits) AUSDST601A (P. 614)	Formulate sales and marketing strategies for vehicle services as well as financial budget (3 Credits) AUSDSS601A (P. 618)			
				Implement total quality management strategy (18 Credits) AUSDQM602A (P. 593)	Formulate management strategy for salespersons of vehicle products (9 Credits) AUSDSA603A (P. 598)	Formulate brand strategy for vehicles (9 Credits) AUSDMS603A (P. 606)						Analyse the vehicle test result and evaluate the performance (6 Credits) AUSDST602A (P. 616)				
					Formulate purchasing strategy for new vehicles (6 Credits) AUSDSA604A (P. 601)											
7	Formulate corporate development strategy (18 Credits) AUSDOS701A (P. 622)															

Competencies for Practitioners of the Automotive Industry

Competency Level 1

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Identify typical dangerous chemicals and understand their characteristics
2. Code	AUSDCN101A
3. Range	This unit of competency is applicable to general mechanical workshops, vehicle body and painting workshops, LPG vehicle service workshops, testing sites; car cleaning shops, car parks, parts warehouses and etc. Practitioners should be capable to identify typical dangerous chemicals and understand their characteristics to enhance their awareness in a familiar working environment.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the categorisation of dangerous chemicals and their characteristics</p> <ul style="list-style-type: none"> ◆ Understand the labelling system of dangerous chemicals and their different degrees of danger; also understand the hazard and characteristics of dangerous chemicals mentioned in the Material Safety Data Sheet (MSDS) ◆ Understand the characteristics of typical dangerous chemicals in gas, liquid and solid phases in the industry ◆ Understand the regulations of environmental protection, dangerous goods and the organisational requirement on environmental protection

	<p>6.2 Identify various kinds of typical dangerous chemicals</p> <ul style="list-style-type: none"> ◆ Capable to notice the existence of typical inflammable substances or combustible gases by visual, smell or direct contact in the absence of relevant labels ◆ Capable to identify the typical chemicals used in automotive industry such as fuel, paint, thinner, various kinds of lubricants, coolant, hydraulic oil, cleanser, sulphuric acid, etc. from the inventory record; also capable to identify the categories and labels of chemicals stipulated in the Dangerous Goods (General) Regulations ◆ Identify the possible risk of dangerous goods in vehicle parts ◆ Identify the potential danger of vehicle exhaust ◆ Identify the dangerous chemicals in the vehicles ◆ Identify various kinds of pressure vessels and the related accessories in different worksites and understand their dangerous nature ◆ Capable to protect the safety of oneself and others with enhanced awareness upon knowing the existence of dangerous chemicals
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to identify typical dangerous chemicals and understand their dangerous nature so as to enhance awareness in a familiar industry-related working environment despite the absence of clear labels; (ii) Capable to identify the dangerous chemicals existing in parts or in vehicles; also capable to identify the potential danger of vehicle exhaust; and (iii) Capable to identify the categories and labels of dangerous goods stipulated in the Dangerous Goods (General) Regulations.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Introduce to customers the characteristics of different types of vehicles and their accessories
2. Code	AUSDCN105A
3. Range	This unit of competency is applicable in workplaces relevant to the selling and marketing of vehicles, parts management and customer services. Practitioners should be capable to introduce clearly to the customers the characteristics of different types of vehicles and their accessories according to the instruction laid down in the vehicle manufacturer's product manual. They should also give appropriate response to the queries lodged by the customers, giving them satisfactory reply and thereby facilitating the transaction of vehicles.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<u>Performance Requirements</u>
	<p>6.1 Understand the characteristics of various types of vehicles and their accessories ♦ According to the information provided in the vehicle manufacturer's product manual and internal training, understand the specification, performance and product characteristics of various types of vehicles as well as the functions and operation of different accessories</p> <p>6.2 Introduce to customers the characteristics of different types of vehicles and their accessories ♦ According to the information provided in the product manual of various kinds of brand vehicle manufacturers and internal training, introduce clearly to the customers the specification, performance and product characteristics of different types of vehicles, such as the characteristics of vehicle engine, steering system, suspension system, braking system and transmission system</p>

	<ul style="list-style-type: none"> ◆ According to the information provided in the product manual of various kinds of brand vehicle manufacturers and internal training, introduce clearly to the customers the functions and operation of accessories for different types of vehicles such as sun roof, electric doors and windows, tyres, seats, air-conditioning, meter instrument, anti-theft device and audio equipment, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master the characteristics of different types of vehicles and their accessories according to the information provided in the product manual of various kinds of brand vehicle manufacturers and internal training; and (ii) In job duties relevant to the selling and marketing of vehicles, parts management and customer services, capable to introduce clearly to the customers the characteristics of various kinds of vehicles and the functions and operation of the accessories, so that the customers can have thorough understanding of the products and satisfactory reply, thereby facilitating the transaction of vehicles
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Know about the structure and basic operation of vehicles and components
2. Code	AUSDCN106A
3. Range	This unit of competency is applicable in workplaces relevant to vehicle parts management and servicing. Practitioners should be capable to know about the structure and basic operation of vehicles and components.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about the structure and functions of vehicles and components</p> <ul style="list-style-type: none"> ◆ Know about the formation of vehicles and the location of components ◆ Know about the functions of vehicles and components <p>6.2 Know about the basic operation of vehicles and components</p> <ul style="list-style-type: none"> ◆ Know about the basic operation of various vehicle systems and components such as: <ul style="list-style-type: none"> • Engine and mechanical components • Various types of fuel supply systems • Various types of engine management systems • Various types of vehicle braking systems • Vehicle steering systems • Vehicle suspension systems • Vehicle transmission systems • General electrical systems • Various types of advanced electronic control systems • Vehicle body and chassis components • Other related systems

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to know about the formation, location, functions and basic operation of various vehicle systems and components.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Employ general vehicle servicing tools and equipment
2. Code	AUSDCN108A
3. Range	This unit of competency is applicable in general vehicle servicing workshop. Practitioners should be capable to employ general vehicle servicing tools and equipment correctly.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about the functions of general vehicle servicing tools and equipment</p> <ul style="list-style-type: none"> ◆ Understand the types of general vehicle servicing tools and equipment, as well as their purposes and functions <p>6.2 Employ general vehicle servicing tools and equipment</p> <ul style="list-style-type: none"> ◆ Select and employ general tools and equipment correctly according to their purposes, such as: <ul style="list-style-type: none"> • Hand tools • Pneumatic tools • Electrically-operated tools • Measuring tools • Vehicle lifting equipment • Other related tools and equipment ◆ Employ general tools and equipment in accordance with safety rules and relevant legislations ◆ Employ relevant tools and equipment according to environmental protection laws and regulations as well as the organization's environmental protection operation rules

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the purposes and functions of general vehicle servicing tools and equipment; and (ii) Capable to select general vehicle servicing tools and equipment correctly and use them according to safety rules.
8. Remarks	<p>The major relevant legislation/rules involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1. Factories and Industrial Undertakings (Lifting Appliances and Lifting gear) Regulations 2. Factories and Industrial Undertakings (Protection of Eyes) Regulations

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Dismantle, replace and re-assemble general vehicle system components
2. Code	AUSDCN109A
3. Range	This unit of competency is applicable in vehicle servicing worksites. Practitioners should be capable to dismantle, replace and re-assemble general vehicle system components correctly according to the vehicle manufacturer's manual and guidelines under instruction and supervision.
4. Level	1
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about general vehicle system components</p> <ul style="list-style-type: none"> ◆ Understand the names and location of general vehicle system components ◆ Understand the formation and functions of general vehicles and components ◆ Understand the procedure of dismantling, replacing and re-assembling general vehicle system components <p>6.2 Dismantle, replace and re-assemble general vehicle system components</p> <ul style="list-style-type: none"> ◆ Dismantle, replace and re-assemble general vehicle system components correctly according to the vehicle manufacturer's manual and guidelines under supervision, such as: <ul style="list-style-type: none"> • Engine and mechanical components • Various types of fuel supply systems • Various types of engine management systems • Various types of vehicle braking systems

	<ul style="list-style-type: none"> • Vehicle steering systems • Vehicle suspension systems • Vehicle transmission systems • General electrical systems • Various types of advanced electronic control systems • Other related systems <p>◆ Observe the environmental protection laws and regulations and the environmental protection operation guidelines formulated by the organization when carrying out related procedure</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to describe the names, formation, location and functions of various vehicle systems and components correctly; and</p> <p>(ii) Capable to dismantle, replace and re-assemble general vehicle system components correctly according to the vehicle manufacturer's manual and guidelines under supervision.</p>
8. Remarks	<p>(i) The credits value of this unit of competency is set on the presumption that the person concerned already possesses the capability to use general vehicle servicing tools.</p> <p>(ii) The major relevant legislation/rule involved in this unit of competency is as follows:</p> <p>1. Waste Disposal (Chemical Waste) (General) Regulation</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Apply the laws and regulations as well as management system of environmental protection
2. Code	AUSDCN110A
3. Range	This unit of competency is applicable to all levels of employees within the workplaces of the automotive industry. Practitioners should possess general environmental protection concept and capable to apply the environmental protection management system set by the organization in the course of the daily work in familiar working environment.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand environmental protection concept</p> <ul style="list-style-type: none"> ◆ Understand the infrastructure and operating system of environmental protection, such as: the collection and treatment of sewage, solid waste and chemical waste ◆ Be familiar with the basic concept of environmental regulations, such as: <ul style="list-style-type: none"> • Noise Control • Waste Disposal • Water Pollution Control • Ozone Layer Protection • Dumping at Sea • Air Pollution Control • Environmental Impact Assessment ◆ Understand the importance of environmental protection, good environmental management rules and comprehensive environmental protection management system set by the organization

	<p>6.2 Implement environmental protection practice</p> <ul style="list-style-type: none"> ◆ Understand that different vehicles may have different requirements on noise and exhaust emissions ◆ Possess environmental protection concept in the daily working procedure, such as: save energy, save water, reduce paper consumption, reduce wastes, etc., to meet the organization’s comprehensive environmental protection management policy ◆ Comply with regulations of environment protection by understanding the scope of his or her daily work under the environmental protection regulations in a familiar working environment; and seek advice from the supervisor in case of uncertainty ◆ Familiar with the relationship of environmental protection and the automotive industry, and to implement environmental protection operation in the capacity to which one belongs
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to comply with environmental protection regulations by understanding the requirements of those relevant regulations involved in the automotive industry, the organization and the department; and</p> <p>(ii) Capable to implement the environmental protection practice set by the organization in the department and in the capacity to which one belongs, and bring it to realisation in the daily work.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Be familiar with relevant labour regulations
2. Code	AUSDHR101A
3. Range	This unit of competency is applicable to all levels of employees in the automotive industry. Practitioners should be familiar with relevant regulations and understand the responsibility, wages, benefits and rights entitled to employees; and be able to meet the terms stipulated in the regulations when performing their duties.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the local labour regulations</p> <ul style="list-style-type: none"> ◆ Understand the functions of the Labour Department and the significance of the labour regulations to employees and employers ◆ Understand the significance of the Apprenticeship Ordinance to employers and employees in automotive industry, such as: <ul style="list-style-type: none"> • Attendance order • Apprentice contract • Training institutions • Registered apprentices ◆ Understand the common terms in the employment contracts, such as: <ul style="list-style-type: none"> • The effectiveness and termination of employment contract • The definition of continuous contract of employment • The definition of wages • Paid leave, sick leave, compensation leave due to injury at work and maternity leave

	<ul style="list-style-type: none"> • Severance payment and long service payment ◆ Understand the spirit of Mandatory Provident Fund and the rights and obligations of each relevant party ◆ Understand the basic spirit of the Employment Ordinance, such as the control of employment agency and the prohibition on children and youth employment; and also understand the prohibition of employment of illegal immigrants stipulated in the Immigration Ordinance ◆ Understand that in a modern and equal society, there are regulations protecting sexual discrimination, racial discrimination, age discrimination, disability discrimination and family status discrimination ◆ Understand the rights and benefits entitled to employees under the following ordinances <ul style="list-style-type: none"> • Employees' Compensation Assistance Ordinance • Employees' Compensation Insurance Levies Ordinance • Protection of Wages on Insolvency Ordinance • Employees' Compensation Ordinance ◆ Pneumoconiosis (Compensation) Ordinance <ul style="list-style-type: none"> • Occupational Deafness (Compensation) Ordinance, etc. ◆ Understand the salient points when employed outside Hong Kong
--	---

	<p>6.2 Comprehend the local labour regulations</p> <ul style="list-style-type: none"> ◆ Understand the legal binding between an employer and employee relationship, as well as the responsibility, wages, benefits and rights involved ◆ Protect the right of oneself by compliance with the labour regulations when working in the automotive industry
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the responsibilities, wages, benefits and rights entitled to employees under the labour regulations applicable to the automotive industry and complying with those regulations.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Carry out maintenance procedure in service workshops
2. Code	AUSDOF101A
3. Range	This unit of competency is applicable to all vehicle service workshops such as body repairing workshops, general mechanical service workshops, vehicle servicing pits, LPG vehicle service workshops, vehicle painting workshops, etc. Practitioners should be able to carry out maintenance duty in servicing workshops according to instructions and under supervision.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the operation of facilities in vehicle service workshops</p> <ul style="list-style-type: none"> ◆ Understand the building services provisions of different areas in vehicle service workshops such as illumination, ventilation, drainage, air-conditioning and etc. It should include waste handling and related procedures as well. ◆ Understand good environmental protection practice so as to meet or surpass the requirements of the regulations <p>6.2 Carry out the established maintenance procedure in vehicle service workshops</p> <ul style="list-style-type: none"> ◆ Safely carry out the maintenance procedures in vehicle service workshops in accordance with the given instruction and environmental protection requirements, ◆ Use pollution prevention equipment in relevant maintenance work

	<ul style="list-style-type: none"> ◆ Comprehend the fundamental operation of building services provisions in vehicle service workshops, and report to the supervisor immediately when anomaly is found
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable of safely carrying out the maintenance work in vehicle service workshop in accordance to established procedures (ii) Capable of reporting to the supervisor when problems are detected.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Transport vehicles
2. Code	AUSD0F102A
3. Range	This unit of competency is applicable to all vehicle service workshops and car parks for the new and used vehicles indoor or outdoor. Practitioners should be able to drive the vehicles for collection and storage.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the common knowledge of a vehicle</p> <ul style="list-style-type: none"> ◆ Understand the various risks caused by vehicles such as traffic accident, accumulation of vehicle exhaust fumes and etc. ◆ Understand the special measures against storage of vehicles for a long period in indoor and outdoor environment and the measures against different means of vehicle delivery <p>6.2 Carry out the procedure of vehicle storage</p> <ul style="list-style-type: none"> ◆ Fill in relevant record in accordance with the established procedure in collection and storage of vehicles and its keys ◆ Verify the existence of documents of vehicle registration document and third party insurance ◆ Drive the vehicles safely and park at designated location accurately within congested area ◆ Observe relevant traffic regulations and complete the vehicle collection and storage procedure ◆ Use T-plate correctly

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable of performing the special measures against storage for a long period in indoor and outdoor environment and the measures against different means of vehicle delivery; (ii) Capable of verifying the existence of vehicle registration document and third party insurance; (iii) Capable of following the procedure of the collection and storage of vehicles and its keys; and (iv) Capable of safely driving vehicles to a destination.
8. Remarks	<p>The person with this capability should possess valid local driving license for the type of vehicle concerned.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Dismantle and replace various kinds of vehicle electric systems and accessories
2. Code	AUSDST101A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to dismantle, replace and re-assemble the components of vehicle electric systems under instruction in routine working environment and conduct tests on basic components upon completion of work.
4. Level	1
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about the components of general vehicle electric systems</p> <ul style="list-style-type: none"> ◆ Understand the names, formation and functions of general vehicle systems and their components ◆ Understand the names, location and functions of the components of general vehicle electric systems ◆ Understand basic electrical and electronic theory, and capable to check the circuit systems/components by general electrical tools or equipment ◆ Understand the procedure of dismantling, replacing and re-assembling components of general vehicle electric systems

	<p>6.2 Dismantle, replace and re-assemble the components of general vehicle electric systems</p> <ul style="list-style-type: none"> ◆ In accordance with instructions, capable to dismantle, replace and re-assemble the components of general vehicle electric systems and their accessories under supervision in a familiar working environment, such as: <ul style="list-style-type: none"> • Battery, starting and charging systems • Lighting, signals and meter instrument systems • Wiper, electric window and central lock systems • Anti-theft, audio and visual system • Air-conditioning and ventilation systems • Electronic control systems • Other related systems
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to describe the names, formation, location and functions of various kinds of vehicle electric systems and components correctly; and</p> <p>(ii) Capable to dismantle, replace and re-assemble the components of general vehicle electric systems correctly in routine working environment and under supervision.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the person concerned already possesses the skills of using general vehicle servicing tools and the maintenance of electric appliances.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Replace metallic panels and accessories of vehicle body
2. Code	AUSDST103A
3. Range	This unit of competency is applicable in vehicle body servicing workshops. Practitioners should be capable to safely replace metallic panels and accessories of various kinds of vehicle bodies in accordance with working instructions or the instructions stated in the vehicle manufacturer's servicing manual.
4. Level	1
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure of metallic panels and accessories of vehicle body</p> <ul style="list-style-type: none"> ◆ Understand the material and structure of the metallic panels of vehicle body ◆ Understand the material and structure of the accessories of vehicle body <p>6.2 Replace metallic panels and accessories of vehicle body</p> <ul style="list-style-type: none"> ◆ Use suitable personal protection equipment correctly ◆ Use suitable tools and equipment ◆ Use suitable securing and locking devices ◆ In accordance with working instruction or the guidelines set out in the vehicle manufacturer's installation and servicing manuals, as well as the supplier's specifications, safely replace the metallic panels of vehicle body ◆ Ensure that no damages will be done to the composition parts or other systems throughout the working procedure ◆ Carry out procedures according to the respective rules of the workshops, guidelines and environmental protection requirements

	<p style="text-align: center;">◆ Conduct visual inspection and dimensional check according to instructions upon completion of work</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to replace the metallic panels and accessories of vehicle body in accordance with working instructions or the instructions stated in the vehicle manufacturer’s servicing manual.</p> <p>(ii) Capable to conduct visual inspection and dimensional check upon completion of work.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the person concerned already possesses basic knowledge in vehicle body servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Handle chemicals
2. Code	AUSDST104A
3. Range	Practitioners should be capable to handle typical chemicals in vehicle painting workshops.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the classification and characteristics of chemicals</p> <ul style="list-style-type: none"> ◆ Understand the labelling of various kinds of chemicals and the different degrees of danger ◆ Understand the characteristics of various kinds of typical chemicals in the vehicle painting workshops and the safety protection methods ◆ Understand the content of the Material Safety Data Sheet (MSDS) with respect to chemicals <p>6.2 Handle various kinds of commonly used chemicals</p> <ul style="list-style-type: none"> ◆ Capable to ascertain the use of chemicals in a safe environment ◆ Capable to wear suitable personal protection equipment when using chemicals ◆ Safely take out and put back the chemicals before/after work ◆ Store the chemicals according to stipulated rules ◆ Handle chemical waste according to stipulated rules

7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to use, store and dispose typical chemicals in a safe manner in accordance with stipulated rules.
8. Remarks	The credits value of this unit of competency is set on the presumption that the person concerned already possesses the capability to identify those typical dangerous goods.

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Store paints
2. Code	AUSDST105A
3. Range	This unit of competency is applicable in vehicle painting workshops. Practitioners should be capable to store paints in a safe manner in accordance with the requirements of the legislation in a familiar working environment and under instruction.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the types of paints and their characteristics</p> <ul style="list-style-type: none"> ◆ Understand the labelling of various kinds of paints and their dangerous nature ◆ Understand the characteristics of paints ◆ Understand the classification of dangerous goods and the relevant laws and regulations ◆ Understand the content of the Material Safety Data Sheet (MSDS) with respect to paints <p>6.2 Store various kinds of typical paints</p> <ul style="list-style-type: none"> ◆ Execute the established working guidelines on the storage and transportation of paints ◆ Use the dangerous goods store properly to store and place the paints in accordance with the Factories and Industrial Undertakings (Dangerous Substances) Regulations, including: <ul style="list-style-type: none"> • Classification of dangerous goods • Quantity restriction • Clear access

	<ul style="list-style-type: none"> ◆ Be aware the proper places for the storage of paints should be <ul style="list-style-type: none"> • Cool places with good ventilation • Far from places that will produce sparks and of high temperature • With obstruction-free passageway
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to recognise suitable places for the storage of paints in accordance with the Factories and Industrial Undertakings (Dangerous Substances) Regulations/the organisation's safety or working guidelines; and</p> <p>(ii) Capable to transport and place the paints in a safely manner in a familiar working environment.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Wax vehicle body
2. Code	AUSDST106A
3. Range	Practitioners should be capable to perform the job duty of vehicle body waxing at vehicle painting workshops.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about waxing materials and waxing equipment</p> <ul style="list-style-type: none"> ◆ Understand the user information relating to general car wax and cleanser ◆ Understand the functions and operating guides of general waxing equipment ◆ Understand the content of general cleanser and that of Material Safety Data Sheet (MSDS) <p>6.2 Carry out the procedure of vehicle body waxing</p> <ul style="list-style-type: none"> ◆ Use suitable personal protection equipment properly ◆ Carry out the established working guidelines concerning dangerous goods, pollutants and chemical waste ◆ Use suitable tools and equipment ◆ Complete the following working procedure according to instructions, including: <ul style="list-style-type: none"> • Clean and wipe the vehicle body • Remove the markings for the waxing area • Use suitable cleanser and car wax • Use manual and power waxing machine to carry out waxing procedure

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to carry out the waxing procedure effectively in accordance with instructions; and (ii) Capable to ensure that no flaws are left on the surface upon completion of the waxing procedure.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the person concerned already possesses basic knowledge in handling related chemicals.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Carry out simple vehicle maintenance work
2. Code	AUSDST107A
3. Range	This unit of competency is applicable in vehicle servicing worksites and places that provide simple vehicle maintenance service. Practitioners should be capable to check, rectify and top up consumable materials as well as replace simple parts for various vehicle systems correctly according to the vehicle manufacturer's manual and guidelines.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<u>Performance Requirements</u>
	<p>6.1 Know about the operation of simple vehicle maintenance</p> <ul style="list-style-type: none"> ◆ Understand the importance of vehicle maintenance ◆ Understand the operation of simple vehicle maintenance and carry out simple vehicle maintenance procedure, as well as check, rectify and top up consumable materials and replace simple parts
	<p>6.2 Carry out simple vehicle maintenance work</p> <ul style="list-style-type: none"> ◆ Check, rectify and top up consumable materials for various vehicle systems correctly according to the vehicle manufacturer's manual and guidelines, such as: <ul style="list-style-type: none"> • Engine lubricants • Transmission fluid for the manual and automatic transmissions • Differential lubricants • Coolant for the cooling system • Brake fluid for the braking and clutch systems • Fluid for hydraulic assisted steering system

	<ul style="list-style-type: none"> • Grease for the steering ball-joints, suspension joints, king pin and spring eye and shackle pins, etc. • Battery electrolyte • Cleaning fluid for the windshield ◆ Report the systems with excessive consumption ◆ Visual inspect and report on fluids leakage and stain in various systems ◆ Replace tungsten bulbs ◆ Replace wiper blades ◆ Check and rectify tyre pressure ◆ Check and report the condition of drive belt and adjust the belt tension ◆ Replace simple components of other vehicle systems, e.g. air filters, oil filters, sparking plugs, etc. ◆ Observe the environmental protection laws and regulations, as well as the environmental protection operating guidelines formulated by the organization in handling the disposal of materials
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the importance of maintenance to vehicles; (ii) Capable to check, rectify and top up consumable materials for various vehicle systems correctly; (iii) Capable to report accurately on the systems with abnormal consumption and excess loss of oil; (iv) Capable to report accurately the oil/liquid leakage and oil stain condition; and (v) Capable to replace simple parts correctly.

8. Remarks	<p>(i) The credits value of this unit of competency is set on the presumption that the person concerned already knows about the structure and basic application of vehicles and components.</p> <p>(ii) The relevant legislation involved in this unit of competency is as follows:</p> <p>1.Waste Disposal Ordinance - Waste Disposal (Chemical waste) (General) Regulation</p>
------------	--

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Use general materials and tools for vehicle body assembling
2. Code	AUSDBB101A
3. Range	This unit of competency is applicable in vehicle body assembling workshops. Practitioners should be capable to use general materials and tools correctly in a familiar working environment.
4. Level	1
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about the performance and characteristics of materials and the functions of tools</p> <ul style="list-style-type: none"> ◆ Understand the performance and characteristics of vehicle body materials ◆ Understand how to select adhesive agents, filling materials, securing and locking devices ◆ Understand the purposes and functions of general tools <p>6.2 Select and use general materials and tools</p> <ul style="list-style-type: none"> ◆ Select and use general vehicle body materials correctly in a familiar working environment according to instructions, such as: <ul style="list-style-type: none"> • Metal • Wood • Plastic • Glass fibre • Filling materials • Other related materials

	<ul style="list-style-type: none"> ◆ Select and use general vehicle tools correctly in a familiar working environment according to their purposes, such as: <ul style="list-style-type: none"> • Hand tools • Pneumatic tools • Electric tools • Measuring tools • Other related tools
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the use of general materials and tools for vehicle body assembling; and (ii) Capable to select and use general vehicle materials and tools correctly in a familiar working environment.
8. Remarks	

Competencies for Practitioners of the Automotive Industry

Competency Level 2

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Receive customers
2. Code	AUSDCN203A
3. Range	This unit of competency is applicable in vehicle showrooms/exhibition venues or servicing centres. Practitioners should be capable to employ simple communication skills to receive customers according to the organisation's established procedure and standard and can understand customers' requirements to give appropriate feedback.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of receiving customers</p> <ul style="list-style-type: none"> ◆ Understand the basic knowledge of receiving customers, including: <ul style="list-style-type: none"> • The organisation's procedure and standard on one's individual appearance • The organisation's procedure and standard on serving customers • Oral communication and interpersonal skills ◆ Understand customers' preference and demand for vehicle products, including: <ul style="list-style-type: none"> • Understand the characteristics of different types of customers • Understand customers' needs on products regarding environmental protection

	<p>6.2 Receive customers</p> <ul style="list-style-type: none"> ◆ Capable to manager one’s individual appearance meeting the organisation’s established procedure ◆ Serve customers according to the organisation’s established procedure <ul style="list-style-type: none"> • Respond to customers’ enquires on vehicle products with courtesy and professionally • Maintain relationship with customers and capable to collect their contact information according to the organisation’s established procedure; and report to supervisor • Take follow-up action with respective information department to obtain latest and accurate information, including product knowledge ◆ Employ good communication skills with customers ◆ Receive customers with proper customer service attitude, such as provide services in a friendly manner to give customers good impression, and adequate product knowledge ◆ Bear the corporate image when receiving customers
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand customers’ preference and demand for vehicle products to give appropriate responses; and (ii) Capable to employ simple communication skills to receive customers according to the organisation’s procedure and requirements and with the bearing of corporate image.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Accept, deliver and transport parts and accessories
2. Code	AUSDCN208A
3. Range	This unit of competency is applicable in the sales department of vehicle parts and accessories, inventory control and management departments as well as procurement control department. Practitioners should be capable to accept, deliver and transport the parts and accessories in an effective manner, enabling accurate and speedy arrival of the parts and accessories to the destination.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the transportation requirements of parts and accessories and the logistics procedure</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of parts and accessories as well as transportation requirements ◆ Understand the organisation's labelling system of parts and accessories and its characteristics ◆ Understand the characteristics of different transportation devices ◆ Understand various kinds of communication facilities employed by the organisation ◆ Understand the established procedure for the acceptance, delivery and transportation of parts and accessories ◆ Understand the organisation's filing system with respect to the acceptance, delivery and transportation of parts and accessories

	<p>6.2 Accept, deliver and transport parts and accessories</p>	<ul style="list-style-type: none"> ◆ Accept, deliver and transport the parts and accessories according to established procedure • Familiar with the verification procedure for the acceptance, delivery and transportation of parts and accessories (including the quantity) • Safeguard the parts and accessories during the transportation process, such as ways to secure them on the transportation device • Understand the transportation method, procedure and transportation route of parts and accessories (including contingency route) • Understand the temporary arrangement for allocation of resources • Understand the documents pertaining to the acceptance and delivery of parts and accessories • Report damages on the parts and accessories ◆ Arrange the transportation order of parts and accessories according to the total transportation quantity, their characteristics and degrees of urgency, etc.
--	--	--

	<ul style="list-style-type: none"> ◆ In accordance with the established performance indicators governing the acceptance, delivery and transportation of parts and accessories, review the efficiency of the whole process and report any procedural deficiency to the supervisor in note form.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to enable accurate and speedy arrival of the parts and accessories to the destination safely in accordance with the established guidelines on the acceptance, delivery and transportation procedure of parts and accessories; and (ii) Capable to report any procedural deficiency to the supervisor with regard to the efficiency of acceptance, delivery and transportation of parts and accessories.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess basic knowledge of occupational safety and health. They also possess the capability to identify general vehicle parts and accessories.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Store and retrieve the parts and accessories
2. Code	AUSDCN209A
3. Range	This unit of competency is applicable in the sales department of vehicle parts and accessories, inventory control and management as well as warehouse management departments. Practitioners should be capable to effectively carry out the storage and retrieval procedure for non-dangerous goods, enabling the goods to be stored and retrieved accurately, safely and speedily.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the characteristics of vehicle parts and accessories and the related storage and retrieval procedure</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of vehicle parts and accessories; and the requirements of storage, transportation and protection ◆ Master the operating method of different transportation devices ◆ Understand the storage and retrieval method of various kinds of goods and the relevant monitoring document ◆ Understand the labelling system of vehicle parts and accessories employed by the organisation and its characteristics ◆ Familiar with the organisation's established storage and retrieval procedure for vehicle parts and accessories

	<p>6.2 Store and retrieve vehicle parts and accessories</p> <ul style="list-style-type: none"> ◆ According to the organisation's established storage and retrieval procedure for vehicle parts and accessories, perform the following duties: <ul style="list-style-type: none"> • The procedure for storing, retrieving and verifying various kinds of goods in different places (e.g. warehouses, servicing workshops and retailing places) • The file record of storage and retrieval of goods • The protection and packaging specifications for different kinds of goods • The safety and transportation requirements for different kinds of goods ◆ Carry out the organisation's established contingency procedure to cope with non-routine problems such as loss or damage of goods ◆ Reflect procedural deficiency to supervisor or respective counterpart in note form
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to store and retrieve the goods accurately, safely and speedily according to the organisation's established procedure for storage and retrieval of vehicle parts and accessories (including completing the relevant monitoring document); (ii) Capable to carry out contingency procedure according to the organisation's established guidelines, and (iii) Capable to reflect procedural deficiency to supervisor or respective counterpart in note form with regard to the efficiency of the relevant procedure.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess basic knowledge of occupational safety and health. They also possess the capability to identify vehicle parts and accessories.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Use general welding equipment
2. Code	AUSDCN210A
3. Range	This unit of competency is applicable in vehicle body servicing and vehicle body assembling workshops. Practitioners should be capable to use welding equipment correctly under instructions, such as Oxyacetylene Welding/cutting, Gas Metal Arc Welding (MIG) and Resistance Spot Welding (SPOT) to perform general welding process.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about the equipment and safety rules of Oxyacetylene Welding, MIG and SPOT</p> <ul style="list-style-type: none"> ◆ Identify the hazards caused by the process of Oxyacetylene Welding/ cutting, MIG and SPOT, such as: <ul style="list-style-type: none"> • electric shock • fire and explosion • gas and smoke • harmful to eyesight • being burnt ◆ Understand the code of practice and safety guidelines on the operation of Oxyacetylene Welding/ cutting, MIG and SPOT ◆ Understand the welding parameters affecting weld seams, such as: <ul style="list-style-type: none"> • Gas flow • Welding current • Welding speed • Welding voltage • The angle of welding gun

	<p>6.2 Use welding equipment to conduct welding</p> <ul style="list-style-type: none"> ◆ Examine the condition of the workplace to ensure that welding work is performed in a suitable working environment and appropriate protective measures are adopted ◆ Select welding equipment and materials such as welding rods correctly ◆ Operate welding equipment and employ correct welding method and procedure to prevent any flaws on the surface of the welding seams ◆ Use suitable tools for grinding ◆ Examine the welding joints upon completion of work ◆ Comply with the legislative requirements of Oxyacetylene Welding, MIG and SPOT, as well as relevant working and safety guidelines ◆ Prevent toxic gas and smoke intoxication
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to use welding equipment to carry out welding procedure safely in accordance with the instructions in the manufacturer's user manual; also capable to select suitable materials and tools necessary for welding process; and</p> <p>(ii) Capable to check the welding seams upon completion of work.</p>
8. Remarks	<p>The relevant ordinances/rules involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1. Code of Practice-Safety and Health at Work for Gas Welding and Flame Cutting 2. Code of Practice-Safety and Health at Work for Manual Electric Arc Welding

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Vehicle body welding
2. Code	AUSDCN211A
3. Range	This unit of competency is applicable in vehicle body repair workshops and body assembly workshops. Practitioners should be capable to employ welding techniques (including Oxyacetylene Welding/ cutting and MIG) to perform general vehicle body welding process.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand vehicle body welding process</p> <ul style="list-style-type: none"> ◆ Understand the standard requirement of the work-piece set by the vehicle manufacturer ◆ Understand welding process ◆ Know about flaws commonly found in welding seams, such as: <ul style="list-style-type: none"> • Burning through • Slag inclusion • Air hole, etc. <p>6.2 Vehicle body welding</p> <ul style="list-style-type: none"> ◆ Select suitable welding equipment according to the requirement of work-piece; establish welding procedure and safety measures ◆ Prepare work-piece, such as align mating parts and protect other portions of the vehicle being affected by welding, etc. ◆ Carry out welding process ◆ Check welding seams and rectify the flaws ◆ Grind welding seams

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to know about the hazards caused by the welding process and relevant rules of safety; (ii) Capable to select suitable welding equipment to carry out welding process; and (iii) Capable to check welding seams and rectify the flaws upon completion of work.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess the skills of using general welding equipment and the basic knowledge of vehicle body structure. (ii) The relevant ordinances/rules involved in this unit of competency are as follows: <ul style="list-style-type: none"> 1. Factories and Industrial Undertakings (Gas Welding and Flame Cutting) Regulations 2. Code of Practice - Safety and Health at Work for Gas Welding and Flame Cutting 3. Code of Practice - Safety and Health at Work for Manual Electric Arc Welding

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Carry out the operation guidelines on occupational safety and health
2. Code	AUSDCN212A
3. Range	This unit of competency is applicable in workplaces relevant to vehicle servicing workshops and storage warehouses. Practitioners should be capable to perform routine working process according to the established operation guidelines on occupational safety and health in familiar workshops or warehouses.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand occupational safety legislations</p> <ul style="list-style-type: none"> ◆ Capable to understand the functions of the Occupational Safety and Health Council, Occupational Safety and Health Ordinance and the basic requirements of the Factories and Industrial Undertakings Ordinance, such as the general responsibilities to be fulfilled by employers and employees; also know about the prevention of accidents, fire prevention measures, the hygienic condition of the working environment, first-aid, manual handling operation, as well as the use of display devices, etc. ◆ Understand the different statutory fire prevention installations and equipment in the operating places of the automotive industry; and familiar with the emergency and contingency measures to be implemented in one's capacity ◆ Understand that LPG vehicles and the relevant workshops and technicians are subject to control under the Gas Safety Ordinance and relevant legislations

	<p>6.2 Comply with the operating guidelines on occupational safety and health</p> <ul style="list-style-type: none"> ◆ Understand that the categorisation, manufacture, use, storage, recovery, disposal and transportation of dangerous chemicals are subject to control under the Dangerous Goods Ordinance ◆ Comply with the organisation’s established safety operating guidelines to perform job duties safely so as to safeguard individual and others’ safety, such as: <ul style="list-style-type: none"> • Ensure that relevant work is carried out in an appropriate working area • Understand the potential risks of carrying out relevant work • Determine if one possesses the capability to carry out the work • Ensure that work is carried out under authorisation • Familiar with relevant emergency and contingency measures ◆ Ensure that the work is carried out according to the requirements under the Occupational Safety and Health Ordinance, such as: <ul style="list-style-type: none"> • The environmental requirements of workshops • The use of personal protective equipment • The management of dangerous chemicals • The requirements of weight equipment ◆ Understand the different risks involved in different regions within the operating places; and familiar with the risks involved in one’s capacity
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to comply with the job-related rules and legislations on occupational safety and health in routine work to prevent accidents; (ii) Capable to master the risks involved in the operating places and the work carried out therein; also familiar with the emergency and contingency measures to be implemented in one's capacity; (iii) Capable to ensure that work is carried out according to the requirements under the Occupational Safety and Health Ordinance; and (iv) Capable to ensure that work is carried out under authorization and undertaken in appropriate working areas.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Apply double-entry bookkeeping
2. Code	AUSDFM201A
3. Range	This unit of competency is applicable in workplaces relevant to the industry's operational management. Practitioners should be capable to master the principles of double-entry bookkeeping and effectively apply this skill to accomplish the duty of entering account in accordance with the organisation's requirements.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 The principles of double-entry bookkeeping</p> <ul style="list-style-type: none"> ◆ Understand the functions and procedure of bookkeeping ◆ Understand the principles of double-entry bookkeeping and the books of original entry <p>6.2 Apply double-entry bookkeeping</p> <ul style="list-style-type: none"> ◆ Apply double-entry bookkeeping to record the assets, liabilities, transaction items of expenditure and revenue relevant to the automotive industry ◆ Compile the books of original entry for the automotive industry according to original vouchers, such as: <ul style="list-style-type: none"> • Sales journal • Purchase book • Returns inward journal • Returns outward journal • Cash book • Petty cash book

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the principles of double-entry bookkeeping according to the organisation's requirements; and (ii) Capable to effectively apply double-entry bookkeeping to accomplish the duty of account entering.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Carry out maintenance work for the equipment inside the operating places
2. Code	AUSDOF202A
3. Range	This unit of competency is applicable in vehicle operating places (e.g. various kinds of servicing workshops, warehouse of new and old parts and vehicle storage warehouse, etc.). Practitioners should be capable to understand the operation of respective equipment and carry out simple maintenance work according to instructions.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the operating methods of the equipment within the vehicle operating places</p> <ul style="list-style-type: none"> ◆ Understand the use, operating methods, required performance standard and potential dangers of the respective equipment within the vehicle operating places <p>6.2 Carry out maintenance work</p> <ul style="list-style-type: none"> ◆ Conduct inspection in accordance with instructions and established inspection method; and compare the result with the required performance standard to determine if the functions of the equipment are normal ◆ Carry out simple maintenance work according to instructions, such as replace filter units and conduct in-house cleaning, etc.

	<ul style="list-style-type: none"> ◆ If the respective equipment should be repaired by the organisation, then trace out where the problem lies and replace or tune relevant components to resume normal functioning of respective equipment under clear instructions; and complete maintenance record
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the detailed operation and performance of respective equipment; (ii) Capable to carry out simple maintenance work for respective equipment according to instructions; and (iii) Capable to safely carry out maintenance work for the equipment which is on the list to be repaired by the organisation itself to resume its normal functioning; and complete maintenance record.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Arrange for acceptance, delivery and transportation of vehicles
2. Code	AUSDSA201A
3. Range	This unit of competency is applicable in the sales department of vehicles. Practitioners should be capable to arrange for acceptance, delivery and transportation of vehicles, thus enabling accurate and speedy arrival of vehicles to the destination.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the transportation requirements and logistics procedure for vehicles</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of vehicles and transportation requirements ◆ Understand the methods to control transportation of vehicles ◆ Understand the organisation's vehicle labelling system and its characteristics ◆ Understand the characteristics of different transportation devices ◆ Understand various kinds of communication facilities employed by the organisation ◆ Understand the established acceptance, delivery and transportation procedure for vehicles ◆ Understand the organisation's filing system with respect to the acceptance, delivery and transportation of vehicles <p>6.2 Accept, deliver and transport vehicles</p> <ul style="list-style-type: none"> ◆ Accept, deliver and transport vehicles according to the organisation's established procedure, such as: <ul style="list-style-type: none"> • Carry out the verification procedure for acceptance, delivery and transportation of vehicles on trucks

	<ul style="list-style-type: none"> • Arrange drivers to transport vehicles and confirm the validity period of driving licence, T-plate and insurance policy • Safeguard the vehicle transportation process, such as securing the vehicle on the transportation device • Be familiar with vehicle transportation process and transportation route (including contingency route) • Be familiar with the temporary arrangement for allocation of resources • Confirm the document pertaining to the acceptance and delivery of vehicles • Report damages on vehicles ◆ Arrange the order of transportation according to the department's instructions, such as the characteristics of vehicles and degrees of urgency, etc. ◆ In accordance with the established performance indicators governing the acceptance, delivery and transportation of vehicles and the effectiveness of transportation, review the efficiency of the operation and report any procedural deficiency to the supervisor in note form
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to enable accurate and speedy arrival of the parts and accessories to the destination safely in accordance with the established guidelines on the acceptance, delivery and transportation process of vehicles; and</p> <p>(ii) Capable to report any procedural deficiency to the supervisor with regard to the efficiency of acceptance, delivery and transportation of vehicles on trucks.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Handle preparation work for vehicle importation
2. Code	AUSDSA203A
3. Range	This unit of competency is applicable in industry-related workplaces. Practitioners should be capable to maintain contact with vehicle manufacturers according to the organisation's established procedure to obtain documents certifying that the types of vehicle to be imported can meet the requirements of relevant legislations and arrange submission of type-approval application to respective departments.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge about the legislation relating to vehicle licencing</p> <ul style="list-style-type: none"> ◆ Understand Hong Kong's legislative provisions in relation to the requirements and restrictions of vehicle importation ◆ Understand Hong Kong's legislative provisions on issues relating to vehicle tax ◆ Understand Hong Kong's statutory requirements and application procedure for vehicle import registration and licencing ◆ Understand the type-approval procedure for imported vehicles <p>6.2 Handle preparatory work for vehicle importation</p> <ul style="list-style-type: none"> ◆ Confirm with relevant departments in the organisation the agreement of the vehicle manufacturer on the vehicle type to be imported ◆ Contact vehicle manufacturer to obtain documents certifying that the new products can meet the requirements of Hong Kong

	<ul style="list-style-type: none">◆ Arrange submission of type-approval application to respective departments◆ Arrange submission of imported vehicle type to respective departments for inspection◆ Submit application on the selling price of the imported vehicle type◆ Process the first registration of vehicles◆ Calculate the first registration tax of vehicles according to approved selling price and additional accessories◆ Contact finance and insurance companies to arrange relevant issues◆ Arrange for the provision of necessary accessories and additional equipment for respective vehicles by other product /service providers to cater for the needs of customers and relevant departments; and calculate the increased expenses and tax◆ Capable to coordinate with the service department for arrangement of pre-delivery inspection and associate transportation of the new cars◆ Capable to coordinate with the sales department to hand over new cars
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to contact vehicle manufacturers in obtaining the required documents on the agreed import vehicle type to comply with the statutory requirement on vehicle importation; (ii) Capable to arrange vehicle for examination and apply vehicle licence in compliance with respective local legislative provisions; and (iii) Capable to calculate the tax on the retailing price of vehicles and other accessories, etc.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess knowledge on vehicle services/financial management, etc.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Perform selling of vehicles
2. Code	AUSDSA204A
3. Range	This unit of competency is applicable to vehicle showrooms and exhibition venues, etc. Practitioners should be capable to understand thoroughly the vehicle products and supporting services according to the organisation's requirements. They should also be able to apply marketing and selling techniques on general vehicle products to facilitate transactions.
4. Level	2
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge on vehicle products</p> <ul style="list-style-type: none"> ◆ Have comprehensive understanding of vehicle products, supporting services and practice in the industry, including: <ul style="list-style-type: none"> • The information and characteristics of various kinds of vehicle product specifications • Various kinds of supporting services such as after-sales service, warranty claims and vehicle recalls, etc. • Understand the relationship of the Government's environmental protection policy and the organisation's products • Other complementary strategies such as payment methods, used car trade-in and insurance, etc.

	<p>6.2 Perform selling techniques</p> <ul style="list-style-type: none"> ◆ Understand customers' psychology in the choice of vehicle products, including: <ul style="list-style-type: none"> • Types of customers • The buying psychology of customers with respect to their preference and inclination • Capable to hit on what one likes and communicate with different types of customers ◆ Master product marketing strategies, including: <ul style="list-style-type: none"> • Compile a list of target customers • Communicate with and feedback to supervisor and marketing department • Devise promotion methods • Determine selling location and time within the prescribed scope ◆ Understand clearly the market trend of vehicle products, including: <ul style="list-style-type: none"> • Understand the trend of vehicle products • Reflect market demand to supervisor to facilitate communication with manufacturers or agents • Collect the latest vehicle products and accessories • Tie in with the vehicle manufacturer's product policy to establish the selling points of one's own products • Analyze the pros and cons of the competitors' products, and devise corresponding strategies with supervisor and marketing department
--	--

	<ul style="list-style-type: none"> ◆ Handle transactions, including: <ul style="list-style-type: none"> • Provide customers with value-added services (arrangements of payment, order of goods, finance, insurance and installation of vehicle body and equipment, etc.) and further value-added services in the future (contact, alert renewal of insurance and sales promotion, etc.)
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to have thorough understanding of vehicle products and supporting services; and (ii) Capable to employ the techniques of selling general vehicle products to promote products to customers.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Perform selling of vehicle parts
2. Code	AUSDSA205A
3. Range	This unit of competency is applicable in workplaces relevant to the sales department of vehicle parts, retail outlets and showrooms, etc. Practitioners should be capable to understand thoroughly the products of various kinds of vehicle parts and employ promotion and selling techniques of general retailing products according to the organisation's requirements to facilitate transactions.
4. Level	2
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Characteristics of vehicle parts and selling knowledge</p> <ul style="list-style-type: none"> ◆ Understand the promotion and selling techniques of general retailing products ◆ Master information such as price, market demand and market share of different parts and accessories ◆ Understand the characteristics of different parts and accessories, such as their range and market positioning, etc. ◆ Understand the characteristics, applicability and operating method of different selling patterns ◆ Understand the decision-making process of purchase ◆ Understand the laws and regulations governing product selling ◆ Possess the knowledge of general logistics operation, including the knowledge required for handling purchasing orders of parts

	<ul style="list-style-type: none"> • General logistics such as the time required for sea transportation/air freight and customs clearance procedure, etc. • Laws and regulations governing the import of general parts, such as the storage of dangerous goods, etc. <p>6.2 Employ the selling techniques for completing transaction</p> <ul style="list-style-type: none"> ◆ Capable to employ marketing and selling techniques in general retailing products ◆ Familiar with customers' consuming behaviour ◆ Focus on buyers' behavioural characteristics to give appropriate suggestion to speed up their decision in buying vehicle parts ◆ Handle and complete transactions, such as the arrangements of payment and product delivery, etc. ◆ Tie in with the strategies and promotional activities of the sales department
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the characteristics of general vehicle parts; and</p> <p>(ii) Capable to employ promotion and selling techniques of general vehicle parts to promote products to customers.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Provide supporting services to vehicle selling	
2. Code	AUSDSA206A	
3. Range	Practitioners should be capable to provide supporting services to sales of vehicle products as to facilitate completion of transaction.	
4. Level	2	
5. Credits	9(for reference only)	
6. Competency	<u>Performance Requirements</u>	
	6.1 Knowledge of operation in vehicle sales	<ul style="list-style-type: none"> ◆ Understand the general market situation of vehicle selling • Knowledge of the latest information on the market price and demand of different types of vehicles, including new and used vehicles • Understand vehicle-related tax and other charges levied by the Government ◆ Understand vehicle selling system and its procedure
	6.2 Provide supporting services to vehicle selling	<ul style="list-style-type: none"> ◆ Prepare sales document ◆ Prepare payment voucher ◆ Contact for delivery of vehicles ◆ Process the tax for first registration of vehicle ◆ Process vehicle registration and licencing ◆ Introduce credits funds for vehicles ◆ Introduce vehicle insurance

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to prepare sales document and payment voucher according to the organisation's requirements; and (ii) Capable to provide effective supporting services to vehicle selling as to complete transaction.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Identify/confirm vehicle parts and accessories
2. Code	AUSDPS201A
3. Range	This unit of competency is applicable in the sales department of vehicle parts and accessories. Practitioners should be capable to identify the products required by customers (including the staff of the organisation's maintenance department) accurately and speedily according to the organisation's established identification method and procedure. They should also provide relevant information to customers.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the use of vehicle parts and accessories and their coding method</p> <ul style="list-style-type: none"> ◆ Understand the use, location and names of vehicle parts and accessories ◆ Understand the coding method of vehicle parts and accessories with information provided by vehicle manufacturers and parts suppliers <p>6.2 Identify/confirm vehicle parts and accessories</p> <ul style="list-style-type: none"> ◆ According to the information provided by customers, accurately and speedily confirm the codes, names, functions, appearances, physical objects, vehicle types and manufacturing year of the parts and accessories required by customers ◆ With reference to confirmed information, accurately and speedily identify the products required by customers according to the catalogue (soft copy or hard copy) provided by vehicle manufacturers or parts suppliers

	<ul style="list-style-type: none"> ◆ Confirm the inventory level, location and price of the parts and accessories required by customers from inventory record (soft copy or hard copy) ◆ Let customers confirm their required products and provide relevant information such as price, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to confirm the parts and accessories required by customers accurately and speedily according to the information provided by them; and</p> <p>(ii) Capable to identify the products and relevant information required by customers accurately and speedily according to the catalogue and inventory record provided by vehicle manufacturers or parts suppliers.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess the capability to identify vehicle parts and accessories.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Handle various kinds of payment methods
2. Code	AUSDPS202A
3. Range	This unit of competency is applicable in the sales department of vehicle parts and accessories. Practitioners should be capable to complete payment process accurately according to various kinds of payment methods established by the organisation to safeguard the interest of both the organisation and the customers.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand payment methods and transaction documents</p> <ul style="list-style-type: none"> ◆ Understand different payment methods and the handling procedures, such as: <ul style="list-style-type: none"> • Payment by cash /electronic currency, credits card, cheque and transfer, etc. • Payment by charging to account, deposit and instalments, etc. ◆ Identify the validity of financial documents and currency ◆ Know about the organisation’s financial and transaction documents <p>6.2 Handle various kinds of payment process</p> <ul style="list-style-type: none"> ◆ Handle payment procedure according to various kinds of payment methods established by the organisation, such as payment by cash/electronic currency, credits card, cheque, charge to account and deposit, etc. ◆ Handle Documents Against Payment(D/P) and relevant documents ◆ Handle daily cash balance and relevant bills

	<ul style="list-style-type: none"> ◆ Carry out the organisation's established emergency and contingency procedure concerning the validity of currency or relevant documents, insufficient cash and amount discrepancy, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to complete payment process effectively according to various kinds of payment methods established by the organisation; and (ii) Carry out emergency and contingency procedure according to the organisation's established guidelines.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Use special tools and equipments for vehicle servicing
2. Code	AUSDST201A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to use special tools and equipments for vehicle servicing correctly to examine and repair various vehicle systems and components according to the instructions in the vehicle manufacturer's servicing manual or the user guide provided by the producer of special tools and equipments for vehicle servicing.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Know about the special tools and equipments for vehicle servicing</p> <ul style="list-style-type: none"> ◆ Understand the structure, use and basic operating principles of the special tools and equipments for vehicle servicing ◆ Know about the instructions in the vehicle manufacturer's servicing manual as well as the special tools and equipments for vehicle servicing producer's user guide <p>6.2 Use special tools and equipments for vehicle servicing</p> <ul style="list-style-type: none"> ◆ Use special tools and equipments for vehicle servicing to examine and repair various vehicle systems and components according to the instructions in the vehicle manufacturer's servicing manual or the special tools and equipments for vehicle servicing producer's user guide, such as: <ul style="list-style-type: none"> • Precision measuring equipments e.g. micrometer, dial snap gauge and cylinder bore gauge, etc. • Various kinds of engine management system analysers and hand held testers

	<ul style="list-style-type: none"> • Exhaust gas analysers • Opacimeters • Chassis power testers • Drum brake testers • Various kinds of wheel position indicators • Various kinds of vehicle system hydraulic testing instruments • Various kinds of universal meter instruments specially used for vehicles • Hand held testers for various types of advanced electronic control vehicle systems • Special checking and repairing instruments and equipments provided by vehicle manufacturers • Checking and repairing instruments and equipments for other related systems
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to select special tools and equipments for vehicle servicing correctly according to the instructions in the vehicle manufacturer's servicing manual or the user guide provided by the producer of special tools and equipments for vehicle servicing; and</p> <p>(ii) Capable to examine and repair various vehicle systems and components according to the instructions on how to use the special tools and equipments for vehicle servicing correctly.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle mechanical servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check, repair and replace tyres
2. Code	AUSDST202A
3. Range	This unit of competency is applicable in vehicle servicing workshops or workplaces that provide tyre services. Practitioners should be capable to check, mend, repair and replace vehicle tyres or rims safely according to the instructions in the vehicle/tyre/rim manufacturer's manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of the tyres and rims of vehicles</p> <ul style="list-style-type: none"> ◆ Understand the structure, codes and basic operating principles of the tyres and rims of vehicles ◆ Understand the general checking and servicing procedure for the tyres and rims of vehicles with the instructions given by the vehicle or tyre or rim manufacturer and the requirements of relevant road traffic ordinances of Hong Kong. <p>6.2 Check, repair, replace and handle the tyres and rims of vehicles</p> <ul style="list-style-type: none"> ◆ According to the instructions in the vehicle or tyre manufacturer's manual, the requirements of relevant road traffic ordinances of Hong Kong, occupational safety and health as well as environmental protection, safely check, mend, repair and replace the tyres or rims of vehicles, including: <ul style="list-style-type: none"> • Inflate the tyres pressure correctly according to the information and instructions provided by vehicle manufacturers

	<ul style="list-style-type: none"> • Accurately measure the wear of tyres to make correct assessment of tyre condition • Accurately detect and assess tyre leakage condition for mending work to be done • Accurately check and test damages of rims and measure the out-of-roundness to make correct assessment of rim condition • Use tyre changer to remove, replace and install tyres and rims correctly • Use wheel balancer to rectify wheel balance • Install the tyres correctly according to tyre manufacturer's guide and the requirements of relevant road traffic ordinances of Hong Kong • Collect, recover, re-tread, re-grove, handle and dispose used tyres according to the code of practice for environmental protection <p>6.3 Professional practice in checking, repairing and replacing tyres</p> <ul style="list-style-type: none"> ◆ Measure and assess tyres wear according to relevant provisions of the Road Traffic Ordinance of Hong Kong ◆ Identify whether the combinations of tyres on vehicle meeting the requirement prescribed ◆ Check the relevant vehicle components are normal by visual inspection when installing or removing the tyres
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to check and repair general vehicle tyres and rims safely according to the instructions in the manufacturer's servicing manual; (ii) Capable to check, measure and assess the condition of vehicle tyres and check for the combinations of tyres on vehicle to meet the requirement prescribed according to relevant provisions of the Road Traffic Ordinance of Hong Kong; and (iii) Capable to dispose used tyres according to environmental protection legislations and the organisational requirement on environmental protection.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge on vehicle. They should also possess the capability to operate floor jacks or lifting equipment to lift the vehicles as well as remove and install the road wheels. (ii) The major legislations/rules involved in this unit of competency are as follows: <ul style="list-style-type: none"> 1. Road Traffic (Construction and Maintenance of vehicles) Regulations - Tyres 2. Waste Disposal Ordinance

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair engines
2. Code	AUSDST203A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check and repair vehicle engines safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of vehicle engines</p> <ul style="list-style-type: none"> ◆ Understand the structure and basic operating principles of vehicle engines ◆ Understand the working procedure for checking and repairing of engines <p>6.2 Check and repair vehicle engines</p> <ul style="list-style-type: none"> ◆ Check and repair vehicle engines safely according to the instructions in the vehicle manufacturer's servicing manual and the requirements of occupational safety and health as well as environmental protection, including: <ul style="list-style-type: none"> • Capable to identify the general problems of the engines by visual inspection • Measure the engine components accurately according to the instructions in the vehicle manufacturer's servicing manual and report the wear and tear condition of engine components

	<ul style="list-style-type: none"> • Check and repair vehicle engines, including dismantle, replace and re-assemble the engines • Eliminate typical system failure
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to check and repair vehicle engines safely according to the instructions in the vehicle manufacturer’s servicing manual; and</p> <p>(ii) Capable to measure the engine components accurately and assess the wear and tear condition.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle mechanical servicing and the capability to use precision measuring tools for vehicle servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair various types of petrol fuel supply systems
2. Code	AUSDST204A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check and repair petrol fuel supply systems according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of various types of petrol fuel supply systems</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of petrol ◆ Understand the structure and basic operating principles of various types of petrol fuel supply systems ◆ Understand the working procedure of checking and repairing various types of petrol fuel supply systems ◆ Understand the impact of petrol fuel supply systems on exhaust emission <p>6.2 Check and repair various types of petrol fuel supply systems</p> <ul style="list-style-type: none"> ◆ According to the instructions in the vehicle manufacturer's servicing manual; the requirements of relevant road traffic ordinances of Hong Kong, occupational safety and health as well as that of environmental protection, safely check, repair and replace various types of petrol fuel supply systems, including: <ul style="list-style-type: none"> • Capable to identify the general problems of various types of petrol fuel supply systems by visual inspection

	<ul style="list-style-type: none"> • Operate special testing devices to test various types of petrol fuel supply systems • Check and repair various types of petrol fuel supply systems, including dismantle, replace and re-assemble vehicle system components • Eliminate typical system failure
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to check and repair the petrol fuel supply systems for general vehicles, including operate special testing devices to conduct tests on basic components and systems.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle mechanical servicing and know how to handle petrol.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair various types of hydraulic gas fuel supply systems
2. Code	AUSDST205A
3. Range	This unit of competency is applicable in special hydraulic gas fuel supply vehicle servicing workshops. Practitioners should be capable to check and repair various types of hydraulic gas fuel supply systems safely according to the legislative provisions under the Gas Safety Ordinance of Hong Kong and the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of various types of hydraulic gas fuel supply systems</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of various kinds of hydraulic gas ◆ Understand the legislations relevant to various types of petrol gas fuel, including the safety requirements of handling hydraulic gas and repairing hydraulic gas fuel supply systems ◆ Understand the structure and basic operating principles of various types of hydraulic gas fuel supply systems ◆ Understand the working procedure of checking and repairing various types of hydraulic gas fuel supply systems ◆ Understand the impact of hydraulic gas fuel supply systems on exhaust emission

	<p>6.2 Check and repair various types of hydraulic gas fuel supply systems</p>	<p>◆ According the legislative provisions under the Gas Safety Ordinance of Hong Kong; the instructions in the vehicle manufacturer’s manual; the requirements of occupational safety and health as well as that of environmental protection, inspect, repair and replace various types of hydraulic gas fuel supply systems, including:</p> <ul style="list-style-type: none"> • Capable to identify the general problems of various types of hydraulic gas fuel supply systems by visual inspection • Check and repair various types of hydraulic gas fuel supply systems, including dismantle, replace and re-assemble vehicle system components • Eliminate typical system failure • Conduct tests on system leakage
	<p>6.3 Inspect and repair various types of hydraulic gas fuel supply systems professionally</p>	<p>◆ According to the requirements under the legislative provisions relevant to the Gas Safety Ordinance of Hong Kong, the people empowered by legislation should be capable to perform duties of dismantling, assembling, testing, operating, connecting, intercepting, maintaining, repairing or replacing any parts of hydraulic gas fuel supply systems; fuel systems include gas fuel storage device, carburettor, pipeline, pressure regulator, mixer and related accessories</p>

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to comply with the safety regulations and code of practice relevant to vehicle hydraulic gas; and (ii) Capable to check and repair various types of hydraulic gas fuel supply systems and conduct basic tests of components upon completion of work, including leakage test.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle mechanical servicing and know how to handle relevant hydraulic gas chemicals. (ii) The major legislations/rules involved in this unit of competency are as follows: <ul style="list-style-type: none"> 1. Road Traffic (Construction and Maintenance of vehicles) Regulations - Exhaust emission 2. Gas Safety Ordinance

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair various types of diesel oil fuel supply systems
2. Code	AUSDST206A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check and repair various types of diesel oil gas fuel supply systems safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of various types of diesel oil fuel supply systems</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of diesel oil ◆ Understand the structure and basic operating principles of various types of diesel oil fuel supply systems ◆ Understand the working procedure of checking and repairing various types of diesel oil fuel supply systems ◆ Understand the safety rules on the test of injection nozzle ◆ Understand the impact of diesel oil fuel supply systems on exhaust emission <p>6.2 Check and repair various types of diesel oil fuel supply systems</p> <ul style="list-style-type: none"> ◆ According to the instructions in the vehicle manufacturer's manual; relevant road traffic ordinances of Hong Kong; the requirements of occupational safety and health and that of environmental protection, safely check, repair and replace various types of diesel oil fuel supply systems, including:

	<ul style="list-style-type: none"> • Capable to identify the general problems of various types of diesel oil fuel supply systems by visual inspection • Capable to operate special testing devices to test various types of diesel oil fuel supply systems and components • Check and repair various types of diesel oil fuel supply systems, including dismantle, replace and re-assemble vehicle system components • Eliminate typical system failure ◆ Capable to conduct basic tests of components upon completion of work
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to comply with the instructions in the vehicle manufacturer’s manual, relevant road traffic ordinances of Hong Kong, the requirements of occupational safety and health as well as that of environmental protection to safely check and repair various types of diesel oil fuel supply systems of general vehicles, including operating special testing devices to conduct basic tests of components and systems.</p>
8. Remarks	<p>(i) The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle mechanical servicing and know how to handle diesel oil chemicals.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle hydraulic braking systems
2. Code	AUSDST207A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check and repair the mechanical parts of vehicle hydraulic braking systems safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work as well as calculate and assess the performance of vehicle hydraulic braking systems according to the relative provisions under the Road Traffic Ordinance of Hong Kong.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of hydraulic braking systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and basic operating principles of vehicle hydraulic braking systems ◆ Understand the general checking and repairing procedure for vehicle hydraulic braking systems according to the instructions in the vehicle manufacturer's servicing manual and the requirements of relevant road traffic ordinances of Hong Kong ◆ Understand the characteristics of brake oil

	<p>6.2 Check and repair vehicle hydraulic braking systems ♦ According to the instructions in the vehicle manufacturer’s servicing manual and the requirements of occupational safety and health, safely check and repair vehicle hydraulic braking systems, including:</p> <ul style="list-style-type: none"> • Capable to identify the general problems in hydraulic braking systems by visual inspection • Maintain hydraulic braking systems, including cleaning the brake pad dust, adjusting drum brake pad and hand brake lever stroke etc. • Measure the wear and tear of brake pad, brake disc and brake drum; and assess component condition correctly according to the data contained in vehicle manufacturer’s servicing manual • Check and repair hydraulic braking systems components, including dismantle, replace and re-assemble vehicle system components • Use pedals, negative pressure or pressurization methods to release the air stored in the hydraulic pipes in the course of repairing • Eliminate typical system failure
--	---

	<p>6.3 Check and repair vehicle hydraulic braking systems professionally ♦ Capable to calculate and assess if the testing data of vehicle hydraulic braking systems can meet the prescribed requirement according to the relevant provisions of the Road Traffic Ordinance of Hong Kong</p>
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to check and repair the vehicle hydraulic braking systems of general vehicles safely according to the instructions in the vehicle manufacturer’s servicing manual; (ii) Capable to conduct basic tests of components upon completion of work; and (iii) Capable to calculate and assess the performance of vehicle hydraulic braking systems according to the relevant provisions of the Road Traffic Ordinance of Hong Kong.
<p>8. Remarks</p>	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle mechanical servicing and know how to handle brake oil. (ii) The major legislation/rule involved in this unit of competency is as follows: <ul style="list-style-type: none"> 1. Road Traffic (Construction and Maintenance of vehicles) Regulations - Brakes, Parking brake, Hydraulic braking systems, Vacuum or pressure braking systems and Braking efficiency

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair compressed air brake systems
2. Code	AUSDST208A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check and repair the mechanical parts of compressed air brake systems safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work and calculate and assess the performance of compressed air brake systems according to the relevant provisions of the Road Traffic Ordinance of Hong Kong.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of compressed air brake systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and basic operating principles of compressed air brake systems ◆ Understand the general checking and repairing procedure for compressed air brake systems according to the instructions in the vehicle manufacturer's servicing manual and the requirements of the relevant road traffic ordinances of Hong Kong

	<p>6.2 Check and repair compressed air brake systems ♦ According to the instructions in the vehicle manufacturer’s servicing manual and the requirements of occupational safety and health as well as that of environmental protection, safely check and repair compressed air brake systems, including:</p> <ul style="list-style-type: none"> • Capable to identify the general problems in compressed air brake systems by visual inspection • Accurately measure the wear and tear of the brake pad, disc brake and drum brake; and correctly assess the condition of components according to the data contained in the manufacturer’s servicing manual • Accurately check and rectify the air leakage in the compressed air systems • Check and rectify the leakage in the compressed air systems • Check and repair compressed air brake system components, including dismantle, replace and re-assemble vehicle system components • Clean and dispose the brake pad dust according to safety rules and the code of practice for environmental protection • Eliminate typical system failure
--	---

	<p>6.3 Check and repair compressed air brake systems professionally ♦ Capable to calculate and assess if the testing data of compressed air brake systems can meet the prescribed requirement according to the relevant provisions of the Road Traffic Ordinance of Hong Kong</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to check and repair the compressed air brake systems of general vehicles safely according to the instructions in the vehicle manufacturer's servicing manual; and</p> <p>(ii) Capable to calculate and assess the performance of compressed air brake systems according to the relevant provisions of the Road Traffic Ordinance of Hong Kong.</p>
8. Remarks	<p>(i) The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle mechanical servicing.</p> <p>(ii) The major legislation/rule involved in this unit of competency is as follows:</p> <ol style="list-style-type: none"> 1. Road Traffic (Construction and Maintenance of vehicles) Regulations - Brakes, Parking brake, Vacuum or pressure braking systems and Braking efficiency

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle steering systems
2. Code	AUSDST209A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check and repair the mechanical parts of vehicle steering systems safely according to the instructions in the vehicle manufacturer's servicing manual and use vehicle positioning instruments to measure tyre position. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of vehicle steering systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and basic operating principles of various types of vehicle steering systems (including power assisted systems) ◆ Understand the formation of vehicle steering geometry and basic operating principle ◆ With reference to the instructions in the vehicle manufacturer's servicing manual and the requirements of relevant provisions under the Road Traffic Ordinance of Hong Kong, understand the requirements and procedure for general checking and repairing of vehicle positioning systems

	<p>6.2 Check and repair vehicle steering systems ♦ According to the instructions in the vehicle manufacturer’s servicing manual and the requirements of occupational safety and health as well as that of environmental protection, safely check and repair vehicle steering systems, including:</p> <ul style="list-style-type: none"> • Capable to identify the general problems in vehicle steering systems by visual inspection • Accurately check and assess the wear and tear of steering connecting rod components and the damages • Check and repair vehicle steering systems components, including dismantle, replace and re-assemble vehicle system components • Eliminate typical system failure • Conduct inspection and assessment prior to measurement of tyre positioning • According to the measuring guide provided by manufacturer, use tyre positioning instruments to measure tyre positioning angle and relevant numerical value accurately • Capable to adjust the substandard numerical value of tyre positioning to meet the manufacturer’s index • According to the instructions in the vehicle manufacturer’s servicing manual, report the items of substandard tyre positioning and propose suggestions for advanced checking and repairing
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to check and repair general vehicle steering systems safely according to the instructions in the vehicle manufacturer's servicing manual and the requirements of the Road Traffic Ordinance; and (ii) Capable to measure tyre positioning according to the instructions in the vehicle manufacturer's servicing manual.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle servicing and know how to handle power system hydraulic oil. (ii) The major legislation/rule involved in this unit of competency is as follows: <ul style="list-style-type: none"> 1. Road Traffic (Construction and Maintenance of vehicles) Regulations - Steering

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle suspension systems
2. Code	AUSDST210A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check and repair the mechanical parts of vehicle suspension systems safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of vehicle suspension systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and basic operating principles of various types of vehicle suspension systems ◆ With reference to the instructions in the vehicle manufacturer's servicing manual and the requirements of relevant provisions under the Road Traffic Ordinance of Hong Kong, understand the general checking and repairing procedure for vehicle suspension systems <p>6.2 Check and repair vehicle suspension systems</p> <ul style="list-style-type: none"> ◆ According to the instructions in the vehicle manufacturer's servicing manual and the requirements of occupational safety and health as well as that of environmental protection, safely check and repair vehicle suspension systems, including: <ul style="list-style-type: none"> • Capable to identify the general problems in vehicle suspension systems by visual inspection

	<ul style="list-style-type: none"> • Accurately test and assess the performance of vibration dampers • Safely dismantle and install the springs after accurate assessment of the pressure storage condition • Check and repair vehicle suspension system components, including dismantle, replace and re-assemble vehicle system components • Eliminate typical system failure
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to check and repair general vehicle suspension systems safely according to the instructions in the vehicle manufacturer's servicing manual; and</p> <p>(ii) Capable to conduct basic tests of components upon completion of work.</p>
8. Remarks	<p>(i) The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle mechanical servicing.</p> <p>(ii) The major legislation/rule involved in this unit of competency is as follows:</p> <p>1. Road Traffic (Construction and Maintenance of vehicles) Regulations - Suspension</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle transmission systems
2. Code	AUSDST211A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check and repair various types of vehicle transmission systems safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	9(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of vehicle transmission systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and basic operating principles of various types of vehicle transmission systems and components, including automatic and manual gearboxes as well as differential mechanisms, etc. ◆ Understand the operating principle of speed loss test for automatic transmission systems ◆ Understand the working procedure of checking and repairing transmission systems

	<p>6.2 Check and repair ♦ According to the instructions in the vehicle transmission systems</p> <p>vehicle manufacturer's servicing manual and the requirements of occupational safety and health as well as that of environmental protection, safely inspect, repair and replace various kinds of vehicle transmission systems, including:</p> <ul style="list-style-type: none"> • Capable to identify the general problems in various types of vehicle transmission systems by visual inspection • Conduct speed loss test for automatic transmission system and assess the result • Check and repair transmission systems, including dismantle, replace, overhaul and re-assemble the clutch, various kinds of gearboxes, drive shafts and differential mechanism • Eliminate typical system failure
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to check and repair general vehicle transmission systems safely according to the instructions in the vehicle manufacturer's servicing manual; and</p> <p>(ii) Capable to conduct basic tests of components upon completion of work, such as speed loss test.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle mechanical servicing and know how to handle various kinds of transmission system fluids.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle battery, charging and starting systems
2. Code	AUSDST212A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check the condition of vehicle battery; test and repair vehicle charging and starting systems safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<u>Performance Requirements</u>
	<p>6.1 Understand the structure and basic operating principles of battery, charging, electric supply and starting systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and basic operating principles of battery, charging, electric supply and starting systems ◆ Understand the specification, maintenance and safety rules of battery and the methods of handling battery ◆ Understand basic electric power transfer and the principle of power generation ◆ Know about general electric tools and instruments ◆ According to the instructions in the vehicle manufacturer's servicing manual, understand the general checking and repairing procedure for battery, charging, electric supply and starting systems

	<p>6.2 Check and repair vehicle battery, charging, electric supply and starting systems</p> <p>◆ According to the instructions in the vehicle manufacturer’s servicing manual and the requirements of occupational safety and health as well as that of environmental protection, safely inspect and repair vehicle battery, charging, electric supply and starting systems, including:</p> <ul style="list-style-type: none"> • Capable to identify the common faults in vehicle battery, charging, electric supply and starting systems by visual inspection • Use specified tools or instruments to inspect and measure the value of specific gravity of lead acid battery and the effectiveness of electric discharge; and carry out appropriate maintenance work • Replace battery • Handle and dispose battery in accordance with environmental protection ordinances • Check and repair the parts/components of vehicle charging, electric supply and starting systems as well as circuit control components, including dismantle, replace and re-assemble relevant system components • Use specified tools or instruments to measure the effectiveness of relevant systems upon completion of work
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to check and repair general vehicle battery, charging and starting systems safely according to the instructions in the vehicle manufacturer’s servicing manual; (ii) Capable to conduct basic tests of components upon completion of work; and (iii) Capable to charge and handle (including dispose of) battery in accordance with the requirements of the Occupational Safety and Health Ordinance and environmental protection ordinances.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle electrical systems servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle lighting and signalling systems as well as the meters and indicating systems
2. Code	AUSDST213A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check, repair and adjust the lighting and signaling systems as well as the meters and indicating systems safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic adjustments and tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of lighting and signaling systems as well as the meters and indicating systems</p> <ul style="list-style-type: none"> ◆ Understand the requirements of local legislative provisions in relation to vehicle lighting, signalling and indicating systems ◆ Understand the structure and basic operating principles of vehicle lighting and signalling systems as well as the meters and indicating systems ◆ Understand basic electric and electronic principles ◆ Know about general electronic/electric tools or instruments; test electronic/circuit systems/components ◆ According to the instructions in the vehicle manufacturer's servicing manual, understand the general checking and repairing procedure for the lighting and signalling systems as well as the meters and indicating systems

	<p>6.2 Check and repair lighting and signaling systems as well as the meters and indicating systems ♦ According to the instructions in the vehicle manufacturer’s servicing manual and the requirements of occupational safety and health as well as that of environmental protection, safely check, repair and adjust vehicle lighting and signaling systems as well as the meters and indicating systems, including:</p> <ul style="list-style-type: none"> • Capable to identify the general problems in the components of lighting and signaling systems as well the meters and indicating systems by visual inspection • Use specified tools and instruments to inspect the lighting and signaling systems as well as the meters and indicating systems • According to instructions, check and repair the parts of lighting and signalling systems, meters and indicating systems as well as circuit systems, including dismantle, replace, re-assemble and adjust relevant system components and accessories • Use specified tools or instruments to accurately measure and adjust the lighting and signalling systems as well as the meters and indicating systems • Conduct basic adjustments and tests of components upon completion of work
--	--

	<p>6.3 Professional practice in checking and repairing vehicle lighting and signaling systems</p> <p>◆ Capable to test/check vehicle lighting and signalling systems in accordance with relevant local legislative provisions if they can comply to relevant regulations and ordinances</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to check and repair general vehicle lighting and signaling systems as well as the meters and indicating systems safely according to the instructions in the vehicle manufacturer's servicing manual;</p> <p>(ii) Capable to conduct basic adjustments and tests of components upon completion of work, including test of headlamps; and</p> <p>(iii) Capable to comply with relevant legislative provisions of Hong Kong and the instructions in the vehicle manufacturer's servicing manual, safely test the relevant systems to check if they can meet the requirements.</p>
8. Remarks	<p>(i) The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle electronic and electrical system servicing.</p> <p>(ii) The major ordinance involved in this unit of competency is as follows: Relevant ordinances to the Road Traffic (Construction and Maintenance of vehicles) Regulations, such as the requirements on the light beam of headlamps and rated power of bulbs.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle wiper, electric door and power window systems
2. Code	AUSDST214A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check, repair and adjust vehicle wiper, electric door and window systems safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic adjustments and tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of vehicle wiper, electric door and power window systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and basic operating principles of vehicle wiper, electric door and power window systems ◆ Understand the circuit of relevant systems ◆ With reference to the instructions in the vehicle manufacturer's servicing manual, understand the general checking and repairing procedure for wiper, electric door and power window systems <p>6.2 Check and repair vehicle wiper, electric door and power window systems</p> <ul style="list-style-type: none"> ◆ According to the instructions in the vehicle manufacturer's servicing manual and the requirements of occupational safety and health as well as that of environmental protection, safely check, repair and adjust the vehicle wiper, electric door and power window systems, including:

	<ul style="list-style-type: none"> • Capable to identify the common faults in the components of wiper, electric door and power window systems by visual inspection • Use general tools and instruments to check and measure the wiper, electric door and power window systems • Check and repair the parts of wiper, electric door and power window systems as well as circuit systems, including dismantle, replace, re-assemble and adjust relevant system components and accessories • Rectify typical system faults • Measure and adjust the operation and effectiveness of wiper and electric door and power window systems
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to check, repair and adjust general vehicle wiper and electric door and power window systems safely according to the instructions in the vehicle manufacturer’s servicing manual ;and</p> <p>(ii) Capable to conduct basic adjustments and tests of components upon completion of work.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle electronic and electrical system servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle anti-theft, audio and video systems
2. Code	AUSDST215A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check, repair and replace vehicle anti-theft, audio and video systems safely according to the instructions in the servicing manual provided by vehicle manufacturer or parts supplier. They should also be capable to conduct basic adjustments and tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of vehicle anti-theft, audio and video systems</p> <ul style="list-style-type: none"> ◆ Understand the requirements of local legislative provisions in relation to vehicle anti-theft, audio and video systems ◆ Understand the circuit and basic operating principles of vehicle anti-theft, audio and video systems ◆ Understand basic radio, video and electrical theories ◆ With reference to the instructions in the servicing manual provided by vehicle manufacturer or parts supplier, know about the general checking and repairing procedure for vehicle anti-theft, audio and video systems

	<p>6.2 Check and repair vehicle anti-theft, audio and video systems ♦ According to the instructions in the servicing manual provided by vehicle manufacturer or parts supplier and the requirements of occupational safety and health as well as that of environmental protection, safely check, repair, adjust and replace vehicle anti-theft, audio and video systems etc., including:</p> <ul style="list-style-type: none"> • Capable to identify the common faults in the components of vehicle anti-theft, audio and video systems by visual inspection • Use general tools and instruments to check and measure vehicle anti-theft, audio and video systems as well as rectify typical system faults • According to inspection result, handle the parts of vehicle anti-theft, audio and video systems as well as circuit systems, including dismantle, replace, re-assemble and adjust relevant system components and accessories • According to instructions, adjust and test the operation and effectiveness of vehicle anti-theft, audio and video systems
--	---

	<p>6.3 Professional practice in checking and repairing vehicle anti-theft, audio and video systems</p> <ul style="list-style-type: none"> ◆ Capable to test the vehicle anti-theft, audio and video systems in accordance with relevant local legislative provisions to check if they can meet the requirements ◆ Handle anti-theft systems according to security rules and regulations
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to check and repair general vehicle anti-theft, audio and video systems safely according to the instructions in the servicing manual provided by vehicle manufacturer or parts supplier; (ii) Capable to conduct basic adjustments and tests of components upon completion of work; and (iii) Capable to comply with relevant regulations/ordinances of Hong Kong and the instructions in the vehicle manufacturer's servicing manual to assess if the vehicle anti-theft, audio and video systems can meet the requirements.
<p>8. Remarks</p>	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle electronic and electrical system servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle electronic control systems and devices
2. Code	AUSDST216A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check, repair and adjust various kinds of vehicle electronic/data control systems and devices safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic adjustments and tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of various types of vehicle electronic control systems and devices</p> <ul style="list-style-type: none"> ◆ Understand the structure and basic operating principles of various types of vehicle electronic control systems and devices ◆ Understand vehicle electronic/data control principles ◆ With reference to the requirements in the servicing manual provided by the vehicle manufacturer or parts supplier, understand the general checking and repairing procedure for various types of vehicle electronic/data control systems and devices <p>6.2 Check and repair various types of vehicle electronic control systems and devices</p> <ul style="list-style-type: none"> ◆ According to the instructions in the servicing manual provided by vehicle manufacturer or parts supplier and the requirements of occupational safety and health as well as that of environmental protection, safely check, repair and adjust various types of vehicle electronic control systems and devices, including:

	<ul style="list-style-type: none"> • Capable to identify the common faults in various types of vehicle electronic control systems and devices by visual inspection • Use general tools and instruments to check and measure various types of vehicle electronic control systems and devices as well as rectify typical system fault • According to inspection result, repair the parts of various types of vehicle electronic control systems and devices as well as circuit/data systems, including dismantle, replace, re-assemble and adjust relevant system components and accessories • According to instructions, measure and adjust the operation and effectiveness of various types of vehicle electronic/data control systems
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to check, repair and adjust general vehicle electronic/data control systems and devices safely according to the instructions in the servicing manual provided by vehicle manufacturer or parts supplier; and</p> <p>(ii) Capable to conduct basic adjustments and tests of components upon completion of work.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle electronic and electrical system servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle air cooling and air-conditioning systems
2. Code	AUSDST217A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check and repair vehicle air cooling and air-conditioning systems safely according to relevant legislative provisions of Hong Kong and the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<u>Performance Requirements</u>
	<p>6.1 Understand the structure and basic operating principles of vehicle air cooling and air-conditioning systems</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of vehicle refrigerants and the relevant handling procedure as well as safety rules and regulations ◆ Understand the structure and basic operating principles of vehicle air cooling and air-conditioning systems ◆ Understand the circuit of vehicle air cooling and air-conditioning systems ◆ With reference to relevant legislative provisions of Hong Kong and the instructions in the vehicle manufacturer's servicing manual, know about the general checking and repairing procedure for vehicle air cooling and air-conditioning systems ◆ Understand the legal requirements of concerning the refrigerants recovery.

	<p>6.2 Check and repair vehicle air cooling and air-conditioning systems ♦ According to relevant legislative provisions of Hong Kong, the instructions in the vehicle manufacturer's servicing manual and the requirements of occupational safety and health as well as that of environmental protection, safely check, repair and test the air cooling and air-conditioning systems, including:</p> <ul style="list-style-type: none"> • Capable to identify the general problems in the components of vehicle air cooling and air-conditioning systems by visual inspection • Use general tools and instruments to check and measure vehicle air cooling and air-conditioning systems • Check and repair the parts of vehicle air cooling and air-conditioning systems as well as electric/electronic devices, including dismantle, replace, re-assemble, adjust and test relevant system components and accessories • Rectify typical system fault • Use prescribed tools or instruments to accurately test refrigerant leakage in the systems • Use the refrigerant recovery machine approved by the Environmental Protection Department to collect/ recycle refrigerants • Collect/top up refrigerants • Use prescribed tools or instruments to accurately measure and test the operation and effectiveness of vehicle air cooling and air-conditioning systems
--	--

	<ul style="list-style-type: none"> • Make and keep record of refrigerant consumption according to environmental protection laws and regulations <p>6.3 Professional practice in checking and repairing vehicle air cooling and air-conditioning systems</p> <ul style="list-style-type: none"> ◆ Capable to collect and handle the refrigerants of vehicle air cooling and air-conditioning systems safely according to relevant regulations and ordinances of Hong Kong
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to check, repair and adjust general vehicle air cooling and air-conditioning systems safely according to the instructions in the vehicle manufacturer’s servicing manual and conduct basic tests of components upon completion of work; (ii) Capable to collect and handle the refrigerants of vehicle air cooling and air-conditioning systems according to relevant legislative provisions of Hong Kong and the instructions in the vehicle manufacturer’s servicing manual; and (iii) Capable to check any refrigerant leakage in vehicle air cooling and air-conditioning systems.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle electronic and electric system servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Dismantle and install the windows and doors as well as their components
2. Code	AUSDST218A
3. Range	This unit of competency is applicable in vehicle body servicing workshops. Practitioners should be capable to dismantle and install the windows and doors as well as their components correctly according to the instructions in the vehicle manufacturer's servicing manual.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of windows and doors as well as their components</p> <ul style="list-style-type: none"> ◆ Understand the structure of windows and doors as well as their components ◆ Understand the operating principles of windows and doors as well as their components <p>6.2 Dismantle and install the windows and doors as well as their components</p> <ul style="list-style-type: none"> ◆ According to working instructions, the instructions in the vehicle manufacturer's installation and servicing manual as well as the supplier's specification, safely dismantle the windows and doors as well as mechanical components under instructions and supervision; and minimize material consumption

	<ul style="list-style-type: none"> ◆ Carry out the working procedure of dismantling and installation of windows and doors in accordance with the respective rules of the workshops and environmental protection requirements; and ensure that no damage is done to the formation parts or systems during the procedure ◆ Remove and connect relevant wires according to instructions ◆ Adjust the vehicle doors and locks, etc. e and test the operation of other components after installation
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the structure and operating principles of the windows and doors as well as the mechanical components; and</p> <p>(ii) Capable to dismantle and install the windows and doors as well as their components safely according to working instructions or the instructions in the vehicle manufacturer's servicing manual; and conduct adjustments and tests.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle body servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair front and rear windscreens
2. Code	AUSDST219A
3. Range	This unit of competency is applicable in vehicle body servicing workshops. Practitioners should be capable to dismantle and install front and rear windscreens correctly according to the instructions in the vehicle manufacturer's servicing manual and installation instructions.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of vehicle windscreens</p> <ul style="list-style-type: none"> ◆ Understand the materials, structure, specification and legislative requirements of windscreens ◆ Understand the installation and dismantling procedure of windscreens and their attachments, such as heat conducting wires and antennas, etc. <p>6.2 Remove and replace windscreens</p> <ul style="list-style-type: none"> ◆ Capable to use special tools for removal and replacement of windscreens ◆ Remove and reinstall windscreens and attachments safely according to the instructions in the vehicle manufacturer's installation and servicing manual as well as the supplier's specification ◆ According to instructions, remove and connect relevant wires correctly ◆ Conduct water tests and test the operation of attachments upon completion of work

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to dismantle and install vehicle windscreens and attachments safely according to the instructions in the vehicle manufacturer's servicing manual; and (ii) Capable to conduct water tests according to the manufacturer's specification upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle body servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair vehicle seats and interior fittings
2. Code	AUSDST220A
3. Range	This unit of competency is applicable in vehicle body servicing workshops. Practitioners should be capable to check and repair vehicle seats and interior fittings correctly according to the instructions provided by vehicle manufacturer/material supplier.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating of vehicle seats and interior fittings</p> <ul style="list-style-type: none"> ◆ Understand the structure of vehicle seats and interior fittings ◆ Understand basic operating principles of vehicle seats and interior fittings <p>6.2 Check and repair the seats and interior fittings of vehicles</p> <ul style="list-style-type: none"> ◆ Use appropriate personal protective equipment correctly ◆ According to the instructions in the vehicle manufacturer’s installation and servicing manual, the requirements of occupational safety and health as well as that of environmental protection, check and repair vehicle seats and interior fittings ◆ According to instructions, remove and connect relevant wires correctly ◆ Check and test vehicle seats and interior fittings according to the manufacturer’s specification to ensure they can meet the factory’s requirements

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to check and repair vehicle seats and interior fittings safely according to the instructions in the vehicle manufacturer's servicing manual; and (ii) Capable to conduct basic inspection and tests of components according to the manufacturer's specification upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle body servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and mend the glass fibre panels of vehicle body
2. Code	AUSDST221A
3. Range	This unit of competency is applicable in vehicle body servicing workshops. Practitioners should be capable to check and mend the glass fibre panels of vehicle body safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the safety rules and regulations in mending the glass fibre panels of vehicle body</p> <ul style="list-style-type: none"> ◆ Know about the devices and accessories for mending the glass fibre panels of vehicle body ◆ Understand the risks and preventive methods in using relevant dangerous materials and during the procedure ◆ Understand the importance of ventilation in worksites ◆ Understand the content of Material Safety Data Sheet (MSDS) with respect to chemicals <p>6.2 Mend and check the glass fibre panels of vehicle body</p> <ul style="list-style-type: none"> ◆ Use appropriate personal protective equipment ◆ Select relevant tools and materials correctly ◆ Identify various kinds of typical defects on the surface of glass fibre panels (e.g. peeling off, cracks and air holes, etc.)

	<ul style="list-style-type: none"> ◆ Use appropriate methods and procedure to mend the glass fibre board ◆ Ensure that work is carried out under suitable environment and appropriate protective measure is adopted ◆ According to the instructions in the vehicle manufacturer's servicing manual and environmental protection requirements of occupational safety and health, check and mend the glass fibre panels of vehicle body ◆ Use correct tools to polish ◆ According to the manufacturer's specification, conduct visual inspection and dimensional check on and surface of the glass fibre panels of vehicle body
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to check and mend the glass fibre panels of vehicle body according to the instructions in the vehicle manufacturer's servicing manual and the environmental protection requirements of occupational safety and health; and</p> <p>(ii) Capable to conduct visual inspection and dimensional check on and surface of the glass fibre panels of vehicle body according to the manufacturer's specification.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle structure and know how to handle dangerous goods.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and mend the metallic panels of vehicle body
2. Code	AUSDST222A
3. Range	This unit of competency is applicable in vehicle body servicing workshops. Practitioners should be capable to check and mend the metallic panels of vehicle body safely according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the properties of metallic panels and tools</p> <ul style="list-style-type: none"> ◆ Understand the properties of metallic panels, including the changes under high temperature ◆ Understand the tools for repairing metallic panels and the operating method ◆ Understand the water-proofing devices, heat insulation devices, sound reduction devices, vibration dampers and anti-rust devices used in vehicle body <p>6.2 Mend and check the metallic panels of vehicle body</p> <ul style="list-style-type: none"> ◆ Dismantle and install the metallic panels of vehicle body or other simple components according to needs to facilitate the repairing of damaged metallic panels ◆ Select appropriate tools to mend the concave surface of metallic panels

	<ul style="list-style-type: none"> ◆ Use appropriate welding method and procedure to repair metallic panels and ensure that work is carried out in suitable environment and appropriate protective measure is adopted ◆ Select appropriate metallic sheet to mend the vehicle body ◆ Use the tools correctly for grinding ◆ Adopt appropriate working procedure to maintain the functions of the vehicle, such as water-proofing, heat insulation, sound reduction, vibration dampening and anti-rust ◆ Conduct inspection and dimensional check of the metallic panels of vehicle body and basic tests of relevant components according to the manufacturer's specification upon completion of work
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to select appropriate tools and working procedure to check and mend the metallic panels of vehicle body according to the instructions in the vehicle manufacturer's servicing manual; and</p> <p>(ii) Capable to conduct inspection and dimensional check of the metallic panels of vehicle body and basic tests of relevant components according to manufacturer's specification.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of Oxyacetylene Welding and MIG as well as basic vehicle body structure.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Measure vehicle body and chassis
2. Code	AUSDST223A
3. Range	This unit of competency is applicable in vehicle body servicing workshops. Practitioners should be capable to correctly measure the body alignment and compare that with the manufacturer's specification and the service manual.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand vehicle body measurement</p> <ul style="list-style-type: none"> ◆ Understand the methods to diagnose damage and deformation of vehicle body ◆ Know about various kinds of measuring tools/instruments and the measuring methods for vehicle body ◆ Understand the vehicle manufacturer's vehicle body measurement map <p>6.2 Carry out the process of vehicle body measurement and chassis deformation inspection</p> <ul style="list-style-type: none"> ◆ Conduct preparatory work prior to the measurement of vehicle body, including the vehicle and tools/equipment ◆ Carry out the process of vehicle body measurement and record relevant data according to the instructions provided by the tools/equipment manufacturer ◆ Compare the measurement data with the specification to identify the deformation of vehicle

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct vehicle body measurement according to the instructions in the vehicle/equipment manufacturer's servicing manual; and (ii) Capable to identify the deformation condition of the vehicle.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle body servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Use and maintain general painting equipment
2. Code	AUSDST224A
3. Range	This unit of competency is applicable in vehicle painting workshops. Practitioners should be capable to use and maintain general painting equipment for vehicles according to the instructions provided by equipment manufacturer.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the use and operating principles of the equipment in vehicle painting workshops</p> <ul style="list-style-type: none"> ◆ Understand the use of equipment in vehicle painting workshops ◆ Understand the content of the user manual provided by vehicle painting workshop equipment manufacturer ◆ Understand the operating principle of the equipment in vehicle painting workshops ◆ Understand the safety rules and personal protective equipment required for the use and maintenance of equipment in vehicle painting workshops ◆ Understand the ordinances and regulations in relation to the equipment in vehicle painting workshops

	<p>6.2 Use and maintain general equipment in vehicle painting workshops</p> <ul style="list-style-type: none"> ◆ Use the equipment in vehicle painting workshops according to the equipment manufacturer's user manual ◆ Clean the respective tools/devices and dispose chemical waste, etc. upon completion of work ◆ Implement or arrange maintenance plan for the equipment in vehicle painting workshops according to the instructions in the equipment manufacturer's user manual, such as regular inspection of painting booth, replacement of filter element and calibration of electronic scale, etc. ◆ Conduct initial fault diagnosis for the equipment in vehicle painting workshops and issue suspension notice; and carry out or arrange for repair work
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to select appropriate equipment in vehicle spraying workshops according to the required use; (ii) Capable to carry out or arrange maintenance work for the painting equipment according to the user manual provided by vehicle painting equipment manufacturer; and (iii) Capable to conduct initial fault diagnosis for the painting equipment and arrange or carry out repair work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle painting and know how to handle chemicals.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Remove paint and process surface treatment on metallic panel
2. Code	AUSDST225A
3. Range	This unit of competency is applicable in vehicle body painting workshops. Practitioners should be capable to carry out the procedure for removing paint and processing surface treatment on metallic panel according to working instructions or the guidelines in the vehicle manufacturer's servicing manual.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about paint remover and cleanser</p> <ul style="list-style-type: none"> ◆ Understand the impact of paint remover and cleanser on skin and on the materials of vehicle body ◆ Understand the content of Material Safety Data Sheet (MSDS) with respect to paint remover and cleanser, including protective measures <p>6.2 Carry out the procedure for paint removal and surface treatment on metallic panel</p> <ul style="list-style-type: none"> ◆ Use appropriate personal protective equipment correctly ◆ Carry out the established working instructions on dangerous goods, pollutants and chemical waste ◆ Observe the condition of the workplace and carry out the procedure for paint removal and surface treatment, including the use of air pollution control device ◆ Select and use suitable tools and instruments

	<ul style="list-style-type: none"> ◆ Complete the work according to working instructions, the guidelines in the vehicle manufacturer manual and the code of practice for occupational safety and health as well as environmental protection ◆ Handle chemical waste upon completion of work
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the characteristics of paint remover and cleanser; and (ii) Capable to complete the working procedure of paint removal and surface treatment on metallic panel according to working instructions, the guidelines in the vehicle manufacturer manual and the code of practice for occupational safety and health as well as environmental protection.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of handling chemicals.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Carry out body filling and sanding
2. Code	AUSDST226A
3. Range	This unit of competency is applicable in vehicle body vehicle painting workshops. Practitioners should be capable to carry out body filling and sanding according to working instructions or the guidelines in the vehicle manufacturer's servicing manual.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about the body fillers and sanding equipment</p> <ul style="list-style-type: none"> ◆ Understand the composition and characteristics of body fillers ◆ Understand the functions and respective operating rules for sanding equipment ◆ Understand the characteristics as well as the pros and cons of dry sanding and wet sanding ◆ Understand the content of Material Safety Data Sheet (MSDS) with respect to cleanser and chemicals including protective measures <p>6.2 Carry out body filling and sanding</p> <ul style="list-style-type: none"> ◆ Use appropriate personal protective equipment correctly ◆ Carry out various working procedures according to environmental protection ordinances and requirements ◆ Carry out the established operating guidelines on dangerous goods, pollutants and chemical waste; handle and dispose chemical waste according to the Code of Practice for Chemical Waste Producer

	<ul style="list-style-type: none"> ◆ Observe the working environment when carrying out body filling, dry sanding or wet sanding procedure; and capable to minimize material consumption ◆ Follow procedures regarding drainage of water during the work progress as to comply with the standard of sewage disposal licence under the Water Pollution Control Ordinance; and should control the use of cleanser, fresh water and chemical substances ◆ Complete the working procedure according to working instructions, product manufacturer's guidelines and the requirements of Occupational Safety and Health Ordinance as well as environmental protection ordinances ◆ Conduct inspection upon completion of body filling and sanding procedures to ensure that the requirements for carrying out painting procedure are met
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to carry out body filling and sanding procedures effectively according to working instructions, the guidelines in vehicle manufacturer manual, the occupational safety and health as well as environmental protection ordinances; and</p> <p>(ii) Capable to conduct inspection upon completion of body filling and sanding procedures to ensure that the requirements for carrying out painting procedure are met.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of how to handle chemicals and operate general sanding tools and instruments.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Carry out painting process
2. Code	AUSDST227A
3. Range	This unit of competency is applicable in vehicle painting workshops. Practitioners should be capable to carry out vehicle body painting work according to working instructions or the guidelines in the vehicle manufacturer's servicing manual.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about painting materials and spray guns</p> <ul style="list-style-type: none"> ◆ Understand the composition and characteristics of primer paint and finish paint, including waterborne paint ◆ Understand the characteristics and operating principles of various kinds of spray guns, including high volume low pressure (HVLP) spray guns ◆ Understand the content of Material Safety Data Sheet (MSDS) with respect to paints, catalysts and dissolvent, including protective measures ◆ Understand the characteristics of the materials of different work-piece and painting methods ◆ Understand the painting process and the reasons for paint defects

	<p>6.2 Carry out painting process</p> <ul style="list-style-type: none"> ◆ Use appropriate personal protective equipment correctly ◆ Carry out various working procedures according to environmental protection ordinances and requirements ◆ Carry out the established working guidelines on dangerous goods, pollutants and chemical waste ◆ Observe the condition of the workplace and should carry out painting process in the spray booth equipped with anti-pollution control device; and capable to minimize material consumption ◆ Select and use suitable tools and instruments; and apply relevant painting techniques correctly with regard to the characteristics of different spray guns ◆ Operate spray booth ; infra-red car paint curer, also control the temperature and time accurately ◆ Complete the painting process according to the guidelines in the vehicle manufacturer manual, the occupational safety and health as well as environmental protection ordinances and Factories and Industrial Undertakings (Spraying of Flammable liquids) Regulations ◆ Conduct inspection upon completion of painting process to ensure that no paint defects
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to select and adjust spray guns and other devices according to working instructions or the guidelines in the vehicle manufacturer's servicing manual to carry out painting process; and (ii) Capable to conduct inspection upon completion of painting process to ensure that no paint defects.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of how to handle chemicals and operate commonly used spraying tools and instruments.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Carry out body masking procedure
2. Code	AUSDST228A
3. Range	This unit of competency is applicable in vehicle body vehicle painting workshops. Practitioners should be capable to use suitable masking paper and tape to cover the areas that need to be protected according to the instructions in the vehicle manufacturer's servicing manual before carrying out painting process. They should also remove masking paper and tape upon completion of work.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about masking materials and equipment</p> <ul style="list-style-type: none"> ◆ Understand the use and characteristics of cleanser ◆ Understand the characteristics of typical masking paper and masking tape as well as associated equipment ◆ Understand the process of body masking and the techniques of removing masking tape <p>6.2 Carry out body masking procedure</p> <ul style="list-style-type: none"> ◆ Select and use appropriate personal protective equipment correctly ◆ Identify the regions that need to be covered during the painting process ◆ Apply suitable cleanser on the required areas ◆ Select and use appropriate masking paper and tape to cover the areas that need to be protected ◆ Check if the surface of the areas that need to be protected are fully covered

	<ul style="list-style-type: none"> ◆ Remove masking paper and tape, as well as check the painting effect on the edge of the covered areas upon completion of work ◆ Dispose chemical waste properly
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to carry out body masking procedure safely according to the manufacturer servicing manual or working instructions; and (ii) Capable to accurately check if the surface of the areas that need to be protected are fully covered.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the basic knowledge of vehicle body and know how to paint the vehicle body and handle chemicals.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Mix paints
2. Code	AUSDST229A
3. Range	This unit of competency is applicable in vehicle body vehicle painting workshops. Practitioners should be capable to mix paints according to painting formulas and capable to carry out processes such as spray test, colour checking, tinting adjustment, etc.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand how to mix and blend the paints</p> <ul style="list-style-type: none"> ◆ Understand basic colour theory ◆ Understand the basic principles of colour mixing, including: <ul style="list-style-type: none"> • Colour wheel • Complementary colour • Colour effect • Colour checking ◆ Understand the colour codes used by vehicle manufacturer and paint manufacture ◆ Know about the methods of finding out the original colour of the vehicle body according to information such as vehicle brand, vehicle type, year of production and code, etc. ◆ Understand the tools and instruments for mixing and blending of paints

	<p>6.2 Mix and blend the paints</p> <ul style="list-style-type: none"> ◆ Select and use appropriate personal protective equipment, tools and instruments correctly ◆ Comply with working instructions on established dangerous goods, pollutants and chemical waste; and handle and dispose chemical waste according to the Code of Practice for Chemical Waste Producer ◆ According to the instructions of vehicle manufacturer and paint manufacture as well as the ordinances of occupational health and safety and environmental protection, carry out the following procedure correctly, including: <ul style="list-style-type: none"> • Mix and blend the colour by measurement • Spray test and colour checking • Tinting adjustment • Colour matching, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to find out the original colour formula of the vehicle according to the code provided by vehicle manufacturer or the information of the vehicle; and</p> <p>(ii) Capable to mix and blend the colour by measurement correctly according to the formula and carry out work such as spray testing, colour checking, tinting adjustment and colour matching, etc.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of paints and know how to handle chemicals.</p>

Specification of Competency Standards for the Automotive Industry

Unit of Competency

1. Title	Carry out car detailing work
2. Code	AUSDST230A
3. Range	This unit of competency is applicable in vehicle workshops or car detailing shops. Practitioners should be capable to carry out cleaning and other cosmetic maintenance work for vehicle body and interior finishing according to working instructions and procedure. The use of automatic car washing device is not included in this unit of competency.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge on vehicle detailing of vehicle body and compartment</p> <ul style="list-style-type: none"> ◆ Understand the vehicle detailing work procedure for general vehicle body and compartment ◆ Understand the functions and operating procedure of general equipment (e.g. wax machine, vacuum cleaner and steamer, etc.) for vehicle detailing ◆ Understand the application of typical types of cleanser for vehicles ◆ Understand the cleanser/caring products applicable for different materials ◆ Understand general cleanser and the content of the Material Safety Data Sheet(MSDS) with respect to chemicals, including protective measures ◆ Strictly follow the procedure of handling customers' property in vehicles and must not take or use those property

	<p>6.2 Carry out the vehicle detailing procedure for the vehicle body and compartment</p> <ul style="list-style-type: none"> ◆ Use appropriate personal protective equipment ◆ Comply with the established working instructions on chemicals and sewage ◆ Perform vehicle detailing job according to working instructions and procedure or the guidelines in the vehicle manufacturer manual, including: <ul style="list-style-type: none"> • Wash the vehicle body and clean the compartment • Use prescribed cleanser, vehicle caring products and caring equipment to carry out caring duties for the vehicle body and the compartment by hand • Use prescribed vehicle caring products to mend and take care of the damages on the vehicle body and on the compartment <p>6.3 Protect customers' property</p> <ul style="list-style-type: none"> ◆ Handle the property placed and left on the vehicle by customers according to the organisation's procedure and comply with the laws or regulations of not embezzling or taking possession of others' property
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to wash the vehicle body and the compartment according to working instructions; and</p> <p>(ii) Capable to use prescribed products/equipment to perform vehicle detailing job on the vehicle body and the compartment.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the basic knowledge of vehicle parts and know how to handle chemicals for washing purposes and operate general cleaning/vehicle detailing equipment.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Use specialised instruments and equipment for vehicle inspection
2. Code	AUSDST231A
3. Range	This unit of competency is applicable in vehicle servicing workshops or vehicle inspection places. Practitioners should be capable to use specialised instruments and equipment for vehicle inspection to check and repair various vehicle systems and components according to the relevant legislative provisions under the Road Traffic Ordinance of Hong Kong, the instructions in vehicle manufacturer's servicing manual or the user guide provided by the manufacturer of specialised instruments and equipment for vehicle inspection.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Specialised instruments and equipment for vehicle inspection</p> <ul style="list-style-type: none"> ◆ Understand the structure, use and basic operating principles of specialised instruments and equipment for vehicle inspection ◆ Understand the legislative provisions under the Road Traffic Ordinance of Hong Kong in relation to vehicle inspection ◆ Understand the instructions in vehicle manufacturer's servicing manual or the user guide provided by the manufacturer of specialised instruments and equipment for vehicle inspection

	<p>6.2 Use specialised instruments and equipment for vehicle inspection</p> <p>◆ According to the instructions in vehicle manufacturer’s servicing manual or the user guide provided by the manufacturer of specialised instruments and equipment for vehicle inspection, the requirements of occupational safety and health as well as that of environmental protection, safely use specialised instruments and equipment for vehicle inspection to check various vehicle systems and components, such as:</p> <ul style="list-style-type: none"> • Specialised instruments and equipment for various types of engine and mechanical components • Specialised instruments and equipment for various types of fuel supply systems • Specialised instruments and equipment for various types of engine management systems • Specialised instruments and equipment for various types of vehicle braking systems • Specialised instruments and equipment for vehicle steering systems • Specialised instruments and equipment for vehicle suspension systems • Specialised instruments and equipment for vehicle transmission systems • Specialised instruments and equipment for electric systems • Specialised instruments and equipment for other related systems
--	--

	<p>6.3 Professional practice in using specialised instruments and equipment for vehicle inspection</p> <p>◆ The people empowered by legislation should use specialised instruments and equipment for vehicle inspection according to the legislative provisions under the Road Traffic Ordinance of Hong Kong in relation to vehicle inspection; and release the inspection data and report of respective vehicles</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to use testing instruments and equipment for vehicle inspection correctly to check various vehicle systems and components according to the instructions in vehicle manufacturer's servicing manual or the user guide provided by the manufacturer of specialised instruments and equipment for vehicle inspection; and</p> <p>(ii) Capable to inspect vehicles according to the legislative provisions under the Road Traffic Ordinance of Hong Kong in relation to the vehicle inspection; and accurately release the inspection data and report of respective vehicles.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the basic knowledge of vehicle mechanic servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Inspect vehicles for regulations compliance
2. Code	AUSDST232A
3. Range	This unit of competency is applicable in vehicle servicing workshops or vehicle inspection places. Practitioners should be capable to inspect vehicles and find out defects which do not comply with regulations according to the relevant legislative provisions under the Road Traffic Ordinance of Hong Kong or the instructions in the vehicle manufacturer's servicing manual.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<u>Performance Requirements</u>
	<p>6.1 Know about the defects on vehicle that do not comply with regulations</p> <ul style="list-style-type: none"> ◆ Understand the legislative provisions under the Road Traffic Ordinance of Hong Kong in relation to vehicle inspection ◆ Understand the legislative provisions under the Road Traffic Ordinance of Hong Kong in relation to the procedure of vehicle inspection ◆ Understand the instructions in the vehicle manufacturer's servicing manual in relation to vehicle inspection ◆ Understand the instructions in the vehicle manufacturer's servicing manual in relation to the procedure of vehicle inspection

	<p>6.2 Inspect vehicle for regulations compliance</p>	<p>◆ According to the legislative provisions under the Road Traffic Ordinance of Hong Kong in relation to vehicle inspection, the instructions in the vehicle manufacturer’s servicing manual and the requirements of occupational safety and health as well as that of environmental protection, safely inspect the vehicle and find out defects that do not comply with regulations, such as defects in:</p> <ul style="list-style-type: none"> • Engine and mechanical components • Various types of fuel supply systems • Various types of engine management systems • Various types of vehicle braking systems • Vehicle steering systems • Vehicle suspension systems • Vehicle transmission systems • Electric systems • Other related systems
	<p>6.3 Professional practice in inspecting vehicles for regulations compliance</p>	<p>◆ The people empowered by legislation should inspect vehicles according to the legislative provisions under the Road Traffic Ordinance of Hong Kong in relation to vehicle inspection; and release the inspection report and certificate of respective vehicles</p>

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to inspect vehicles and find out defects which do not comply with regulations by visual inspection, equipment and instruments; and (ii) Capable to release the testing report and certificate of respective vehicles according to the legislative provisions under the Road Traffic Ordinance of Hong Kong in relation to vehicle inspection or the instructions in the vehicle manufacturer's servicing manual.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the basic knowledge of vehicle servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Apply basic vehicle body building techniques
2. Code	AUSDBB201A
3. Range	This unit of competency is applicable in vehicle body building workshops. Practitioners should be capable to select suitable parts to build vehicle body according to design drawing.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand vehicle body building</p> <ul style="list-style-type: none"> ◆ Understand the content of general vehicle body working drawing, including vehicle body layout, symbols, installation guidelines and the specification of installation and commissioning, etc. ◆ Understand the properties and characteristics of general vehicle body materials, such as metal, wood, plastic, glass fibre, glass and filling materials, etc. ◆ Understand the properties of materials with regard to water-proofing, rust proofing, noise reduction, vibration dampening and heat-insulating <p>6.2 Select the materials and tools required for vehicle body building</p> <ul style="list-style-type: none"> ◆ Select and use appropriate personal protective equipment correctly ◆ Select suitable tools for different materials and procedure to perform vehicle body building duty ◆ Select suitable materials to perform vehicle body building duty according to working drawings ◆ Prepare materials according to working instructions

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to select suitable tools and materials correctly to perform vehicle body building duty according to working instructions and design drawing; and (ii) Capable to prepare the required materials correctly for vehicle body building job.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the basic knowledge of tools and materials.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Build the body frame
2. Code	AUSDBB202A
3. Range	This unit of competency is applicable in vehicle body building workshops. Practitioners should be capable to build the body frame in accordance with working instructions and working drawing as well as actual worksite condition.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure of vehicle body</p> <ul style="list-style-type: none"> ◆ Understand different methods of connecting vehicle body components ◆ Understand the structure of original chassis and the body frame to be built ◆ Understand the procedure for processing original chassis and body frame building <p>6.2 Build the body frame</p> <ul style="list-style-type: none"> ◆ Safely build the body frame according to the content in the working drawing and the requirements of occupational safety and health as well as that of environmental protection, including: <ul style="list-style-type: none"> • Observe actual worksite condition to ensure that the building procedure is carried out in a proper working environment • Select and use appropriate personal protective equipment and the safety equipment for working at height

	<ul style="list-style-type: none"> • Select suitable tools and materials, including the use of fixtures, to perform vehicle body building duty • Align body frame according to specification ◆ Inspect and measure the work-piece upon completion of work to ensure that the requirements of manufacturing specification are met
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to select suitable tools and materials correctly according to the content in the working drawing; (ii) Capable to build the body frame according to working procedure and working instructions; and (iii) Capable to inspect and measure the work-piece upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of how to read working drawing, select tools and materials as well as welding techniques.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Assemble the floor, windows, passageways, stairs and doors of vehicle
2. Code	AUSDBB203A
3. Range	This unit of competency is applicable in vehicle body building workshops. Practitioners should be capable to assemble the floor, passageways, stairs as well as routine and emergency doors of vehicle, etc. in accordance with working instructions and working drawing as well as actual worksite condition.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the working drawings of general floor, passageways, stairs and doors of vehicle, etc. ♦ Understand the content of the working drawings of general floor, passageways, stairs and doors of vehicle, including layouts, symbols, installation guidelines as well as installation and commissioning specifications, etc.</p> <p>6.2 Assemble general floor, passageways, stairs and doors of vehicle, etc. ♦ Safely assemble the floor, passageways, stairs and doors of vehicle, etc. according to the content in the working drawing and the requirements of occupational safety and health as well as that of environmental protection, including:</p> <ul style="list-style-type: none"> • Observe actual worksite condition to plan the procedure for assembling the floor, passageways, stairs and doors of vehicle, etc. • Select and use appropriate personal protective equipment correctly

	<ul style="list-style-type: none"> • Select suitable tools as well as securing and locking devices to perform the duty of assembling the floor, passageways, stairs and doors of vehicle, etc. • Select suitable materials to perform the duty of assembling the floor, passageways, stairs and doors of vehicle, etc • Rectify and match the positions according to specification ◆ Capable to inspect and measure the work-piece upon completion of work to ensure that the requirements of manufacturing specification are met
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to select suitable tools and materials correctly according to the content in the working drawing; (ii) Capable to assemble the floor, passageway, stairs and doors of vehicle, etc. according to working procedure and working instructions; and (iii) Capable to inspect and measure the work-piece according to manufacturing specification.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of how to read working drawing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Assemble seats and interior fittings
2. Code	AUSDBB204A
3. Range	This unit of competency is applicable in vehicle body building workshops. Practitioners should be capable to carry out assembling procedure for general seats and interior fittings in accordance with working instructions and working drawing as well as actual worksite condition.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operation of the seats and interior fittings of vehicles</p> <ul style="list-style-type: none"> ◆ Understand the structure of vehicle body ◆ Understand the structure and basic operation of the seats and interior fittings of vehicles <p>6.2 Assemble the seats and interior fittings of vehicles</p> <ul style="list-style-type: none"> ◆ Safely assemble the seats and interior fittings of vehicles according to the content in the working drawing and the requirements of occupational safety and health as well as that of environmental protection, including: <ul style="list-style-type: none"> • Observe actual worksite condition to ensure that the assembling procedure for the seats and interior fittings of vehicles is carried out in a proper environment • Carry out the assembling procedure according to the respective rules of the workshops • Use correct methods to connect relevant wires

	<ul style="list-style-type: none"> ◆ Capable to inspect and measure the work-piece upon completion of work to ensure that the requirements of manufacturing specification are met
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to select suitable tools and materials according to the content in the working drawing; (ii) Capable to assemble the seats and interior fittings of vehicles according to working procedure and instructions; and (iii) Capable to inspect and measure the work-piece upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of how to read working drawing and select tools as well as the basic knowledge of vehicle electric systems.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Assemble air-conditioning systems
2. Code	AUSDBB205A
3. Range	This unit of competency is applicable in vehicle body building workshops. Practitioners should be capable to carry out assembling procedure for air-conditioning systems in accordance with working instructions and working drawing as well as actual worksite condition.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of air cooling and air-conditioning systems in vehicles</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of refrigerants, relevant handling procedure and legal requirements ◆ Understand the structure and basic operating principles of air cooling and air-conditioning systems in vehicles ◆ Understand the installation and inspection procedure for air cooling and air-conditioning systems in vehicles according to manufacturer's instructions <p>6.2 Carry out the assembling procedure for air-conditioning systems in vehicles</p> <ul style="list-style-type: none"> ◆ Safely assemble the air-conditioning systems in vehicles according to relevant legislative provisions, instructions in the manufacturer's assembling manual and the requirements of occupational safety and health as well as that of environmental protection, including: <ul style="list-style-type: none"> • Select and use appropriate personal protective equipment correctly • Assemble air-conditioning systems in vehicles

	<ul style="list-style-type: none"> • Carry out the assembling procedure according to the respective rules of the workshops and instructions • Use prescribed tools and instruments to charge the refrigerants into the air-conditioning systems correctly to ensure that the refrigerants will not leak out; and conduct leakage test • Connect relevant wires and pipes ◆ Capable to inspect and test the systems upon completion of work to ensure that the requirements of manufacturing specification are met
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to select suitable tools and materials correctly according to the content in the manufacturer’s assembling manual; (ii) Capable to assemble air-conditioning systems in vehicles according to the content in the manufacturer’s assembling manual; (iii) Capable to charge refrigerants into the air-conditioning systems and conduct leakage test; and (iv) Capable to inspect and test the systems upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of how to repair vehicle electric systems and handle refrigerants.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Assemble lighting and indicating systems
2. Code	AUSDBB206A
3. Range	This unit of competency is applicable in vehicle body building workshops. Practitioners should be capable to assemble the lighting, signalling as well as various meter and indicating systems in accordance with working instructions and the content in the lighting and indicating systems assembling manual. They should also be capable to conduct basic tests of components upon completion of work.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and basic operating principles of lighting, signalling as well as various meter and indicating systems in vehicles</p> <ul style="list-style-type: none"> ◆ Understand the legal requirements for lighting, signalling and indicating systems in vehicles under respective local legislative provisions ◆ Understand the structure and basic operating principles of lighting, signalling as well as various meter and indicating systems in vehicles

	<p>6.2 Carry out the assembling procedure for lighting, signalling as well as various meter and indicating systems in vehicles</p> <ul style="list-style-type: none"> ◆ Safely assemble the lighting, signalling as well as various meter and indicating systems according to the instructions in manufacturer’s servicing manual and the requirements of occupational safety and health as well as that of environmental protection, including: <ul style="list-style-type: none"> • Capable to select appropriate personal protective equipment correctly • Capable to assemble the lighting, signalling as well as various meter and indicating systems correctly • Carry out the assembling procedure according to the respective rules of workshops • Connect relevant wires and plugs correctly ◆ Conduct basic tests of components upon completion of work
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to select suitable tools and materials correctly according to the content in the manufacturer’s assembling manual; (ii) Capable to assemble the lighting, signalling as well as various meter and indicating systems according to the content in the manufacturer’s assembling manual; and (iii) Capable to inspect and test the components upon completion of the assembling procedure.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle electronic and electric systems servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Produce vehicle body building fixtures
2. Code	AUSDBB207A
3. Range	This unit of competency is applicable in vehicle body building workshops. Practitioners should be capable to produce vehicle body building fixtures and devices in accordance with working instructions, production and design drawings.
4. Level	2
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the content of general production and design drawings</p> <ul style="list-style-type: none"> ◆ Understand the content of general production and design drawings for vehicle body, such as selecting materials, tools, instruments, production process and establish acceptance criteria, etc. <p>6.2 Produce general vehicle body assembling fixtures</p> <ul style="list-style-type: none"> ◆ Carry out the procedure for producing vehicle body assembling fixtures in accordance with working instructions, production drawings and design drawings, including: <ul style="list-style-type: none"> • Select appropriate personal protective equipment correctly • Observe worksite condition to ensure that the procedure for producing vehicle body assembling fixtures is carried out in a proper working environment • Select suitable materials, tools and instruments to produce the main piece of vehicle body and capable to minimize material consumption

	<ul style="list-style-type: none"> • Capable to use suitable measuring tools to ensure that the fixtures are produced according to acceptance criteria
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the content of general production and design drawings for vehicle body; and</p> <p>(ii) Capable to select suitable materials, tools and instruments correctly to produce vehicle body assembling fixtures according to production drawings, design drawings and working instructions.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of how to handle general materials as well as read production and design drawings.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Assemble vehicle body panels
2. Code	AUSDBB208A
3. Range	This unit of competency is applicable in vehicle body building workshops. Practitioners should be capable to assemble vehicle body panels onto the frame in accordance with working drawing and actual worksite condition.
4. Level	2
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Install vehicle body panels</p> <ul style="list-style-type: none"> ◆ Understand various kinds of securing and locking methods for vehicle body panels ◆ Understand the installation procedure for vehicle body panels <p>6.2 Assemble vehicle body panels</p> <ul style="list-style-type: none"> ◆ Safely assemble vehicle body panels according to the content in the working drawing and the requirements of occupational safety and health as well as that of environmental protection, including <ul style="list-style-type: none"> • Observe actual worksite condition to ensure that the assembling procedure for vehicle body panels is carried out in a proper working environment • Select and use appropriate personal protective equipment and the safety equipment for working at height • Select suitable tools and materials to perform the duty of assembling vehicle body panels

	<ul style="list-style-type: none"> • Carry out the work of water-proofing, rust proofing, noise reduction, vibration dampening and heat-insulating • Align panels according to specification ◆ Inspect and measure the work-piece upon completion of work to ensure that the requirements of manufacturing specification are met
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to select suitable tools and materials correctly according to the content in the working drawing; (ii) Capable to assemble vehicle body panels according to working procedure and instructions; and (iii) Capable to check and measure the work-piece upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of how to read working drawing and select tools and materials.</p>

Competencies for Practitioners of the Automotive Industry

Competency Level 3

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Implement market research plan
2. Code	AUSDCN305A
3. Range	This unit of competency is applicable in workplaces relevant to the market research of vehicle products (such as vehicle, parts and repairing services). Practitioners should be capable to collect market research information on vehicle products. They should also be capable to effectively employ market research techniques to implement market research plan according to the organisation's requirements to accomplish its market research targets.
4. Level	3
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Market research techniques for vehicle products</p> <ul style="list-style-type: none"> ◆ Understand the objectives of market research for vehicle products, such as: <ul style="list-style-type: none"> • Understand the pros and cons of current brands or products • Understand the position of one's own brands or products graded by customers ◆ Understand the marketing methods that can tie in with the sales of vehicle products ◆ Understand the market research methods for vehicle products ◆ Understand the market information system for vehicle products

	<p>6.2 Implement market research plan</p> <ul style="list-style-type: none"> ◆ Effectively implement market research plan according to organisational targets, including: <ul style="list-style-type: none"> • Identify the targets for market research • Understand the market positioning of brands ◆ Carry out market research duty as well as communicate and coordinate with other departments ◆ Apply market research methods, such as: <ul style="list-style-type: none"> • Questionnaires • Interviews ◆ Make use of information technology and the internet to collect market research information on vehicle products
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to collect market research information on vehicle products from the public and staff of the organisation according to organisational requirements; and</p> <p>(ii) Capable to effectively employ market research techniques to implement market research plan for vehicle products to accomplish the company's market research targets and report to supervisor.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Offer servicing advice and consulting services
2. Code	AUSDCN309A
3. Range	This unit of competency is applicable in vehicle service/servicing centres. Practitioners should be capable to offer services and servicing advice to customers, follow up the services and ensure customers satisfaction.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Offer servicing advice and possess basic knowledge on consulting services</p> <ul style="list-style-type: none"> ◆ Possess basic customer service knowledge and understand its importance ◆ Understand the vehicle manufacturer's requirements of brand/product services ◆ Understand the main characteristics, range and charges of the organisation's products/services ◆ Understand the flow and progress of the organisation's products/services and maintain contact with customers ◆ Understand customer satisfaction concept and index

	<p>6.2 Offer servicing advice and consulting services</p> <p>◆ Base on the vehicle manufacturer guidelines on brands/product services and that of the organisation, , receive customers and understand their needs as well as offer advice, price estimation and services under different circumstances/ situations including:</p> <ul style="list-style-type: none"> • Record customers' requirements and demands in a professional manner; and offer appropriate advice on products/services • Explain the characteristics, range and charges of relevant products/services • Maintain contact with customers to make appropriate price estimation and quotation with acquisition of information on the supply and progress of the products, parts and services of relevant departments • Monitor the supply and progress of relevant departments; and coordinate the work arrangement of different parties • Follow up the quality of services to ensure they can meet customers' demands and requirements; and maintain communication and good relationship with customers • Capable to answer customers' further enquiries
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to receive customers and respond to their needs according to the organisational regulations and guidelines under different situations/circumstances; and offer appropriate products/services and advice to satisfy customers' needs; and (ii) Capable to monitor the progress and quality of services to ensure that customers' requirements are met.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle service/servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Manage customer relationship
2. Code	AUSDCN310A
3. Range	This unit of competency is applicable in workplaces relevant to vehicle sales and its after-sales services. Practitioners should be capable to employ customer relationship management techniques appropriately to maintain good relationship with customers to strengthen the company's business and reputation.
4. Level	3
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of customer relationship management</p> <ul style="list-style-type: none"> ◆ Understand customer relationship management theory, such as: <ul style="list-style-type: none"> • Customer knowledge • Customer satisfaction • Establishment of customer relationship • The ethical concept of customer relationship ◆ Employ customer relationship management techniques ◆ Understand the vehicle manufacturer's policy on brands/product services and organisational policy on customer relationship management ◆ Understand general customer information and management of information system <p>6.2 Manage customer relationship</p> <ul style="list-style-type: none"> ◆ Establish and maintain stable and permanent relationship with customers according to the guidelines and policies of the vehicle manufacturer and the organisation, such as: <ul style="list-style-type: none"> • Routine customer interaction management, e.g. visits, mails and other electronic communications

	<ul style="list-style-type: none"> • Communication and interaction record management, e.g. conversations, phone calls, emails and letters, etc. • Maintain record of customers' crucial information • Monitor reports on customer relationship, such as: <ul style="list-style-type: none"> ▸ Answer enquiries, make quotation and verification ▸ Keep promises ▸ Handle customers' complaints • Customer evaluation and classification • Handle general customer information system management, such as: <ul style="list-style-type: none"> ▸ Keep customer information on file ▸ Retrieve data base and data ▸ Update data ▸ Analyse relationship ▸ Compile reports ▸ Make back-up ▸ Maintain close contact with other departments in the organisation (e.g. service department or sales department) to fully utilise customer information
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand customer relationship management theory; and</p> <p>(ii) Capable to employ customer relationship management techniques appropriately to maintain good relationship with customers; and fully utilise customer information to strengthen and enhance business.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Carry out the procedure for return of purchase
2. Code	AUSDCN311A
3. Range	This unit of competency is applicable to the practitioners of vehicle sales, parts and accessories, inventory control and management departments for effective handling the demands for goods return based on the established procedure of organisation, so as to safeguard the interests of the organisation and customers.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 The principles of the return of vehicle parts and accessories</p> <ul style="list-style-type: none"> ◆ Understand the use and characteristics of vehicle parts and accessories ◆ Be familiar with organisational principles on the return of purchase ◆ Understand organisational procedure for receipt, dispatch and handling of returned purchase ◆ Understand organisational monitoring on returned purchase and respective documentary system

	<p>6.2 Handle the return of purchase</p> <ul style="list-style-type: none"> ◆ Handle the return of purchase according to the organisation’s established rules, such as: <ul style="list-style-type: none"> ◆ Product specification <ul style="list-style-type: none"> • The standards of handling and using of the products set by the manufacturer or supplier e.g. approved installation procedure, warranty or storage period, etc. • Be familiar with the validity of transaction documents • Identify the products ◆ Execute protective measures on the returned purchase according to established handling procedure, such as packaging, arrangement for delivery and storage, etc. ◆ Keep monitoring record on returned purchase ◆ Execute the procedure for refunding or new product replacement to customers and handling of relevant documents ◆ Compile report on preliminary inspection of returned purchase and the frequency record of similar defects for facilitating follow up action taken by parts management departments ◆ Carry out the contingency measures established by the organisation, for special cases such as handling of customers’ dissatisfaction, occasional bulk return of purchase and insufficient inventory level, etc. ◆ Reflect procedural deficiency to the supervisor or respective counterpart in note form
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to ascertain the validity of the demands for return of purchase according to the organisation's established principles; (ii) Capable to carry out contingency procedure according to the guidelines established by the organisation; (iii) Capable to report on preliminary inspection of returned purchase and on the frequency record of similar defects for facilitating follow up action taken by parts management departments; and (iv) Capable to handle the returned purchase according to established procedure and reflect procedural deficiency.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess the capability to identify auto parts and accessories.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Store vehicles, auto parts and accessories
2. Code	AUSDCN312A
3. Range	This unit of competency is applicable to the practitioners of the warehouse of vehicles and auto parts and accessories, inventory control and management department as well as the sales department for effective protection and storage of goods according to the established guidelines of the organisation.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of vehicles, auto parts and accessories, and the characteristic of transportation devices</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of vehicles, auto parts and accessories ◆ Be familiar with the methods to store and protect vehicles, auto parts and accessories ◆ Identify the applicability of different transportation devices ◆ Identify the applicability of different protective materials ◆ Understand the organisation’s labelling system for vehicles, auto parts and accessories ◆ Be familiar with the basic knowledge in occupational safety, health, environmental protection and handling of dangerous goods/chemicals

	<p>6.2 Store vehicles , auto parts and accessories</p> <ul style="list-style-type: none"> ◆ Categorize, protect and store the goods effectively according to the organisation’s guidelines on storage of goods, such as: <ul style="list-style-type: none"> • Verify the categories of goods (general or dangerous goods) • Carry out the protection of goods and packaging specification (e.g. protective materials and the environmental requirements for storage of goods) • Fulfil the security and environmental requirements for the storage of precious properties (e.g. vehicles and electronic parts) • Verify the quantity of goods and storage areas (including differentiate them from existing inventory) • Report on damages of stored goods ◆ Execute the labelling procedure for the location of stored vehicles, auto parts and accessories ◆ Carry out the contingency measures established by the organisation, for special cases (e.g. incorrect bar code or quantity of goods; insufficient storage areas) ◆ Reflect procedural deficiency to the supervisor or respective counterpart in note form
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to enable effective protection and appropriate storage location for vehicles, and auto parts and accessories according to the guidelines on storage of goods established by the organisation; (ii) Capable to carry out contingency procedure according to the established guidelines of the organisation; and (iii) Capable to reflect procedural deficiency regarding the storage of vehicles, and auto parts and accessories to the supervisor or the respective counterpart, so as to enhance the efficiency of protection and storage of goods.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess the capability to identify auto parts and accessories.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Handle typical dangerous chemicals, pollutants and waste
2. Code	AUSDCN313A
3. Range	This unit of competency is applicable to general mechanical workshops, vehicle body and painting workshops, LPG vehicle service workshops, testing sites, car cleaning shops, new/old vehicles and parts warehouses and etc. Practitioners should be able to store, deliver, utilise, recover or dispose dangerous chemicals, pollutants and waste appropriately according to the organisation's established procedure for handling chemicals, pollutants and waste.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Possess basic knowledge of dangerous chemicals, pollutants and waste</p> <ul style="list-style-type: none"> ◆ Understand the typical dangerous chemicals in the automotive industry, their labelling system and characteristics ◆ Understand the potential problems of typical pollutants in the automotive industry ◆ Understand the definition of waste ◆ Base on the organisational guidelines and rules, participant should understand the responsibilities and requirements of employers and employees under the Occupational Safety and Health Ordinance; and the technical requirements in relation to one's capacity under the Dangerous Goods Ordinance; the Factories and Industrial Undertakings (Dangerous Substances) Regulations and the Waste Disposal Ordinance

	<p>6.2 Handle typical dangerous chemicals, pollutants and waste</p>	<ul style="list-style-type: none"> ◆ According to the established definition of categorisation by organisation, identify typical dangerous chemicals, pollutants and waste; also understand their potential risks ◆ Be familiar with typical dangerous goods such as fuel, organic solvent, paint, lubricants, strong acid, compressed gas cylinders, etc.; capable of reading and understanding their meaning in the Material Safety Data Sheet (MSDS); and understand that there are specific requirements on their storage quantity, storage methods, storage locations, utilization level and place of utilization ◆ Evaluate one's own capability in handling dangerous chemicals, pollutants and waste, such as respective knowledge, experience, protective equipment, manpower requirements, emergency and contingency measures as well as first-aid knowledge, etc. ◆ Be familiar with the application of different personal protective equipment and select appropriate equipment according to different circumstances ◆ Under the circumstances of definite safe and abundant resources, safely handle dangerous chemicals, pollutants and hazardous waste including storage, delivery, utilisation, recovery and disposal of them according to organisational guidelines
--	---	---

	<ul style="list-style-type: none">◆ Be familiar with established measures in handling accidents, emergency and contingency and be equipped with basic first-aid knowledge; and be capable of implementing them at appropriate time◆ Be familiar with the potential hazard and polluting nature of typical pollutants; understand that there are specific requirements on the storage, utilization, disposal and delivery of pollutants; and handle them appropriately according to environmental protection requirements◆ Comply with the procedure for recovery, temporary storage and disposal of waste; and handle all wastes according to environmental protection requirements
--	---

<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to identify typical dangerous chemicals, pollutants and waste; and capable to read and understand the Material Safety Data Sheet (MSDS) of the chemicals; (ii) Under the circumstances of definite safe and abundant resources, capable to select appropriate protective equipment to store, deliver, utilise, recover or dispose dangerous chemicals, pollutants and hazardous waste safely according to organisational guidelines; (iii) Capable to handle all wastes in accordance with the procedure for recovery, temporary storage, disposal of waste and the requirements of environmental protection; (iv) Be familiar with the knowledge of handling accidents and basic first-aid procedure; and implement emergency and contingency measures; and (v) Capable to understand the responsibilities and requirements of employers and employees under the Occupational Safety and Health Ordinance; and the technical requirements under the Dangerous Goods Ordinance, the Factories and Industrial Undertakings (Dangerous Substances) Regulations and the Waste Disposal Ordinance.
<p>8. Remarks</p>	<p>The credits value of this unit of competency is established under on the presumption that the one concerned has already possessed the capability to identify typical dangerous chemicals in the automotive industry and Be familiar with relevant requirements on environmental protection.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Monitor and maintain instruments and equipment
2. Code	AUSDCN314A
3. Range	This unit of competency is applicable in vehicle body assembling and servicing workshops. Practitioners should be capable to monitor and maintain instruments and equipment according to the maintenance and user guide provided by equipment manufacturer.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Operating principles and maintenance procedure for vehicle body servicing instruments and equipment</p> <ul style="list-style-type: none"> ◆ Understand the use of vehicle body servicing instruments and equipment ◆ Understand the user guide of vehicle body servicing instruments and equipment ◆ Understand the operating principles of vehicle body servicing instruments and equipment ◆ Understand the laws and regulations in relation to vehicle body servicing instruments and equipment <p>6.2 Monitor and maintain instruments and equipment</p> <ul style="list-style-type: none"> ◆ Implement or arrange maintenance plan for instruments and equipment according to the user and maintenance guide provided by vehicle body servicing instruments and equipment manufacturer ◆ Conduct initial fault diagnosis for faulty instruments and equipment; and issue suspension notice ◆ Conduct regular inspection and fine-tuning on instruments and equipment

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to implement or arrange maintenance plan for instruments and equipment according to the user and maintenance guide provided by instruments and equipment manufacturer; and (ii) Capable to conduct inspection and fine-tuning on instruments and equipment.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of operating vehicle instruments and equipment.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Arrange vehicle testing for customers
2. Code	AUSDCN315A
3. Range	This unit of competency is applicable in vehicle sales and service centres. Practitioners should be capable to provide and arrange vehicle testing for customers according to the organisation's established procedure. They should also be capable to introduce to customers the characteristics of respective vehicles as well as the operation and application of various systems and equipment.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Possess basic knowledge of arranging vehicle testing for customers</p> <ul style="list-style-type: none"> ◆ Understand vehicle inspection, receipt and despatch procedure as well as transportation requirements ◆ Understand respective local legislative provisions on the requirements of driving a vehicle which is without a normal licence and the rules of using temporary vehicle licence ◆ Understand the key points and rules of using temporary vehicle licence and related insurance ◆ Understand the characteristics of respective vehicles and the functions of various systems and equipment <p>6.2 Arrange vehicle testing for customers</p> <ul style="list-style-type: none"> ◆ Prepare required documents for use of temporary vehicle licence to facilitate vehicle testing by customers ◆ Introduce to customers the characteristics of respective vehicles as well as the operation and application of various systems and equipment

	<ul style="list-style-type: none"> ◆ Implement the procedure of vehicle testing by customers ◆ Attend to traffic safety when customers are testing vehicles
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to arrange vehicle testing for customers and prepare the required documents; and (ii) Capable to introduce to customers the characteristics of respective vehicles as well as the operation and application of various systems and equipment.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the capability to drive vehicles and receive customers.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Determine the legality of the use of vehicles under respective laws and regulations (traffic, environmental protection and road safety)
2. Code	AUSDCN316A
3. Range	This unit of competency is applicable in workplaces relevant to the purchase of vehicles and auto parts and accessories as well as vehicle sales and servicing. Practitioners should be capable to familiarize with Hong Kong's regulation on vehicles in aspects such as traffic, environmental protection and road safety, etc. They should also be capable to determine the legality of the use of vehicles/parts and accessories under legislative regulation with adequate information.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center">Performance Requirements</p> <p>6.1 Regulation and respective legislations on vehicles</p> <ul style="list-style-type: none"> ◆ Understand the scope of regulations on vehicles in Hong Kong ◆ Be capable to access relevant information and relevant laws and regulations ◆ Understand local laws and regulations on the structure of vehicles (e.g. mechanical and vehicle body, etc.), pollution (e.g. noise, emission, etc.) and road safety ◆ Understand the requirements on the structure of vehicles (e.g. mechanical and vehicle body, etc.) and pollution (e.g. noise, emission, etc.) in other countries ◆ Understand the statutory requirements and relevant policies on pollution generated by vehicles (e.g. emission) in Hong Kong and other countries

	<p>6.2 Determine the legality of the use of vehicles under respective laws and regulations</p> <p>◆ Determine the legality of vehicles/parts and accessories being sold and used in Hong Kong according to respective laws and regulations with adequate information, including:</p> <ul style="list-style-type: none"> • The structure of vehicles • Pollution • Road safety
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand respective laws and regulations on vehicles(traffic, environmental protection and road safety); and</p> <p>(ii) Capable to determine the legality of the use of vehicles under the regulation of respective laws and regulations with adequate information.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Apply financial accounting techniques
2. Code	AUSDFM301A
3. Range	This unit of competency is applicable in workplaces relevant to the operational management of the automotive industry. Practitioners should be capable to employ financial accounting theory as well as perform such duty independently and effectively for the industry according to organisational requirements.
4. Level	3
5. Credit	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Financial accounting theory for the automotive industry</p> <ul style="list-style-type: none"> ◆ Understand the functions of financial accounting theory ◆ Understand the principles and procedure of financial accounting theory ◆ Understand the life cycle of automotive products ◆ Understand the inventory management of automotive products ◆ Understand the effect of exchange rates on the finance of the automotive industry ◆ Understand the relevant government policy on the automotive industry

	<p>6.2 Employ financial accounting techniques for the automotive industry</p> <ul style="list-style-type: none"> ◆ Employ financial accounting principles to perform relevant duty for the automotive industry, including compilation of: <ul style="list-style-type: none"> • ledger by account • profit and loss statements • balance sheet • cash flow statements ◆ Employ accounting ratios ◆ Employ accounting concepts ◆ Employ the management functions of accounting systems ◆ Estimate the time value of currencies ◆ Estimate the change in exchange rates on the effect of finance account ◆ Estimate the inventory and value of stock
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to employ financial accounting theory for the automotive industry; and</p> <p>(ii) Capable to independently and effectively perform respective financial accounting duty for the industry according to organisational requirements.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Apply cost accounting techniques
2. Code	AUSDFM302A
3. Range	This unit of competency is applicable in workplaces relevant to the operational management of the automotive industry. Practitioners should be capable to employ cost accounting theory to perform such duty independently and effectively for the industry according to organisational requirements.
4. Level	3
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Cost accounting theory</p> <ul style="list-style-type: none"> ◆ Understand basic cost accounting theory, including: <ul style="list-style-type: none"> • The significance and functions of cost accounting • The relationship between cost accounting, management accounting and financial accounting • The cost management system ◆ Understand the classification of costs, including: <ul style="list-style-type: none"> • The basic concept of costs • The classification of costs • The characteristics and differences of different industries • The compilation of profit and loss statements ◆ Understand the cost of quality, including: <ul style="list-style-type: none"> • The significance of quality • The importance of cost of quality • Understand total cost method and variable cost method

	<p>6.2 Employ industry-related cost accounting techniques</p> <ul style="list-style-type: none"> ◆ Calculate cost, including: <ul style="list-style-type: none"> • Wages and cost of goods sold, etc. • Cost estimation • Regression analysis • Cost allocations ◆ Analyse cost, quantity and profits, including: <ul style="list-style-type: none"> • Break-even analysis • Calculate break-even point • Analyse cost, quantity and profits ◆ Calculate total cost and variable cost, including: <ul style="list-style-type: none"> • Formulate profit and loss statements by total cost method and variable cost method • Assess the impact of changes in inventory level on profit and loss
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to employ basic cost accounting theory; and (ii) Capable to perform cost accounting duty independently and effectively for the automotive industry according to organisational requirements.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Control vehicle servicing workflow
2. Code	AUSD0F301A
3. Range	This unit of competency is applicable to vehicle servicing workshops. Practitioners should be capable to communicate with staffs in different departments effectively and obtain various information on service workshops and vehicle servicing processes. They should also exercise flexible deployment of vehicle servicing logistics to effectively control vehicle servicing process.
4. Level	3
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about servicing workshops</p> <ul style="list-style-type: none"> ◆ Know about the work areas and duration required for various servicing procedure ◆ Know about the specific functions of different areas within the servicing workshop and its manpower availability ◆ Know about the storage capacity and characteristics of servicing workshops and related car park <p>6.2 Define the vehicle servicing workflow and coordinate the processes</p> <ul style="list-style-type: none"> ◆ Define the workflow for each vehicle base on service requirements ◆ Maximise the workshop productivity by flexible arrangement base on the utilization level of different areas within the servicing workshops, the servicing procedures required by different vehicles, the supply of spare parts and servicing staffs, the target completion date of different vehicles and the authorisation of relevant servicing orders and etc.

	<ul style="list-style-type: none"> ◆ Communicate with staffs in different departments to obtain relevant information to facilitate deployment decision ◆ Coordinate security measures in the monitoring of vehicles to ensure that vehicles are stored safely and properly in the course of servicing ◆ Flexibly implement established contingency measures under special circumstances
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to communicate with staffs in different departments effectively to obtain information on vehicle servicing, such as the utilization level of servicing areas, the arrangement of servicing staffs and spare parts, target completion date and the authorisation of servicing orders, etc.; and obtain the resources required for various servicing procedures to make flexible deployment of vehicle servicing logistics; and</p> <p>(ii) Capable to coordinate the storage of vehicles in different areas to attain perfect vehicle security.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Handle general accidents at work
2. Code	AUSD0F303A
3. Range	This unit of competency is applicable to the workplaces of the automotive industry (e.g. vehicle servicing workshops and vehicle parts stores/ warehouses, etc.). Practitioners should be capable to handle and take follow-up action in the event of accidents.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Typical accidents at work</p> <ul style="list-style-type: none"> ◆ Understand the categories and causes of typical accidents in the automotive industry, such as crush, injury, cut, burnt, fire accident, direct contact of chemicals by skin or eyes, electric shock, explosion, gas leakage and fall from height, etc.; and be familiar with their severity and immediate potential risks ◆ Know about the organisation’s emergency and contingency measures, such as fire prevention apparatus, the location of first-aid kit and emergency exit, etc. <p>6.2 Handle typical accidents</p> <ul style="list-style-type: none"> ◆ Collect relevant information when the accident occurs and understand the severity and immediate potential risks of the accident so as to make appropriate decision according to organisational guidelines, such as: <ul style="list-style-type: none"> • Immediate in-house treatment • Sent to hospital • Call the police • Emergency evacuation, etc.

	<ul style="list-style-type: none"> ◆ Handle the case according to organisational guidelines, such as report to supervisor as soon as possible and complete relevant record, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Understand the categories and nature of typical accidents at work; and (ii) Capable to make suitable judgment and arrangement with respect to the severity and immediate risks of the accident occurred according to organisational guidelines, emergency and contingency measures in a familiar working environment.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Implement marketing plan for vehicle products
2. Code	AUSDSA302A
3. Range	This unit of competency is applicable in vehicle sales or related workplaces. The sales person should be capable to employ marketing techniques to implement marketing plan effectively to accomplish the organisation's marketing targets.
4. Level	3
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of sales of vehicle products</p> <ul style="list-style-type: none"> ◆ Understand the sales outlets and sales procedure for vehicle products ◆ Understand the vehicle market and customers' preferences ◆ Understand the strengths and weaknesses of one's own product ◆ Understand the market positioning of the brand/product ◆ Understand other competitors in the same business and their sales methods ◆ Understand the concept of foreign exchange risk ◆ Understand the Government's environmental laws and regulations on vehicle products, such as concessionary tax policy on environment-friendly cars ◆ Understand the market information system for vehicle products

	<p>6.2 Implement marketing plan for vehicle products</p> <ul style="list-style-type: none"> ◆ Arrange the sales area and sales teams for vehicle products according to the organisation's marketing plan ◆ Arrange marketing activities jointly with marketing and promotion department ◆ Negotiate with service and parts departments to provide corresponding 3S (Sales, Service and Spare Parts) support ◆ Train front-line teams to apply vehicle product selling techniques, such as: negotiating skills, identify target customers and promotional techniques ◆ Employ information technology and internet for sales of vehicle products ◆ Assess the performance of the marketing plan ◆ Review the implementation process of the marketing plan ◆ Compile and submit sales reports to supervisor
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to employ marketing techniques; and (ii) Capable to implement marketing plan effectively to accomplish the organisation's sales targets; and capable to communicate effectively with relevant departments.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle products and sales.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Arrange financial loan for vehicles
2. Code	AUSDSA303A
3. Range	This unit of competency is applicable in vehicle showrooms or exhibition venues. Practitioners should be capable to explain the general procedure for arranging financial loan to customers according to organisational guidelines.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Financial loan ♦ Understand the financial loan for general private vehicles and commercial vehicles, including:</p> <ul style="list-style-type: none"> • Terms of loan, such as customers' responsibilities to the financial company, the amount of loan, years of payment, interests, insurance requirements, damages or loss of vehicles, advance redemption and discontinuance of payment, etc. • Relevant documents required, such as contract of loan, customers' identity cards, proof of address, vehicle registration documents, insurance policy and examine the authorisation document from positive credits data bank, etc. • The procedure of loan, such as transferring customer information including identity card, proof of address, vehicle registration documents to the financial company

	<p data-bbox="342 1774 651 1914">6.2 Arrange financial loan for vehicles</p> <ul style="list-style-type: none"> <li data-bbox="745 1062 1369 1246">• The method of calculating interest rates of loan, such as payment by instalments, floating interests and fixed interests, etc. <li data-bbox="699 1261 1369 1400">◆ Understand the Personal Data (Privacy) Ordinance with regard to maintaining the secrecy of customers' information <li data-bbox="699 1415 1369 1498">◆ Understand the regulations on the acceptance of commission <li data-bbox="699 1513 1369 1697">◆ Understand the relationship between the organisation and the financial company in corporation as well as the restrictions on adopting third party financial company <li data-bbox="699 1774 1369 2012">◆ Be familiar with the financial arrangement and characteristics of general private vehicles and commercial vehicles; and offer suitable financial arrangement to customers according to their needs <li data-bbox="699 2027 1369 2264">◆ Offer financial loan options to customers for reference, including the calculation of interest rates, years of payment, the amount of first instalment and monthly payment, etc. <li data-bbox="699 2279 1369 2605">◆ Act as intermediary to arrange financial loan and assist customers to provide the documents required for approval, such as proof of address, vehicle registration documents and insurance policy, etc., so as to complete the loaning procedure and handle relevant financial loan documents
--	--

	6.3 Professional practice on arranging financial loan	<ul style="list-style-type: none"> ◆ Safeguard customers' privacy ◆ Comply with the regulations on acceptance of commission
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Understand the requirements of financial arrangement and characteristics of general private vehicles and commercial vehicles; respond to customers' loaning requests and offer financial suggestions on vehicles; (ii) Capable to calculate years of payment, the amount of first instalment and monthly instalment, etc.; and (iii) Capable to act as intermediary to arrange financial loan and handle relevant documents to facilitate transactions. 	
8. Remarks		

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Arrange for vehicle insurance
2. Code	AUSDSA304A
3. Range	This unit of competency is applicable in vehicle showrooms or exhibition venues. Practitioners should be capable to explain the terms of insurance policy to customers appropriately and arrange for vehicle insurance.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Vehicles insurance</p> <ul style="list-style-type: none"> ◆ Understand general vehicle insurance, including: <ul style="list-style-type: none"> • The summary of vehicle insurance ordinances • The terms and conditions of vehicle insurance • The types of vehicle insurance, such as Third Party Liability Insurance, Comprehensive Insurance and Policy Excess etc. • The document and timeframe required for processing vehicle insurance • The procedure for handling traffic accidents, including: <ul style="list-style-type: none"> • Accidents involving injury and death • Accidents not involving injury and death • Understand the scope of acceptance of commission • The section concerning vehicle insurance under The Hong Kong Federation of Insurers

	<p>6.2 Arrange for vehicle insurance</p> <ul style="list-style-type: none"> ◆ Understand the relationship between the organisation and the cooperating insurance company as well as the restrictions on adopting third party insurance company ◆ Explain clearly to customers general insurance issues and capable to provide insurance suggestions ◆ Explain to customers the general procedure for handling the submission and claims of compensation for traffic accidents ◆ Act as intermediary to arrange for vehicle insurance and assist customers complete the formalities for insurance application
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the types of vehicle insurance and the terms and conditions of the policy; and</p> <p>(ii) Capable to explain clearly to customers general insurance issues, arrange insurance application with insurance company for customers as well as submit and claim compensation when necessary.</p>
<p>8. Remarks</p>	<p>Practitioners should obtain the Insurance Intermediary Licence issued by The Hong Kong Federation of Insurers.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Provide services on value assessment and trade-in of vehicles
2. Code	AUSDSA305A
3. Range	This unit of competency is applicable in vehicle showrooms or exhibition venues. Practitioners should be capable to provide customers with services on value assessment and trade-in of vehicles according to organisational guidelines.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Value assessment of vehicles</p> <ul style="list-style-type: none"> ◆ Understand the calculation method for value assessment of vehicles, including second hand market and their prices ◆ Understand general vehicle servicing <p>6.2 Provide services on value assessment and trade-in of vehicles</p> <ul style="list-style-type: none"> ◆ Understand vehicle trade-in transactions; capable to calculate the cost of used vehicles and understand the handling procedure, including estimation of general vehicle serving charges, interests and second hand market, etc. ◆ Ascertain the legality of trade-in vehicles, such as any illegal modification or prohibition order received, etc. ◆ Provide services on value assessment of vehicles to customers according to organisational guidelines ◆ Provide customers with suggestions on value assessment and trade-in of vehicles ◆ Handle the trade-in vehicle to the best benefit of the organisation

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to facilitate trade-in of vehicles according to organisational guidelines; and (ii) Capable to handle the trade-in vehicle.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Implement marketing plans
2. Code	AUSDMS301A
3. Range	This unit of competency is applicable in workplaces relevant to the marketing of vehicle products (e.g. vehicles, parts or servicing services). Practitioners should be capable to understand the market trend of vehicle products so as to effectively implement marketing plans.
4. Level	3
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the market trend and market theory of vehicle products</p> <ul style="list-style-type: none"> ◆ Understand the market of vehicle products <ul style="list-style-type: none"> • The opportunities and threats brought to the organisation by macroscopic marketing and microscopic environment • The concept of market segmentation <ul style="list-style-type: none"> ▸ Understand the purpose of market segmentation and “position” the products ▸ Understand the basic variables of the market ▸ Understand market segmentation procedure and its basic strategies, etc. • Understand customers’ buying pattern, types of customers and how they make decisions • Master the techniques of handling product in-take

	<ul style="list-style-type: none"> ◆ Understand the trend of vehicle products and services as well as information on technical development <ul style="list-style-type: none"> • Analyse vehicle products and services, such as: core products/services, basic products/services, extra products/services, etc. • The development trend of vehicle products and services • The development trend of vehicle servicing techniques ◆ Understand the impact of government policies and local economics on the vehicle market ◆ Understand market orientation theory, including: <ul style="list-style-type: none"> • The operation of marketing portfolio • Consumer goods and industrial and commercial markets • Customer-led and vehicle product-led organisations ◆ Understand marketing environment and market segmentation, including: <ul style="list-style-type: none"> • The distribution channels of vehicle products, including promotion methods • Sales and pricing strategies and methods
--	--

	<p>6.2 Implement marketing plans for vehicles</p> <ul style="list-style-type: none"> ◆ Employ marketing knowledge to perform the duties of promoting vehicle products and services to accomplish organisational targets ◆ Analyse the market and the characteristics of target customers ◆ Coordinate practical marketing work according to the established marketing plans of the organisation, including identify promotion and publicity objectives and design relevant promotion proposals, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to possess marketing knowledge on general vehicle products and services; and capable to understand the marketing environment of vehicles and market segmentation; and</p> <p>(ii) Capable to perform marketing duties of vehicle products and servicing services to accomplish the promotion objectives of the organisation; and coordinate practical promotion work according to the established marketing plans of the organisation, including identify promotion and publicity objectives and draw up relevant promotion proposals, etc.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess marketing and promotion techniques of vehicle products.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Order parts and accessories
2. Code	AUSDPS301A
3. Range	This unit of competency is applicable to the practitioners of parts and accessories sales department for customer order according to procedure established by the organisation, so as to enhance its selling efficiency.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 The function of auto parts and accessories, knowledge of its coding method and sales</p> <ul style="list-style-type: none"> ◆ Be familiar with the latest information on the prices of different parts and accessories ◆ Understand the standard and selling regulations of respective products ◆ Understand the types, functions, locations and names of vehicle parts and accessories ◆ Understand the coding method used by vehicle manufacturer or parts supplier for vehicle parts and accessories ◆ Understand the selling (including ordering) methods and procedure employed by the organisation, such as order form, invoice, deposit treatment and transportation time, etc. ◆ Be familiar with the use of documentary system for sales (including ordering) employed by the organisation (including the ERP or related software)

	<p>6.2 Order parts and accessories</p>	<ul style="list-style-type: none"> ◆ According to the information of customer demand, ensure that if there is sufficient inventory, or a requirement for placing order ◆ Confirm the ordered goods and record customer information, such as the code, quantity, price and deposit of parts and accessories, as well as modes of transportation and ways to contact customers, etc. ◆ Complete relevant ordering documents, such as ordering record, order form, invoice and receipt of deposit, etc. ◆ Confirm the supply with vehicle manufacturer or parts supplier according to the information of goods ordered, and complete the ordering procedure ◆ Select modes of transportation according to the degrees of urgency of the orders and the guidelines established by the organisation ◆ Regularly record the delivery progress of ordered goods to facilitate follow-up actions ◆ Carry out the contingency measures established by the organisation, for special cases such as out of stock, delay in delivery and cancellation of orders, etc. ◆ Reflect procedural deficiency to supervisor or respective counterpart in note form
--	--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to confirm the parts and accessories ordered by customers accurately and speedily according to the provided information; (ii) Capable to order parts and accessories and complete the ordering document according to organisational procedure; and capable to follow the progress of delivery; (iii) Capable to carry out contingency procedure according to the guidelines established by the organisation; and (iv) Capable to review the effectiveness of the ordering procedure for parts and accessories, and to reflect any deficiency to supervisor or respective counterpart, so as to improve the efficiency of parts and accessories ordering.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess the capability to identify/confirm auto parts and accessories.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Condemn the inventorial stock
2. Code	AUSDIC301A
3. Range	This unit of competency is applicable to the practitioners of inventory control and management department for the condemnation of inventorial stock according to the established procedure of organisation, so as to enhance its effectiveness in the utilisation of resources.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the condemnation procedure for inventorial stock</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of inventory stock, such as sales record and the time limit for storage, etc. ◆ Identify the validity of inventory stock, such as damages, etc. ◆ Be familiar with the decay time line of different types of vehicles ◆ Understand the terms offered by different waste recovery traders ◆ Be familiar with the established inventorial stock condemnation procedure of the organisation <p>6.2 Handle the condemnation of inventorial stock</p> <ul style="list-style-type: none"> ◆ Handle the condemnation of inventorial stock according to the procedure established by the organisation • Confirm the items and quantities of the inventorial stock to be condemned according to their characteristics, validity, selling opportunities and salvage value, etc. • Make suggestions to staff in designated ranks on the condemnation of inventorial stock

	<ul style="list-style-type: none"> • Arrange and monitor the destruction process upon approval of condemnation suggestions • Complete relevant record documents ◆ Select and monitor the waste recovery trader according to the procedure established by the organisation, such as: <ul style="list-style-type: none"> • Selling price • The recovery cycle of waste and the minimum quantity required • Carry out contingency measures for special cases such as accumulation of condemned stock and unreasonable condemnation, etc. ◆ Review and report on the effectiveness of the procedure for condemnation of inventorial stock, and execute improvement measures approved by seniors
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to make accurate condemnation suggestions according to the principle on the condemnation of inventorial stock established by the organisation; (ii) Capable to effectively handle the condemnation of inventorial stock and complete relevant document according to established procedure; and (iii) Capable to confirm and monitor the waste recovery trader according to the established procedure of the organisation.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess the capability to identify auto parts and accessories.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Carry out purchasing procedures for auto parts and accessories (for designated motor agents)
2. Code	AUSDPU301A
3. Range	This unit of competency is applicable to the practitioners of parts and accessories purchasing department of designated motor agents for the purchasing of suitable goods in appropriate quantity according to the purchasing procedure formulated by the organisation, so as to tie in with its operational strategy of organisation.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 The characteristics of auto parts and accessories, and the market situation</p> <ul style="list-style-type: none"> ◆ Be familiar with the latest information on the price and market demand of different parts and accessories ◆ Understand the standard of goods, and the laws and regulations on the selling of goods ◆ Be familiar with the specifications and required inventory levels for different parts and accessories ◆ Be familiar with the handling of purchasing document of the organisation ◆ Be familiar with the new trend and specifications of relevant environmental-friendly products, and offer choices to customers ◆ Be familiar with the concept and application of green purchase

	<p>6.2 Purchase auto parts and accessories</p>	<ul style="list-style-type: none"> ◆ Purchase auto parts and accessories from designated supplier according to the purchasing strategy formulated by the organisation, including identify the purchasing quantity and cycle of different parts and accessories, etc. ◆ Complete documents in relation to transaction record, customs clearance, and etc. ◆ In accordance with organisational guidelines, the consuming pattern of local market and the trends of different places, execute the purchasing of OEM accessories or related products (e.g. souvenir) ◆ Carry out the established contingency measures for special cases (e.g. fluctuating exchange rate and delay in delivery, etc.) ◆ Review the quality of auto parts and accessories, and reflect procedural deficiency in purchasing to seniors or respective counterparts in note form
--	--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to determine the purchasing quantity and cycle of auto parts and accessories according to the purchasing procedure formulated by the organisation, and effectively carry out the purchasing procedure; (ii) Capable to purchase OEM accessories and related products according to the consuming pattern of local market and the trends of different places; (iii) Capable to carry out the contingency measures according to the established guidelines of organisation; and (iv) Capable to reflect the quality of auto parts and accessories to respective counterparts.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of auto parts and accessories and merchandizing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Carry out the purchasing procedure for auto parts and vehicles (for non designated motor agents)
2. Code	AUSDPU302A
3. Range	This unit of competency is applicable to the practitioners of parts and accessories purchasing department of non designated motor agents for the purchasing of suitable goods in appropriate quantity from selected supplier according to the purchasing procedure formulated by the organisation, so as to tie in with operational needs.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center">Performance Requirements</p> <p>6.1 The characteristics of auto parts and accessories, and the market situation</p> <ul style="list-style-type: none"> ◆ Be familiar with the latest information on the price, market demand and market share of different parts and accessories, ◆ Understand the standard of goods, and the laws and regulations on the selling of goods ◆ Be familiar with the specifications and required inventory levels for different parts and accessories ◆ Be familiar with the handling of purchasing document of the organisation ◆ Understand the procedure for selecting suppliers of parts and accessories ◆ Understand the methods to assess the applicability of non OEM parts and accessories ◆ Be familiar with the new trend and specification of relevant environmental-friendly products, and offer choices to customers

	<p>6.2 Purchase auto parts and accessories</p> <ul style="list-style-type: none"> ◆ Be familiar with the concept and application of green purchase ◆ Determine the purchase of parts and accessories required according to the established methods of the organisation in the assessment of the applicability of non OEM parts and accessories ◆ Identify the grading of the suppliers for the required parts and accessories according to the established procedure of organisation in suppliers selection ◆ Purchase from selected suppliers according to organisational strategy, including identify the specification of different parts and accessories; the quantity, price and cycle of purchase; and the requirements of suppliers, etc. ◆ Complete documents in relation to transaction record, customs clearance, etc. ◆ In accordance with organisational guidelines, the consuming pattern of local market and the trends of different places, execute the purchasing of OEM or non OEM accessories or related products (e.g. souvenir, etc.) ◆ Carry out contingency measures for special cases (e.g. non-conformity quality and fluctuating exchange rate, etc.) ◆ Reflect procedural deficiency in purchasing to seniors or respective counterparts in note form
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to determine the grading of suitable parts and accessories suppliers according to the organisation's procedure of selecting suppliers; (ii) Capable to purchase auto parts and accessories from suitable suppliers effectively according to the purchasing procedure formulated by the organisation; (iii) Capable to carry out contingency measures according to the established guidelines of organisation; and (iv) Capable to review the purchasing procedure for auto parts and accessories, and reflect deficiency to respective counterparts.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of auto parts and accessories and merchandizing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Manage warehouse facilities
2. Code	AUSDWM301A
3. Range	This unit of competency is applicable to the practitioners in the vehicle, parts and accessories warehouses for effective management of their facilities, so as keeping them in good condition according to the established warehouse management policy of organisation.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand various kinds of warehouse facilities</p> <ul style="list-style-type: none"> ◆ Understand the various kinds of warehouse facilities in their structures, methods of use and protection, and potential dangers ◆ Be familiar with the basic knowledge of relevant laws and regulations, such as occupational safety and health, environmental protection, building structure and facilities, etc. <p>6.2 Manage warehouse facilities</p> <ul style="list-style-type: none"> ◆ Effectively monitor and manage the operation of various kinds of facilities according to the established warehouse management policy of the organisation, including: <ul style="list-style-type: none"> • The load capacity of the facilities • The control of temperature, humidity, ventilation and illumination, etc. • Security systems • Fire prevention systems • Electric supply systems

	<ul style="list-style-type: none"> • Water supply and sewage systems • The storage of dangerous goods/chemicals • Building structure, etc. ◆ Conduct regular inspection to the aforesaid facilities and perform maintenance procedures ◆ Record and assess the maintenance condition of various facilities and submit reports periodically ◆ Carry out contingency measures for special cases (e.g. power failure and water leakage, etc.) ◆ According to the condition of various facilities, suggest maintenance plan to seniors in note form
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to effectively manage and protect warehouse facilities according to the established warehouse management policy of the organisation;</p> <p>(ii) Capable to finish the records of maintenance and condition assessment of warehouse facilities accurately and completely,; and suggest the maintenance plan for facilities concerned; and</p> <p>(iii) Capable to carry out appropriate contingency measures according to the designated instructions.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of building services maintenance.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Fulfil the requirements on environmental protection (parts management)
2. Code	AUSDWM302A
3. Range	This unit of competency is applicable to workshops, warehouses and retail shops of new and used parts in the automotive industry. Practitioners should be capable of understanding environmental protection concept and comply with relevant requirements in a familiar workplace.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand environmental protection concept</p> <ul style="list-style-type: none"> ◆ Understand the statutory requirements of environmental protection ordinances applicable to the department which one belongs to ◆ Understand organisational instructions on the requirements of environmental protection <p>6.2 Comply with requirements on environmental protection</p> <ul style="list-style-type: none"> ◆ In accordance with the organisational guideline, carefully carry out the procedures that bear a risk of polluting the environment in a familiar working environment such as:

	<ul style="list-style-type: none"> • Prevent leakage of engine oil, fuel, gearbox oil, organic dissolvent, paint, engine coolant and various kinds of hydraulic oil into the land and prevent discharge of these pollutants into sewers, rivers, streams or sea. Relevant works should be carried out on the floor coated with leak-proofing material or covered with leak-proofing canvas. All procedures should be handled according to the Code of Practice for Chemical Waste Producers • Prevent disposing empty utensils containing organic substances (e.g. abandoned oil container, abandoned oil filter and washing cloth, etc.) together with general waste • Collect all refrigerants by approved refrigerant recycling equipments before opening up of the refrigerant lines • Works that produces noise, such as metal cutting or the use of pneumatic tools, should be carried out in indoor workshops within specified timeframe to avoid noise nuisances • Capable of sorting different waste materials, such as tyres, batteries, various kinds of metal and plastics, etc.; and able to refer to relevant international standard and instructions
--	--

	<ul style="list-style-type: none"> • Minimize the waste production in parts packaging by reduction in utilisation of excessive packaging materials • Works involving dangerous chemicals and pollutants should be carried out according to procedures • Dispose waste of non-vehicle parts in accordance with established procedures ◆ Be familiar with the organisation’s contingency measures on pollutant leakage; capable to handle the situation safely and efficiently so as to minimize danger and pollution <p>6.3 Understand the statutory requirements on environmental protection</p> <ul style="list-style-type: none"> ◆ Confirm the compliance with the statutory requirements on handling chemical wastes and utilisation of refrigerants
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to fully understand environmental protection ordinances and organisational requirements on environmental protection; and carry out the work carefully to protect environment; and</p> <p>(ii) Capable to carry out the works involving dangerous chemicals, pollutants, recyclable parts and wastes according to established procedures in a familiar workplace; familiar with the emergency and contingency measures and be able to implement them safely and efficiently so as to minimize danger and pollution.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on various vehicle fuel supply systems
2. Code	AUSDST301A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct complicated fault diagnosis on various vehicle fuel supply systems and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of various vehicle fuel systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of various vehicle fuel systems (e.g. petrol, diesel and liquefied gas, etc.) ◆ With reference to the vehicle manufacturer's servicing instructions, understand the fault diagnosis process for various vehicle fuel systems, such as using exhaust gases analysers to conduct system fault diagnosis ◆ Be familiar with fuel system diagnosis and the operation of testing equipment and instrument, such as various types of on-board diagnostic systems ◆ Understand relevant laws and regulations governing vehicle exhaust emissions ◆ Understand relevant laws and regulations governing the handling of vehicle liquefied gas

	<p>6.2 Conduct fault diagnosis on various vehicle fuel supply systems</p>	<ul style="list-style-type: none"> ◆ Accurately conduct complicated fault diagnosis on various vehicle fuel supply systems according to the instructions in the vehicle manufacturer’s service manual and the requirements of occupational health and safety and that of environmental protection, including the use of special equipment and instruments to assist the diagnostic process ◆ Conduct or arrange rectification to eliminate the fault according to diagnostic results ◆ Accurately test the fuel systems, including using relevant equipment and instrument to conduct the tests ◆ Accurately complete simple fault report after confirming that rectification is done
	<p>6.3 Professional practice on conducting fault diagnosis on various vehicle fuel supply systems</p>	<ul style="list-style-type: none"> ◆ Assess from the measurement if the vehicle emissions can meet the local statutory requirements ◆ Handle liquefied gas system components according to relevant local statutory requirement

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on various vehicle fuel supply systems according to the instructions in the vehicle manufacturer's service manual; (ii) Capable to conduct or arrange rectification according to diagnostic results; (iii) Capable to conduct fuel system tests and complete simple fault report upon completion of work; (iv) Capable to assess vehicle emissions or smoke correctly according to relevant laws and regulations on vehicle emissions; (v) Capable to handle liquefied gas system components correctly according to relevant local laws and regulations governing the handling of liquefied gas.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of inspecting and repairing various types of fuel systems. (ii) The major legislations/rules involved in this unit of competency are as follows: <ul style="list-style-type: none"> 1. Road Traffic (Construction and Maintenance of Vehicles) Regulations – Smoke, etc. and Exhaust Emission 2. Gas Safety Ordinance

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on vehicle ignition systems
2. Code	AUSDST302A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct complicated fault diagnosis on various vehicle ignition systems and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of various vehicle ignition systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of various vehicle ignition systems (e.g. traditional and distributorless ignition systems, etc.) ◆ With reference to the vehicle manufacturer's servicing instructions, understand the fault diagnosis process for various vehicle ignition systems, such as the patterns of primary and secondary waveforms of ignition systems ◆ Be familiar with ignition system diagnosis and the operation of testing equipment and instrument, such as various types of on-board diagnostic systems

	<p>6.2 Conduct fault diagnosis on vehicle ignition systems</p> <ul style="list-style-type: none"> ◆ Accurately conduct complicated fault diagnosis on various vehicle ignition systems according to the instructions in the vehicle manufacturer’s service manual and the requirements of occupational health and safety and that of environmental protection, including the use of special equipment and instruments to assist the diagnostic process ◆ Conduct or arrange rectification to eliminate the fault according to diagnostic results ◆ Accurately test the ignition systems, including using relevant equipment and instrument to conduct the tests ◆ Complete simple fault report after confirming that rectification is done
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on various vehicle ignition systems according to the instructions in the vehicle manufacturer’s service manual; (ii) Capable to make rectification for various vehicle ignition systems according to diagnostic results; (iii) Capable to conduct ignition system tests and complete simple fault report upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of inspecting and repairing various types of ignition systems.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on vehicle emission control systems
2. Code	AUSDST303A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct complicated fault diagnosis on various vehicle emission control systems and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of various vehicle emission control systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of various vehicle emission control systems (e.g. exhaust gas recirculation system, three-way catalytic converter, etc.) ◆ With reference to the vehicle manufacturer's servicing instructions, understand the fault diagnosis process for various vehicle emission control systems, such as the test of open-loop and closed-loop control systems ◆ Be familiar with vehicle emission control system diagnosis and the operation of testing equipment and instrument, such as various types of on-board diagnostic systems ◆ Understand relevant laws and regulations governing vehicle exhaust emission

	<p>6.2 Conduct fault diagnosis on vehicle emission control systems</p>	<ul style="list-style-type: none"> ◆ Accurately conduct complicated fault diagnosis on various vehicle emission control systems according to the instructions in the vehicle manufacturer's service manual and the requirements of occupational health and safety and that of environmental protection, including the use of special equipment and instruments to assist the diagnostic process ◆ Conduct or arrange rectification to eliminate the fault according to diagnostic results ◆ Accurately test the vehicle emission control systems, including using relevant equipment and instrument to conduct the tests ◆ Accurately complete simple fault report after confirming that rectification is done
	<p>6.3 Professional practice on conducting fault diagnosis on vehicle emission control systems</p>	<ul style="list-style-type: none"> ◆ Capable to inspect and examine the exhaust emission or smoke discharged by various engines according to relevant ordinances to see if they can meet the prescribed requirement

<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on various vehicle emission control systems according to the instructions in the vehicle manufacturer’s service manual; (ii) Capable to conduct or arrange rectification for various vehicle emission control systems according to diagnostic results; (iii) Capable to conduct tests of vehicle emission control system and complete simple fault report upon completion of work; and (iv) Capable to assess vehicle exhaust emission according to relevant laws and regulations.
<p>8. Remarks</p>	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of inspecting and repairing various types of vehicle emission control systems. (ii) The major legislation/rule involved in this unit of competency is as follows: 1.Road Traffic (Construction and Maintenance of Vehicles) Regulations – Smoke, etc. and Exhaust Emission

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on various types of engine management systems
2. Code	AUSDST304A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct complicated fault diagnosis on various types of vehicle engine management systems and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of various types of vehicle engine management systems</p> <ul style="list-style-type: none"> ◆ Be familiar with various types of vehicle engine management systems such as the structure and operating principles of petrol engine and diesel engine management systems, etc. ◆ With reference to the vehicle manufacturer's servicing instructions, understand the fault diagnosis process for various types of vehicle engine management systems, such as inspect the fuel supply system, ignition system and emission control system, etc. ◆ Be familiar with vehicle engine management system diagnosis and the operation of testing equipment and instrument, such as various types of on-board diagnostic systems

	<p>6.2 Conduct fault diagnosis on various types of engine management systems</p>	<ul style="list-style-type: none"> ◆ Accurately conduct complicated fault diagnosis on various types of vehicle engine management systems according to the instructions in the vehicle manufacturer's service manual and the requirements of occupational health and safety and that of environmental protection, including the use of special equipment and instruments to assist the diagnostic process, such as hand held testers, engine analysers and exhaust gases analysers, etc. ◆ Conduct or arrange rectification to eliminate the fault according to diagnostic results ◆ Accurately conduct test on various types of engine management systems and confirm that rectification is done, such as implement driving cycle and operate chassis dynamometer to conduct engine tests ◆ Complete simple fault report after confirming that rectification is done
	<p>6.3 Professional treatment of various types of engine management systems</p>	<ul style="list-style-type: none"> ◆ Capable to inspect and test various engines to see if their exhaust gases or emitted smoke can meet the prescribed requirement of relevant ordinances

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on various types of vehicle engine management systems according to the instructions in the vehicle manufacturer’s service manual; (ii) Capable to conduct or arrange rectification according to diagnostic results; (iii) Capable to conduct tests of vehicle engine management systems and complete simple fault report upon completion of work; and (vi) Capable to assess the exhaust gas emitted by various engines according to relevant laws and regulations to see if they can meet the required standard.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of inspecting and repairing various types of vehicle engine management systems. (ii) The major legislation/rule involved in this unit of competency is as follows: <ul style="list-style-type: none"> 1. 1.Road Traffic (Construction and Maintenance of Vehicles) Regulations – Smoke, etc. and Exhaust Emission

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on vehicle cooling systems
2. Code	AUSDST305A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct complicated fault diagnosis on various cooling systems on vehicle and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of various types of vehicle cooling systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of various types of vehicle cooling systems (e.g. air cooling system and liquid cooling system, etc.) ◆ With reference to the vehicle manufacturer's servicing instructions, understand the fault diagnosis process for various types of vehicle cooling systems ◆ Be familiar with vehicle cooling system diagnosis and the operation of testing equipment and instrument ◆ Understand the functions of cooling system additives (e.g. anti-rust, lubricating, anti-vaporizing and anti-freezing) and the blending methods

	<p>6.2 Conduct fault diagnosis on vehicle cooling systems</p> <ul style="list-style-type: none"> ◆ Accurately conduct complicated fault diagnosis on various types of vehicle cooling systems according to the instructions in the vehicle manufacturer’s service manual and the requirements of occupational health and safety and that of environmental protection, including the use of special equipment and instruments to assist the diagnostic process ◆ Conduct or arrange rectification to eliminate the fault according to diagnostic results ◆ Accurately conduct test of cooling systems, including using relevant equipment and instrument to conduct the tests ◆ Accurately mix and blend the additives of coolant according to the instructions in the vehicle manufacturer’s service manual ◆ Accurately complete simple fault report after confirming that rectification is done
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on various types of vehicle cooling systems according to the instructions in the vehicle manufacturer’s service manual; (ii) Capable to conduct or arrange rectification for various types of vehicle cooling systems according to diagnostic results; and (iii) Capable to conduct tests of vehicle cooling systems and complete simple fault report upon completion of work.
<p>8. Remarks</p>	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of inspecting and repairing various types of vehicle cooling systems.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on vehicle braking systems
2. Code	AUSDST306A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct complicated fault diagnosis on vehicle braking systems and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of various types of vehicle braking systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of various types of vehicle braking systems (e.g. vacuum boost and electronic anti-lock braking systems, etc.) ◆ With reference to the vehicle manufacturer's servicing instructions and the requirements of relevant local road traffic ordinances, understand the fault diagnosis process for various types of vehicle braking systems ◆ Be familiar with vehicle braking system diagnosis and the operation of testing equipment and instruments

	<p>6.2 Conduct fault diagnosis on vehicle braking systems</p> <ul style="list-style-type: none"> ◆ Accurately conduct complicated fault diagnosis on various types of vehicle braking systems according to the instructions in the vehicle manufacturer’s service manual and the requirements of occupational health and safety and that of environmental protection, including the use of special equipment and instruments to assist the diagnostic process ◆ Conduct or arrange rectification to eliminate the fault according to diagnostic results ◆ Accurately conduct test of braking systems, including the use of relevant equipment and instrument to conduct test ◆ Accurately complete simple fault report after confirming that rectification is done
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on various types of vehicle braking systems according to the instructions in the vehicle manufacturer’s service manual; (ii) Capable to conduct or arrange rectification for various types of vehicle braking systems according to diagnostic results; and (iii) Capable to conduct tests of vehicle braking systems and complete simple fault report upon completion of work.
<p>8. Remarks</p>	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of inspecting and repairing various types of vehicle braking systems. (ii) The major legislation/rule involved in this unit of competency is as follows: <ul style="list-style-type: none"> 1.Road Traffic (Construction and Maintenance of Vehicles) Regulations – Brakes, Parking brake, Vacuum or pressure braking systems and Braking efficiency

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on vehicle steering systems
2. Code	AUSDST307A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct complicated fault diagnosis on vehicle steering systems and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of various types of vehicle steering systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of various types of vehicle steering systems (e.g. hydraulic and electrically assisted systems) ◆ With reference to the vehicle manufacturer's servicing instructions and the requirements of relevant local road traffic ordinances, understand the fault diagnosis process for various types of vehicle steering systems ◆ Be familiar with vehicle steering system diagnosis and the operation of testing equipment and instruments

	<p>6.2 Conduct fault diagnosis on vehicle steering systems</p> <ul style="list-style-type: none"> ◆ Accurately conduct complicated fault diagnosis on various types of vehicle steering systems according to the instructions in the vehicle manufacturer’s service manual and the requirements of occupational health and safety and that of environmental protection, including the use of special equipment and instruments to assist the diagnostic process ◆ Conduct or arrange rectification to eliminate the fault according to diagnostic results ◆ Accurately conduct test of steering systems, including using relevant equipment and instruments to conduct the tests ◆ Accurately complete simple fault report after confirming that rectification is done
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on various types of vehicle steering systems according to the instructions in the vehicle manufacturer’s service manual; (ii) Capable to conduct or arrange rectification for various types of vehicle steering systems according to diagnostic results; and (iii) Capable to conduct tests of vehicle steering systems and complete simple fault report upon completion of work.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of inspecting and repairing various types of vehicle steering systems. (ii) The major legislation/rule involved in this unit of competency is as follows: 1.Road Traffic (Construction and Maintenance of Vehicles) Regulations – Steering

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on vehicle suspension systems
2. Code	AUSDST308A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct complicated fault diagnosis on vehicle suspension systems and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of various types of vehicle suspension systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of various types of vehicle suspension systems (e.g. electronic control and air suspension system, etc.) ◆ With reference to the vehicle manufacturer's servicing instructions and the requirements of relevant local road traffic ordinances, understand the fault diagnosis process for various types of vehicle suspension systems ◆ Be familiar with vehicle suspension system diagnosis and the operation of testing equipment and instruments

	<p>6.2 Conduct fault diagnosis on vehicle suspension systems</p> <ul style="list-style-type: none"> ◆ Accurately conduct complicated fault diagnosis on various types of vehicle suspension systems according to the instructions in the vehicle manufacturer's service manual and the requirements of occupational health and safety and that of environmental protection, including the use of special equipment and instruments to assist the diagnostic process ◆ Conduct or arrange rectification to eliminate the fault according to diagnostic results ◆ Accurately conduct test of suspension systems, including using relevant equipment and instruments to conduct the tests ◆ Accurately complete simple fault report after confirming that rectification is done
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on various types of vehicle suspension systems according to the instructions in the vehicle manufacturer's service manual; (ii) Capable to conduct or arrange rectification for various types of vehicle suspension systems according to diagnostic results; and (iii) Capable to conduct tests of vehicle suspension systems and complete simple fault report upon completion of work.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of inspecting and repairing various types of vehicle suspension systems. (ii) The major legislation/rule involved in this unit of competency is as follows: 1.Road Traffic (Construction and Maintenance of Vehicles) Regulations – Suspension

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on vehicle transmission systems
2. Code	AUSDST309A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct complicated fault diagnosis on vehicle transmission systems and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of various types of vehicle transmission systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of various types of vehicle transmission systems (e.g. electronic control automatic transmission, continuously variable transmission, limited slip differential, etc.) ◆ With reference to the vehicle manufacturer's servicing instructions, understand the fault diagnosis process for various types of vehicle transmission systems, such as inspection of automatic transmission hydraulic system and electronic transmission system, etc. ◆ Be familiar with vehicle transmission system diagnosis and the operation of testing equipment and instruments

	<p>6.2 Conduct fault diagnosis on vehicle transmission systems</p> <ul style="list-style-type: none"> ◆ Accurately conduct complicated fault diagnosis on various types of vehicle transmission systems according to the instructions in the vehicle manufacturer’s service manual and the requirements of occupational health and safety and that of environmental protection, including the use of special equipment and instruments to assist the diagnostic process ◆ Conduct or arrange rectification to eliminate the fault according to diagnostic results ◆ Accurately conduct test of transmission systems, including using relevant equipment and instruments to conduct the tests ◆ Accurately complete simple fault report after confirming that rectification is done
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on various types of vehicle transmission systems according to the instructions in the vehicle manufacturer’s service manual; (ii) Capable to conduct or arrange rectification for various types of vehicle transmission systems according to diagnostic results; and (iii) Capable to conduct tests of vehicle transmission systems and complete simple fault report upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of inspecting and repairing various types of vehicle transmission systems.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on vehicle engine systems
2. Code	AUSDST310A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct complicated fault diagnosis on vehicle engines and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct engine tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of vehicle engine systems</p> <ul style="list-style-type: none"> ◆ Be familiar with various types of vehicle engine systems, such as the structure and operating principles of petrol engine and diesel engine, etc. ◆ With reference to the vehicle manufacturer's servicing instructions, understand the fault diagnosis process for various types of vehicle engine systems, such as inspection of fuel supply systems, ignition systems, electric systems and mechanical structures, etc. ◆ Be familiar with vehicle engine diagnosis and the operation of testing equipment and instruments, such as various types of on-board diagnostic systems

	<p>6.2 Conduct fault diagnosis on various types of vehicle engine systems</p>	<ul style="list-style-type: none"> ◆ Accurately conduct complicated fault diagnosis on various types of vehicle engine systems according to the instructions in the vehicle manufacturer's service manual and the requirements of occupational health and safety and that of environmental protection, including the use of special equipment and instruments to assist diagnosis of various system components, such as hand held testers, engine analysers, endoscopes, chassis dynamometers, exhaust gas analysers and smoke meters, etc. ◆ Conduct or arrange rectification to eliminate the fault according to diagnostic results ◆ Accurately conduct test of engine systems and confirm that rectification is done, including using relevant equipment and instrument to conduct the tests ◆ Accurately complete simple fault report after confirming that rectification is done
	<p>6.3 Professional treatment of various types of engine systems</p>	<ul style="list-style-type: none"> ◆ Capable to inspect and test various engines to see if their exhaust gases emitted can meet the prescribed requirement of relevant ordinances

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on various types of vehicle engine systems according to the instructions in the vehicle manufacturer's service manual; (ii) Capable to conduct or arrange rectification according to diagnostic results; and (iii) Capable to conduct tests of vehicle engine systems and complete simple fault report upon completion of work.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of inspecting and repairing various types of vehicle engine systems. (ii) The major legislation/rule involved in this unit of competency is as follows: <ul style="list-style-type: none"> 1. Road Traffic (Construction and Maintenance of Vehicles) Regulations – Smoke, etc. and Exhaust Emission

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Test drive and report the condition of vehicles
2. Code	AUSDST311A
3. Range	This unit of competency is applicable in vehicle servicing. Practitioners should be capable to test drive the vehicles on chassis dynamometer or on road according to organisational policy, the instructions in the vehicle manufacturer's manual and relevant road traffic regulations, so as to check the vehicle, conduct fault diagnosis or confirm completion of rectification work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand procedural guidelines and relevant regulations on vehicle testing</p> <ul style="list-style-type: none"> ◆ Understand organisational policy on vehicle testing ◆ Understand vehicle manufacturer's guidelines on vehicle testing procedure ◆ Understand relevant equipment and instruments for vehicle testing ◆ Understand road traffic regulations, including road test and the use of T-plate <p>6.2 Be familiar with vehicle testing</p> <ul style="list-style-type: none"> ◆ With reference to organisational policy on vehicle testing and vehicle manufacturer's guidelines on vehicle testing procedure, test various vehicle systems by visual inspection and instruments, including: <ul style="list-style-type: none"> • Conduct the test by the use of equipment and instruments – use chassis dynamometer to simulate different road conditions • Conduct road test in compliance with road traffic safety instructions

	<p>6.3 Professional practice on conducting vehicle tests</p> <ul style="list-style-type: none"> ◆ Detect potential deficiency in vehicles ◆ Conduct fault diagnosis on vehicles ◆ Provide suggestions on repair items ◆ Confirm rectification after repair job is done ◆ Check vehicle component defect by visual inspection ◆ Issue document to confirm rectification of fault ◆ Complete report on outstanding defect of the vehicle with repairing suggestions included ◆ Complete the vehicle condition report ◆ Determine that the vehicle systems and components as well as the vehicle tests can meet the requirements of relevant road traffic regulations ◆ Be familiar with relevant procedure and regulations on the use of T-plate
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to conduct vehicle testing and accurately check the vehicle, conduct fault diagnosis or confirm completion of rectification work; (ii) Capable to provide accurate and suitable suggestions on repair items; and (iii) Capable to determine that the vehicle systems and components as well as the vehicle tests can meet the requirements of relevant road traffic regulations.

8. Remarks	<p>(i) The credits value of this unit of competency is set on the presumption that the people concerned already possess the capability to conduct fault diagnosis on various vehicle systems and possess driving licence for the vehicle types involved.</p> <p>(ii) The major legislations/rules involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1. Road Traffic (Registration and Licensing of Vehicles) Regulations- Limitations of use of trade licence, Display of trade plates and licence, Register of journeys under trade licence and Trade licence not transferable 2. Road Traffic (Construction and Maintenance of Vehicles) Regulations
------------	---

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Maintain various vehicle servicing tools and equipment
2. Code	AUSDST312A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to maintain vehicle servicing tools and equipment to keep them in good condition according to the instructions of various vehicle servicing tools and equipment manufacturers. They should also arrange regular inspection and rectification required for the tools and equipment that are governed by regulations.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the purposes and operating principles of vehicle servicing tools and equipment</p> <ul style="list-style-type: none"> ◆ Understand the purposes of vehicle servicing tools and equipment ◆ Understand the vehicle servicing tools and equipment manufacturer's user guide ◆ Understand the operating principles of special vehicle servicing tools and equipment ◆ Understand special vehicle servicing tools and equipment, such as relevant regulations governing lifting appliances <p>6.2 Maintain various categories of tools and equipment</p> <ul style="list-style-type: none"> ◆ Implement or arrange for maintenance plan for special vehicle servicing tools and equipment according to the vehicle servicing tools and equipment manufacturer's user guide ◆ Arrange tests/calibration for the tools and equipment that have to undergo regular inspection, such as roller brake testers, chassis dynamometer, exhaust gases analysers, torque wrenches and vehicle lifting equipment

	<ul style="list-style-type: none"> ◆ Conduct initial diagnosis and issue suspension notice for the malfunction tools and equipment ◆ Arrange for repairing of vehicle servicing tools and equipment ◆ Record, keep and update the record on the maintenance and repairing of vehicle servicing tools and equipment ◆ Keep and or display the documents concerning the regular tests/calibration of vehicle servicing tools and equipment
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to implement or arrange for maintenance of vehicle servicing tools and equipment; (ii) Capable to conduct initial diagnosis on the faults found in vehicle servicing tools and equipment; (iii) Capable to arrange regular tests and calibration required for vehicle servicing tools and equipment that are governed by regulations and keep/display documents concerned; and (iv) Capable to accurately record, keep and update the maintenance and repairing record of vehicle servicing tools and equipment.
8. Remarks	<ul style="list-style-type: none"> (i) The major legislation/rule involved in this unit of competency is as follows: <ul style="list-style-type: none"> 1. Factories and Industrial Undertakings (Lifting appliances and Lifting gear) Regulations - Lifting appliances to be tested and examined prior to use; Keeping and displaying of certificates and reports

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on vehicle battery, charging and starting systems
2. Code	AUSDST313A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check the condition of vehicle battery, conduct diagnosis on vehicle charging and starting systems and also repair them according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct system tests and evaluation and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of vehicle battery, charging , electric supply and starting systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of vehicle battery, charging, electric supply and starting systems ◆ Understand electric and electronic theories and also the principles of electric power transfer and electric power generation ◆ Know about general electric/electronic tools or equipment ◆ Understand the handling procedure for vehicle lead acid battery and its possible impact and danger on occupational safety and health as well as environmental protection ◆ Understand the inspection and maintenance procedure for vehicle battery, charging, electric supply and starting systems according to the requirements stated in the vehicle manufacturer's servicing manual

	<p>6.2 Conduct fault diagnosis on vehicle battery, charging , electric supply and starting systems</p> <ul style="list-style-type: none"> ◆ Independently check and repair the faults found in vehicle battery, charging , electric supply and starting systems according the information in the vehicle manufacturer’s servicing manual and the requirements of occupational safety and health as well as environmental protection ◆ Select appropriate tools and instruments to accurately inspect and measure vehicle charging/electric supply and starting systems; and analyse and evaluate the faults found in the systems according to different data <ul style="list-style-type: none"> • Subject to different faults, conduct checking and repairing work including dismantle, replace, re-assemble and fine-tune relevant system components and accessories • Handle and dispose vehicle battery according to environmental protection regulations • Accurately assess the efficiency of relevant systems upon completion of the checking and repairing work; and conduct appropriate evaluation and follow-up action • Rectify system faults based on analysis of data obtained by inspection and measurement; and evaluate if the efficiency of the vehicle battery, charging systems, electric supply systems and starting systems can meet the requirements stated in the vehicle manufacturer’s servicing manual
--	--

	<ul style="list-style-type: none"> • Accurately complete fault report after confirming that rectification is done <p>6.3 Professional practice on checking and repairing vehicle battery and electric supply systems</p> <ul style="list-style-type: none"> ◆ Handle and dispose vehicle battery systems according to relevant local statutory requirement, the instructions of parts supplier and battery collection merchants
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct fault diagnosis on vehicle battery, charging and starting systems according to the instructions in the vehicle manufacturer’s servicing manual; (ii) Capable to implement or arrange rectification work for relevant systems according to diagnostic results; and conduct test of components upon completion of work; and (iii) Capable to conduct system tests and complete simple fault report upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of vehicle electric system servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on vehicle lighting systems, signalling systems, meter instruments and displaying systems
2. Code	AUSDST314A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to independently check and repair as well as conduct diagnosis and analysis on vehicle lighting systems, signaling systems, meter instruments and displaying systems according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct system tests and evaluation and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of vehicle lighting systems, signaling systems, meter instruments and displaying systems</p> <ul style="list-style-type: none"> ◆ Understand relevant local statutory requirements of vehicle lighting, signaling and displaying systems ◆ Understand the structure and operating principles of vehicle lighting systems, signaling systems, meter instruments and displaying systems ◆ Understand the principles of lighting, electricity and electronics ◆ Know about general electric/electronic tools or instruments ◆ Understand the general inspection and maintenance procedure for vehicle lighting systems, signaling systems, meter instruments and displaying systems according to the requirements stated in the vehicle manufacturer's servicing manual

	<p>6.2 Conduct fault diagnosis on vehicle lighting systems, signaling systems, meter instruments and displaying systems</p> <ul style="list-style-type: none"> ◆ Safely conduct fault diagnosis on vehicle lighting systems, signalling systems, meter instruments and displaying systems and repair them according to the information in the vehicle manufacturer’s servicing manual and the requirements of occupational safety and health as well as environmental protection, including: <ul style="list-style-type: none"> • Find out common problems of vehicle lighting systems, signalling systems, meter instruments and displaying systems by visual inspection • Select suitable tools or instruments to inspect and measure the systems and capable to analyse and evaluate system faults according to different circumstances • Check and repair faulty systems and circuits; work may include dismantle, replace, re-assemble and fine-tune relevant system components and accessories • With the use of suitable tools or instruments, accurately evaluate if the relevant systems can meet the requirements upon completion of work • Complete relevant fault report after confirming that rectification is done
--	---

	<p>6.3 Professional practice on conducting fault diagnosis on vehicle lighting systems and signaling systems</p> <p>◆ Capable to assess if the vehicle lighting systems and signalling systems can meet the local statutory requirement</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to accurately conduct complicated fault diagnosis on vehicle lighting systems, signalling systems, meter instruments and displaying systems according to the instructions in the vehicle manufacturer's servicing manual;</p> <p>(ii) Capable to implement or arrange rectification work for relevant systems according to diagnostic results; and</p> <p>(iii) Capable to conduct relevant system tests and evaluation and complete simple fault report upon completion of work.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of vehicle electronic and electric system servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis and analysis on vehicle wiper, electric door and window systems
2. Code	AUSDST315A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to independently check and repair as well as conduct diagnosis and analysis on vehicle wiper, electric door and window systems according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct system tests and evaluation and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of vehicle wiper, electric door and window systems</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of vehicle wiper and electric door and window systems ◆ Understand the principles of electricity and electronics ◆ Know about general electronic/electric tools or instruments and testing of electronic/electric systems/parts ◆ Understand the inspection and maintenance procedure for wiper, electric door and window systems according to the instructions in the vehicle manufacturer's servicing manual

	<p>6.2 Conduct fault diagnosis and analysis on vehicle wiper, electric door and window systems</p> <ul style="list-style-type: none"> ◆ Safely conduct fault diagnosis on vehicle wiper, electric door and window systems and repair them according to the information in the vehicle manufacturer's servicing manual and the requirements of occupational safety and health as well as environmental protection, including: <ul style="list-style-type: none"> • Find out common problems of vehicle wiper, electric door and window systems by visual inspection • Select suitable tools or instruments to inspect and measure relevant systems • Determine, analyse and evaluate system faults according to the data obtained by measurement • Conduct repairing work for relevant systems according to different faults found; work may include dismantle, replace, re-assemble and fine-tune relevant system components and accessories • With the use of suitable tools or instruments, accurately evaluate if the relevant systems can meet the requirements and are up to standard upon completion of work • Complete relevant fault report after confirming that rectification is done
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on vehicle wiper, electric door and window systems according to the instructions in the vehicle manufacturer's servicing manual; (ii) Capable to implement or arrange rectification work for relevant systems according to diagnostic results; and (iii) Capable to conduct tests and evaluation on vehicle wiper, electric door and window systems and complete simple fault report upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of vehicle electronic and electric systems servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis and analysis on vehicle anti-theft, audio and video systems
2. Code	AUSDST316A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to independently check, repair, analyse and replace vehicle anti-theft, audio and video systems according to the instructions in the servicing manual provided by vehicle manufacturer or parts supplier. They should also be capable to conduct system fine-tuning and evaluation and complete simple fault report upon completion of work.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of vehicle anti-theft, audio and video systems</p> <ul style="list-style-type: none"> ◆ Understand relevant statutory requirements on vehicle anti-theft, audio and video systems ◆ Understand the circuitry and operating principles of vehicle anti-theft, audio and video systems ◆ Understand the principles of radio, video and electricity ◆ Know about general electronic/electric tools and instruments ◆ Understand the inspection and service procedure for vehicle anti-theft, audio and video systems according to the service manual provided by vehicle manufacturer or parts supplier

	<p>6.2 Conduct fault diagnosis on vehicle anti-theft, audio and video systems</p> <ul style="list-style-type: none"> ◆ Safely conduct fault diagnosis on vehicle anti-theft, audio and video systems and repair them according to the information in the servicing manual provided by vehicle manufacturer or parts supplier and the requirements of occupational safety and health as well as environmental protection, including: <ul style="list-style-type: none"> • Find out common problems of vehicle anti-theft, audio and video systems by visual inspection • Select suitable tools and instruments to inspect and measure vehicle anti-theft, audio and video systems • Analyse and evaluate system faults according to the data obtained by measurement • Conduct repairing work for relevant systems according to different faults found; work may include dismantle, replace, re-assemble and fine-tune relevant system components and accessories • With the use of suitable tools or instruments, accurately test and evaluate if the operation and efficiency of relevant systems can meet the requirements • Complete relevant fault report after confirming that rectification is done
--	---

	<p>6.3 Professional practice on checking and repairing vehicle anti-theft, audio and video systems</p> <ul style="list-style-type: none"> ◆ Inspect and evaluate if the vehicle anti-theft, audio and video systems can meet the local statutory requirements ◆ Handle anti-theft systems according to security rules
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on vehicle anti-theft, audio and video systems according to the instructions in the vehicle manufacturer's servicing manual; (ii) Capable to implement or arrange rectification work for relevant systems according to diagnostic results; and (iii) Capable to conduct tests and evaluation on vehicle anti-theft, audio and video systems and complete simple fault report upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of vehicle electronic and electric systems servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis and analysis on vehicle electronic/data control systems
2. Code	AUSDST317A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to independently check, repair, analyse and evaluate various types of vehicle electronic/data control systems and equipment according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct fine-tuning, test and evaluation of system components and complete simple fault report upon completion of work.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of various types of vehicle electronic control systems and equipment</p> <ul style="list-style-type: none"> ◆ Understand the structure and operating principles of various types of vehicle electronic control systems and equipment ◆ Understand the principles of electricity, electronics and data control ◆ Understand the inspection, service and analysis procedure for various types of vehicle electronic/data control systems and equipment according to servicing instructions provided by vehicle manufacturer or parts supplier

	<p>6.2 Conduct fault diagnosis and analysis on various types of vehicle electronic control systems and equipment</p> <ul style="list-style-type: none"> ◆ Safely conduct fault diagnosis on various types of vehicle electronic control systems and equipment and repair them according to the information in the servicing manual provided by vehicle manufacturer or parts supplier and the requirements of occupational safety and health as well as environmental protection, including: <ul style="list-style-type: none"> • Find out common problems of vehicle electronic control systems and equipment by visual inspection • Select suitable tools and instruments to inspect and measure various types of vehicle electronic control systems and equipment and conduct fault diagnosis, calculation and analysis of the problems in the systems according to different data and circumstances • Conduct appropriate rectification work according to the faults found; work may include dismantle, replace, re-assemble and fine-tune relevant system components and accessories • Measure, test and evaluate the operation and efficiency of various types of vehicle electronic/data control systems and equipment • Complete relevant fault report after confirming that rectification is done
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on vehicle electronic/data control systems and equipment according to the instructions in the vehicle manufacturer's servicing manual; (ii) Capable to implement or arrange rectification work for relevant systems according to diagnostic results; and (iii) Capable to conduct relevant system tests and evaluation and complete simple fault report upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of vehicle electronic and electric systems servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis and analysis on vehicle air-conditioning and ventilation systems
2. Code	AUSDST318A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to independently check, repair, conduct diagnosis and analysis on vehicle air-conditioning and ventilation systems according to statutory requirement and the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct system test and complete simple fault report upon completion of work.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of vehicle air-conditioning and ventilation systems</p> <ul style="list-style-type: none"> ◆ Understand the types of vehicle refrigerants, their characteristics and relevant handling procedure and the possible impact on environmental protection as well as relevant statutory requirements ◆ Understand the structure and operating principles of vehicle air-conditioning and ventilation systems ◆ Understand the principles of refrigeration and electricity ◆ Understand the inspection and service procedure for vehicle air-conditioning and ventilation systems according to relevant local statutory requirement and the servicing instructions provided by the vehicle manufacturer

	<p data-bbox="352 1288 682 1567">6.2 Conduct fault diagnosis on vehicle air-conditioning and ventilation systems</p> <ul style="list-style-type: none"> <li data-bbox="716 1062 1369 1199">◆ Understand the environmental protection regulations and requirements on the recovery of refrigerants <li data-bbox="716 1288 1369 2576">◆ Safely conduct fault diagnosis on vehicle air-conditioning and ventilation systems and also repair them according to relevant local statutory requirement, the information in the vehicle manufacturer's servicing manual and the requirements of occupational safety and health as well as environmental protection, including: <ul style="list-style-type: none"> <li data-bbox="762 1685 1369 1822">• Find out common problems of vehicle air-conditioning and ventilation system components by visual inspection <li data-bbox="762 1843 1369 2021">• Select suitable tools or instruments to inspect and analyse vehicle air-conditioning and ventilation systems faults <li data-bbox="762 2041 1369 2415">• Check and repair the parts and electric/electronic equipment of vehicle air-conditioning and ventilation systems according to data obtained by measurement; work may include dismantle, replace, re-assemble, fine-tune and test relevant system components and accessories <li data-bbox="762 2436 1369 2576">• Select suitable tools or instruments to accurately check refrigerant leakage in the systems
--	---

	<ul style="list-style-type: none"> • With the use of suitable tools or instruments and application of the theories of refrigeration and electricity, calculate, analyse and assess the faults and efficiency of vehicle air-conditioning and ventilation systems • Maintain record on the consumption of refrigerants according to environmental protection regulations • Complete relevant fault report after confirming that rectification is done
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct complicated fault diagnosis on vehicle air-conditioning and ventilation systems according to the instructions in the vehicle manufacturer’s servicing manual; (ii) Capable to safely collect and handle the refrigerants for vehicle air-conditioning and ventilation systems according to relevant local legislative provisions and the instructions in the vehicle manufacturer’s servicing manual; (iii) Capable to conduct leakage test on refrigerants for vehicle air-conditioning and ventilation systems; and (iv) Capable to implement or arrange rectification work for relevant systems according to diagnostic results; and conduct system test and evaluation upon completion of work; and complete simple fault report.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of vehicle electronic and electric systems servicing and know how to handle refrigerants.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Measure vehicle body/chassis with specialised electronic instruments
2. Code	AUSDST319A
3. Range	This unit of competency is applicable in vehicle body servicing workshops. Practitioners should be capable to measure vehicle body/chassis and conduct diagnosis on the deformation condition according to the vehicle body servicing manual and equipment user guide.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure of various types of vehicle body and the operating principles of electronic measuring instruments</p> <ul style="list-style-type: none"> ◆ Understand various types of chassis and the structure of unitary chassis ◆ Understand the operating principle of vehicle body electronic instruments ◆ Understand the impact of crushing on the structure of vehicle body <p>6.2 Measure vehicle body/chassis with electronic instruments</p> <ul style="list-style-type: none"> ◆ Calibrate instruments ◆ Measure vehicle body with specialised instruments according to the vehicle body servicing manual and equipment user guide ◆ Record measurement data and conduct diagnosis on deformation condition

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately measure and conduct diagnosis on the deformation of vehicle body structure according to the instructions in the vehicle manufacturer's servicing manual; and (ii) Capable to record measurement data.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle body servicing and measurement.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Rectify large-scale structural damages
2. Code	AUSDST320A
3. Range	This unit of competency is applicable in vehicle body servicing workshops. Practitioners should be capable to correctly diagnosis and rectify large-scale structural damages according to the instructions in the vehicle manufacturer's servicing manual.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand structural damages of vehicle body and rectification systems</p> <ul style="list-style-type: none"> ◆ Understand the impact of crushing to the structure of vehicle body ◆ Understand the structure of rectification systems, names of accessories and the operating method <p>6.2 Conduct diagnosis and rectification on structural damages of vehicle body</p> <ul style="list-style-type: none"> ◆ Conduct diagnosis on the structure of vehicle body by visual inspection and the measurement data of vehicle body ◆ Replace the structural parts according to the instructions in the vehicle manufacturer's servicing manual ◆ Rectify damaged structural parts by conducting cutting and welding procedure according to the instructions in the vehicle manufacturer's servicing manual ◆ Conduct rectification procedure by using vehicle body rectification systems according to the vehicle manufacturer's servicing manual and the working instructions of vehicle body rectification systems

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct diagnosis on the damages of vehicle body structure according to the instructions in the vehicle manufacturer's servicing manual; and (ii) Capable to conduct vehicle body rectification procedure according to the instructions in the vehicle manufacturer's user guide/servicing manual.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle body servicing, welding and know how to use vehicle body rectification instruments.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Check and repair aluminium alloy vehicle body
2. Code	AUSDST321A
3. Range	This unit of competency is applicable in vehicle body servicing workshops. Practitioners should be capable to safely check and repair aluminium alloy vehicle body according to the instructions in the vehicle manufacturer's servicing manual. They should also be capable to conduct basic test of components upon completion of work.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the repairing of aluminium alloy vehicle body</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of aluminium alloy suitable to be used as the material for vehicle body, including its comparison with steel and the damages of iron elements to aluminium alloy ◆ Understand various kinds of methods to join aluminium alloy panels and the materials and tools required ◆ Understand the categories, specification and standard of aluminium alloy welding rods and wires commonly used in MIG/TIG welding ◆ Understand the working procedure for aluminium alloy

	<p>6.2 Check and repair aluminium alloy vehicle body</p> <ul style="list-style-type: none"> ◆ Repair aluminium alloy vehicle body according to the instructions in the vehicle manufacturer’s servicing manual, the requirements of occupational safety and health and environmental protection as well as the Code of Practice for Safety and Health at Work for Manual Electric Arc Welding, including: <ul style="list-style-type: none"> • Use adhesives • Use rivets • Welding • Use correct tools to cut and grind ◆ Conduct visual inspection and dimensional check on vehicle body and the surface of welding seams according to the specification provided by vehicle manufacturer
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to safely check and repair aluminium alloy vehicle body panels according to the instructions in the vehicle manufacturer’s servicing manual and the Code of Practice for Safety and Health at Work for Manual Electric Arc Welding; and know how to select the materials and tools required for repair work; and</p> <p>(ii) Capable to conduct visual inspection and dimensional check on vehicle body panels and the surface of welding seams according to the specification provided by vehicle manufacturer.</p>
<p>8. Remarks</p>	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of MIG/TIG and vehicle body structure.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Master the techniques of blending
2. Code	AUSDST322A
3. Range	This unit of competency is applicable in vehicle body painting workshops. Practitioners should be capable to conduct colour mixing, matching and blending according to working instructions and the vehicle manufacturer's servicing manual.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand colour mixing, painting materials and spraying guns</p> <ul style="list-style-type: none"> ◆ Understand basic colour theory and the principle of colour mixing ◆ Understand the user instructions / data sheet of painting materials ◆ Understand the characteristics and operating principles of various kinds of spraying guns ◆ Understand the difference between the techniques of blending paint and ordinary spray painting <p>6.2 Carry out the work of colour mixing, colour matching and blending paint</p> <ul style="list-style-type: none"> ◆ Carry out the work of colour mixing and colour matching according to the instructions in the vehicle manufacturer's manual, such as: <ul style="list-style-type: none"> • Paint mixing • Spray testing and colour checking • Tinting adjustment • Colour matching • Spray gun adjustment • Adjust air pressure to control the colour ◆ Apply blending paint technique to the work piece

	<p style="text-align: center;">◆ Check the working procedure to ensure that the requirements of the factory are met</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct the procedure for paint mixing according to the painting formula provided by the vehicle manufacturer and the colour of the vehicle; (ii) Capable to correctly adjust the spraying gun to conduct blending paint according to working instructions or the instructions in the vehicle manufacturer's servicing manual; and (iii) Capable to conduct inspection to ensure that the requirements of the factory are met according to working instructions or the instructions in the vehicle manufacturer's servicing manual.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the capability to handle the painting process and safely operate general painting tools and instruments.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Remedy paint defects (spot painting)
2. Code	AUSDST323A
3. Range	Practitioners should be capable to remedy paint defects applicable to spot painting independently in vehicle body painting workshops.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand painting defects ♦ Understand the causes, preventive measures and solutions for painting defects</p> <p>6.2 Apply spot painting technique for remedial work ♦ With compliance to Factories and Industrial Undertakings (Protection of Eyes) Regulations, Factories and Industrial Undertakings (Spraying of Flammable Liquids) Regulations, carry out procedures to remedy painting defects including the following:</p> <ul style="list-style-type: none"> • Handle old top coating • Select suitable painting materials • Mix and blend the paint and conduct colour matching • Carry out spot painting process • Inspect the working procedure to ensure that the requirements of the factory are met

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to correctly identify painting defects; (ii) Capable to successfully solve the painting defects with compliance to Factories and Industrial Undertakings (Protection of Eyes) Regulations and Factories and Industrial Undertakings (Spraying of Flammable Liquids) Regulations; and (iii) Capable to conduct inspection to ensure that no painting defects is found in the work piece upon completion of work.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the capability to perform spray painting and paint mixing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Examine vehicle of its roadworthiness
2. Code	AUSDST324A
3. Range	This unit of competency is applicable in designated vehicle examination workplaces under legislative provision. Practitioners should be capable to inspect vehicles according to the stipulated instructions as to satisfy the relevant regulations on roadworthiness of vehicles.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Be familiar with the standard of vehicle examination</p> <ul style="list-style-type: none"> ◆ Be familiar with relevant regulations on vehicle examination so as to determine if the structure and components can meet statutory requirements during vehicle examination ◆ Be familiar with the procedure for issuing documents in relation to vehicle examination and the responsibilities involved ◆ Be familiar with the operation of testing instruments and equipment <p>6.2 Carry out vehicle examination and related duties</p> <ul style="list-style-type: none"> ◆ Perform the duty of vehicle examination according to relevant regulations/instructions on vehicle inspection, such as: <ul style="list-style-type: none"> • Vehicle examination e.g. visual inspection, test vehicle with tools and instruments if vehicle components can meet statutory requirements and roadworthiness

	<ul style="list-style-type: none"> • Issue and record documents in relation to vehicle inspection, such as certificate of roadworthiness • Report cases of severe deficiency and vehicles that cannot meet the specification ◆ Conduct simple maintenance for testing instruments and equipment ◆ Report faulty testing instruments and equipment and improper conditions ◆ Update vehicle examination standard/specification according to the latest regulations/instructions <p>6.3 Professional practice on conducting vehicle examination</p> <ul style="list-style-type: none"> ◆ Determine that vehicle inspection is carried out in accordance with relevant regulations on vehicle inspection ◆ Empowered by relevant regulations on vehicle examination to approve and issue relevant documents
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to conduct vehicle examination according to the instructions and standard stipulated in relevant regulations; and</p> <p>(ii) Capable to issue documents in relation to vehicle examination according to relevant regulations.</p>
8. Remarks	<p>(i) The credits value of this unit of competency is set on the presumption that the people concerned already possess extensive knowledge of vehicle servicing.</p> <p>(ii) The major legislations/rules involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1. Road Traffic Ordinance 2. Road Traffic (Construction and Maintenance of Vehicles)Regulations

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct maintenance for special equipment and instruments for vehicle inspection
2. Code	AUSDST325A
3. Range	This unit of competency is applicable in vehicle servicing workplaces. Practitioners should be capable to conduct maintenance for special equipment and instruments for vehicle inspection according to vehicle manufacturer's manual.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the maintenance for special equipment and instruments for vehicle inspection</p> <ul style="list-style-type: none"> ◆ Understand the maintenance manual on special equipment and instruments for vehicle inspection ◆ Understand the operating method for testing instruments and equipment <p>6.2 Conduct maintenance for special equipment and instruments for vehicle inspection</p> <ul style="list-style-type: none"> ◆ Conduct maintenance for special equipment and instruments for vehicle inspection regularly according to the instructions in the vehicle manufacturer's manual, including: <ul style="list-style-type: none"> • Check and clean • Fine tune and calibrate • Top up materials and replace consumable materials • Keep documents in relation to instruments and equipment, such as operating manual • Keep, update, reset and upgrade computer software relevant to equipment

	<ul style="list-style-type: none"> • Update and maintain the maintenance and repair records/information of those instruments and equipment • Monitor the repairing work of instruments and equipment ◆ Conduct maintenance for special equipment and instruments for vehicle inspection, such as: <ul style="list-style-type: none"> • Exhaust gases analysers for petrol engines • Diesel engine smoke meters • Chassis dynamometers • Engine dynamometers • Engine analysers • Hand held testers • Brake testers • Wheel aligners • Wheel balancers • Headlamp aligners • Refrigerant recovery and reclaim station • Liquefied gas testing equipment • Other special equipment and instruments for vehicle inspection
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to conduct maintenance for special equipment and instruments for vehicle inspection according to vehicle manufacturer’s manual; and</p> <p>(ii) Capable to update and maintain the documents concerning the special equipment and instruments for vehicle inspection.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already understand the basic operation of special equipment and instruments for vehicle inspection and general computer operation.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Arrange vehicle examination
2. Code	AUSDST326A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to check and repair vehicles on customers' demand and ensure that condition of vehicles can meet the statutory requirements of relevant road traffic regulations. They should also be capable to deliver respective vehicles to vehicle examination department for examination upon completion of work to obtain documents such as the certificate of roadworthiness, etc.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the arrangement of vehicle examination</p> <ul style="list-style-type: none"> ◆ Understand relevant local regulations on road traffic and vehicle inspection ◆ Understand the procedure for arrangement of vehicles examination <p>6.2 Arrange vehicle examination</p> <ul style="list-style-type: none"> ◆ Inspect the vehicle defects according to relevant local regulations on road traffic and vehicle examination ◆ Estimate the cost entailed for the repair items according to inspection results ◆ Carry out or arrange repairing procedure ◆ Test various vehicle systems upon completion of rectification work, including using instruments and equipment to test vehicles so as to determine if they can meet the statutory requirements of relevant road traffic regulations ◆ Bring and prepare vehicle documents for car owners and make appointment and arrangement for inspection according to vehicle types

	<ul style="list-style-type: none"> ◆ Conduct further rectification for the parts that failed to pass the examination and arrange for second examination ◆ Obtain documents such as the certificate of roadworthiness, etc. after passing vehicle inspection and deliver them to car owners <p>6.3 Professional practice on arranging vehicle examination</p> <ul style="list-style-type: none"> ◆ Capable to accurately identify vehicle defects according to relevant local regulations on road traffic and vehicle examination
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to inspect vehicle defects according to relevant local regulations on road traffic and vehicle examination; (ii) Capable to carry out or arrange rectification work according to inspection results; (iii) Capable to accurately inspect various vehicle systems to see if they can meet the statutory requirements of relevant road traffic regulations; and (iv) Capable to bring and prepare vehicle documents for car owners and make appointment and arrangement for examination according to vehicle types.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle systems servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Fulfil the requirements on environmental protection (electrical and mechanical servicing)
2. Code	AUSDST327A
3. Range	This unit of competency is applicable to technical personnel in various kinds of electrical and mechanical servicing workshops of the automotive industry. Practitioners should be capable to understand the environmental protection concept and comply with environmental protection requirements when working in a familiar vehicle servicing workshop.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand environmental protection concept</p> <ul style="list-style-type: none"> ◆ Understand the statutory requirements on environmental protection ordinances applicable to the department which one belongs to ◆ Understand organisational instructions on the requirements of environmental protection <p>6.2 Comply with requirements on environmental protection</p> <ul style="list-style-type: none"> ◆ Comply with organisational instructions on environmental protection in familiar electrical and mechanical servicing workshops; and cautiously carry out the procedure that may cause pollution so as to protect the environment, such as:

	<ul style="list-style-type: none">• Prevent leakage of engine oil, fuel, gearbox oil, organic solvent, paint, engine coolant and various kinds of hydraulic oil into the land and prevent discharge of these pollutants into sewer, river, stream or sea. Relevant work should be carried out on the floor coated with leak-proofing material or covered with leak-proofing canvas. All procedures should be handled according to the Code of Practice for Chemical Waste Producers• Prevent disposing empty utensils containing organic substances (e.g. abandoned oil container, abandoned oil filter and washing cloth, etc.) together with general waste• Testing of engines or vehicle emission should be carried out in indoor workshops with exhaust gas extraction system so as to reduce the nuisances caused by exhaust gas• Collect all refrigerants by approved refrigerant recycling equipment before opening up of the refrigerant lines. Take precaution measures to prevent leakage of refrigerant in the process and maintain records on utilisation of refrigerants.
--	---

	<ul style="list-style-type: none"> • Work that will generate large amount of effluent such as car washing or engine washing should be carried out in workshops with Water Pollution Control Ordinance Licence; and should keep the utilisation of cleansers, chemicals and fresh water under control • Use vacuum cleaning equipment, cleansers and containers for collection purposes in carrying out procedures that generate suspended particles such as brakes and clutches repairing etc. so as to avoid tiny particles suspended in the air or dropping of contaminated solvent on the shop floor. • Works that generate noise, such as testing of engines, or exhaust gas, and use of pneumatic tools, should be carried out in indoor workshops within specified timeframe to avoid causing noise nuisances • Works involving dangerous chemicals and pollutants should be carried out according to procedures • Sort, recycle and handle the wastes or recyclable parts according to established instructions prior to disposal ◆ Be familiar with the organisation's contingency measures on pollutant leakage and capable of handling the situation and efficiently so as to minimize danger and pollution
--	---

	<p>6.3 Understand the statutory requirements on environmental protection</p> <p>◆ Confirm the compliance with the statutory requirements on handling chemical wastes, waste water discharge and utilization of refrigerants</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to fully understand the environmental protection ordinances and organisational requirements on environmental protection; and carry out the work carefully to protect the environment;</p> <p>(ii) Capable to carry out the duties involving dangerous chemicals, pollutants, recoverable parts and waste according to established procedure in a familiar electrical and mechanical servicing workshop; and</p> <p>(iii) In case of pollutant leakage, implement the contingency measures safely and efficiently so as to minimize danger and pollution.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Fulfil the requirements on environmental protection (vehicle body servicing)						
2. Code	AUSDST328A						
3. Range	This unit of competency is applicable to technical personnel in various kinds of vehicle body servicing workshops (including painting workshops) of the automotive industry. Practitioners should be capable of understanding environmental protection concept and comply with environmental protection requirements when working in a familiar servicing workshop.						
4. Level	3						
5. Credits	6(for reference only)						
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <table border="0"> <tr> <td style="vertical-align: top;">6.1</td> <td style="vertical-align: top;">Understand environmental protection concept</td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ◆ Understand the statutory requirements of environmental protection ordinances applicable to the department which one belongs to ◆ Understand organisational instructions on the requirements of environmental protection </td> </tr> <tr> <td style="vertical-align: top;">6.2</td> <td style="vertical-align: top;">Comply with environmental protection requirements</td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ◆ Comply with organisational instructions on environmental protection in a familiar vehicle body servicing workshop; and cautiously carry out the procedure that may cause pollution so as to protect environment, such as: </td> </tr> </table>	6.1	Understand environmental protection concept	<ul style="list-style-type: none"> ◆ Understand the statutory requirements of environmental protection ordinances applicable to the department which one belongs to ◆ Understand organisational instructions on the requirements of environmental protection 	6.2	Comply with environmental protection requirements	<ul style="list-style-type: none"> ◆ Comply with organisational instructions on environmental protection in a familiar vehicle body servicing workshop; and cautiously carry out the procedure that may cause pollution so as to protect environment, such as:
6.1	Understand environmental protection concept	<ul style="list-style-type: none"> ◆ Understand the statutory requirements of environmental protection ordinances applicable to the department which one belongs to ◆ Understand organisational instructions on the requirements of environmental protection 					
6.2	Comply with environmental protection requirements	<ul style="list-style-type: none"> ◆ Comply with organisational instructions on environmental protection in a familiar vehicle body servicing workshop; and cautiously carry out the procedure that may cause pollution so as to protect environment, such as: 					

	<ul style="list-style-type: none">• Prevent leakage of chemicals such as paint and organic solvent etc. into the land and prevent discharge of these pollutants into sewer, river, stream or sea. Relevant work should be carried out according to the Code of Practice for Chemical Waste Producers• Prevent disposing empty utensils containing organic substances (e.g. abandoned oil container, abandoned oil filter and washing cloth, etc.) together with general waste• Works that release smells or organic particles, such as vehicle painting, etc., should be carried out in workshops equipped with air treatment facilities• Works that produce smoke, powder and dust, such as vehicle body polishing, metal cutting and welding, etc., should be carried out in indoor workshops equipped with air treatment facilities. Workshop cleanliness should also be emphasised so as to prevent dust, smell, smoke, ozone, suspended particles and powder suspending in the air
--	--

	<ul style="list-style-type: none"> • Works that generate large amount of effluent such as car washing or engine washing should be carried out in workshops with Water Pollution Control Ordinance Licence; and should keep the utilisation of cleansers, chemicals and fresh water under control • Works that generate noise, such as the hitting and striking procedure and use of pneumatic tools, should be carried out in indoor workshops within specified timeframe to avoid causing noise nuisances ◆ Works involving dangerous chemicals and pollutants should be carried out according to procedure ◆ Sort, recycle and handle the waste or recyclable parts according to established instructions prior to disposal ◆ Be familiar with the organisation's contingency measures on pollutant leakage; and capable to handle the situation safely and efficiently so as to minimize danger and pollution <p>6.3 Understand the statutory requirements on environmental protection</p> <ul style="list-style-type: none"> ◆ Confirm the compliance with the statutory requirements on handling chemical wastes and waste water discharge
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to fully understand the environmental protection ordinances and organisational requirements on environmental protection; and carry out the work carefully to protect environment; (ii) Capable to carry out the duties involving dangerous chemicals, pollutants, recoverable parts and wastes according to established procedure in a familiar vehicle body servicing workshop; and (iii) In case of pollutant leakage, implement the contingency measures safely and efficiently, so as to minimize danger and pollution.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on electric vehicles
2. Code	AUSDST329A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct fault diagnosis on electric vehicles and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of electric vehicles</p> <ul style="list-style-type: none"> ◆ Be familiar with the structure and operating principles of various types of electric vehicles ◆ Understand the fault diagnosis procedure for electric vehicles with reference to instructions in the vehicle manufacturer's service manual ◆ Be familiar with the hazards and safety rules of the electric-driven system of electric vehicles ◆ Be familiar with the operation of various types of diagnostic and testing instruments and equipment, such as on-board diagnostic systems ◆ Understand the disposal and recovery procedure for batteries according to the requirements of environmental protection regulations

	<p>6.2 Conduct fault diagnosis on electric vehicles</p>	<ul style="list-style-type: none"> ◆ Accurately conduct fault diagnosis on electric vehicles according to the instructions in the vehicle manufacturer's service manual and safety rules as well as the requirements of occupational safety and health and environmental protection, including the use of special equipment and instruments, such as using hand held testers and chassis dynamometers etc., to assist the diagnosis of system components (including inspection of systems and components e.g. electric systems, charging systems, control systems and mechanical structure, etc.): ◆ Conduct or arrange rectification of defects found according to diagnostic results ◆ Test various types of electric vehicles accurately and confirm that rectification is done, such as conduct tests by using instruments and equipment ◆ Complete simple fault report accurately after confirming that rectification is done
	<p>6.3 Professional practice on handling electric vehicles</p>	<ul style="list-style-type: none"> ◆ Correctly handle the disposal and recovery of battery according to the requirements of environmental protection regulations

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct fault diagnosis on electric vehicles according to the instructions in the vehicle manufacturer's service manual; (ii) Capable to conduct or arrange rectification of defects according to diagnostic results; (iii) Capable to test various types of electric vehicles accurately and complete simple fault report; and (iv) Capable to handle the disposal and recovery of various types of batteries correctly with compliance to the requirements of environmental protection regulations.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of repairing various types of vehicle mechanical and electric systems.

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct fault diagnosis on hybrid vehicles
2. Code	AUSDST330A
3. Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be capable to conduct fault diagnosis on hybrid vehicles and conduct or arrange rectification according to the instructions in the vehicle manufacturer's service manual. They should also be capable to conduct system tests and complete simple fault report upon completion of work.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure and operating principles of hybrid vehicles</p> <ul style="list-style-type: none"> ◆ Be familiar with hybrid vehicle systems, such as the structure and operating principles of various types of hybrid systems, series and parallel hybrid, etc. ◆ Be familiar with the hazards and safety rules of the electric-driven system of hybrid vehicles ◆ Understand the diagnostic procedure for hybrid vehicles with reference to the instructions in the vehicle manufacturer's service manual ◆ Be familiar with the operation of various types of diagnostic and testing instruments and equipment ◆ Understand the disposal and recovery procedure for batteries according to the requirements of environmental protection regulations

	<p>6.2 Conduct fault diagnosis on hybrid vehicles</p>	<ul style="list-style-type: none"> ◆ Accurately conduct fault diagnosis on hybrid vehicles according to the instructions in the vehicle manufacturer's service manual and safety rules as well as the requirements of occupational safety and health and environmental protection, including the use of special equipment and instruments, such as using hand held testers, engine analysers, chassis dynamometers and exhaust gas analysers etc., to assist the diagnosis of system components (including inspection of systems and components e.g. internal combustion power systems, electric systems, charging systems, power cut in/out systems and mechanical structure, etc.): ◆ Conduct or arrange rectification of defects found according to diagnostic results ◆ Test various types of hybrid vehicles accurately and confirm that rectification is done, such as conduct tests by using instruments and equipment ◆ Complete simple fault report accurately after confirming that rectification is done
	<p>6.3 Professional practice on handling hybrid vehicles</p>	<ul style="list-style-type: none"> ◆ Correctly handle the disposal and recovery of battery according to the requirements of environmental protection regulations

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to accurately conduct fault diagnosis on hybrid vehicles according to the instructions in the vehicle manufacturer's service manual; (ii) Capable to conduct or arrange rectification of defects according to diagnostic results; (iii) Capable to test various types of hybrid vehicles accurately and complete simple fault report; and (iv) Capable to handle the disposal and recovery of various kinds of batteries correctly with compliance to the requirements of environmental protection regulations.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of repairing various types of engines and electric systems.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Handle imported new vehicles
2. Code	AUSDSS301A
3. Range	This unit of competency is applicable in vehicle sales/service centers. Practitioners should be capable to arrange vehicles to be transported to Hong Kong from the places of origin after purchasing orders have been placed under different situations/circumstances according to organisational procedure. They should also arrange delivery and inspection of vehicles; vehicle registration and licensing; and installation of accessories and supplementary devices, etc.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of procedure for handling new vehicles</p> <ul style="list-style-type: none"> ◆ Understand the delivery of vehicles, transportation requirements, the processing procedure required and the workflow upon arrival of vehicles in Hong Kong ◆ Understand relevant local statutory requirements and procedures of registration of imported vehicles and the procedure for application of licence ◆ Understand the accessories and supplementary devices required and get familiar with vehicles and other product/service suppliers for the provision of products/services required

	<p>6.2 Implement procedure for handling new vehicles</p>	<ul style="list-style-type: none"> ◆ Arrange the procedure for delivery, transportation and storage, etc. upon arrival of vehicles in Hong Kong ◆ Arrange the transportation of vehicles, processing procedure and coordinate the workflow involving different parties ◆ Make suitable arrangement for registration of imported vehicles and application for licence according to the procedure stipulated in relevant local legislative provisions ◆ Arrange the procedure for vehicle inspection and prepare the legal documents required ◆ Maintain contact with the sales department to understand customers' needs and demands; and get to know the relevant arrangement and agreement established between customers and salespersons ◆ Arrange and prepare the accessories and supplementary devices required, or the contact list of vehicles or other product/service suppliers for the provision of products/services required
--	--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to arrange delivery, transportation and storage etc. upon arrival of vehicles in Hong Kong under different situations/circumstances according to organisational procedure; (ii) Capable to arrange vehicle inspection and application for licence according to the requirements of relevant local statutory requirement; and (iii) Capable to arrange and coordinate the required processing procedure upon arrival of new vehicles in Hong Kong and arrange the installation of accessories and supplementary devices.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge of vehicle servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Handle after-sales warranty claim
2. Code	AUSDSS302A
3. Range	This unit of competency is applicable in vehicle service/servicing centers. Practitioners should be capable to assess if the defects of customers' vehicles are covered within the vehicle manufacturer's coverage of warranty by individual cases in accordance with organisational procedure. They should also submit report on the defect conditions and coordinate with the service advisor to make arrangements with customers' for manufacturer's warranty campaign services.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of handling after-sales warranty claim services</p> <ul style="list-style-type: none"> ◆ Understand the vehicle manufacturer's maintenance requirements for vehicles as well as the warranty coverage, terms and policy for vehicle faults and damages ◆ Understand the causes of vehicle faults and damages and also analyse the liabilities involved ◆ Understand the procedure of vehicle servicing and its workflow ◆ Understand the application procedure for warranty claims of defects and submission of the required information ◆ Understand the arrangement and procedure of the manufacturer's warranty campaign services.

	<p>6.2 Handle after-sales warranty claim</p> <ul style="list-style-type: none"> ◆ Evaluate the vehicles fault or damage and assess whether it fulfills the manufacturer warranty requirement, policy and coverage ◆ Arrange necessary repair work according to the assessment ◆ Analyse the causes for vehicles fault or damage according to the defect of different vehicles and submit report to relevant departments ◆ Coordinate with service advisors to arrange maintenance and repair according necessary maintenance procedure ◆ Submit application for warranty claims of repair, compile damage and services report ◆ Coordinate with the service advisor to make arrangement with customers' for manufacturer's warranty campaign services.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to assess the need for repair or services and make necessary arrangements according to the manufacturer's coverage and terms of warranty on defects of vehicles; and</p> <p>(ii) Capable to coordinate and make arrangement for the services/repair required for respective vehicles according to the vehicle manufacturer's warranty campaign services.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of vehicle inspection and servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Provide services on the repair quotation of insurance/claims for compensation
2. Code	AUSDSS303A
3. Range	This unit of competency is applicable in vehicle service/servicing centers. Practitioners should be capable to provide necessary information on the repair quotation of insurance, claims for compensation and application procedure under different situations/circumstances according to organisational procedure. They should also make appropriate judgment and proposals to help customers and provide the services required.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge for repair quotation of insurance and claims for compensation</p> <ul style="list-style-type: none"> ◆ Understand respective local legislative provisions governing issues such as traffic accidents and the use of roads ◆ Understand the types of vehicle insurance in Hong Kong, the requirements of different vehicle types as well as the procedure and requirements of claims for compensation with respect to different types of insurance ◆ Understand the procedure for handling traffic accidents, including accidents involving/not involving injury or death ◆ Understand the procedure and documents required for application of vehicle insurance, repair quotation of insurance and claim for compensation ◆ Understand the division of work and workflow of the departments within the organisation

	<p>6.2 Provide consultant services on repairs, and services on repair quotation of insurance/claims for compensation</p> <ul style="list-style-type: none"> ◆ Understand the calculation of the repair quotation including cost and profits ◆ Receive customers and provide consultant services and proposals, such as the application procedure for claiming compensation of vehicle insurance/repair of vehicles, etc. ◆ Conduct preliminary assessment of traffic accidents for customers; make objective analysis/assessment with respect to different circumstances and situations; and provide or make appropriate suggestions/arrangements ◆ Provide customers with information on the procedure for handling the situation after the occurrence of traffic accident, including: <ul style="list-style-type: none"> • Make analysis for customers on how to handle the incident and see if it is necessary to report to the police; and how to notify the respective insurance institution to declare for claims • Make detailed repair estimates for the vehicle involved; calculate the time and expenses required; and make detailed report • Contact respective insurance institution upon obtaining customers' authorisation and arrange claims adjuster to make fair assessment; and discuss with the insurance institution on issues such as repair estimates and charges, etc. according to fair assessment
--	--

	<ul style="list-style-type: none"> • Understand the supply of parts and the progress of repairs in different departments; coordinate the work of different departments; obtain accurate information; and make appropriate report and follow up actions ◆ Find, contact and arrange other product/service suppliers to provide products/services when the organisation failed to provide the required parts/products; coordinate the arrangement and progress of different parties; and calculate the cost, profits and charges involved
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to make judgment and proposals as well as provide consultant services with respect to the types of vehicle insurance, coverage and the procedure for declaration/claims for compensation; (ii) Capable to understand and analyse independently the procedure taken by customers after the occurrence of the incident and provide relevant professional and objective advice; and (iii) Capable to contact respective insurance institution and claims adjusters to take follow-up action on the declaration for repair and claims for compensation.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of vehicle service and servicing.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Promote repair/maintenance services and provide advice on vehicle services
2. Code	AUSDSS304A
3. Range	This unit of competency is applicable in vehicle service/servicing centers. Practitioners should be capable to receive customers according to the organisation's established procedure and capable to understand customers' requirements for vehicle services/maintenance. They should also be capable to employ communication skills to promote products/services to customers and provide suitable suggestions to facilitate transactions.
4. Level	3
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of promoting repair services and provision of consultant services</p> <ul style="list-style-type: none"> ◆ Understand the influence of personal appearance and inter-personal communication skills of services consultants on matters of confidence and image building of the organisation ◆ Know about customer psychology ◆ Understand market trend and the characteristics of the organisation and other competitors in the market ◆ Understand the provision of other products/services in the market and contact other product/service supplier to arrange the relevant procedure for provision of products/services

	<p>6.2 Promote repair and maintenance and provide advice on vehicle services</p> <p>◆ Receive customers under different situations/circumstances according to organisational instructions and understand customer needs; provide suggestions on repair and maintenance and services of vehicles; and also understand customer psychology so as to promote products/services to customers, including:</p> <ul style="list-style-type: none"> • Understand the characteristics, workflow and charges of the products/services provided by the organisation and other competitors in the market; and obtain detailed information so as to sell and promote products/services to customers • Understand the psychology of different customers on the products/services required; make different suggestions and analysis according to the needs of different types of customers; and develop corresponding marketing and promotion strategies • Understand the products/services provided by different departments and the progress; coordinate the work of different departments; obtain accurate information and maintain contact with customers to make appropriate report and follow-up actions
--	--

	<ul style="list-style-type: none"> • Source, contact and arrange other product/service suppliers to provide products/services when the organisation failed to provide the required products/services; coordinate the arrangement and progress of different parties; and calculate the charges, cost and profits involved • Take follow-up actions on the quality of respective products/services to ensure that the products/services can meet customer needs and demands; and maintain contact and good relationship with customers
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to provide advice on vehicle services under different situations/circumstances according to organisational instructions and requirements; provide suggestions according to customer needs; and arrange different products/services to meet customer needs;</p> <p>(ii) Capable to understand the psychology and requirements of customers on products/services; and employ communication and psychological skills to promote sales, so as to facilitate transactions; and</p> <p>(iii) Capable to follow-up on the progress and quality of services provided to ensure the services provided can meet customers' requirements.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of vehicle service and servicing.</p>

Competencies for Practitioners of the Automotive Industry

Competency Level 4

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Monitor occupational safety and health systems
2. Code	AUSDCN401A
3. Range	This unit of competency is applicable to middle managerial staffs in various servicing workshops and warehouses in the automotive industry. Practitioners should be capable of monitoring the daily work and working procedure of the staffs in their departments according to working instructions on occupational safety and health.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand relevant occupational safety and health ordinances as well as organisational instructions</p> <ul style="list-style-type: none"> ◆ Understand organisational guidelines on occupational safety and health ◆ Understand Occupational Safety and Health Ordinance, Factories and Industrial Undertakings Ordinance as well as related labour regulations ◆ Understand the daily operation and detailed working procedures in one's department

	<p>6.2 Monitor the daily work and safety equipments in their departments</p> <ul style="list-style-type: none"> ◆ Inspect the daily works and working procedures of the staffs in their department to ensure that organisational guidelines on occupational safety and health have been met, such as the authorities on use of various facilities or equipment and its operating systems, the applications of personal protection equipment, the ventilation within the premises and its potential danger, working underneath the car, working at height, handling of pollutants and dangerous chemicals, waste disposal, the cleanliness of workshops and warehouses, methods of manual lifting, blasting by abrasives or the use of abrasive wheels, painting with flammable liquids, machine operation and protection, the use of lifting appliances and lifting gear as well as gas welding and flame cutting, etc. ◆ Participate in the investigation of accidents/incidents occurred within the area that one monitors and follow up the improvement proposals ◆ Review the incident reporting mechanism, report to supervisors when appropriate and complete relevant records ◆ Inspect the emergency exit to make sure the passageway is free from obstacle and fire fighting devices are installed ◆ Inspect the first-aid equipment in one's department ◆ Review to ensure that incidents are properly reported according to statutory requirements, such as injury at work and serious incidents, etc.
--	---

	<ul style="list-style-type: none"> ◆ Record cases not complying with respective rules/instructions and notify the people concerned; formulate improvement mechanism and compile comprehensive report regularly
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand Occupational Safety and Health Ordinance, Factories and Industrial Undertakings Ordinance, labour legislations, detailed working procedures in one's department and organisational instructions on occupational safety and health; (ii) Capable to monitor various working procedures in one's department to see if they can meet organisational instructions on occupational safety and health, so as to safeguard the well-being and safety of staff to avoid injury at work or occupational diseases; and (iii) Capable to formulate improvement mechanisms and compile comprehensive report on non-compliance cases.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Monitor and manage environmental protection operations
2. Code	AUSDCN402A
3. Range	This unit of competency is applicable to middle managerial staff in various servicing workshops and warehouses in the automotive industry. Practitioners should be capable of understanding relevant environmental protection regulations and organisational requirements in familiar workplaces so as to monitor the working procedure in the departments/workshops under their supervision to ensure that requirements of relevant environmental protection regulations and management systems have been met.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand relevant environmental protection regulations and organisational requirements</p> <ul style="list-style-type: none"> ◆ Understand organisational requirements on environmental protection ◆ Understand the environmental protection regulations involved in the work of one's department ◆ Understand the daily operation and various details of working procedures in one's department

	<p>6.2 Monitor environmental protection management systems</p>	<ul style="list-style-type: none"> ◆ Inspect the daily working procedures of subordinates for confirmation of meeting the organisational guidelines on environmental protection, such as procedures on handling waste engine oil, lubricants, waste paints, organic dissolvent, wash cloth and abandoned containers, the utilisation and handling of refrigerants, the handling of recyclable parts, waste separation and recycling, wastewater treatment, asbestos waste treatment, vehicle emission, consumption of energy and consumables, etc. ◆ Inspect the mechanism for handling pollutant leakage and review the respective measures taken for confirmation of compliance with the working instructions given ◆ Inspect relevant environmental protection equipments under one's scope of authority for confirmation of normal functioning, such as refrigerant recovery machine, exhaust extraction system, recycling equipment for various kinds of organic substances or its containers, wastewater treatment systems as well as waste and its sorting systems, etc. ◆ Inspect the work of the subordinates for confirmation of meeting the requirements of environmental protection regulations and improve respective mechanisms ◆ Record cases not complying with respective rules/instructions and notify the people concerned; formulate improvement mechanism and compile comprehensive report regularly
--	--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to monitor the working procedures in various departments and see to it that environmental protection measures are implemented; (ii) Capable to monitor the working procedures in various departments and see to it that legislative requirements on environmental protection are met; (iii) Capable to monitor relevant environmental protection devices and ensure that they are functioning normal; and (iv) Capable to formulate improvement mechanisms for non-compliance cases and compile comprehensive report.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate management procedure for dangerous chemicals, pollutants and waste
2. Code	AUSDCN403A
3. Range	This unit of competency is applicable to general mechanical workshops, vehicle body and painting workshops, LPG vehicle service workshops, testing sites; car cleaning shops, car parks for new/used cars and new/used parts warehouses, etc. in the automotive industry. Practitioners should be capable of conducting risks assessments on typical dangerous chemicals, pollutants and waste. They should also be capable of formulating management procedure and provide a safe working environment.
4. Level	4
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the definition, characteristics and related regulations on dangerous chemicals, pollutants and waste</p> <ul style="list-style-type: none"> ◆ Understand the application, labelling system and characteristics of typical chemicals used in the organisation ◆ Understand the definitions and categories of dangerous chemicals, pollutants and waste ◆ Understand statutory requirements on the delivery, transportation, utilisation, recycling and disposal of dangerous chemicals, pollutants and wastes as well as the content in the Material Safety Data Sheet (MSDS) ◆ Understand the potential risks of various kinds of pollutants in the organisation and related regulations ◆ Understand different waste treatment methods employed by the organisation

	<p>6.2 Formulate working instructions and management plans</p> <ul style="list-style-type: none"> ◆ Understand the responsibilities of employers and employees stipulated in the Occupational Safety and Health Ordinance ◆ Formulate storage management system, delivery procedure, application guidelines, monitoring systems, disposal and recycling procedure for related dangerous chemicals, such as: <ul style="list-style-type: none"> • Conduct assessment on the dangerous chemicals in the organisation, such as paints, fuel, organic solvent, strong acids, engine lubricants, automatic gearboxes lubricants, various types of hydraulic oil, pressurised cylinders, refrigerants, coolants, etc. List out the categories, inventory level, storage methods, storage places, consumption level and application locations for all dangerous chemicals • Verify that the storage of all dangerous chemicals can fulfil the statutory requirements in terms of inventory level and storage specifications of different dangerous chemicals • Collect the Material Safety Data Sheet (MSDS) for each type of dangerous chemical and establish relevant database. • Draw up a simple map that listing out the storage, delivery routes and the locations of those dangerous chemicals in use
--	--

	<ul style="list-style-type: none">• Assess the risks involved in various kinds of dangerous chemicals such as the time exposed to dangerous chemicals, the frequency of respective procedure and analyse the consequences of failure in rectifying the danger upon occurrence of incidents• Formulate emergency and contingency plans in accordance with the storage, consumption, delivery, recycling and disposal of dangerous chemicals; and determine the responsibilities by posts, such as implementation of evacuation procedure, contact of emergency service departments and the provision of first-aid services, etc.◆ Formulate handling procedure and monitoring system for typical pollutants, such as vehicle emission, dusts, effluent, polluting waste, etc.◆ Formulate procedure to ensure that recoverable waste such as waste tyres, waste batteries, waste oil, waste paper, refrigerants, plastics, metals and polluting waste, etc. are separated for recycling; and temporary storage of those non-recyclable wastes for collection◆ Draw up training mechanism to equip staffs with the knowledge of the established management policies on dangerous chemicals, pollutants and wastes
--	--

	<ul style="list-style-type: none"> ◆ Establish management systems on equipment to ensure that relevant resources are adequate and appropriate, such as personal protection equipment, instruments required for first-aid as well as emergency and contingency measures, equipment required for handling pollutants, facilities for temporary storage, disposal and waste recycle, etc. ◆ Ensure that the various procedures and instructions formulated are synchronised with organisational operation and meet vehicle manufacturer's standard as well as the statutory requirements of fire prevention, environmental protection, occupational safety and health and related regulations
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate management systems and working instructions on the delivery, transportation, consumption, recovery and monitoring of dangerous chemicals used in the organisation; draw up working instructions as well as emergency and contingency plan by various posts; and ensure that management systems and working instructions can comply with the requirements of Dangerous Goods Ordinance, Factories and Industrial Undertakings (Spraying of Flammable Liquids) Regulations as well as Factories and Industrial Undertakings (Dangerous Substances) Regulations; (ii) Capable to formulate the handling procedure and monitoring system for typical pollutants and waste according to the requirements of environmental protection and waste disposal ordinances; (iii) Capable to establish management system for related devices to ensure adequate supply of resources; and

	(iv) Capable to establish training mechanisms to equip staffs with the knowledge of the operation of dangerous chemicals, pollutants and wastes as well as to derive emergency and contingency plan in their own working unit.
8. Remarks	<p>The relevant legislations involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1. Factories and Industrial Undertakings (Dangerous Substances) Regulations 2. Dangerous Goods Ordinance 3. Factories and Industrial Undertakings (Asbestos) Special Regulations 4. Occupational Safety and Health Ordinance 5. Waste Disposal Ordinance 6. Factories and Industrial Undertakings (Spraying of Flammable Liquids) Regulations

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Manage customer services
2. Code	AUSDCN406A
3. Range	This unit of competency is applicable in workplaces providing vehicle sales and after-sales services. Practitioners should be capable to employ customer services management techniques to facilitate staff to serve customers according to the customer services plan of the organisation, so as to enhance business.
4. Level	4
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Possess the knowledge of customer services management</p> <ul style="list-style-type: none"> ◆ Understand customer services management theory, such as: <ul style="list-style-type: none"> • Customers' expectation • Value-added services for customers • The culture of customer services • The degree of customer satisfaction • The directional guides on customer services provided by the manufacturing plant of the vehicle brand and the organisation ◆ Understand the respective rules that must be observed by customer services staff in the industry, such as: <ul style="list-style-type: none"> • Rules on discipline and services • The concept of service ethics

	<p>6.2 Manage customer services</p> <ul style="list-style-type: none"> ◆ Perform the general duty of customer services management according to the disciplinary requirements and rules of services provided by the brand itself and the organisation for customer services staff <ul style="list-style-type: none"> • Supervise and train staff • Establish customer services performance indicators • Analyse and handle complaint cases • Manage customer services during the pre-sales, sales and after-sales phases • Manage service quality records • Handle general customer files and message management • Handle general electronic customer services management ◆ Improve customer services regularly according to organisational assessment criteria and feedback mechanism ◆ Arrange reports on a regular basis; report to and communicate with the manufacturing plant of the vehicle brand and relevant departments in the organisation; and demand for enhancement and improvement
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to manage customer services according the instructions provided by the manufacturing plant of the vehicle brand and the organisation; provide good customer services for enhancement and improvement so as to consolidate and foster business.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish the procedures for the receipt, dispatch and delivery of parts and accessories
2. Code	AUSDCN407A
3. Range	This unit of competency is applicable to the practitioners of the departments of auto parts and accessories sale, inventory control and management, purchase monitoring and warehouse management for establishment of effective procedures in the receipt, dispatch and delivery of goods, and effectiveness review, so as to enable the goods arrive the destination accurately, safely and speedily.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Characteristics of auto parts and accessories as well as related transportation devices</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of auto parts and accessories as well as the requirements on protection measures ◆ Identify the applicability of different transportation devices ◆ Understand the methods of receipt and dispatch for various kinds of goods ◆ Understand the procedure for handling of import and export commodities <p>6.2 Establish the procedures for the receipt, dispatch and delivery of parts and accessories</p> <ul style="list-style-type: none"> ◆ Establish the labelling system for auto parts and accessories ◆ Establish the documentary system for the receipt and dispatch of parts and accessories, including the customs clearance and entry documents required by legislation

	<ul style="list-style-type: none"> ◆ Establish the verification procedure for the receipt and dispatch of auto parts and accessories at different locations, such as: <ul style="list-style-type: none"> • airports, container terminals, etc. • warehouses • servicing workshops • retailing points ◆ Formulate the protection specification, modes and procedure of delivery according to the characteristics of various auto parts and accessories ◆ Select the suitable transportation routes (including contingency routes) according to the categories and characteristics of auto parts and accessories, and the delivery area ◆ Establish contingency measures for accidents, damages, etc. ◆ Establish the performance indicator of the receipt, dispatch and delivery of auto parts and accessories ◆ Review the effectiveness of the receipt, dispatch and delivery of auto parts and accessories with consideration of feedback from front-line staff; revise relevant procedure to optimise the efficiencies of receipt, dispatch and delivery
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to establish the documentary system for the receipt, dispatch and delivery as well as the import and export of auto parts and accessories according to relevant requirements of the organisation and related government departments; (ii) Capable to formulate effective protection measures, transportation route and procedure for the receipt, dispatch and delivery of auto parts and accessories, according to their characteristics and transportation requirements; and (iii) Capable to improve the receipt, dispatch and delivery methods of auto parts and accessories according to relevant performance indicators and feedback from front-line staff.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge on auto parts and accessories as well as logistics.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Monitor the delivery process of parts and accessories
2. Code	AUSDCN408A
3. Range	This unit of competency is applicable to the practitioners of the departments of auto parts and accessories sale, inventory control and management, and purchase monitoring for effective surveillance of parts and accessories logistics, so as to accomplish the delivery process accurately and speedily.
4. Level	4
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the characteristics of parts and accessories as well as the logistic monitoring systems</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of parts and accessories as well as the delivery requirements ◆ Understand the labelling system of organisation for parts and accessories, and its characteristics ◆ Be familiar with the characteristics of different transportation devices ◆ Be familiar with the operating method of various kinds of logistic monitoring systems, such as the use of monitoring devices, e.g. satellite positioning, internet, telephone, log book, etc. ◆ Understand the established monitoring procedure for goods delivery <p>6.2 Monitor the delivery of parts and accessories</p> <ul style="list-style-type: none"> ◆ Use suitable implementation method according to the instructions of the monitoring system for goods delivery: <ul style="list-style-type: none"> • Monitor and record the logistic process • Communicate internally, and release messages externally (for clients)

	<ul style="list-style-type: none"> • Contingency measures for cases such as monitoring system failure, communication hurdle, change of delivery plan or fall short of progress, etc. ◆ Review the efficiency of work and make suggestions to improve the logistic monitoring system according to the performance indicator of the monitoring system for the delivery of goods ◆ Compile report to reflect procedural deficiency to seniors or respective counterparts according to the effectiveness of logistic operations and make suggestions to improve the delivery process
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to take effective measures to monitor the delivery process of parts and accessories according to the established instructions of the monitoring system for goods delivery, so as to accomplish the work process accurately and speedily; (ii) Capable to report to seniors or respective staff immediately on the contingency measures taken, such as parts and accessories delivery falls short of progress; (iii) Capable to make suggestions to improve the methods of logistic monitoring according to the efficiency of parts and accessories monitoring, and reflect procedural deficiency of logistic operations to seniors or respective counterparts.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess basic knowledge on logistics.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish the procedure for the storage and retrieval of parts and accessories
2. Code	AUSDCN409A
3. Range	This unit of competency is applicable to the practitioners of the departments for auto parts and accessories sale, inventory control and management, and warehouse management for establishment of effective procedures in the storage and retrieval of auto parts and accessories, and effectiveness review, so as to facilitate accurate, safe and speedy storage and retrieval of auto parts and accessories.
4. Level	4
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Characteristics of auto parts and accessories as well as the related hauling devices</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of auto parts and accessories as well as storage, haulage and protection requirements ◆ Identify the applicability of different hauling devices ◆ Understand the storage and retrieval methods for different kinds of goods and the related monitoring documents ◆ Understand the labelling system of organisation for auto parts and accessories, and its characteristics <p>6.2 Procedure for the storage and retrieval of auto parts and accessories</p> <ul style="list-style-type: none"> ◆ Establish the documentary system for the storage and retrieval of auto parts and accessories ◆ Formulate the protection and packaging specifications for different goods according to the characteristics of various kinds of auto parts and accessories

	<ul style="list-style-type: none"> ◆ Determine disposal methods according to the characteristics of different protection and packaging materials ◆ Establish the procedure for the storage, retrieval and verification of different goods, including at different places, such as: <ul style="list-style-type: none"> • warehouses • servicing workshops • retailing points ◆ Establish contingency measures for cases such as wrong retrieval or verification of goods ◆ Establish the performance indicator for the storage and retrieval of goods ◆ Review the effectiveness of the storage and retrieval of goods and the feedback from front-line staff for respective procedure revision, so as to optimise the efficiency of the storage and retrieval process
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to establish effective procedure for the storage and retrieval of goods including protection of goods and related documents according to the characteristics of auto parts and accessories as well as haulage and protection requirements; and</p> <p>(ii) Capable to improve the storage and retrieval methods according to the performance indicator for the storage and retrieval of auto parts and accessories as well as the feedback from front-line staff.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess basic knowledge on auto parts and accessories as well as logistics.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate rules of safety operation for vehicle servicing work
2. Code	AUSDCN410A
3. Range	This unit of competency is applicable in vehicle servicing workplaces. Practitioners should be capable to formulate rules of safety operation for vehicle servicing work according to relevant regulations on occupational safety and health, instructions of respective organisational policies as well as risk assessment reports and suggestions on control measures. They should also be capable to establish related filing system.
4. Level	4
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand rules of safety operation for vehicle servicing work</p> <ul style="list-style-type: none"> ◆ Understand relevant regulations on occupational safety and health ◆ Understand organisational policy on occupational safety and health ◆ Understand the procedure for vehicle servicing and related work ◆ Understand risk assessment and control measures ◆ Understand the formulation of rules of safety operation and monitor its implementation <p>6.2 Formulate rules of safety operation for vehicle servicing work</p> <ul style="list-style-type: none"> ◆ Formulate rules of safety operation for vehicle servicing work according to the instructions of relevant regulations on occupational safety and health, organisational operation policies as well as risk assessment reports and suggestions on control measures, such as: <ul style="list-style-type: none"> • Formulate rules of safety operation in collaboration with relevant persons

	<ul style="list-style-type: none"> • Rehearse, examine and revise the rules of safety operation for vehicle servicing work • Establish and maintain related filing system in collaboration with relevant persons • Formulate monitoring system to monitor the implementation of the rules of safety operation in collaboration with the management staff at the workplaces • Review the rules of safety operation periodically in collaboration with relevant persons • Determine, revise or delete relevant items and content of the rules of safety operation in collaboration with relevant people according to the investigation report on hazardous incidents and updated risk assessment documents <p>6.3 Professional practice on formulating rules of safety operation for vehicle servicing work</p> <ul style="list-style-type: none"> ◆ Determine that the rules of safety operation for vehicle servicing works can comply with related regulations on occupational safety and health
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate effective rules of safety operation for vehicle servicing work and assist the monitoring of implementation according to the instructions of relevant regulations on occupational safety and health as well as organisational operation policies; (ii) Capable to establish and maintain related filing system and review the effectiveness of the rules of safety operation periodically; and (iii) Capable to determine correctly that the rules of safety operation for vehicle servicing works can comply with related regulations on occupational safety and health.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the people concerned already possess extensive knowledge on vehicle servicing. (ii) The major legislations/rules involved in this unit of competency are as follows: <ul style="list-style-type: none"> 1. Factories and Industrial Undertakings Ordinance 2. Occupational Safety and Health Ordinance

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish the handling procedures for various kinds of payment methods
2. Code	AUSDCN411A
3. Range	This unit of competency is applicable to the financial management department of the organisation. Practitioners should be capable to establish the handling procedures for various kinds of payment methods, so as to safeguard the interests of the organisation and customers.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of different kinds of payment methods and relevant monitoring documents</p> <ul style="list-style-type: none"> ◆ Know the sorts and procedures of different payment methods, such as: <ul style="list-style-type: none"> • Cash, credits card, cheque and transfer, etc. • Charge to account, deposit and instalment, etc. ◆ Master the methods to identify counterfeiting currency ◆ Be familiar with the monitoring system for the financial documents of the organisation <p>6.2 Establish the handling procedures for various kinds of payment methods</p> <ul style="list-style-type: none"> ◆ Establish the handling procedures for various kinds of payment methods, including: <ul style="list-style-type: none"> • cash (the exchange and identification of currency, including counterfeiting bank notes) • electronic currency (test of validity) • credits card (test of validity and signature)

	<ul style="list-style-type: none"> • cheque (accuracy of information) • charge to account (the validity of the account and the signature as well as the amount to be charged) • deposit (lower limit definition, and validity period) ◆ Determine the content in the payment voucher and the issuing procedure ◆ Establish the monitoring system for financial documents ◆ Establish the procedure for contingency measures, such as the identification problem in currency authenticity, etc. ◆ Review the handling procedures for various kinds of payment methods and feedback from front-line staff for respective procedure revision, so as to optimise efficiency and accuracy ◆ Include other payment methods to cope with the need of market development so as to enhance cost effectiveness of the organisation and facilitate customers
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to establish integrated handling procedures as well as contingency measures to safeguard the interests of all parties according to popular payment methods in the market; and</p> <p>(ii) Capable to review the handling procedures for various kinds of payment methods to cope with the changes of organisational policies and the need of market development, so as to enhance cost effectiveness of the organisation and facilitate customers.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Handle customers' complaints
2. Code	AUSDCN412A
3. Range	This unit of competency is applicable to the managerial staff responsible for customer services or sales in various workplaces of the automotive industry. Practitioners should be capable to handle and follow up customers' complaints on the quality of vehicle products or services independently and appropriately according to the internal guidelines of the organisation. They should also be capable to make evaluation so as to improve the quality of customer services.
4. Level	4
5. Credit	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Organisation's procedure in handling customers' complaints</p> <ul style="list-style-type: none"> ◆ Understand the organisation's established guidelines and regulations in handling customers' complaints on the quality of vehicle products or services, such as: <ul style="list-style-type: none"> • Understand the nature and causes of complaints • The staff authorised by the organisation to settle customers' complaints and their scope of authority • Understand the organisation's established procedure in referring cases to be settled by appropriate persons • Understand organisational procedure in recording actions taken when settling complaints

	<p>6.2 Handle customers' complaints on the quality of vehicle products</p>	<ul style="list-style-type: none"> ◆ Conduct appropriate investigation and analysis into customers' complaints on the quality of vehicle products in accordance with the organisation's internal guidelines, including: <ul style="list-style-type: none"> • Understand customers' complaints and able to calm down the customers' emotions by effective communication skills • Analyse the cases submitted by subordinates with regard to customers' complaints on the quality of vehicle products or services • Classify the complaints and refer them to relevant departments/staff to follow up as appropriate • Analyse the causes for customers' complaints on quality and settle the problems in collaboration with relevant departments; and update relevant information record • Effectively handle and answer customers' complaints on the quality of vehicle products and services ◆ Review customers' complaints on vehicle products and the quality of services, including: <ul style="list-style-type: none"> • Analyse satisfaction of customers on customers' complaints via questionnaires • Review the methods and efficiency regarding the handling of complaints ◆ Hold regular meetings to review the performance of customer services; avoid to receive the same complaints and improve the quality of customer services
--	--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to effectively handle and analyze customers' complaints on the quality of vehicle products and services; and (ii) Capable to draft a review proposal regarding customers' complaints on product quality so as to improve the quality of customer services.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Implement financial management
2. Code	AUSDFM401A
3. Range	This unit of competency is applicable in workplaces relevant to the operation management of the automotive industry. Practitioners should be capable to effectively implement financial management plan to control expenditure and set budget. They should also be capable to report and evaluate information/data relating to cost, expenditure and profits, so as to enhance cost effectiveness of the management of the outlet/organisation.
4. Level	4
5. Credits	9(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Possess knowledge on financial management</p> <ul style="list-style-type: none"> ◆ Possess accounting knowledge for limited liability company ◆ Understand the organisation's principle and procedure of internal audit ◆ Understand the concept of financial management, including the knowledge of foreign currency ◆ Understand the concept of risk management ◆ Understand the Government's tax policy on vehicles ◆ Understand the application of information technology <p>6.2 Implement industry-related financial management</p> <ul style="list-style-type: none"> ◆ Compile comprehensive financial statement, including: <ul style="list-style-type: none"> • Comprehensive balance sheets • Comprehensive profit and loss statements • Comprehensive cash flow statements ◆ Control expenditure, such as: <ul style="list-style-type: none"> • Staff expenses • Wear and tear

	<ul style="list-style-type: none"> • Daily expenses of the outlet/organisation ◆ Conduct internal audit for the organisation ◆ Estimate risks and returns, such as the risks and returns of foreign currency ◆ Analyse financial data and set budget, such as: <ul style="list-style-type: none"> • Set budget for the outlet/organisation <ul style="list-style-type: none"> ▸ Set budget according to the business turnover and expenditure of the previous year ▸ Set annual business turnover and estimate expenditure • Compile business turnover reports <ul style="list-style-type: none"> ▸ Weekly estimates on business turnover ▸ Submit weekly business turnover report ▸ Submit report on the accumulated business turnover for the current month ▸ Compare the business turnover with that of last month/last season/last year ▸ Compare the estimated business turnover ◆ Apply information technology on financial management ◆ Effectively implement risk management
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the account, financial budget and internal audit of the organisation; and</p> <p>(ii) Capable to apply information technology and risk management on financial management to effectively implement the organisation's financial management plan so as to enhance cost effectiveness of the management of the outlet/organisation.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Appraise staff performance and professional knowledge
2. Code	AUSDHR401A
3. Range	This unit of competency is applicable to workplaces of the automotive industry. Practitioners should be capable of understanding the scope of work and the required performance standard of their subordinates. They should also be capable of conducting appraisal on the performance of their subordinates and writing appraisal report.
4. Level	4
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the criteria for performance appraisal</p> <ul style="list-style-type: none"> ◆ Understand the functional areas of the department to which one belongs to and the staff appraisal system of the organisation ◆ Understand that staff performance is composed of working attitude, competency level, degree of diligence and records of achievement, etc. ◆ Understand the scope of work and the expected performance standard of subordinates ◆ Understand the criteria for staff's performance appraisal

	<p>6.2 Appraise staff performance</p> <ul style="list-style-type: none"> ◆ Communicate with staffs about the objectives, plans and standard of the department so as to arrive in a mutually agreed staff performance standard ◆ Continually monitor staff performance during daily operation according to the objectives and standard of the department in the organisation ◆ Conduct specific competency assessments, such as good operation trade test, examination and internal assessment specified by vehicle manufacturer, etc. ◆ Appraise staff performance during specific periods according to the appraisal procedures of the organisation and job requirements; also refer to staff record of continuing study in industry-related subjects when writing appraisal reports and make suggestions for improvement when necessary
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the composition of staff performance and appraisal criteria according to organisational appraisal procedure; and objectively conduct assessment on staff performance according to their performance during relevant periods; and</p> <p>(ii) Capable to write staff appraisal reports and suggest for improvement when necessary.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Draw up staff training programme
2. Code	AUSDHR402A
3. Range	This unit of competency is applicable to the human resources department of organisations in the automotive industry. Practitioners should be capable of drawing up staff training programme that is suitable for the organisation so as to meet the needs of human resources in different departments in the foreseeable future.
4. Level	4
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure of the organisation and the competency requirements of different departments</p> <ul style="list-style-type: none"> ◆ Understand the structure of the organisation and the functions of different departments ◆ Understand the basic theory of human resources management ◆ Understand the competency requirements of different capacities ◆ Know about the professional qualifications approved by the government, such as Vehicle Mechanics Registration Scheme, trade test for the automotive industry and Registered Professional Engineers, etc. ◆ Know about the details of the Apprenticeship Ordinance and the rights and obligations of all parties concerned; and understand the training schemes approved by the Government, such as courses for craftsmen and technicians as well as Skills Upgrading Scheme for automotive industry, etc.

	<p data-bbox="352 1448 651 1587">6.2 Draw up staff training programme</p> <ul style="list-style-type: none"> <li data-bbox="714 1062 1369 1252">◆ Know about the Bachelor Degree Course in Engineering and Engineering Graduate Training Scheme approved by the government <li data-bbox="714 1270 1369 1400">◆ Know about the technical level and training requirements for technicians specified by vehicle manufacturers <li data-bbox="714 1448 1369 1578">◆ Assess the competency level of current staff according to existing human resources <li data-bbox="714 1596 1369 1727">◆ Assess the needs of human resources in the foreseeable future according to the development of the automotive industry <li data-bbox="714 1745 1369 1834">◆ Analyse competency requirements of departmental staff <li data-bbox="714 1852 1369 2083">◆ Analyse the discrepancy between the competency of current staffs and expected competency requirements so as to determine the training items, choice of staffs and priority setting <li data-bbox="714 2101 1369 2231">◆ Draw up training items according to the internal succession/promotion scheme of the organisation <li data-bbox="714 2249 1369 2724">◆ Select suitable training modes according to the specific requirements of the department, internal training competency, characteristics of expected competency requirements and the demand of the training market, such as internal training, part-time study and on-job training; or participate in Apprenticeship Scheme and Engineering Graduate Training Scheme, etc.
--	---

	<ul style="list-style-type: none"> ◆ Ensure adequate supply of training resources and the normal functioning of departments during the training period ◆ Assess training results and review the effectiveness ◆ Promote the training of environmental protection operation to the enterprise and the staffs
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to assess and analyse the discrepancy between the competency of current staffs and expected competency requirements so as to determine the training items and choice of staff; and draw up staff training programme that suitable for the organisation so as to meet the needs of different departments and the development of the automotive industry;</p> <p>(ii) Capable to select suitable training modes and source adequate supply of training resources including for maintaining normal operation of departments during the training period; and</p> <p>(iii) Capable to assess the training results and review its effectiveness.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Arrange filling of job vacancies
2. Code	AUSDHR403A
3. Range	This unit of competency is applicable to the human resources department of the organisations in the automotive industry. Practitioners should be capable of implementing relevant procedures to arrange for the most suitable persons to fill the job vacancies according to job duties.
4. Level	4
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the concept of human resources</p> <ul style="list-style-type: none"> ◆ Understand the structure of the organisation and the functions of different departments ◆ Understand the basic theory of human resources management ◆ Understand the recruitment procedure for human resources ◆ Understand the screening procedure for candidates and the points to note ◆ Know about the professional qualifications approved by the Government, such as Vehicle Mechanics Registration Scheme, trade test for the automotive industry and Registered Professional Engineers, etc. ◆ Know about the details of the Apprenticeship Ordinance and the rights and obligations of all parties concerned; and understand the training schemes approved by the Government, such as courses for craftsmen and technicians as well as Skills Upgrading Scheme for automotive industry, etc.

	<p>6.2 Implement the procedure for filling job vacancies</p> <ul style="list-style-type: none"> ◆ Know about the Bachelor Degree Course in Engineering and Engineering Graduate Training Scheme approved by the government ◆ Know about the technical level and training requirements of technicians specified by vehicle manufacturers ◆ List out the competency requirements of the job vacancies according to post titles and job duties, such as physical requirement, working experience, education level and industry-related professional qualifications e.g. craftsmen, technicians and engineers, etc. ◆ Understand the human resources market situation within the automotive industry and organisational conditions so that selection between internal promotion and external recruitment can be made. Determine the appropriate recruitment method ◆ Determine screening modes, arrange interviews, prepare examinations on vehicle knowledge, trade tests and compile related documents according to the established competency requirements of the posts ◆ Determine screening procedure and conduct preliminary screening whenever necessary ◆ Arrange examination and facilitate its smooth progress so as to establish the priority of selected candidates
--	--

	<ul style="list-style-type: none"> ◆ Verify the accuracy of qualifications of candidate. ◆ Negotiate with candidate on the terms of employment or promotion; and implement related procedures <p>6.3 Statutory requirements</p> <ul style="list-style-type: none"> ◆ Ensure that the special professional posts should be filled with candidates with relevant professional qualifications that meet statutory requirements ◆ Ensure that employment conditions fulfil the requirements of local labour ordinances
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to choose between internal promotion and external recruitment according to the job duties of the vacancies and the required competency; (ii) Capable to establish screening modes, determine screening procedure and arrange examinations; (iii) Capable to verify the qualifications of candidates and negotiate with candidates on the terms of employment and promotion; and (iv) Capable to employ and promote suitable employees with employment conditions meeting the requirements of local labour ordinances.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish procedures for parking, flow control and security of vehicles
2. Code	AUSD0F403A
3. Range	This unit of competency is applicable to various kinds of vehicle servicing workshops and car parks, etc. in the automotive industry. Practitioners should be capable of understanding the characteristics of different types of vehicles and the environmental requirements of car parks. They should also be capable of establishing the procedures for parking, flow control, security, contingency measures, monitoring of vehicles, etc.
4. Level	4
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the characteristics of different types of vehicles and the environmental requirements of car parks</p> <ul style="list-style-type: none"> ◆ Understand the environmental requirements for parking different vehicle types or for servicing work, such as outdoor or indoor parking, ventilation, lighting requirements and floor height clearance, etc. ◆ Know about the security/anti-theft facilities in car parks <p>6.2 Establish the procedures for parking, flow control and security of vehicles</p> <ul style="list-style-type: none"> ◆ Assess the storage capacity with respect to its vehicle types in car parks or operating places. ◆ Assess the characteristics of different zones in the operating places, such as the potential risks concerning the entrance and exit of vehicles and the flexibility of parking different vehicle types

	<ul style="list-style-type: none">◆ Understand the preparatory measures required for transportation of vehicles on trucks, prolonged parking outdoor or indoor and establish implementation guidelines◆ Compile record on the entrance/exit and custody of vehicles; draw up vehicle security measures; and establish custody system of car keys so as to tie in with the custody of vehicles◆ Draw up instructions and authorise respective staff to perform the duties of daily vehicle flow control, transportation of vehicles, custody of car keys and car park security, etc.◆ Establish monitoring procedure to get hold of the vehicle storage in the parking and the workflow; and formulate contingency measures◆ Establish procedure to ensure that the specification of the operating places and the use of land can meet relevant statutory requirements
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the characteristics of different types of vehicles and the environmental requirements of parking and in the course of work; (ii) Capable to assess the parking capacity and functions of the operating places so as to establish the procedures for parking, flow control, security and contingency measures, etc. (iii) Capable to establish monitoring procedure to get hold of the daily operation of the operating places; and (iv) Capable to formulate procedure to ensure that the specification of the operating places can meet statutory requirements.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Investigate typical accidents at work
2. Code	AUSD0F404A
3. Range	This unit of competency is applicable to various kinds of workplaces in the automotive industry (e.g. vehicle servicing workshops, car parks, etc.). Practitioners should be capable of investigating typical accidents at work and writing relevant reports.
4. Level	4
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about accidents</p> <ul style="list-style-type: none"> ◆ Know about the operation of related workplaces ◆ Know about the definition of accident and the cause theories, such as the theory of domino effect, etc. ◆ Understand the typical categories of accidents and their causes, such as crush injury, wounded, incised wound, sprained, burnt, fire, contact of chemicals with skin or eyes, electric shock, explosion, gas leakage and fall from height, etc. ◆ Know about the investigation procedure for accidents: classification of accidents, collection of information, reporting to related departments and compilation reports, etc.

	<p>6.2 Investigate accidents</p> <ul style="list-style-type: none"> ◆ Implement the investigation procedure for accidents according to organisational instructions, such as: <ul style="list-style-type: none"> • Classification of accidents • Objectively trace the persons, machineries and objects involved in the accident as well as the environment, time, location and process of the accident, etc.; and conduct interviews, take photographs, set questionnaires, etc. whenever necessary ◆ Analyse the causes for accidents with reference to past records and make suggestions for improvement whenever necessary so as to reduce the chance of reoccurrence ◆ Implement related administrative procedure such as writing investigation report on the accident
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand thoroughly the operation of related workplaces and understand the categories and causes of typical accidents; (ii) Capable to classify accidents, collect information, and analyse the causes of typical accidents in general industry-related workplaces according to organisational guidelines and implement relevant administrative procedure such as writing investigation report on the accident; and (iii) Capable to make analysis with reference to past accident records and make suggestions for improvement when necessary.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Promote the culture of quality management in elementary level staffs
2. Code	AUSDQM401A
3. Range	This unit of competency is applicable to managerial staff in workplaces of the automotive industry. Practitioners should be capable of promoting and fostering the culture of quality management in elementary level staffs and also capable of handling various suggestions on quality improvement when discharging their duties of quality management.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the concept of quality management</p> <ul style="list-style-type: none"> ◆ Understand the detailed procedure for implementing organisational quality management system in one's department ◆ Understand thoroughly the daily operation of the department under one's supervision ◆ Understand the quality of sales and after-sales services and its unique and close relationship in duties of elementary level staffs <p>6.2 Promote and foster the culture of quality management in elementary level</p> <ul style="list-style-type: none"> ◆ Promote the culture and the importance of quality management to elementary level staffs, such as: <ul style="list-style-type: none"> • Provide on-job training to elementary level staffs on the cognition of quality • Set up quality monitoring group among elementary level staffs to facilitate the culture of quality management

	<ul style="list-style-type: none"> • Organise activities related to quality management for elementary level staffs, such as quiz, quality circle, visits, seminars, etc. ◆ Conduct departmental discussion meetings for the quality monitoring group at appropriate times according to the workflow of sales and after-sales; and collect, analyse and screen suggestions from elementary level staffs on the improvement of sales and after-sales services; and report to the management level if the proposals are practicable and can tie in with organisational culture and policy
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to instill quality management culture to the minds of elementary level staffs so that they can understand the close relationship between elementary level duties and the quality of sales and services; (ii) Capable to organise activities related to quality management so as to foster elementary level quality management culture; and (iii) Capable to collect and analyze suggestions from elementary level staffs on the improvement of quality management and report to management level according to organisational mechanism.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Coordinate and implement quality management systems
2. Code	AUSDQM402A
3. Range	This unit of competency is applicable to the staff promoting quality management in the automotive industry. Practitioners should be capable of explaining to the heads of sales and after-sales departments as well as staffs at all levels the method of implementation of quality management systems in daily operation according to their in-depth knowledge on quality management systems.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand quality management and organisational operation</p> <ul style="list-style-type: none"> ◆ Understand organisational quality management system, including the structure of quality management, document and filing system, management policy, effectiveness measurement, management objectives, evaluation, auditing, improvement measures, training, communication mechanisms, etc. ◆ Understand the entire operation of sales and after-sales departments and their flow of coordination ◆ Understand the operation of the information management system in the organisation

	<p>6.2 Coordinate quality management systems</p> <ul style="list-style-type: none"> ◆ Capable of communicating with the heads of sales and after-sales departments as well as staffs at all levels; understand their daily operation and explain to them the quality management systems; coordinate and establish working instructions and working procedure practicable in their daily operation and can tie in with quality management systems ◆ Explain to staffs at all levels the document management system and effectiveness measurement mechanism ◆ Communicate with the information management system department to facilitate the integration of quality management systems ◆ Collect or coordinate information so as to implement the effectiveness measurement mechanism ◆ Report to the management level on the progress of the implementation of quality management
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to communicate with a broad range of staff according to one's in-depth knowledge on quality management systems and the operation of different departments so as to coordinate and establish working instructions or working procedure that are practicable and can be tied in with quality management systems;</p> <p>(ii) Capable to explain to staff at all levels the implementation of quality management systems; and</p> <p>(iii) Capable to collect and compile information so as to implement effectiveness measurement mechanism and report to the management level.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Monitor the quality of servicing work
2. Code	AUSDQM403A
3. Range	This unit of competency is applicable to the managerial staff in vehicle servicing workshops. Practitioners should be capable of understanding the daily operating procedure of familiar workplaces and implementing quality control and quality assurance systems so as to ensure high quality services.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand respective working procedure and the key points of quality monitoring</p> <ul style="list-style-type: none"> ◆ Understand the entire structure of vehicles and the functioning of the systems to an extent that can understand the impact of departmental procedure on the safety and performance of vehicles ◆ Understand the details of the operating procedure in the department to which one belongs to ◆ Understand the key points of quality monitoring and the requirements of each working procedure, including inspection procedure, servicing procedure and reviewing procedure, etc. <p>6.2 Implement quality control and quality assurance system</p> <ul style="list-style-type: none"> ◆ Compare the quality of work delivered by subordinate staff and the standard required by the quality management system on the quality monitoring points so as to judge if the prescribed requirements have been met

	<ul style="list-style-type: none"> ◆ Provide supervision for rectification when confirming “non-compliance” cases so as to avoid repetition of work and waste of resources ◆ Employ one’s experience to judge the standard of work delivered by subordinate staffs for working procedures without clearly stipulated monitoring standard such as the accuracy of inspection result, the working hours required for non-standard servicing work, the performance of used cars, etc.; and offer assistance whenever necessary
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the structure and functions of vehicles, the details of the working procedure of the department to which one belongs to, the key points to note for monitoring and the requirements of quality management systems; (ii) Capable to compare the quality of work of subordinate staffs with that of the standard to determine if the servicing work can meet the requirements; (iii) Capable to employ one’s experience to make judgment for working procedure without clearly stated monitoring standard; and (iv) Capable to provide supervision or assistance when non-compliance cases arise.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct preliminary analysis on procedural deficiencies
2. Code	AUSDQM404A
3. Range	This unit of competency is applicable to the middle managerial staff in vehicle servicing workshops of the automotive industry. Practitioners should be capable of recording procedural deficiencies, making preliminary analysis and recording data according to the key points of quality monitoring when discharging their duties of quality management.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Know about quality assurance and the respective procedure</p> <ul style="list-style-type: none"> ◆ Understand quality assurance procedure and the details of specification of the quality management system ◆ Understand the daily operation of the department to which one belongs to and the established quality requirements of each procedure <p>6.2 Record the quality of various working procedures and the problems detected</p> <ul style="list-style-type: none"> ◆ Implement quality assurance system according to quality management plan and get a thorough understanding of the specification for quality check so as to conduct strict quality check with respect to the key points of quality monitoring; compare the results with the required standard and record various procedural deficiencies and problems detected for preliminary analysis to be made, such as: <ul style="list-style-type: none"> • Faulty inspection and judgement • Wrong maintenance procedure • Poor standard of work

	<ul style="list-style-type: none"> • Insufficient provision of spare parts • Insufficient equipment • Lack of coordination and communication • Instrumental deviation • Ineffective monitoring • Lack of technical support, etc. <p>◆ Quantify and sort out the situation of quality management and the problems detected so as to provide clear data or information to the management level for compiling relevant report</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to inspect various working procedures according to established quality assurance procedure; compare the results with the required standard and record the problems with quality of work to make preliminary analysis; quantify and sort out the data and information; and</p> <p>(ii) Capable to provide clear data to the management so as to objectively reflect the problems with the quality of work.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Purchase used vehicles
2. Code	AUSDSA404A
3. Range	This unit of competency is applicable to the merchandisers in the department/organisation engaging in trading of used vehicles. They should be capable to make suggestions to seniors on the purchase of used vehicles with commercial value and complete respective purchasing procedure, so as to match with the organisational operation strategy.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the characteristics of vehicles and the actual market situation of used vehicles</p> <ul style="list-style-type: none"> ◆ Master the latest information of different vehicle types, such as market price and demand, etc. (including new and used vehicles) ◆ Understand the specifications of vehicles, and the regulations governing the sale of vehicles ◆ Master the supply sources of different types of used vehicles ◆ Master the handling methods of purchasing documents for used vehicles ◆ Understand the resources available and risks affordable by the organisation <p>6.2 Purchase used vehicles</p> <ul style="list-style-type: none"> ◆ Based on actual market situation, and organisational resources situation as well as updated information with the sales department, present to seniors the purchasing suggestions of used vehicle types such as: <ul style="list-style-type: none"> • Market value • The image of the vehicle type and the brand

- Feedback of after-sales services
- Market demand
- Target customers, etc.
- ◆ Submit evaluation report to seniors on the marginal profits for transaction, so as to determine if organisational operation strategy can be matched
- ◆ Master the determinants for the purchase of target used vehicles, such as:
 - Year of manufacturing and colour of the vehicle body
 - Driving mileage
 - Conditions of the vehicle body and interior upholstery
 - Engine capacity
 - Conditions of engine and transmission system
 - Information of first registration, such as brand-new vehicle imported from manufacturer, new parallel imported vehicle or imported used car, etc.
 - Number of previous owners
 - Validity period of licence and insurance
 - Accident records
 - Specification of vehicle (not supplied by local market)
 - Verify registration information to avoid buying illegally modified vehicles
 - Check for unsettled penalty or valid restraining order
- ◆ Inspect the vehicles to be purchased and verify the related documents, so as to ensure the quality of the vehicles and the authenticity of information provided, such as the vehicle identification number, etc.

	<ul style="list-style-type: none"> ◆ Complete the obligatory transaction document according to relevant regulations governing the sale of vehicles, and internal records of the organisation ◆ Transfer the purchased vehicles to maintenance department for inspection and repair, so as to ensure the best conditions for sale ◆ Implement contingency measures in the case of special incidents, such as wrong specification or information of vehicles, etc. ◆ Review procedural deficiency in the purchase of used vehicles and capable to make suggestions for adjustment or improvement
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to make suggestions to seniors on the purchase of used vehicles with commercial value according to the real situation of the used-vehicle market, so as to meet organisational operation strategy; (ii) Capable to complete relevant record and transaction documents according to established requirements of organisation and the vehicle trading regulations of relevant government departments; and (iii) Capable to review procedural deficiency in the purchase of used vehicles and make suggestions to optimise respective procedure.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge on vehicles, including relevant regulations and purchasing knowledge.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Purchase new vehicles
2. Code	AUSDSA405A
3. Range	This unit of competency is applicable to the merchandisers in the department of vehicle sale. They should be capable to make purchase orders of new vehicles that can meet market demand according to organisational purchasing strategy, including the style and quantity of vehicles as well as qualified accessories to match with organisational operation and development.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the characteristics of vehicles and actual market situation</p> <ul style="list-style-type: none"> ◆ Master the latest information of different vehicle types, such as characteristics, market price and demand, etc. ◆ Understand needs and purchasing power of customers ◆ Understand the models of product to be provided by vehicle manufacturers ◆ Understand the specification of vehicles and the regulations governing the sale of vehicles ◆ Understand the purchasing procedure for vehicles and the handling of respective documents ◆ Understand the market positioning of the organisation and its affordable resources and risks

	<p>6.2 Purchase new vehicles</p> <ul style="list-style-type: none"> ◆ Understand the factors affecting the purchasing quantity, such as economic condition, the customers' acceptability of the vehicle brand, track record on sale, customer feedbacks on exhibitions or promotion activities, and the movements of same level competitors, etc. ◆ Master local requirements on vehicle specification and regulations on sale ◆ Liaise with vehicle manufacturer to provide information actively on the regulations and environmental requirements of Hong Kong ◆ Close contact with the vehicle manufacturer to acquire the marketing strategy of the vehicle brand and the positioning of the product; and request developing suitable vehicle model for Hong Kong market ◆ Negotiate for best terms and conditions of product supply to fit organisational interests with the manufacturer, such as price, product supply period and the least supplying quantity, etc. ◆ According to established purchasing strategy, make purchase order of new vehicle in terms of style and quantity that meet market demand, such as the category and performance of vehicle, body colour, engine capacity and category, transmission system, vehicle upholstery and accessories, etc.
--	--

	<ul style="list-style-type: none">◆ Apply from senior management for the capital required, and fix the exchange rate beforehand accordingly◆ Purchase approved accessories or value-added facilities that meet the specifications of the manufacturer from local factory◆ Complete import and transaction documents as well as internal documentary records according to relevant regulations governing the sale of vehicles◆ Provide relevant information to the sales and marketing department for the planning of promotion activities◆ Apply the established contingency procedures to cope with special incidents, such as shortage of supply or sudden change of exchange rate, etc.◆ Notify the sales department, maintenance department and parts department, etc. for the advance respective preparation and corresponding measures◆ Review the effectiveness of the purchasing procedure, and capable to make suggestions for adjustment and improvement
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to make purchase order of new vehicles that can meet market demand according to established purchasing strategy, including the style and quantity of vehicles, so as to meet organisational operation and development; (ii) Make purchase order of qualified products from local market according to the items of accessories approved by the manufacturer; (iii) Cope with special incidents according to established organisational contingency procedures; and (iv) Make suggestions to optimise the respective procedures according to the effectiveness in the purchase of vehicles.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge on purchasing, vehicles and relevant regulations.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish procedures for the receipt, dispatch and delivery of vehicles
2. Code	AUSDSA406A
3. Range	This unit of competency is applicable to the practitioners of vehicle purchasing and monitoring department for the establishment of effective procedures in the receipt, dispatch and delivery of vehicles, and effectiveness review, so as to enable the vehicles arrive the destinations accurately, safely and speedily.
4. Level	4
5. Credits	3(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Characteristics of vehicles and their transportation devices</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of different vehicles as well as the delivery and protection requirements ◆ Identify the applicability of transportation devices for vehicles ◆ Understand respective regulations and insurance arrangement on the delivery of vehicles ◆ Understand the receipt, dispatch and delivery methods for various kinds of vehicles ◆ Understand the procedure for handling the import and export of commodities <p>6.2 Establish procedures for the receipt, dispatch and delivery of vehicles</p> <ul style="list-style-type: none"> ◆ Formulate the documentary system for the receipt, dispatch and delivery of vehicles, including the legislated customs clearance and customs entry documents (e.g. Import Licence and Removal Permit, etc.) ◆ Devise vehicle labelling system

	<ul style="list-style-type: none"> ◆ Establish the verification procedure for the receipt and dispatch of vehicles at different sites, such as: <ul style="list-style-type: none"> • Container terminals • Warehouses • Vehicle Pre-delivery Inspection (PDI) workshops • Showrooms ◆ Establish the insurance arrangement for vehicle delivery, including insurance for the vehicles, the deliverer, third party and property, etc. ◆ Choose different transportation methods according to the characteristics of different kinds of vehicles, such as driving, cart or tow, etc. ◆ Establish respective procedures according to the transportation methods of different kinds of vehicles, such as: <ul style="list-style-type: none"> • The requirements on the qualifications of drivers, and the check list prior to delivery, etc. • Instructions on transportation device selection, and the methods to fix the vehicles onto the transportation device, etc. • Selection of devices for towing, and instructions on the delivery process ◆ Select suitable route (including contingency route) according to the types of vehicles and the destinations ◆ Establish the procedure for contingency measures, such as in the event of accident or vehicle damaged, etc.
--	--

	<ul style="list-style-type: none"> ◆ Establish the performance indicators for the delivery of vehicles ◆ Review the effectiveness of the procedures for the receipt, dispatch and delivery of vehicles as well as feedback from front-line staff; revise respective procedures to optimise efficiency and accuracy
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to establish instructions on the procedures for effective receipt, dispatch and delivery of vehicles according to the characteristics of vehicles and delivery requirements, and handle relevant documents; (ii) Capable to establish the performance indicators for the receipt, dispatch and delivery of vehicles; and (iii) Capable to review the effectiveness of the procedures for the receipt, dispatch and delivery of vehicles as well as feedback from front-line staff, so as to improve respective procedures.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess basic knowledge on logistics.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Display vehicles
2. Code	AUSDSA407A
3. Range	This unit of competency is applicable to practitioners performing marketing and related duties in the automotive industry. They should be capable to employ the techniques of display art to effectively display vehicles at showrooms/exhibition venues according to organisational requirements so as to achieve sales purpose.
4. Level	4
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Setting of the venues for display of vehicles</p> <ul style="list-style-type: none"> ◆ Understand the objectives of the setting of showrooms/exhibition venues, such as: <ul style="list-style-type: none"> • Arouse customers' interests • Stimulate customers' buying desires • Bring visual enjoyment to customers ◆ Understand the restrictions of the showrooms/exhibition venues <p>6.2 Display vehicles</p> <ul style="list-style-type: none"> ◆ Employ the techniques of displaying vehicles, such as: <ul style="list-style-type: none"> • Go with the theme of display according to the requirements of vehicle manufacturers on the brand/product services and the characteristics of the commodities • Colour matching • Lighting design • Decorations for the scene, etc. ◆ Understand the theme of the vehicle show <ul style="list-style-type: none"> • Commercialised • Livelihood (activities, trend, etc.) • Characterised

	<ul style="list-style-type: none"> ◆ Communicate with the staff of the vehicle showrooms/exhibition venues/advertising companies and the managerial staff of the organisation; and capable to give appropriate working instructions to subordinates after analysis and judgement have been made so as to facilitate drafting a proposals of vehicle show ◆ Participate in the entire preparation process of the show and take follow-up actions <ul style="list-style-type: none"> • Contact advertising companies and follow up on production issues • Formulate proposals on vehicle shows • Source materials/props etc. for vehicle shows ◆ Effectively display vehicles so as to achieve sales purpose
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to employ the techniques of vehicle show; and</p> <p>(ii) Capable to understand the image of the organisation and the orientation of consumers to effectively display vehicles so as to achieve sales purpose.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate marketing plans
2. Code	AUSDSM401A
3. Range	This unit of competency is applicable in workplaces relevant to the marketing of vehicles. Practitioners should be capable to make analysis on the vehicle market and develop a systematic marketing plan to enhance the popularity of the organisation so as to achieve the purpose of promoting vehicle products and services and to determine performance indicators.
4. Level	4
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the operation of marketing and the sales systems for vehicles</p> <ul style="list-style-type: none"> ◆ Understand the operation concept of marketing and the sales systems for vehicles and make basic analysis on different markets so as to determine the marketing and selling methods to be adopted ◆ Understand the trend of the factory's vehicle brand, product positioning and the instructions on promotion methods ◆ Understand the market direction required by the organisation ◆ Understand the characteristics of different media and the cost for launching marketing strategies (e.g. vehicle magazines, advertisements on television and vehicle exhibitions, etc.)

	<p>6.2 Determine marketing plans and performance indicators</p> <ul style="list-style-type: none"> ◆ Communicate with vehicle manufacturing factory to get an understanding of the trend of the vehicle brand, product positioning and instructions on marketing methods ◆ Communicate with the sales department and maintenance department to get an understanding of local market demand and the support affordable by the organisation ◆ Discuss and formulate sales strategy and price ◆ Formulate effective and comprehensive marketing plans <ul style="list-style-type: none"> • Capable to extend the market and absorb new customers apart from identifying old customers as target customers • Formulate marketing portfolio according to the organisation's financial situation and prepared budget; and set priorities • Choose suitable media to launch marketing strategy • Assess marketing results <ul style="list-style-type: none"> ▸ Be aware of the effectiveness of marketing plans and get hold of respective information so as to analyse and formulate future marketing plans ◆ Formulate and coordinate the entire marketing plan; and announce the marketing plan to every department after assessment has been made
--	--

	<ul style="list-style-type: none"> ◆ Formulate marketing strategies, plans and performance indicators for each target market according to organisational objectives ◆ Determine the performance indicators for marketing ◆ Assess the effectiveness of marketing
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to communicate with the vehicle factory and the departments within the organisation to formulate marketing plans for vehicles so as to meet the market development plans, financial budget and strategies of the organisation and enhance the popularity of the organisation; extend market share and analyse respective marketing plans and report to seniors.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned are familiar with the market trend of vehicle products/ service and are equipped with promotion techniques.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish and manage the documentary system for the sale of auto parts and accessories
2. Code	AUSDPS401A
3. Range	This unit of competency is applicable to the practitioners in the auto parts and accessories sales department for the effective establishment and management of sales documentary system and related inventorial documents or software, so as to optimise the use of organisational resources and monitor operation efficiency.
4. Level	4
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Sales knowledge of parts and accessories, use of computer and word processing</p> <ul style="list-style-type: none"> ◆ Recognise the types and names of auto parts and accessories ◆ Understand the sales pattern and procedure of organisation ◆ Understand general knowledge of sales management and operation ◆ Master the documentary systems used by various departments in the organisation ◆ Master the ERP or relevant software employed by the organisation ◆ Master the general word processing techniques <p>6.2 Establish and manage the sales documentary system</p> <ul style="list-style-type: none"> ◆ Apply the ERP or relevant software designated by the organisation to establish the recording and monitoring documents required for sales operation, such as: <ul style="list-style-type: none"> • The transaction records for various sales items, including invoices • The records of accounts and cash balance of the sales department

	<ul style="list-style-type: none">• The records of orders of purchase and respective implementation procedure• The records of return of purchase and respective implementation procedure• Receipt and dispatch records of parts and accessories• The inventory record of the sales department• Monitor and control of various operations such as sales and transactions, etc.◆ Monitor the use of software to ensure normal operation, and submit report regularly◆ Establish measures to backup information, and design temporary trading vouchers or bills in case of emergency◆ Establish the contingency measures to cope with situations such as loss of information or malfunction etc. due to computer or software failure◆ Review the effectiveness of the sales documentary system and feedback from front-line colleagues, revise respective procedures to optimise operation efficiency
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to establish the recording and monitoring documents required for the sale of auto parts and accessories according to the documentary system designated by the organization, so as to enhance operation efficiency; (ii) Capable to effectively manage the operation of the documents or software relating to inventory record by using the documentary system designated by the organisation, so as to ensure normal operation; and (iii) Capable to review the effectiveness of sales document system for parts and accessories and the feedback from front-line colleagues, revise respective procedures to optimise operation efficiency.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess general knowledge of auto parts and accessories as well as the knowledge of sales management.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Manage the documentary system for auto parts and accessories inventory
2. Code	AUSDIC401A
3. Range	This unit of competency is applicable to the practitioners of inventory control and management department for effectively manage the inventorial documents and software to ensure normal supply of parts and accessories.
4. Level	4
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of parts and accessories inventory, use of computer and word processing</p> <ul style="list-style-type: none"> ◆ Know the types and names of auto parts and accessories ◆ Understand the method to handle inventory items in the organisation ◆ Understand the general knowledge of inventory management and warehouse operation ◆ Master the filing systems used by various departments in the organisation ◆ Master the use of ERP or relevant software employed by the organisation ◆ Be familiar with general word processing techniques <p>6.2 Manage the documentary system for inventory</p> <ul style="list-style-type: none"> ◆ Apply ERP or relevant software designated by the organisation to record and monitor related tasks, such as: <ul style="list-style-type: none"> • The records of the inventory level of various kinds of parts and accessories and their changes • The records of condemnation items and respective implementation procedure

	<ul style="list-style-type: none"> • The records of return of purchase and respective implementation procedure • The records of storage and retrieval of parts and accessories • The records of receipt, dispatch and delivery of parts and accessories, and relevant monitoring record • The purchasing price of various parts and accessories • The reports of various transactions or related actions • The monitoring and control of various operations, such as inventory and transaction, etc. ◆ Monitor the use of software to ensure normal operation and submit report regularly ◆ Establish measures to backup information and design temporary trading vouchers or bills in case of emergency ◆ Devise sample documents regarding the receipt and dispatch, condemnation, inventory level, return of purchase, etc. of various kinds of parts and accessories; and formulate perfect instructions on the document protection, storage and retrieval methods and procedure, etc. (applicable to organisations not using software) ◆ Establish the contingency measures to cope with situations such as loss of information or malfunction, etc. due to computer or software failure
--	---

	<ul style="list-style-type: none"> ◆ Review the effectiveness of the inventorial document system and the feedback from front-line colleagues, revise respective procedures to optimise operation efficiency
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to effectively manage the inventorial documents and software (including backup) for parts and accessories according to the documentary system designated by the organisation, so as to ensure smooth operation; (ii) Capable to establish contingency measures to cope with special incidents, such as computer failure or loss of information, to ensure effective inventory management; and (iii) Capable to review the effectiveness of the inventorial document system for parts and accessories to make suggestions for improvement; review feedback from front-line colleagues to revise respective procedures, so as to optimise operation efficiency.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess general knowledge of auto parts and accessories as well as the knowledge of inventory management.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Select suppliers of parts and accessories
2. Code	AUSDPU401A
3. Range	This unit of competency is applicable to the practitioners of the parts and accessories purchasing department of non designated motor agents for the effective ascertainment of the grading and the supplying ability of various suppliers.
4. Level	4
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Regulations related to auto parts and accessories, and the actual situation of market supply</p> <ul style="list-style-type: none"> ◆ Understand the functions and characteristics of auto parts and accessories ◆ Master information of different suppliers of non OEM parts and accessories (including original and non-original) ◆ Understand market feedbacks on parts and accessories ◆ Understand the suggestions and restrictions established by auto manufacturers on the specifications and restrictions of different parts and accessories ◆ Understand the vehicle related laws and regulations, such as traffic, environmental protection and road safety <p>6.2 Select suppliers of parts and accessories</p> <ul style="list-style-type: none"> ◆ Evaluate the grading of the auto parts and accessories suppliers (including original and non-original) according to the following factors: <ul style="list-style-type: none"> • The track records of suppliers • The quality, specification or standard of goods

	<ul style="list-style-type: none"> • The stability of the quality and quantity of goods • The minimum order and flexibility of goods supplied • Price of goods, methods of return of purchase and payment • Suggestions and restrictions established by the manufacturer • Recognition by insurer ◆ Identify the grading of various suppliers and their possessive supply ratio according to assessment results ◆ Keep sourcing for new suppliers in the market that are suitable for the organisation ◆ Monitor the performance of suppliers and update the list and the grading of suppliers regularly ◆ Review the selection criteria for auto parts and accessories suppliers and make suggestions for improvement to ensure the quality of parts and accessories
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to identify the grading of suppliers and their possessive goods supply ratio according to the quality, price, supplying ability and conditions offered by different suppliers of auto parts and accessories; and</p> <p>(ii) Capable to adjust the grading of suppliers and update the list according to their performance.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess knowledge on auto parts and accessories as well as general commercial knowledge.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Purchase renovated parts and accessories
2. Code	AUSDPU402A
3. Range	This unit of competency is applicable to the practitioners of auto parts and accessories purchase department for the quality and high commercial value reconditioned parts and accessories purchasing in accordance with the market demand, so as to match with the operation strategy of organisation.
4. Level	4
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 The characteristics, specifications and market situation of auto parts and accessories</p> <ul style="list-style-type: none"> ◆ Master information on market price and demand of different auto parts and accessories (including new and reconditioned parts and accessories) ◆ Understand the specifications, standard and relevant regulations on parts and accessories ◆ Master the required inventory level of different reconditioned parts and accessories ◆ Understand the procedure for selecting suppliers ◆ Master the quality of goods, supplying ability, preferential terms and conditions offered by different suppliers of reconditioned parts and accessories ◆ Understand the methods to assess the performance of reconditioned parts and accessories ◆ Master the handling of purchasing documents of the organisation ◆ Understand the resources available and risks affordable of the organisation

	<p>6.2 Purchase reconditioned parts and accessories</p>	<ul style="list-style-type: none"> ◆ Determine the types and quantity of reconditioned parts and accessories to be purchased according to market demand and matching with the required inventory level and resources of the organisation ◆ Discharge purchasing duty according to the determinants for purchasing suitable reconditioned parts and accessories, such as: <ul style="list-style-type: none"> • Discounts and allowances • Quality and performance of goods as well as the warranty period • Specification and standard (not supplied by local market) • Recognition by insurer • Regulations related to vehicles ◆ Confirm the suppliers according to the formulated selection instructions of the organisation, such as: <ul style="list-style-type: none"> • The quality, specification or standard • The stability of the quality and quantity • Price, methods of return of purchase and payment ◆ Ensure that the marginal profits of transactions can meet organisational operation requirements ◆ Ensure the reconditioned parts and accessories to be purchased are of good quality by visual inspection or simple functional tests ◆ Verify the documents relating to the goods to be purchased, so as to ensure the authenticity of the information provided, such as the engine number, etc.
--	---	--

	<ul style="list-style-type: none"> ◆ Complete transaction documents and internal records and documents according to related regulations governing the sale of goods ◆ Carry out contingency measures for special incidents (e.g. discrepancy in quality and quantity) ◆ Review the effectiveness of the purchasing strategy, and capable to make suggestions for adjustment or improvement
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to purchase innovated parts and accessories with suitable types, quantity, quality and commercial value according to the needs of the market and the organisation, so as to match with the operation strategy of organisation;</p> <p>(ii) Capable to complete relevant records and transaction documents according to the established requirements of the organisation; and</p> <p>(iii) Capable to make suggestions to optimise the procedure of reconditioned parts and accessories purchasing according to its effectiveness.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess knowledge on purchasing, auto parts and accessories as well as relevant regulations.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish methods to assess the applicability of non OEM parts and accessories
2. Code	AUSDPU403A
3. Range	This unit of competency is applicable to the practitioners of the parts and accessories purchasing department of non designated motor agents for accurate ascertainment of the applicability of non OEM parts and accessories accurately, so as to enhance the flexibility of sales and purchasing operations.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of OEM and non OEM parts and accessories, relevant regulations and the market situation</p> <ul style="list-style-type: none"> ◆ Understand the functions, locations and characteristics of auto parts and accessories ◆ Master information on the specification (e.g. international standard), price and market demand of different OEM and non OEM parts and accessories ◆ Understand the suggestions and restrictions established by the auto manufacturers on the specifications of different parts and accessories ◆ Understand the recognition of different non OEM parts and accessories by auto insurer ◆ Know the vehicle related laws and regulations (e.g. traffic, environmental protection and road safety) ◆ Know the trend of environmental-friendly products

	<p>6.2 Assess the applicability of non OEM parts and accessories</p> <ul style="list-style-type: none"> ◆ Assess the feasibility of replacing OEM parts and accessories by non OEM parts and accessories according to the characteristics of the latter ones: <ul style="list-style-type: none"> • Specification and application characteristics • Price and market demand • Suggestions and restrictions established by the manufacturer • Recognition by insurer • Relevant regulations of vehicles ◆ Formulate sustainable measures to monitor the quality of non OEM parts and accessories ◆ Formulate internal instructions on the applicability of non OEM parts and accessories facilitating the sales department to provide professional advice to customers ◆ Review the assessment criteria of non OEM parts and accessories, and make suggestions to cope with changes in the specifications of goods and relevant regulations, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate instructions on the applicability assessment of non OEM parts and accessories in accordance with the characteristics and specifications of OEM parts and accessories as well as relevant regulations; and</p> <p>(ii) Capable to revise the standard for assessing non OEM parts and accessories in accordance with changes in the quality of goods and relevant regulations, etc.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess knowledge on auto parts and accessories as well as relevant regulations on vehicles.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct green procurement
2. Code	AUSDPU404A
3. Range	This unit of competency is applicable to the merchandisers in various workplaces of the automotive industry. Practitioners should be capable of taking full consideration of environmental-friendly elements when discharging purchasing duty (including commodities and services) in familiar workplaces so as to meet the comprehensive environmental protection policy of the organisation and the needs of the market.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about green materials</p> <ul style="list-style-type: none"> ◆ Understand the characteristics, labelling system and classification of reusable materials, such as paper products, plastic products, organic chemicals, etc. ◆ Understand the contamination of typical chemicals in automotive industries, such as toxicity, carcinogenicity, volatility, ozone layer depletion, etc. ◆ Understand environmental management standard such as International Standard Organisation (ISO) ◆ Understand the trend of the market supply of relevant green materials

	<p>6.2 Select green materials and suppliers</p>	<ul style="list-style-type: none"> ◆ Purchase goods: Capable of taking full consideration of the green characteristics of products when purchasing consumables to be used by the servicing workplaces under the organisation or the commodities sold at retail shops such as paints, organic solvent, cleansers, hydraulic oil, lubricants, engine oil, consumable parts, batteries, tyres, brake linings, filters, etc. ◆ Select suppliers/contractors: capable of taking full consideration of the environmental protection management standard of suppliers to see if they can meet the environmental protection policy of the organisation when selecting products or service suppliers, which includes suppliers of consumables, suppliers of commodities, waste chemicals recycling contractors, waste treatment contractors, etc.
	<p>6.3 Professional practice on conducting green purchase</p>	<ul style="list-style-type: none"> ◆ Differentiate service contractors with recognised qualifications such as waste chemicals recycling companies, etc.

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to take full consideration of the environmental protection elements in the products, including the intrinsic environmental-friendly characteristics of the products and the environmental protection management standard of the suppliers when discharging environmental-friendly purchase in familiar workplaces; (ii) Capable to select suppliers or contractors that can meet the environmental protection management standard of the comprehensive environmental protection policy adopted by the organisation; and (iii) Capable to select specific service contractors with recognised qualifications.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct risk assessment on vehicle servicing work
2. Code	AUSDST401A
3. Range	This unit of competency is applicable in vehicle servicing workplaces. Practitioners should be capable to conduct risk assessment on vehicle servicing work and provide suggestions for improvement according to the regulations related to occupational safety and health. They should also be capable to update the risk assessment report and related documents.
4. Level	4
5. Credits	3 (for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Conduct risk assessment on vehicle servicing work</p> <ul style="list-style-type: none"> ◆ Understand relevant regulations for conducting risk assessment on occupational safety and health ◆ Understand organisational policy on occupational safety and health ◆ Be familiar with vehicle servicing work ◆ Understand the methodology for risk assessment <p>6.2 Assess the risk of vehicle servicing work</p> <ul style="list-style-type: none"> ◆ Conduct risk assessment on vehicle servicing and related working procedure in accordance with the instructions of regulations related to occupational safety and health as well as organisational operation policy • Collect information related to all operation activities in the workplaces • Analyse the potential hazards caused by vehicle servicing and related working procedure

	<ul style="list-style-type: none"> • Analyse various parameter variation and estimate the respective impact so as to determine the risk level, including the severity and the frequency of hazards, etc. • Make suggestions for improvement according to risk assessment results • Compile risk assessment report • Update the risk assessment report and related documents <ul style="list-style-type: none"> ◆ Reflect to seniors comments on the risk assessment system and make suggestions for improvement ◆ Ascertain that the risk assessment on vehicle servicing work can meet relevant regulations of occupational safety and health <p>6.3 Professional practice on conduction risk assessment on vehicle servicing work</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to assess the risk of vehicle servicing and related working procedure in accordance with the instructions of regulations related to occupational safety and health as well as organisational operation policy; (ii) Capable to compile risk assessment report and update related documents; and (iii) Capable to reflect to seniors comments on the risk assessment system and make suggestions for improvement.
8. Remarks	<ul style="list-style-type: none"> (i) The credits value of this unit of competency is set on the presumption that the learners already possess extensive knowledge on vehicle servicing. (ii) The major legislations/rules involved in this unit of competency are as follows: <ul style="list-style-type: none"> 1. Factories and Industrial Undertakings Ordinance 2. Occupational Safety and Health Ordinance

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Monitor, arrange and coordinate the progress and workflow of the operation in the workshop
2. Code	AUSDST402A
3. Range	This unit of competency is applicable in vehicle servicing workplaces. Practitioners should be capable to monitor, arrange and coordinate the progress and workflow of the daily operation of workshops according to organisational operation strategy.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the operation management of vehicle servicing workshops</p> <ul style="list-style-type: none"> ◆ Understand organisational operation strategy ◆ Understand respective operational regulations ◆ Understand the concept of customer services ◆ Understand the concept of human resources management ◆ Understand workshop management ◆ Understand crisis management <p>6.2 Monitor, arrange and coordinate the progress and workflow of the operation of the workshops</p> <ul style="list-style-type: none"> ◆ Capable to monitor, arrange and coordinate the workflow of vehicle servicing according to organisational operation strategy and instructions of respective operational regulations such as labour, employment, factory undertakings, occupational safety and health as well as environmental protection

	<ul style="list-style-type: none"> • Collect information on human resources, assess production capability as well as to set up and review production indicators • Establish, revise and implement daily operation workflow systems such as: <ul style="list-style-type: none"> ▸ production workflow ▸ quality control ▸ customer services ▸ interdepartmental communication mechanisms ▸ staff appointment ▸ occupational safety and health as well as environmental protection management ▸ replenish spare parts ▸ purchase equipment, goods and materials ▸ maintenance of workshop equipment ▸ waste disposal ▸ other related issues • Establish, revise and implement crisis management mechanism such as in the event of fire and typhoon, etc. • Establish, revise and implement customer services complaint mechanism • Coordinate and settle interdepartmental disputes • Monitor daily operation systems • Monitor daily production progress
--	--

	<ul style="list-style-type: none"> ◆ Ascertain that the operation management of the workshop can meet relevant the requirements of the regulations of employment, occupational safety and health as well as environmental protection, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to effectively monitor, arrange and coordinate the workflow of vehicle servicing according to organisational operation strategy so as to achieve target performance indicators; and (ii) Capable to ascertain that the operation management of the workshop can meet the requirements of relevant regulations of labour, employment, occupational safety and health as well as environmental protection, etc.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess extensive knowledge on vehicle servicing and understand respective working procedure.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Master complicated techniques of power systems
2. Code	AUSDST403A
3. Range	This unit of competency is applicable to the technicians working at vehicle servicing and inspection departments. They should be capable to have a thorough understanding of the operating principles of various types of power systems and their impact on power output and fuel consumption, so as to inspect and diagnose complicated system faults with enhanced efficiency and accuracy.
4. Level	4
5. Credits	21(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Possess relevant knowledge on power generation of internal combustion engines</p> <ul style="list-style-type: none"> ◆ Fuels <ul style="list-style-type: none"> • Understand the characteristics of different fuels (e.g. petrol, diesel, liquefied petroleum gas, natural gas and hydrogen, etc.) including heating value, combustibility, anti-knock property, boiling point and combustion temperature, etc. • Understand related sciences of chemistry, fluid and heat, including basic knowledge in safety aspect ◆ The principle of power generation <ul style="list-style-type: none"> • Master the requirements and processes of combustion for different fuels performing in the internal combustion engines; and understand the factors affecting combustion efficiency and heat releasing rate • Understand the methods and process of power generation by internal combustion engines

	<ul style="list-style-type: none"> ◆ Factors affecting engine power output <ul style="list-style-type: none"> • Master the relation between engine setting and relevant specification, such as capacity, compression ratio, intake efficiency, engine speed, quantity of mixture, mean effective pressure, power and revolving resistance, etc. • Understand the methods to increase engine power output and their application limits, such as breathing efficiency, ignition and fuel injection timings, etc. ◆ Engine design <ul style="list-style-type: none"> • Understand the structure, materials and functions of various components • Understand the configuration of various movable components and the principle of dynamic balance • Understand the principles of devices enhancing breathing efficiency, such as variable intake and exhaust tracts lengths, variable valve timing and lift, matching of pressure charging system with engine, etc. • Understand the principles of engine working temperature control and reduction of movable components wear • Understand the principle of fuel metering for various types of engines, so as to optimise power output and comply with the requirements of exhaust emission
--	---

	<ul style="list-style-type: none"> • Master the basic principles of controlling or treatment of engine pollutants, such as exhaust gas recirculation and catalytic devices, etc. ◆ Power system <ul style="list-style-type: none"> • Understand the structure, functions, controlling methods, operating principles and specifications of engine and various sub systems (including related components), such as closed-loop control, electronic fuel-injection and ignition as well as intake and exhaust, etc. • Master the integrated electronic control principles and the operating characteristics of various sub systems
6.2	<p>Inspection, fault diagnosis and analysis of the performance of power systems</p> <ul style="list-style-type: none"> ◆ Conduct analysis procedures according to diagnostic results of the various engine sub systems and related components, such as: <ul style="list-style-type: none"> • Conductivity and insulation of control circuits • Electronic actuation and feedback signals • The operating condition of electronic control devices and actuators • The output signals of sensors • Pressure variations of cylinders, intake and exhaust systems • Operating pressure of fuels and lubricants, etc.

	<ul style="list-style-type: none">◆ Conduct inspection, fault diagnosis and analysis procedures according to the fault symptoms (including recurrent or intermittent defects) of various types of engines, their sub systems and related components, such as:<ul style="list-style-type: none">• Stall or fail to start• Insufficient power or weak acceleration• Abnormal pressure charging (only applicable to pressure charged engines)• Rough engine running or abnormal speed• Excessive fuel consumption• Abnormal engine operating temperature• Abnormal wear of engine components• Occurrence of unusual noise (including detonation) or vibration, etc.• Excessive emission of pollutants◆ Review the causes of defects and diagnostic methods; submit report to seniors covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc.
--	--

<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to have a thorough understanding of the structure, functions and operating principles of various types of power systems, including engines, their sub systems and related components, so as to enhance the efficiency and accuracy of inspection and diagnosis of complicated system faults; (ii) Be familiar with the principles of power generation by internal combustion engines, and understand the impact of factors such as efficiencies of intake, exhaust and combustion, etc. on the performance of power output, so as to solve the complicated technical problems, such as excessive fuel consumption and emission of pollutants, etc., effectively and accurately; and (iii) Capable to compile reports covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. in accordance with the particular defects found in respective power systems.
<p>8. Remarks</p>	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Master the complicated techniques of transmission systems
2. Code	AUSDST404A
3. Range	This unit of competency is applicable to technicians working at vehicle servicing and inspection departments. They should be capable to master the impact of transmission systems on driving performance and stability, so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis.
4. Level	4
5. Credits	18(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Possess relevant knowledge on power transmission</p> <ul style="list-style-type: none"> ◆ Understand the principle of transmission <ul style="list-style-type: none"> • Understand the working efficiency and application limits of different power transmission methods (including friction, hydraulic, adhesion, gear and electromagnet, etc.) • Understand the working efficiency and application limits of different power distribution methods (e.g. friction, hydraulic and gear, etc.) ◆ Understand the performance of transmission systems <ul style="list-style-type: none"> • Understand the relationship of engine power output, driving resistance, speed and accelerating performance, etc. • Master the effects of gearbox, gear ratio setting on vehicle performance and fuel consumption • Understand the effects of transmission fluid quality and characteristics on transmission efficiency, shift control and protection of components, etc.

	<ul style="list-style-type: none"> ◆ Understand the operation of transmission systems <ul style="list-style-type: none"> • Master the structure, functions, operating principles and specification of various kinds of transmission components (including relevant electronic control systems and components) <p>6.2 Inspection, fault diagnosis and analysis on transmission systems</p> <ul style="list-style-type: none"> ◆ Conduct inspection, fault diagnosis and analysis procedures according to the fault symptoms (including recurrent or intermittent phenomena) of various types of transmission systems and related components ◆ Conduct inspection, fault diagnosis and analysis procedures in accordance with fault symptoms of driving performance and stability, such as: <ul style="list-style-type: none"> • Fail to attain the expected highest speed • Fail to reach expected maximum driving power • Abnormal side slide when cornering ◆ Review the causes of defects and diagnostic methods; submit report to seniors covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc.
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master the structure, functions, operating principles of various types of transmission systems including related components, so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis; (ii) Capable to master the principle of power transmission as well as the effects of engine power output, driving resistance and gear ratio setting on vehicle performance and fuel consumption, so as to solve the complicated technical problems, such as insufficient power output and abnormal tyre wear, etc., effectively and accurately; and (iii) Capable to compile reports covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. according to the particular defects relating to respective transmission systems.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Master the complicated techniques of chassis stability control
2. Code	AUSDST405A
3. Range	This unit of competency is applicable to technicians working at vehicle servicing and inspection departments. They should be capable to master various chassis control systems, so as to enhance the efficiency of inspection and complicated fault diagnosis and effectively solve the complicated technical problem of vehicle stability.
4. Level	4
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Possess relevant knowledge on chassis control</p> <ul style="list-style-type: none"> ◆ Understand the principles of speed and stability controls ◆ Understand the effects of rolling condition of wheels on slip ratio, adhesion and overall performance of vehicle, such as tyre wear, speed control and vehicle stability, etc. ◆ Master the basic factors and possible methods of vehicle deceleration control, as well as their performance and applicability, such as the resistance from wheels or engine ◆ Master various control methods for vehicle stability and their applicability, such as wheel resistance or power distribution ratio ◆ Master chassis control systems

	<ul style="list-style-type: none"> ◆ Master the relationship, structure, functions, operating methods, control principles (including hydraulic, air pressure and electricity, etc.) and standard parameters of various systems (including related mechanical and electronically controlled components), such as: <ul style="list-style-type: none"> • Brake systems, including anti-lock devices • Traction control systems, including braking and engine power regulation devices • Yaw control systems, including power regulation devices <p>6.2 Inspection, fault diagnosis and analysis on the performance of vehicle control</p> <ul style="list-style-type: none"> ◆ Conduct inspection, fault diagnosis and analysis procedures according to the fault symptoms (including recurrent or intermittent phenomena) of brake systems (including retarder) and related components ◆ Conduct inspection, fault diagnosis and analysis procedures on traction control system and related components according to the instability symptoms (including recurrent or intermittent phenomena) during acceleration ◆ Conduct fault inspection or diagnosis procedures on yaw control system according to the instability symptoms (including recurrent or intermittent phenomena) when high speed turning
--	---

	<ul style="list-style-type: none"> ◆ Review the causes of defects and diagnostic methods; submit report to seniors covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. <p>6.3 Professional practice on solving of vehicle stability problem</p> <ul style="list-style-type: none"> ◆ Capable to ascertain the performance of brake systems, such as efficiency and balance, etc. according to respective legislative requirements ◆ Capable to ascertain the right choice of tyres according to respective legislative requirements
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master various types of chassis control systems, including the structure, functions, operating methods and control principles of related components, so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis; (ii) Capable to master the principles of speed and stability as well as the effects of slip ratio, adhesion, braking force, engine resistance and power distribution, etc. on the performance of stability control, so as to solve the complicated technical problem of vehicle stability effectively and accurately; and (iii) Capable to compile reports covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. according to the particular defects found in respective chassis stability control systems.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Master the complicated techniques of steering
2. Code	AUSDST406A
3. Range	This unit of competency is applicable to technicians working at vehicle servicing and inspection departments. They should be capable to master the effects of steering system, suspension system and wheel alignment on the performance of steering stability, so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis.
4. Level	4
5. Credits	15(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Possess the principle of steering and relevant knowledge on steering systems</p> <ul style="list-style-type: none"> ◆ Steering principle <ul style="list-style-type: none"> • Master the importance of Ackermann Principle of steering ◆ Steering systems <ul style="list-style-type: none"> • Master the structure, functions, operating principles and specification of various types of power-assisted steering systems (including related components) • Understand the structure, functions and operating principles of the steering systems for dual-front axle vehicles, such as the relation between the steered angle of wheels and steering linkages ◆ Wheels <ul style="list-style-type: none"> • Understand the structure, functions and meanings of markings of different types of tyres and rims • Master the importance of wheel balance, and the method to balance wheels

	<ul style="list-style-type: none"> • Master the function, importance, special characteristic and application of tread patterns • Understand the important and related factors affecting the steering stability of vehicle, including the steered angles of wheels ◆ Wheel alignment <ul style="list-style-type: none"> • Master the definition, functions, related factors, operating principle and specification of wheel off-sets ◆ Performance of steering stability <ul style="list-style-type: none"> • Understand the apply forces exerted on steered wheels and the impact on steering stability, including neutral steer, oversteer, understeer and side slide of vehicle • Understand the impacts of suspension systems on steering stability ◆ Understand the relation between the steered angle of wheels and side slide <p>6.2 Inspection, fault diagnosis and analysis on steering and driving control</p> <ul style="list-style-type: none"> ◆ Conduct inspection, fault diagnosis and analysis procedures according to the fault symptoms (including recurrent or intermittent defects) of steering systems and related components ◆ Conduct inspection, fault diagnosis and analysis procedures according to the respective fault symptoms of wheel alignment ◆ Conduct inspection or fault diagnosis procedures according to symptoms of instability (including recurrent or intermittent phenomena) when high speed cornering
--	--

	<ul style="list-style-type: none"> ◆ Review the causes of defects and diagnostic methods; submit report to seniors covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. <p>6.3 Professional practice on solving steering stability problems</p> <ul style="list-style-type: none"> ◆ Ascertain the location and applicability etc. of different types of tyres according to respective legislative requirements ◆ Ascertain the applicability of tread pattern and depth according to respective legislative requirements
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the structure, functions and operating principles of various types of steering systems (including related components), so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis;</p> <p>(ii) Capable to master the principle of vehicle steering as well as the impact of suspension systems, tyres and wheel alignment on steering stability, so as to solve the complicated technical problems of abnormal wear of tread pattern and vehicle side slide, etc., effectively and accurately; and</p> <p>(iii) Capable to compile reports covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. according to the defects relating to steering stability.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Master the complicated techniques of suspension systems
2. Code	AUSDST407A
3. Range	This unit of competency is applicable to technicians working at vehicle servicing and inspection departments. They should be capable to master the effect of suspension system on vehicle vibration and stability, so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis.
4. Level	4
5. Credits	15(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Possess relevant knowledge on suspension systems and driving stability</p> <ul style="list-style-type: none"> ◆ The principles of vehicle vibration and stability <ul style="list-style-type: none"> • Understand the affecting factors overcoming the driving vibration, such as tyres, seats, suspension methods, spring stiffness and damping coefficient • Understand the effects of centre of gravity of vehicle and suspension systems design affecting driving stability, such as the change of wheel alignment and wheel span, pitching during speed change, instantaneous rolling axis and roll axis, roll steer, etc. ◆ Suspension systems <ul style="list-style-type: none"> • Master the structure, functions controlling methods, operating principles and standard parameters of various systems (including related components, e.g. electronic or pressure actuators and sensors, etc.), such as:

	<p data-bbox="359 1427 688 1709">6.2 Inspection, fault diagnosis and analysis of suspension system performance</p> <ul style="list-style-type: none"> <li data-bbox="716 1062 1371 1151">◆ rigid axle suspension and independent suspension, etc. <li data-bbox="716 1166 1371 1255">◆ stiffness control of metal and air springs, etc. <li data-bbox="716 1270 1371 1359">◆ damping coefficient control of shock absorber <li data-bbox="716 1374 1371 1403">◆ anti-roll devices, etc. <li data-bbox="716 1427 1371 2810">◆ Conduct inspection, fault diagnosis and analysis procedures according to the fault symptoms (including recurrent or intermittent defects) of suspension systems and related components, such as: <ul style="list-style-type: none"> <li data-bbox="764 1679 1371 1768">• Decreasing comfort, including toss or shock of vehicle body <li data-bbox="764 1783 1371 1917">• Damaged anchoring points for the linkages of suspension system (vehicle body or frame) <li data-bbox="764 1932 1371 1961">• Abnormal noise or vibration <li data-bbox="764 1976 1371 2006">• Tilted vehicle body or incorrect height <li data-bbox="764 2021 1371 2050">• Abnormal tyre wear, etc. <li data-bbox="716 2080 1371 2810">◆ Conduct inspection, fault diagnosis and analysis procedures on suspension systems, damping control and electric control etc. according to symptoms of instability (including recurrent or intermittent defects) when the vehicle is in driving, speed changing or high speed cornering, such as: <ul style="list-style-type: none"> <li data-bbox="764 2481 1371 2570">• Pulling aside when driving straight ahead <li data-bbox="764 2585 1371 2674">• Pitching seriously when changing speed <li data-bbox="764 2689 1371 2718">• Excessive body rolling when cornering <li data-bbox="764 2733 1371 2763">• Abnormal side slip <li data-bbox="764 2778 1371 2807">• Abnormal steering performance, etc.
--	---

	<ul style="list-style-type: none"> ◆ Review the causes of defects and diagnostic methods; submit report to seniors covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. <p>6.3 Professional practice on solving of vehicle stability control problems</p> <ul style="list-style-type: none"> ◆ Ascertain that springs and shock absorbers etc. can meet safety standard according to respective legislative requirements, such as the free-plays of suspension linkages ◆ Ascertain proper wheel alignment according to respective legislative requirements
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the structure, functions and operating methods of various types of suspension systems (including related components), so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis;</p> <p>(ii) Capable to understand the principles of vehicle vibration and stability as well as the affecting factors of vehicle stability, such as wheel alignment, suspension methods, spring stiffness, damping coefficient, instantaneous rolling axis and roll steer, so as to solve the complicated technical problems, such as abnormal noises and driving instability, etc., effectively and accurately; and</p> <p>(iii) Capable to compile reports covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. according to the particular defects relating to respective suspension systems.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Master the complicated techniques of electrical and electronic systems
2. Code	AUSDST408A
3. Range	This unit of competency is applicable to technicians working at vehicle servicing and inspection departments. They should be capable to master the working principles of electrical and electronic systems as well as multiplexing, and their effects on vehicle performance, so as to enhance the efficiency and accuracy of inspection and diagnosis of vehicle systems.
4. Level	4
5. Credits	21(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Electrical and electronic knowledge</p> <ul style="list-style-type: none"> ◆ The theories and applications of electric motors and electric generators <ul style="list-style-type: none"> • Master the operating principles and output characteristics of different types of electric motors and electric generators, such as torque, speed and generation of electricity, etc. • Understand the controlling methods of starting and charging systems ◆ Master the operating principles of various types of electrical and electronic sub-systems (including related components and control systems) ◆ Understand the applications of analogy and digital devices, and their systems, such as integrated circuits, analogy/digital converters, amplifiers, comparators and micro processors, etc.

	<ul style="list-style-type: none">◆ Master the structure, operating principles, output characteristics and applications of sensors and actuators applied on vehicles, such as temperature sensing, pressure responsive, photosensitive, air current, position and electromagnetic solenoids of various functions, etc.◆ Electronic control systems<ul style="list-style-type: none">• Master electronic control principle, such as closed-loop control• Understand the principle and application of multiplexing, such as the controller-area network◆ Understand the operating principles and applications of various types of electronic control systems (including related components):<ul style="list-style-type: none">• Engine management systems• Transmission control systems• Chassis stability control systems• Cruise control systems• Air bag control◆ Master the application and data analysis skills of various types of measuring/ diagnosis equipment, such as oscilloscopes and on-board diagnostic devices, etc.
--	--

	<p>6.2 Performance inspection, fault diagnosis and analysis of electrical and electronic systems</p>	<ul style="list-style-type: none"> ◆ Conduct inspection, fault diagnosis and analysis procedures according to fault symptoms (including recurrent or intermittent defects) of electronic control systems, such as: <ul style="list-style-type: none"> • Power system defects, such as stalling, weak accelerating, rough engine running or excessive fuel consumption, etc. • Transmission system defects, such as incorrect shift points, incorrect power splitting and harsh gear shifting, etc. • Chassis stability control system defects, such as inoperative anti-lock brake, acceleration skidding and instable high speed cornering, etc • Cruise control system defects, such as inoperative speed control, etc. ◆ Conduct inspection, fault diagnosis and analysis procedures according to fault symptoms (including recurrent or intermittent defects) of multiplexing systems and related components, such as failure or distortion of signal transmission and optical fibre damages, etc. ◆ Conduct inspection, fault diagnosis and analysis procedures according to fault symptoms (including recurrent or intermittent phenomena, and visual warnings, etc.) of electrical systems, such as starting system, charging system, heating, ventilation and air conditioning system, and vehicle body electrical devices, etc.
--	--	--

	<ul style="list-style-type: none"> ◆ Review the causes of defects and diagnostic methods; submit report to seniors covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master the structure, functions, controlling and operating principles of various electrical and electronic systems, so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis; (ii) Capable to master electrical and electronic theories as well as impact of the application of multiplexing on electronic systems, so as to solve the complicated technical problems, such as engine stall, heating, ventilation and air conditioning failure etc., effectively and accurately; and (iii) Capable to compile reports covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. according to the particular defects relating to respective electrical and electronic systems.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Master the complicated techniques of vehicle body and frame
2. Code	AUSDST409A
3. Range	This unit of competency is applicable to technicians working at vehicle servicing and inspection departments. They should be capable to master the effect of vehicle body and frame affecting driving stability, noise, seepage and compartment appearance, so as to enhance the efficiency and accuracy of complicated defects inspection.
4. Level	4
5. Credits	15(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge on vehicle body and frame</p> <ul style="list-style-type: none"> ◆ Materials for vehicle body and frame <ul style="list-style-type: none"> • Understand the characteristics and adaptive ranges of different metals, non-metals and plastics • Master the joining methods of different materials, their strength and application limits • Master the methods of damage testing of different materials (e.g. fractures and ageing, etc.) ◆ Rectification of vehicle body and frame <ul style="list-style-type: none"> • Understand the principles of rectification and repair, such as ductility and heating, etc., for deformed or damaged materials; as well as the impact on strength of the material due to the incident and repair process • Master the standard specifications of reference points locations for vehicle frame or structural panels

	<ul style="list-style-type: none"> • Understand the relationship between wheel alignment and the orientation of vehicle frame or structural panels, as well as its impact on driving stability ◆ Sealing of compartment <ul style="list-style-type: none"> • Understand the causes and sources of abnormal noises when vehicle running, such as clashing, vibrating and loosening of related devices inside or outside the cabin, and air current, etc. • Understand the conditions for aligning vehicle doors and windows, as well as the functions of plastic pads and rails ◆ Painting and protection of vehicle body and frame <ul style="list-style-type: none"> • Master the protective paints applied on various kinds of materials for vehicle body or frame, their characteristics and spraying methods, etc. • Understand the characteristics, application and handling methods of various kinds of vehicle paints • Master the colour tuning of paints, colour matching and treatment of glossy surface • Understand the characteristics and application of different fillers ◆ Master the relevant laws and regulations governing the dimensions of various types of vehicle bodies
--	---

	<p>6.2 Inspection and defect analysis of vehicle body and frame</p>	<ul style="list-style-type: none"> ◆ Conduct inspection and defect analysis on respective vehicle body and frame according to abnormal symptoms of driving instability, such as yawing ◆ Conduct inspection and defect analysis on respective vehicle body and frame according to abnormal symptoms of noise or seepage when vehicle running caused by unsatisfactory compartment sealing ◆ Conduct inspection and defect analysis according to symptoms of abnormal compartment appearance, such as: <ul style="list-style-type: none"> • Uneven discolouration of coating and colour fading, etc. • Abnormal rustiness, etc. ◆ Review the causes of defects and diagnostic methods; submit report to seniors covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc.
	<p>6.3 Professional practice on vehicle body and frame protection</p>	<ul style="list-style-type: none"> ◆ Provide appropriate repairing guidelines according to the extent of rustiness or damages of vehicle frame or structural panels, such as specification of materials, welding methods and joining standards, so as to guarantee that the structural strength (including the dimension of vehicle body) can be recovered to the original standard of manufacturer and met with respective legislative requirements

<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master the structure and functions of vehicle body and frame (including compartment trim, etc.), so as to enhance the efficiency and accuracy of complicated defects inspection, such as driving stability, noise, seepage and compartment appearance, etc.; (ii) Capable to master the characteristics and application limits of different materials of vehicle body and frame as well as the impact of joining methods on the structure and cabin appearance, etc., so as to solve the complicated technical problems, such as yawing and colour fading, etc., effectively and accurately; (iii) Capable to master the strength of vehicle frame or structural panels required by the vehicle manufacturer and respective regulations; compile appropriate repairing guidelines; and (iv) Capable to compile reports covering preventive measures and suggestions for improvement, etc. according to the particular defects found in respective vehicle body and frame (including the compartment trim, etc.)
<p>8. Remarks</p>	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct quality check on vehicle examination
2. Code	AUSDST410A
3. Range	This unit of competency is applicable in vehicle examination workplaces. Practitioners should be capable to conduct quality check on vehicle examination according to instructions of respective regulations on vehicle examination.
4. Level	4
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Quality verifying of vehicle examination ♦ Be familiar with respective regulations on vehicle examination</p> <p>♦ Understand quality control so as to facilitate the quality verifying of vehicle examination</p> <p>♦ Understand the concept of customer services</p> <p>6.2 Conduct quality verifying of vehicle examination ♦ Conduct quality verifying of vehicle examination in accordance with instructions of respective regulations on vehicle examination, such as:</p> <ul style="list-style-type: none"> • Monitor the operation of vehicle examination • Approve and record daily documents relating to vehicle examination • Conduct random check on vehicles • Handle complaint cases such as conduct vehicle re-examination, etc. • Review the quality of vehicle examination as to minimise differences between testers in compliance with respective regulations

	<ul style="list-style-type: none"> • Execute and release updated instructions • Monitor and maintain testing instruments and equipment and confirm that they are appropriate for the use in vehicle examination • Other operations related to the quality verifying of vehicle examination <p>6.3 Professional practice on conducting quality verifying of vehicle examination</p> <ul style="list-style-type: none"> ◆ Determine if the quality of vehicle examination can meet the statutory requirements ◆ Approve and release documents relating to vehicle examination with authority empowered by respective regulations
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to conduct quality verifying on vehicle examination according to instructions of respective regulations; and</p> <p>(ii) Capable to approve and release documents relating to vehicle examination according to respective regulations.</p>
8. Remarks	<p>(i) The credits value of this unit of competency is set on the presumption that the people concerned already possess knowledge on vehicle servicing and the capability of vehicle examination.</p> <p>(ii) The major legislations/rules involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1. Road Traffic Ordinance 2. Road Traffic (Construction and Maintenance of Vehicles) Regulations

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Master the complicated techniques of alternative power systems
2. Code	AUSDST411A
3. Range	This unit of competency is applicable to technicians working at vehicle servicing and inspection departments. They should be capable to master the operating principles of various types of alternative power systems so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis.
4. Level	4
5. Credits	15(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand electric and hybrid systems</p> <ul style="list-style-type: none"> ◆ The principles of electrical engineering <ul style="list-style-type: none"> • Master basic electric theory • Understand the working principles of DC and AC motors, generator and alternator, their output characteristics, and relevant electricity supply control methods ◆ Electric energy management <ul style="list-style-type: none"> • Master the performance, structure, operating principles and applicative limitations of different kinds of secondary batteries, such as lead acid battery, nickel based battery and lithium based battery, etc. • Understand the methods of battery charging management, the structure and operating principles of all related components • Understand the structure, operating principles and applicative limitations of various kinds of fuel cells, fuel cell systems and related components

	<ul style="list-style-type: none"> ◆ Electric vehicles <ul style="list-style-type: none"> • Understand the layout, characteristics, structure and operating principles of different transmission systems • Master the control principles of electricity supply and regeneration as well as the structure, functions and operating principles of their related circuits and components ◆ Hybrid systems <ul style="list-style-type: none"> • Master the definition, operating characteristics, structure and control methods of various types of hybrid systems, such as the operating sequence of engine, alternator and electric motor • Understand the structure and operating principles of power splitting devices of transmission system • Master the control principles of electricity supply and regeneration as well as the structure, functions and operating principles of their related circuits and components • Understand the electric supply and control methods of motors and various electrical accessories <p>6.2 Inspection, fault diagnosis and analysis of electric and hybrid systems performance</p> <ul style="list-style-type: none"> ◆ Conduct inspection, fault diagnosis and analysis procedures according to fault symptoms (including recurrent or intermittent defects) of electric systems and related components, such as: <ul style="list-style-type: none"> • Declining charging and discharging efficiency of battery
--	--

	<ul style="list-style-type: none"> • Declining acceleration power and speed of vehicle • Shortened driving range • Inaccurate or instable vehicle speed control • Abnormal operating temperature, such as motor, battery or fuel cell, etc. • Excessive fuel consumption • Occurring of abnormal operating noise or vibration, etc. <p>◆ Conduct inspection, fault diagnosis and analysis procedures according to fault symptoms (including recurrent or intermittent defects) of electrical system of hybrid vehicles, their auxiliary systems and related components, such as:</p> <ul style="list-style-type: none"> • Engine defects, such as stalling, insufficient power, weak acceleration, rough engine running or excessive fuel consumption, etc. • Declining charging and discharging efficiency of battery, including the efficiency of electricity regeneration • Instable control of engine power cut-in and cut-out patterns • Abnormal operating temperature, such as motor, battery or engine, etc. • Declining acceleration power and speed of vehicle • Occurring of abnormal operating noise (including detonation) or vibration, etc. <p>◆ Review the causes of defects and diagnostic methods; submit report to seniors covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc.</p>
--	---

<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master the structure, functions, control and operating principles of electric vehicle systems (including battery or fuel cell), their auxiliary systems and related components, so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis; (ii) Capable to master the structure, functions, control and operating principles of hybrid vehicle systems (including battery and engine), their auxiliary systems and related components, so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis; (iii) Capable to master the principle of electric vehicle systems as well as the affecting factors of vehicle power output, such as motor control efficiency, electric energy management and regeneration, etc., so as to solve the complicated technical problems effectively and accurately, such as short driving range and weak acceleration, etc.; (iv) Capable to master the principle of hybrid vehicle systems as well as the affecting factors of vehicle power output and charging performance, such as efficiency of electric management, motor and engine control, etc., so as to solve the complicated technical problems effectively and accurately, such as fuel consumption, battery performance decay and lack of vehicle power output; and (v) Capable to compile report covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. according to particular defects found in respective power systems.
<p>8. Remarks</p>	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Master the complicated techniques of exhaust emission control
2. Code	AUSDST412A
3. Range	This unit of competency is applicable to technicians working at vehicle servicing and inspection departments. They should be capable to master the operating principles of exhaust emission control systems and their effectiveness in pollutant treatment, so as to enhance the efficiency and accuracy of inspection and fault diagnosis on exhaust emission problems.
4. Level	4
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Relevant knowledge on pollutants generated by vehicles</p> <ul style="list-style-type: none"> ◆ Be familiar with the pollutants generated during normal or abnormal fuel oxidization process ◆ Understand the impact of different fuels on the generation of pollutants ◆ Understand the harm of various kinds of pollutants ◆ Be familiar with the causes and sources of various kinds of pollutants generated in internal combustion engines ◆ Understand the sources of vehicle pollutants ◆ Understand the methods of reducing vehicle pollutants, including driving patterns, design of power systems and after-treatment of exhaust emission ◆ Understand the testing methods of exhaust emission level, including the selection and use of related equipments as well as measuring methods

	<p data-bbox="352 1724 695 2012">6.2 Inspection, fault diagnosis and analysis of the emission control systems performance</p> <ul style="list-style-type: none"> <li data-bbox="716 1062 1369 1249">◆ Be familiar with the standards of vehicle manufacturers on pollutants emission level, and governing regulations set by Environmental Protection Department <li data-bbox="716 1264 1369 1694">◆ Understand the structure, functions, control methods and operating principles of various kinds of emission control systems (including related components) such as exhaust gas recirculation, valve timing control, evaporative emission control, catalytic converter, particulate filter and selective catalytic reduction, etc. <li data-bbox="716 1724 1369 1961">◆ Conduct fault diagnosis and analysis procedures according to the performance inspection results of evaporative emission control systems and related components <li data-bbox="716 1976 1369 2309">◆ Conduct inspection, fault diagnosis and analysis procedures for various emission control and after-treatment systems (including sub-systems and related components) and engine performance according to the pollutants concentrations in exhaust gas <li data-bbox="716 2323 1369 2605">◆ Review the causes of defects and diagnostic methods; compile report covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc.
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master the structure, functions, control methods and operating principles of various kinds of emission control systems (including related components and sub-systems), so as to enhance the efficiency and accuracy of inspection and complicated fault diagnosis; (ii) Capable to master the affecting factors of pollutant emission control such as the causes of pollutants generation, emission control methods, engine design and exhaust gas after-treatment, so as to solve the complicated technical problems effectively and accurately such as pollutant emission reduction and power lose, etc.; and (iii) Capable to compile report covering preventive measures, instructions on inspection and maintenance as well as suggestions for improvement, etc. according to particular defects found in respective emission control systems.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Handle complicated technical servicing problems
2. Code	AUSDSS401A
3. Range	This unit of competency is applicable in vehicle servicing workplaces. Practitioners should be capable to conduct comprehensive investigation into technical servicing problems that cannot be solved by general servicing staff. They may be required to coordinate other staff from vehicle manufacturer or technicians within the organisation so as to handle technical servicing problems.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Operating principles of various vehicle systems</p> <ul style="list-style-type: none"> ◆ Be familiar with the operating principles of various vehicle systems ◆ Be familiar with the interaction among various vehicle systems and their relationship ◆ Be familiar with the vehicle manufacturer's manual and updated information ◆ Understand the communication pattern with respective technical support departments of the vehicle manufacturer <p>6.2 Handle complicated technical servicing problems</p> <ul style="list-style-type: none"> ◆ Collect information and data on the faults ◆ Analyse the causes for faults with reference to the manufacturer's manual and updated information with knowledge of various vehicle systems ◆ Conduct in-depth investigation with the technicians to analyse the causes of faults found

	<ul style="list-style-type: none"> ◆ Communicate with the technical support department of the vehicle manufacturer on unsettled complicated technical servicing problems under inherent servicing information condition and provide the information and data of faults found ◆ Implement related suggestions on servicing, conduct test and review effectiveness upon completion of work ◆ Compile a full servicing report after completion of the problem
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to handle complicated servicing problems of various vehicle systems and components; and</p> <p>(ii) Capable to compile a full servicing report.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the capability to conduct fault diagnosis on various vehicle systems.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Verify cases of vehicle insurance claims
2. Code	AUSDDS401A
3. Range	This unit of competency is applicable to the assessors of damages for vehicle insurance entrusted by the insurance company. They should be capable of verifying the cases of vehicle insurance claims by simple visual inspection.
4. Level	4
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the terms of insurance policy</p> <ul style="list-style-type: none"> ◆ Understand every detail of the terms of the vehicle insurance policy, such as: <ul style="list-style-type: none"> • Particulars of the insured vehicle • Period of insurance coverage • Scope of insurance coverage • Driver/insurer/car owner, etc. ◆ Understand the terms of the vehicle insurance policy and judge its validity, coverage, the rights and obligations of all parties concerned, etc. ◆ Understand typical relevant documents such as vehicle registration document, insurance policy, police record, etc. to an extent that can identify the authenticity of documents ◆ Be familiar with the Road Safety Ordinance so as to understand the rights and obligations of road users

	<p>6.2 Verify cases of insurance claims</p> <ul style="list-style-type: none"> ◆ Capable to employ good communication skills to meet with the claimants or witnesses related to the cases; retrieve police or hospital records, etc.; collect related information at different locations to get an understanding of the time, location, environment, the course of the incident, the people involved, the nature and causes of the accident, etc.; and make preliminary analysis on the accident to reject fraudulent insurance claims ◆ Check the vehicle to verify that it is the one insured in accordance with the relevant documents such as vehicle registration document, etc. on site where the damaged vehicle is located ◆ Examine the time, location of the incident and the vehicle involved according to objective evidences such as official records, etc. at the site where the damaged vehicle is located so as to verify that the claim is within the insurance coverage ◆ Examine the details of the policy terms according to established evidences and verify that the claim of the claimant is within the insurance coverage of respective insurance policy
--	--

	<p>6.3 Professional practice on verifying cases of insurance claims</p> <ul style="list-style-type: none"> ◆ Disregard the pressure from the claimant, the insurance company, vehicle servicing practitioner and respective executive staff and their inter-relationship so as to make a fair, just, honest, objective and independent assessment and decision impartially ◆ Uphold noble morality and integrity to safeguard an independent and professional image ◆ Protect the legal rights of both the claimant and the insurance company
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to employ good communication skill to collect extensive information and evidences related to the claims of vehicle insurance at the site where the damaged vehicle is located. Analyse the time, location, people, the vehicle involved, environmental factors, etc. of the incident to judge whether the case was reasonable so as to reject any fraudulent insurance claims and confirm the inclusion within the scope of the insurance coverage;</p> <p>(ii) Capable to examine the details of policy terms and verify that the claims filed by the claimants are within insurance coverage according to established evidences; and</p> <p>(iii) Capable to uphold noble morality and integrity to make a fair, just, honest and objective assessment and decision impartially so as to safeguard the legal rights of all parties concerned.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Evaluate the repair cost for accidental damages of vehicles
2. Code	AUSDDS402A
3. Range	This unit of competency is applicable to the assessors of damages for vehicle insurance. They should be capable of evaluating the repair cost of damaged vehicles objectively by observation of the damaged vehicles at different situations/locations with the aid of appropriate information.
4. Level	4
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Possess basic knowledge on vehicle servicing</p> <ul style="list-style-type: none"> ◆ Understand the structure and functions of vehicle components and be familiar with the detailed functions, assembling methods, mechanical functions, etc. of various types of vehicle bodies, chassis and suspension systems ◆ Understand the procedures, methods, work duration and materials required for rectification of vehicle body, vehicle parts and other structures ◆ Understand the procedures, methods, work duration and materials required for surface treatment of vehicle body, polishing, painting, etc.

	<p>6.2 Estimate the repair cost for accidental damages of vehicles</p>	<ul style="list-style-type: none"> ◆ Conduct visual inspection on the damaged vehicle with reference to the time, place, people, vehicle involved in the incident and the environmental factors so as to accurately list out the damages on the vehicle body and other parts due to the incident as well as those damages which are not caused by the incident ◆ Estimate the budget for replacing, repairing or fine-tuning of damaged vehicle parts ◆ Be familiar with the source of supply, price, quantity of supply and related information of various kinds of spare parts; and make appropriate suggestions ◆ Assess the man-hours required for the working procedures stated on the repair list according to the instructions on servicing man-hours specified by the manufacturers or standard flat rate guide along with the exercise of objective and reasonable judgement ◆ Calculate the cost of each working procedure in terms of the labour cost of servicing work, the cost of spare parts and consumables; and thereby making a detailed repair list to come up with the total amount of the entire repair cost objectively
--	--	--

	<ul style="list-style-type: none"> ◆ Make use of computer quotation software, internet or electronic information database to retrieve relevant information whenever necessary so as to enhance the efficiency and accuracy in estimation of the repair cost
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to list out in detail accurately the damages done to the vehicle body and other parts of the damaged vehicle at the incident by visual inspection and make reasonable suggestions on replacement and repair according to the depreciation rate of the vehicle and individual damaged items; (ii) Capable to understand the price and quantity of supply of various kinds of spare parts to make appropriate suggestions; (iii) Capable to assess the man-hours required for servicing according to the instructions on servicing man-hours specified by the manufacturer or standard flat rate guide; and hence sum up the labour cost, the cost of parts and consumables etc. to make a detailed list of the service items and calculate the total amount; and (iv) Capable to make use of relevant computer quotation software when necessary to enhance the efficiency and accuracy of cost estimation
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Coordinate insurance claims of vehicle damages
2. Code	AUSDDS403A
3. Range	This unit of competency is applicable to the assessors of damages for vehicle insurance entrusted by the insurance company or customers. They should be capable of collecting and analysing the information relating to the incident of vehicle damages and the responsibility of the claimant, writing objective vehicle damage assessment report and coordinating with the claimant, vehicle service provider and the insurance company.
4. Level	4
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the terms of insurance policy</p> <ul style="list-style-type: none"> ◆ For comprehensive insurance claim, practitioners should understand the terms of the vehicle insurance policy in detail, such as: <ul style="list-style-type: none"> • Scope of insurance coverage • The upper limit of compensation • The responsibility of the claimant • Depreciation rate • Fraudulent declaration, etc. ◆ Understand the validity and coverage of the insurance policy as well as the rights and obligations of all parties concerned ◆ Understand the content of the documents related to typical vehicle damages assessment such as police record of accidents, quotations of servicing estimates, etc. so as to facilitate analysis and decision making

	<p>6.2 Integrate the information to make analysis and write reports</p> <ul style="list-style-type: none"> ◆ Be familiar with various price information such as the market price of used cars, the cost for reconditioned spare parts, the total amount required for vehicle servicing, etc. to assess the salvage value of the damaged vehicle; and understand the responsibility of the claimant so as to calculate the total amount of compensation according to the terms of the insurance policy ◆ If the insurance claim is established, practitioners be capable to employ good negotiation techniques to communicate effectively with the parties concerning the claimant, the servicing workshop, the insurance company, etc. so as to arrive at a compensation proposal acceptable to all parties ◆ Master general imaging techniques such as drawing and photography to clearly record the images or photographs/short videos to facilitate the writing of assessment report on vehicle damages ◆ Employ good clerical skills to integrate various information such as official record of accidents, suspicious points of fraudulent declaration, professional evaluation report, photographs, the course of the accident, time, place, environment, people involved, the details of the vehicle, etc. to clearly write a clear and objective report on insurance claims according to the requirements of respective insurance company or customers;
--	---

	<ul style="list-style-type: none"> ◆ Coordinate the claimant, the vehicle servicing provider and the insurance company during the entire process of the case <p>6.3 Professional practice on the handling of insurance claims for vehicle damages</p> <ul style="list-style-type: none"> ◆ Disregard the pressure of the claimant, the insurance company, vehicle servicing practitioner and respective executive staff and their inter-relationship so as to make a fair, just, honest, objective and independent assessment and decision impartially ◆ Uphold noble morality and integrity to safeguard an impartial and professional image ◆ Ensure that the legal rights of both the claimant and the insurance company can be protected
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand thoroughly various price information to assess the salvage value of the damaged vehicle and understand the responsibility of the claimant; calculate the total amount of compensation according to the terms of the policy and make a compensation proposal acceptable to all parties concerned through negotiation and coordination;</p> <p>(ii) Capable to exercise good clerical skills, imaging techniques etc. to write a clear and impartial report on insurance claims; coordinate all parties concerned during the entire process of the case; and</p> <p>(iii) Capable to uphold noble morality and integrity to make a fair, just, honest and objective assessment and decision to safeguard the legal rights of all parties concerned.</p>
8. Remarks	<p>The credits value of this unit of competency is established on the presumption that the learners already possess the capability to assess the maintenance cost for accidental damages of vehicles.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Provide quotation for vehicle body building work
2. Code	AUSDBB401A
3. Range	This unit of competency is applicable in vehicle body building workshops. Practitioners should be capable to receive customers according to organisational procedure, provide quotation for vehicle body building work, give appropriate suggestions to facilitate customers and provide the required services.
4. Level	4
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Possess basic knowledge on providing quotation for vehicle body building work</p> <ul style="list-style-type: none"> ◆ Understand the requirements of respective local legislative provisions on the dimension of vehicle body and the use of roads, etc. ◆ Understand the distribution and scope of work of various vehicle body building departments ◆ Be familiar with the specification and cost of body building parts. <p>6.2 Provide quotation service to customers</p> <ul style="list-style-type: none"> ◆ Receive customers according to organisational procedure; understand customer needs and give suggestions on vehicle body building ◆ Understand the distribution of work and the workflow of each department; calculate the costs, profits and charges of vehicle body building work ◆ Complete quotation form

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to receive customers according to organisational procedure, provide quotation for vehicle body building work and give appropriate suggestions; and (ii) Capable to understand the distribution of work and the workflow of each department as well as calculate the costs, profits and charges etc.
8. Remarks	

Competencies for Practitioners of the Automotive Industry

Competency Level 5

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish occupational safety and health management system
2. Code	AUSDCN501A
3. Range	This unit of competency is applicable to the managerial staffs of operating workplaces in the automotive industry. They should be capable of understanding respective regulations of occupational safety and health so as to establish occupational safety and health management system for familiar workplaces under their supervision.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the regulations of occupational safety and health as well as the respective operation of workplaces</p> <ul style="list-style-type: none"> ◆ Fully understand the responsibilities of employers and employees stipulated in the following ordinances, such as: <ul style="list-style-type: none"> • Occupational Safety and Health Ordinance • Factories and Industrial Undertakings Ordinance as well as its related regulations • Related issues stipulated in the Fire Services Ordinance • Issues relating to LPG vehicles stipulated in the Gas Safety Ordinance • Related issues stipulated in the Dangerous Goods Ordinance • Respective labour regulations ◆ Understand the operation and human resources supply of each department within the organisation ◆ Understand the long-term and short-term objectives established by the organisation for occupational safety and health as well as the performance indicators

	<p>6.2 Establish occupational safety and health management system</p> <ul style="list-style-type: none"> ◆ Understand the content of the risk assessment report ◆ Formulate evaluation procedure for performance indicators according to the policy requirements of occupational safety and health, such as evaluation methods, choice of persons and frequency, etc. ◆ Formulate working instructions on occupational safety and health management according to the analysis of the risk assessment report and comprehensive policy, such as the authority to use equipment, the instructions on safety operation of complicated equipment, etc.; establish monitoring systems; devise reporting mechanism for incidents and compile records of documents ◆ Establish respective staff training procedure according to the human resources supply and actual operation of the organisation, such as resources arrangement, choice of persons to be trained and training proposals, etc. ◆ Review and analyse the effectiveness of the occupational safety and health management system and revise it when necessary ◆ Establish emergency and contingency measures to ensure smooth operation or minimise loss ◆ Review the established measures and confirm the compliance with statutory requirements
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to establish a management system on occupational safety and health applicable to workplaces under their supervision according to comprehensive organisational policy, and monitor its operation; and (ii) Capable to review and optimise the occupational safety and health management system.
8. Remarks	<p>The respective legislations involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1. Occupational Safety and Health Ordinance 2. Factories and Industrial Undertakings Ordinance 3. Fire Services Ordinance 4. Gas Safety Ordinance 5. Dangerous Goods Ordinance 6. Waste Disposal Ordinance

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish environmental protection management system
2. Code	AUSDCN502A
3. Range	This unit of competency is applicable to the managerial staff of operating workplaces in the automotive industry. They should be capable of understanding regulations of environmental protection relevant to the workplaces and possess good environmental management concept so as to establish a feasible environmental protection management system for the workplaces under their supervision.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand regulations of environmental protection and respective operation of the workplaces</p> <ul style="list-style-type: none"> ◆ Understand the responsibilities of employers and employees stipulated in the following ordinances <ul style="list-style-type: none"> • Related issues stipulated in the Noise Control Ordinance • Related issues stipulated in the Waste Disposal Ordinance • Related issues stipulated in the Water Pollution Control Ordinance • Related issues stipulated in the Ozone Layer Protection Ordinance • Related issues stipulated in the Dumping at Sea Ordinance • Related issues stipulated in the Air Pollution Control Ordinance • Related labour regulations ◆ Understand the operation and human resources supply of each department within the organisation

	<p>6.2 Establish environmental protection management system</p> <ul style="list-style-type: none"> ◆ Understand the long-term and short-term objectives established by the organisation for environmental protection as well as the performance indicators ◆ Understand the content of the risk assessment report ◆ Understand the concept of good environmental protection practice. ◆ Formulate evaluation procedure for performance indicators according to the requirements of comprehensive environmental protection policy, such as evaluation methods, choice of persons and frequency, etc. ◆ Formulate operational requirements and instructions on environmental protection applicable to various workplaces according to the analysis of the risk assessment report and comprehensive organisational policy; establish monitoring systems and compile records of documents; specific issues involved include: <ul style="list-style-type: none"> • Chemical waste such as waste oil and organic solvent, etc. • The utilisation and recycling of refrigerants • Exhaust gas emission from workshops • Recycle of fuels, filter units for lubricants, waste engine oil, waste paints or organic solvent and their empty containers • Handle the cloth stained with paints, engine oil, organic solvent, etc.
--	---

	<ul style="list-style-type: none"> • Recyclable parts, such as waste batteries, waste tyres and waste brake pads, etc. • Asbestos waste • Waste separation, recycle and disposal • Workshop waste water • Noise • Air pollutant such as volatile organic chemical, dusts, awful smell, etc. ◆ Formulate good environmental management rules applicable to individual workplace according to the comprehensive environmental protection policy of the organisation, such as: <ul style="list-style-type: none"> • Indoor air quality • Energy efficiency • Environmental protection of consumables • Green procurement ◆ Establish respective staff training procedure according to human resources and actual operation of the organisation, such as resources arrangement, choice of persons to be trained and training proposals, etc. ◆ Establish verifying procedure for the details of environmental protection management according to the actual situation of the organisation so as to ensure the implementation of the environmental protection system ◆ Review and analyse the effectiveness of the environmental protection system and revise it when necessary
--	---

	<p style="text-align: center;">◆ Review the established measures or instructions and confirm the compliance with respective statutory requirements on environmental protection</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to establish an environmental protection management system applicable to workplaces under their supervision according to comprehensive organisational policy as well as monitor its operation; and</p> <p>(ii) Capable to review and optimise the system.</p>
8. Remarks	<p>The major legislations involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1. Noise Control Ordinance 2. Waste Disposal Ordinance 3. Water Pollution Control Ordinance 4. Ozone Layer Protection Ordinance 5. Air Pollution Control Ordinance 6. Occupational safety and health Ordinance

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish a procedure for the return of parts and accessories
2. Code	AUSDCN504A
3. Range	This unit of competency is applicable in the vehicle parts and accessories sales department, inventory control department and management department. Practitioners should be capable to establish a procedure for the return of purchase so as to safeguard the interests of both the organisation and the customers.
4. Level	5
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Receipt and delivery procedure for vehicle parts and accessories</p> <ul style="list-style-type: none"> ◆ Understand the functions and characteristics of vehicle parts and accessories, such as specification (including international standard and the standard required by the manufacturer, etc.), the standard of packaging, delivery, assembling, use, warranty or storage period of goods required by the manufacturer or supplier ◆ Understand organisational procedure for handling the receipt and delivery of goods <p>6.2 Establish a procedure for the return of purchase</p> <ul style="list-style-type: none"> ◆ Establish the criteria and handling procedure for return of purchase according to the following circumstances: <ul style="list-style-type: none"> • Specification of goods • The standard of handling and use of goods required by the manufacturer or supplier, such as approved assembling procedure, warranty or storage period, etc.

	<ul style="list-style-type: none"> • The validity of transaction documents • Confirmation of goods ◆ Determine the rank of the persons approving the return of purchase ◆ Formulate measures to secure the purchase to be returned, such as packaging, delivery and storage, etc. ◆ Prepare documents for monitoring and recording the return of purchase ◆ Formulate sustainable monitoring measures on the quality of goods ◆ Establish contingency measures for special cases such as huge bulk of returns ◆ Review the procedure for return of purchase • Review the criteria for the return of goods and respective handling procedure and capable to make revision to meet the revised standard required by the manufacturer or supplier on the handling and use of goods • Establish feedback mechanism to provide information relating to records of return of purchase, etc. to the purchasing and warehouse management departments for follow-up action to be taken
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to establish the criteria for return of purchase and respective handling procedure according to the specification of goods, standard required by the manufacturer or supplier on the handling and use of goods; and notify respective departments for follow-up action to be taken; and (ii) Capable to adjust the criteria and handling procedure for the return of goods according to changes in organisational policy and the standard required by the manufacturer of supplier on the handling and use of goods.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of vehicle parts and accessories.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish the monitoring system for the delivery of parts and accessories
2. Code	AUSDCN505A
3. Range	This unit of competency is applicable in the vehicle parts and accessories sales department, inventory control department and management department. Practitioners should be capable to establish effective methods to monitor the delivery of goods within the territory or across the border so that the delivery process can be completed accurately and speedily.
4. Level	5
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Characteristics of vehicle parts and accessories and the logistics monitoring methods</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of vehicle parts and accessories and the delivery requirements ◆ Understand the labelling system of vehicle parts and accessories employed by the organisation and its characteristics ◆ Identify the characteristics of different transportation devices ◆ Identify various logistics monitoring systems and their applicability such as the use of monitoring tools like satellite positioning, internet, telephone, log book, etc.

	<p>6.2 Monitor the delivery of vehicle parts and accessories</p> <ul style="list-style-type: none"> ◆ Establish suitable monitoring procedure and standard according to the nature of goods, transportation methods as well as the region and route of delivery ◆ Establish the procedure for communication of internal information ◆ Establish the procedure for the disclosure of information to the outside (customers) ◆ Establish contingency procedure to cope with special incidents such as losing contact, etc. ◆ Establish the performance indicators for delivery of goods such as zero overdue ◆ Review the effectiveness of the monitoring of logistics operation and obtain feedbacks from front-line staff; and capable to improve the monitoring methods
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to establish effective monitoring systems according to the characteristics of vehicle parts and accessories and the delivery requirements;</p> <p>(ii) Capable to improve the monitoring methods for the delivery of goods according to the effectiveness of the monitoring of logistics operation.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess the knowledge of logistics.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Assess the risks of accident at work within the workplace
2. Code	AUSDCN506A
3. Range	This unit of competency is applicable to the management level of different servicing workshops and warehouses of the automotive industry. They should be capable of assessing the risks of accident at work during daily operation at the workplaces so as to safeguard the interest of the organisation.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the risks of the workplaces</p> <ul style="list-style-type: none"> ◆ Be familiar with the details of the daily operation in one's workplace and the risks involved ◆ Understand standard risk analysis methods such as HAZOP (Hazard of Operability), QRA (Quality Risk Assessment), FMEA (Failure Modes and Effects Analysis) and FTA (Fault Tree Analysis) ◆ Understand respective occupational safety and health, environmental protection as well as labour regulations; and understand the responsibilities of employers and employees

	<p>6.2 Conduct risk assessment</p>	<ul style="list-style-type: none"> ◆ Analyse the details of the operation in the workplace and list out the potential hazard and risks such as traffic accident at the workshop, accidents involving the vehicle lifting equipment, leakage of dangerous chemicals, fire and certain working procedure e.g. welding, painting, etc.; assess the probability and consequences of individual potential danger as well as the loss and hazard it will cause; ◆ Set the order of priority; list out the issues that need to be handled; make suggestions for improvement; and assist in establishing emergency and contingency measures ◆ Analyse the operating details of the workplace, list out the potentially failure mode such as vehicle damages, inventory loss, damages on essential equipment, computer failure, etc.; assess the probability and consequences of the risk and the loss involved; review existing management system and make suggestions for improvement when necessary ◆ Choose suitable risk assessment pattern to conduct data analysis according to all the accidents and operation failure cases; find out the causes for frequent accidents and complete risk assessment report
--	------------------------------------	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to fully understand the details of the operation in one's workplace; list out potential hazard and failure operation mode; assess the probability and consequences of the risks and the loss involved, etc. (ii) Capable to set the order of priority; list out the potential risks that need to be handled; make suggestions for improvement; and (iii) Analyse all the accidents and operation failure cases to find out the causes for frequent accidents and complete risk assessment report.
8. Remarks	<p>The relevant legislations involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1. Occupational Safety and Health Ordinance 2. Factories and Industrial Undertakings Ordinance

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate market research plans
2. Code	AUSDCN507A
3. Range	This unit of competency is applicable to the market surveyors of vehicle products (including vehicles, spare parts or vehicle after-sales services). They should be capable to formulate effective market research plans according to organisational needs by employing their practical experience and techniques of collecting and analysing the information obtained from the survey of the vehicle product market so as to achieve respective organisational objectives.
4. Level	5
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Techniques for conducting market research on vehicle products</p> <ul style="list-style-type: none"> ◆ Understand the purposes of market research on vehicle products, such as <ul style="list-style-type: none"> • Introduce and promote new products • Explore the market situation of the brands or products • Sales and marketing ◆ Understand market research methods for vehicle products ◆ Understand the information system for vehicle product market <p>6.2 Formulate market research plans</p> <ul style="list-style-type: none"> ◆ Formulate effective market research plans according to organisational needs, including: <ul style="list-style-type: none"> • Determine the objectives of market research • Choose market research methods • Establish the implementation procedure for the market research plans • Assess the effectiveness of the market research plans

	<ul style="list-style-type: none"> ◆ Establish market research management plan ◆ Establish market research monitoring plan ◆ Formulate plans for collecting and analysing information obtained from the survey of vehicle product market by the use of information technology and internet ◆ Make use of the information obtained from the survey to organise and analyse reports ◆ Report respective information to the organisation and/or the vehicle manufacturer and make suggestions on marketing issues
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate effective market research plans according to organisational needs by employing practical experience and techniques of collecting and analysing the information obtained from the survey of the vehicle product market; and</p> <p>(ii) Capable to formulate management and monitoring plans for market research, organise relevant information, submit report and suggestions so as to achieve organisational objectives of market research.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate customer services plan
2. Code	AUSDCN508A
3. Range	This unit of competency is applicable in workplaces providing vehicle sales and after-sales services. Practitioners should be capable to formulate customer services plans to provide quality services so as to enhance organisational image and business.
4. Level	5
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Customers' requirements on the services provided by the automotive industry</p> <ul style="list-style-type: none"> ◆ Understand the industry's criteria and requirements of high quality customer services ◆ Understand the customer services indicators set by the vehicle manufacturers for the brands and products ◆ Understand the objectives of comprehensive organisational strategy, the available resources of the organisation and the strengths and weaknesses of each department ◆ Understand the expectation of the market and customers ◆ Understand the policy on strengthening the customer services and trend for future standard of services ◆ Understand changes in the automotive industry and market environment

	<p>6.2 Formulate customer services plan</p>	<ul style="list-style-type: none"> ◆ Formulate customer services plan for the automotive industry ◆ With reference to the vehicle manufacturer's requirements and instructions in this regard and taking into account the special conditions of the organisation and local market <ul style="list-style-type: none"> • Devise services operation system <ul style="list-style-type: none"> ▸ system blueprint and structure ▸ key service staff scheme ▸ support of organisational resources • Understand the daily operation of the organisation, such as: <ul style="list-style-type: none"> ▸ rules of customer services and discipline of staff ▸ duties of customer services ▸ design the workflow, operation and steps of standard services ▸ services and facility management, such as allocation of equipment, installation, maintenance and operation training ▸ service environment management • Positioning of customer services and identify target customers • Establish improvement mechanism for customer services • Establish appraisal system on customer services and commend those staff with good performance • Formulate electronic customer services plan for the organisation, such as: <ul style="list-style-type: none"> ▸ set up data base in the website of the organisation ▸ handle electronic enquiry
--	---	---

	<ul style="list-style-type: none"> ▸ provide electronic customer services • Understand changes in the market and customer needs, conduct regular reviews and adjust customer services plan • Assess operation efficiency and communicate with respective departments that have contacts with customers • Submit relevant reports to seniors and the vehicle manufacturer
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate customer services plan and monitor the operation so as to strengthen and enhance business of the organisation; and</p> <p>(ii) Capable to understand changes in the automotive industry, adjust customer services plan and maintain close interaction with different partners.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate a comprehensive scheme for organisational operation management
2. Code	AUSDOS501A
3. Range	This unit of competency is applicable to the senior management of sizable enterprises in the automotive industry. They should be capable of formulating a comprehensive scheme for operation management for workplaces under their supervision in a business environment that continually pursues operational efficiency.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the operation of the automotive industry</p> <ul style="list-style-type: none"> ◆ Understand the overall operation of the automotive industry and be familiar with the relative competitiveness and market positioning of competitors in the industry ◆ Know about modern scientific management techniques such as Six-Sigma, 5-S practice, Total Quality Management or the management system specified by the vehicle manufacturer, etc. ◆ Be familiar with the extensive information of the organisation such as scope of business, tangible and intangible assets, internal structure, allocation of human resources, quality management, income and expenditure status, profit level, vehicle sales and details of operation, etc.

	<p>6.2 Formulate operation scheme</p> <ul style="list-style-type: none"> ◆ Understand the impact of external factors such as economic development, etc. on the entire automotive industry and analyse the relative competitiveness of the organisation in the automotive industry by comparing its internal operating income and expenditure ◆ Set benchmark for allocation of resources in accordance with business operation and development, such as the structure of human resources and the proportion of vehicle sales, after-sales services, etc. ◆ Understand the details of organisational management system such as financial accounting, quality control systems, information management, sales, services, etc.; formulate plans for division of work so as to facilitate inter-departmental coordination ◆ Be familiar with internal information management systems and management styles; capable of defining the data collected from key monitoring points; organise resources and collect data to conduct analysis, draw up improvement plan and monitor the operation, etc.
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the overall market of the vehicle industry so as to understand the competitors as well as the general situation and relative competitiveness of the organisation; (ii) Capable to fully understand the organisational management system to set benchmark for allocation of resources and draw up plans for division of work that can facilitate inter-departmental coordination; and (iii) Capable to employ modern scientific management methods and organisational information management system to establish key monitoring points; and collect data, conduct analysis, draw up improvement proposals and monitor the operation.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Compile financial reports applicable to the automotive industry
2. Code	AUSDFM501A
3. Range	This unit of competency is applicable to practitioners performing financial duties in the automotive industry. They should be capable to use appropriate report format to complete various kinds of financial reports, including financial statements, internal audit reports, risk and return analysis reports and financial budget reports, etc.
4. Level	5
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Format and key points of financial statement reports in the automotive industry</p> <ul style="list-style-type: none"> ◆ Understand the key points and purposes of the industry’s financial statement reports ◆ Understand the format of the industry’s financial statement reports, commonly used technical vocabularies and specific terms of vehicles ◆ Understand financial management concept <p>6.2 Compile financial reports</p> <ul style="list-style-type: none"> ◆ Use appropriate report format to compile various kinds of financial reports applicable to the automotive industry, such as: <ul style="list-style-type: none"> • Financial statements • Internal audit reports • Risk and return analysis reports • Financial budget reports ◆ Use charts and graphs to enhance and enrich the content of various kinds of reports, including bar graph, histogram, pie chart/graph and flow chart, etc.

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the industry's financial management concept as well as the format and key points of financial reports; and (ii) Capable to compile financial reports applicable to the automotive industry.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate financial management plans
2. Code	AUSDFM502A
3. Range	This unit of competency is applicable in workplaces relevant to the operation management of the automotive industry. Practitioners should be capable to analyse various kinds of financial management issues as well as formulate financial management plans with the consideration of respective information/data such as cost, expenditure and profit, etc., enabling the organisation to achieve maximum financial return.
4. Level	5
5. Credits	9(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Financial management theory and strategy</p> <ul style="list-style-type: none"> ◆ Understand financial management theory and strategy <ul style="list-style-type: none"> • The objectives of financial management • The functions of the monetary market ◆ Understand the analysis of financial statements, including: <ul style="list-style-type: none"> • Balance sheet • Profit and loss statements • Cash flow statements • Forecast statements ◆ Understand the methods of financial planning and forecast ◆ Understand capital budget, such as: <ul style="list-style-type: none"> • Principles of investment • Net present value method • Discounted payback period method • Internal rate of return method • Profitability index

		<ul style="list-style-type: none"> ◆ Understand the calculation of project cash flow, including: <ul style="list-style-type: none"> • Relevant cash flow • Additional cash flow • Working cash flow ◆ Understand risk and return <ul style="list-style-type: none"> • System risk and non-system risk • The relation between risk and expected return • The risk in foreign exchange ◆ Understand government policy on vehicle tax ◆ Understand risk management concept ◆ Understand the application of information technology
6.2	Formulate relevant financial management plans applicable to the automotive industry	<ul style="list-style-type: none"> ◆ Analyse financial statements ◆ Formulate capital budget strategy ◆ Formulate cost control strategy ◆ Formulate risk and return management strategy ◆ Implement financial planning, such as: <ul style="list-style-type: none"> • Control the business cycle and cash flow • Understand cash budgeting ◆ Formulate the management strategy of working capital, such as: <ul style="list-style-type: none"> • Control cash income and expenses • Control inventory • Draw up credits policy and conduct analysis ◆ Draw up risk management plans ◆ Formulate plans to apply information technology in financial management

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand financial management theory; and (ii) Capable to effectively formulate financial management plans by employing information technology and risk management strategy in the light of actual organisational operation.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Assess human resources market and establish remuneration system
2. Code	AUSDHR501A
3. Range	This unit of competency is applicable to the human resources management of sizable organisations in the automotive industry. They should be capable of understanding changes in the manpower market of the automotive industry and establish the most appropriate remuneration system and level with regard to the overall operation strategy of the organisation being competitive in retention of talents.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the concept of remuneration system</p> <ul style="list-style-type: none"> ◆ Understand the extensive theory of human resources management ◆ Understand organisational structure and departmental functions ◆ Understand the current situation of the human resources market of local automotive industry ◆ Understand the characteristics of different remuneration methods such as salary, bonus, monetary reward, vacation, pension, medical benefits, promotion opportunity, job satisfaction, etc. ◆ Understand local labour regulations <p>6.2 Establish remuneration system and implement the respective procedure</p> <ul style="list-style-type: none"> ◆ Determine the grade/level of each post according to the structure, size of the organisation and the requirements of different posts ◆ Set the standard for various kinds of professional qualifications including local, overseas and internal professional training

	<ul style="list-style-type: none">◆ Assess the current situation of the human resources market of the automotive industry and compare it with the organisation to which one belongs to◆ Determine the package of remuneration system according to the actual situation of different ranks and positions such as salary, vacation, pension, medical benefits, bonus, other benefits, etc.◆ Ensure that the remuneration level of all ranks is established with full consideration of various internal and external factors and is implemented consistently across the organisation◆ Capable of conducting regular reviews to ensure that the pay scale is appealing and exercise with flexibility under special circumstances◆ Draw up instructions detailing the pay review mechanism◆ Draw up working instructions for respective departments and implement respective administrative procedure◆ Capable of ensuring that the established remuneration system compile with the statutory requirements of labour regulations
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the concept of human resources management and the situation of the human resources market of the automotive industry; (ii) Capable to determine the most appropriate remuneration level and benefits for different ranks and positions according to overall operation strategy of the organisation so that it has market competitiveness to retain talents ; (iii) Capable to establish an appropriate remuneration system according to the size of the organization; and implement it across the organisation; and (iv) Capable to ensure that the established remuneration system compiles with the statutory requirements of labour regulations.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish equipment management system
2. Code	AUSD0F501A
3. Range	This unit of competency is applicable to sizable vehicle servicing workshops, parts warehouses, etc. Practitioners should be capable of understanding the operation of various workplaces, the characteristics and potential risk of individual equipment. They should establish appropriate management system according to the actual situation of the organisation so as to provide reliable equipment for the workplaces.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the equipment provided in the workplaces</p> <ul style="list-style-type: none"> ◆ Understand the equipment provided in the workplaces and their functions and identify those governed by the regulations listed out in the column “Remarks” below; and understand the respective provisions of the ordinances ◆ Understand the potential risks of individual equipment (e.g. load-carrying facilities, lifting equipment, etc.) <p>6.2 Formulate equipment management plan for the workplaces</p> <ul style="list-style-type: none"> ◆ Capable of listing out the equipment in different workplaces such as testing instruments, vehicle lifting equipment, specialised computer and software for inspection and maintenance purposes, special tools, etc.

	<ul style="list-style-type: none"> ◆ Capable of formulating equipment management plan for the workplace according to actual organisational needs and the established list of equipment while taking into account the factors of significance, complexity, servicing time required, stability, replacement alternative, etc, for example: <ul style="list-style-type: none"> • Budgeting for maintenance • Arranging for testing and commissioning • Define access authority • Plan for cleaning, maintenance and routine inspection procedure • Select maintenance scheme • Plan for training in operation and maintenance • Monitor maintenance record • Audit the obsolete equipment reports • Define system for the purchase, storage, utilisation/replacement, obsolescence, etc. for consumables ◆ Whenever necessary, conduct detail analysis on critical and complicated equipment by retrieving major parameters such as utilisation rate, mean down-time, consumable expenditure, maintenance expenditure, servicing time required, etc.; monitor and suggest improvement proposals to enhance stability
--	---

	<ul style="list-style-type: none"> ◆ Conduct risk assessment for specialised computer system for inspection and maintenance purposes so as to formulate contingency plan; for example, prepare data back-up, operate without computer, etc. ◆ Establish management procedure to ensure that the equipment (e.g. jacks and vehicle lifting equipment, etc.) abided by regulations confirm with statutory requirements ◆ Establish environmental protection practice to achieve the results of energy saving, waste minimisation, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the specific functions, significance, stability and potential risks of the equipment in different workplaces; (ii) Capable to formulate an appropriate equipment management plan with regard to actual organisational situation, such as the expenditure on maintenance, cleaning and inspection, access authority, servicing, consumables, etc.; (iii) Capable to conduct detail analysis on complicated or critical equipment to enhance the stability when necessary; and (iv) Capable to ensure the operation of the equipment confirm with respective statutory requirements.

8. Remarks	<p>The respective legislations/rules involved in this unit of competency are as follows:</p> <ol style="list-style-type: none">1. Factories and Industrial Undertakings (Spraying of flammable liquids) Regulations2. Factories and Industrial Undertakings (Dangerous Substances) Regulations3. Dangerous Goods Ordinance4. Gas Safety Ordinance5. Factories and Industrial Undertakings (Lifting appliances and Lifting Gear) Regulations6. Factories and Industrial Undertakings (Asbestos) Regulations7. Occupational Safety and Health Ordinance8. Code of Practice on Control of Air Impurities (Chemical Substances) in the Workplace
------------	---

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish management system for servicing workshops
2. Code	AUSD0F502A
3. Range	This unit of competency is applicable to sizable servicing workshops (e.g. vehicle body servicing workshops, general mechanical workshops, service pits, LPG vehicle service workshops, painting workshops, etc.). Practitioners should be capable of understanding the operation of different vehicle servicing works and formulate appropriate management plans for the workshop with regard to actual organisational situation so as to ensure the servicing workshop is under effective and safe operation and compliance with statutory requirements.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the operation of various kinds of servicing workshops</p> <ul style="list-style-type: none"> ◆ Understand the daily operation, specific functions and potential risks of various kinds of servicing workshops ◆ Understand the provisions of respective regulations listed in the column “Remarks” below applicable to servicing workshops such as fire services, industrial undertakings, occupational safety and health, environmental protection, labour, etc.

	<p>6.2 Establish management systems and plans for servicing workshops</p>	<ul style="list-style-type: none"> ◆ List out the appropriate environmental requirements for different kinds and sizes of vehicle servicing workshops such as lighting, ventilation & air-conditioning, sound-proofing, fire prevention, electricity supply, floor loading capacity, exhaust gas extraction, floor height clearance, drainage provisions, alarming apparatus, information network, etc. ◆ Base on the established environmental requirement with reference to the scale of the organisation, formulate the appropriate management system for the workshop such as inspection frequency, testing methods, deployment of inspection staffs, cleaning, service & maintenance plans, maintenance budget, etc ◆ Define the workshop setup for every workshop to ensure smooth traffic flow, work safety, environmental protection operation and maximum productivity ◆ Establish daily maintenance procedure with regard to the operation of individual workshop and arrange appropriate resources to meet operation needs
--	---	---

	<ul style="list-style-type: none"> ◆ Establish management procedure for servicing workshops such as entry and exit, utilization, security measures, etc. so as to ensure that the equipment in the workshops confirm with respective statutory regulations of security, fire services, factories & industrial undertaking, environmental protection, labour, etc. ◆ Establish environmental protection practice on domestic water consumption, electricity, fuels, etc. so as to achieve the results of energy saving, waste minimisation, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the specific requirements, environmental requirements and the facilities requirement in various kinds of vehicle servicing workshops; (ii) Capable to formulate appropriate management methods for the workshops with regard to actual organisational situation so as to optimise the planning and setting of the workshop; establish procedures for daily maintenance, entry and exit, utilisation and security so as to provide a safe and good working place; and (iii) Capable to maintain the operation of the servicing workshops for compliance with respective statutory requirements.

8. Remarks	<p>The respective legislations/rules involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1. Factories and Industrial Undertakings (Spraying of flammable liquids) Regulations 2. Factories and Industrial Undertakings (Dangerous Substances) Regulations 3. Dangerous Goods Ordinance 4. Gas Safety Ordinance 5. Factories and Industrial Undertakings (Lifting appliances and Lifting Gear) Regulations 6. Factories and Industrial Undertakings (Asbestos) Regulations 7. Occupational Safety and Health Ordinance 8. Code of Practice on Control of Air Impurities (Chemical Substances) in the Workplace 9. Factories and Industrial Undertakings Ordinance 10. Code of Practice – Safety and Health at Work for Gas Welding and Flame Cutting Work 11. Code of Practice – Safety and Health at Work for Manual Electric Arc Welding
------------	---

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Compile report on quality issues
2. Code	AUSDQM501A
3. Range	This unit of competency is applicable to the managerial staff performing quality management duty in sizable enterprises of the automotive industry. They should be capable of performing quality management duty by analysing the data/information obtained from the monitoring points of quality management, the quality and problems of respective procedures so as to compile the report on quality issue.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the content of report on quality issues</p> <ul style="list-style-type: none"> ◆ Be familiar with the detailed workflow regarding the sales and after-sales services of each department and the collaboration with the organisational quality management system ◆ Understand the purpose, format and key points of respective reports <p>6.2 Compile report on quality issues</p> <ul style="list-style-type: none"> ◆ Analyse various quality management audit reports and summarise the problems of various procedures and their causes such as insufficient monitoring, under-trained technicians, instruments and equipment problems, lack of technical information, weak communication and coordination, etc.; quantify the condition and the problems of quality management; analyse data or information and draw the conclusion

	<ul style="list-style-type: none"> ◆ Consolidate the quality issue and problems on procedures of sales and after-sales; report to the management level of the organisation in the form of reports
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the internal operation of the organisation and the details of the quality management system; analyse and quantify the parameters obtained from the parameters on the quality audit reports; and draw the conclusion; and (ii) Capable to summarise the quality issue and problems of various procedures in the organisation and compile relevant reports for submission to the management level.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Conduct quality audit
2. Code	AUSDQM502A
3. Range	This unit of competency is applicable to the quality management staff in sizable enterprises of the automotive industry. They should be capable of mastering the auditing techniques of quality management and conduct internal quality audit.
4. Level	5
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the quality management system for the automotive industry and auditing techniques</p> <ul style="list-style-type: none"> ◆ Understand departmental workflow for the sales and after-sales of vehicles and the requirements on quality management ◆ Understand the auditing techniques of quality management ◆ Understand the aspects and issues of the industry's quality management that require special attention, such as the proportion of human factors and the distinctiveness of individual sales and after-sales services ◆ Understand how the organisational quality management system can be implemented in daily operation <p>6.2 Conduct internal quality audit</p> <ul style="list-style-type: none"> ◆ Formulate internal auditing plans, including: <ul style="list-style-type: none"> • Identify the major responsibility and work of the departments being audited • Analyse the major working procedure and the division of work in each department

	<ul style="list-style-type: none"> • Devise methods and procedures to control workflow, including quality monitoring points • Ensure smooth operation of the systems of working procedures, working instructions and document monitoring control ◆ Conduct quality audit <ul style="list-style-type: none"> • Establish auditing procedures • Set the time-table for interviews with staff • Conduct departmental auditing exercise in accordance with the auditing plan • Identify if the operation of departmental systems can meet the requirements of the quality management system with reference to relevant records, documents, current practice, auditing working procedures and interviewing with staffs • Follow up and handle non-compliance items, the procedures include <ul style="list-style-type: none"> ▸ identify the discrepancy between the non-compliance items and the required standard, the range of the non-compliance items and the possible consequences ▸ make suggestions for improvements ▸ trace and follow up the improvement measures for rectifying non-compliance items ◆ Compile audit reports according to the observations made during the auditing process
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate a systematic and efficient quality audit plan for departmental sales and after-sales of vehicles; (ii) Capable to effectively conduct internal quality audit; and (iii) Capable to effectively trace and follow up on the non-compliance items.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Design quality management courses
2. Code	AUSDQM503A
3. Range	This unit of competency is applicable to staff of providing training on quality management in sizable enterprises of the automotive industry. They should be capable of focusing on the common weaknesses in quality management, design and deliver quality management courses and training programmes so as to enhance staff awareness on quality management through staff training.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the concept and culture of quality management</p> <ul style="list-style-type: none"> ◆ Understand organisational quality management system and the internal operation of sales and after-sales services to an extent that one can employ the broad sense of quality management system in the organisation ◆ Understand the concept and culture of quality management such as the quality cycle of “plan – do - check - act” <p>6.2 Design and deliver quality management courses and training programmes</p> <ul style="list-style-type: none"> ◆ Define the objectives for quality management courses. For example, focus can be given on typical weaknesses in quality management on vehicle sales and after-sales services. Design basic quality management courses and training programmes such as the basic quality management for each working procedure, including inspection, maintenance, tuning, evaluation, etc.

	<ul style="list-style-type: none"> ◆ Design basic courses on quality management cycle of “Plan-do-check-act” for individual sales and after-sales department ◆ Regularly review the quality management courses and suggest for improvement and update when necessary
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to design basic quality management courses and training programmes with a focus on the weaknesses in quality management for the sales and after-sales services of the organisation; and</p> <p>(ii) Capable to review the effectiveness of the quality management programmes, make suggestions for improvement and update programmes when necessary.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Implement the ISO quality management standard
2. Code	AUSDQM504A
3. Range	This unit of competency is applicable to the quality management staff of the organisation in the automotive industry adopting the ISO quality management standard. They should be capable of implementing the ISO quality management standard in familiar workplaces.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 ISO quality management standard</p> <ul style="list-style-type: none"> ◆ Understand the overall operation of vehicle sales and after-sales services of the organisation ◆ Understand the implementation of the ISO9001 standards quality management and quality assurance series in the organisation <p>6.2 Implement the ISO quality management standard</p> <ul style="list-style-type: none"> ◆ Implement the standards of ISO9001 quality management and quality assurance series, including: <ul style="list-style-type: none"> • The quality management duty of all levels of staff • Quality assurance system • Document and information management mechanism • Purchase management mechanism

	<ul style="list-style-type: none"> • Working procedure auditing mechanism • Sub-standard items or product control and rectifying system • Quality record control system • Internal quality management auditing system, etc. ◆ Communicate and coordinate with department heads to facilitate the integration of ISO9001 quality management requirements and organisational structure ◆ Explain to all ranks of staffs on the document structure of ISO9001 quality management series including the quality manual, company procedure and working instructions, etc. and how to incorporate them into daily operation
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to fully understand the details of the ISO9001 quality management series and respective document procedure as well as the overall operation of the sales and after-sales services of the organization; and understand how to integrate them; explain to all ranks of staff how it works;</p> <p>(ii) Capable to implement the technical requirements of the ISO9001 quality management series; and</p> <p>(ii) Capable to coordinate with department heads so as to implement the ISO9001 quality management series in sales and after-sales services.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Implement the quality management standard specified by the vehicle manufacturer
2. Code	AUSDQM505A
3. Range	This unit of competency is applicable to the internal quality management staff of the franchised agents for vehicle manufacturers. They should be capable of fully understanding the quality management standard specified by the vehicle manufacturer so as to implement such standard in familiar workplaces.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the quality management standard specified by the vehicle manufacturer</p> <ul style="list-style-type: none"> ◆ Understand the quality management system specified by the vehicle manufacturer ◆ Understand the overall operation mechanism of the sales and after-sales services of the agent as well as the responsibilities of all parties concerned <p>6.2 Implement the specified quality management standard</p> <ul style="list-style-type: none"> ◆ Communicate with the quality management representatives of the vehicle manufacturer to understand the specified requirements ◆ Liaise with the department heads of sales and after-sales services to facilitate the implementation of the specified quality management ◆ Implement the quality management system specified by the vehicle manufacturer, such as:

	<ul style="list-style-type: none"> • Document and information management mechanism • Workplace equipment and specification management mechanism • Technical staff ranking management mechanism • Workflow and auditing mechanism • Purchase management mechanism • Sub-standard items or products control and rectifying systems • Quality assurance system • Quality record management system, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to fully understand the quality management standard specified by the vehicle manufacturer, the operating system and the responsibility of the agent; and</p> <p>(ii) Capable to implement the quality management system specified by the vehicle manufacturer in one's organisation.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Implement quality management training courses
2. Code	AUSDQM506A
3. Range	This unit of competency is applicable to the quality management training staff in sizable enterprises of the automotive industry. They should be capable of mastering the knowledge and techniques of quality management and implementing quality management training courses.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the quality management system</p> <ul style="list-style-type: none"> ◆ Understand the detailed operation of the vehicle sales and after-sales services of the organisation ◆ Understand the quality management system adopted by the organisation and the implementation details, such as: <ul style="list-style-type: none"> • ISO 9001 • The quality management standard specified by the vehicle manufacturer • Total Quality Management System • Quality Circle • Business Process Re-engineering ◆ Understand the objectives and content of the established quality management courses <p>6.2 Implement quality management training courses</p> <ul style="list-style-type: none"> ◆ Implement basic quality management courses or training programmes to enhance staff awareness on quality management, such as:

	<ul style="list-style-type: none"> • The basic requirements and range of application for the ISO 9001 quality management standard and quality assurance series, etc. • The structure of the quality management system specified by the vehicle manufacturer • How to implement the broad sense of quality management concept in the organisation • The effectiveness of the reviewing and improvement procedures in the quality management setup, etc. ◆ Select the teaching methods of quality management courses, such as: <ul style="list-style-type: none"> • Lecturing • Interaction • Topical study • Evaluation ◆ Explain clearly to students the course content, such as the main systems in the quality management setup <ul style="list-style-type: none"> • Working procedures system • Working instruction system • Document control system ◆ Review the effectiveness of completed quality management courses <ul style="list-style-type: none"> • Collect the opinion of the learners on the courses using questionnaires • Evaluate the progress of the participants with respective department heads after receiving the training courses
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the detailed operation of the vehicle sales and after-sales services and its implementation in the quality management setup; (ii) Capable to understand the objectives and content of the established quality management courses; select teaching methods and explain clearly to learners the course content; and (iii) Capable to review the effectiveness of completed quality management courses.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate plans to enhance staff awareness on quality management
2. Code	AUSDQM507A
3. Range	This unit of competency is applicable to the managerial level responsible for quality management in sizable organisations of the automotive industry. They should be capable of analysing the areas of quality management duty that the staffs need to be strengthened and formulate plans to enhance staff awareness on quality management.
4. Level	5
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand quality management system and its objectives</p> <ul style="list-style-type: none"> ◆ Understand quality management theory ◆ Understand organisational quality management system and its objectives ◆ Understand the implementation of quality management system in the daily operation of vehicle sales and after-sales services <p>6.2 Formulate plans to enhance staff awareness on quality management and review the effectiveness</p> <ul style="list-style-type: none"> ◆ Analyse staff opinion on quality management system ◆ Identify the discrepancy between organisational objectives and staff performance in quality management; and explain to staff the relation between performance indicators and various working procedures ◆ Analyse organisational quality management culture and devise methods to enhance staff awareness on quality management with emphasis on their weaknesses, such as organise training courses, implement reward mechanism, quiz, seminars, quality circles, etc.

	<ul style="list-style-type: none"> ◆ Select appropriate plans to enhance staff awareness on quality management and its content should include objectives, implementation method, expected results, financial budget, methods to measure effectiveness, etc. ◆ Evaluate and review the effectiveness of the plans upon implementation
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the organisational objectives of quality management and its implementation in daily operation; (ii) Capable to explain to staff the relation between quality indicators and various working procedures as well as the discrepancy between staff performance and its objectives; and (iii) Capable to draft proposals on enhancement of staff awareness on quality management; evaluate and review their effectiveness upon implementation.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate sales estimates of vehicle products
2. Code	AUSDSA501A
3. Range	This unit of competency is applicable to the managerial staff responsible for the marketing of vehicle products (e.g. vehicles, spare parts or repairing services). They should be capable to anticipate the achievable sales targets within a specified period by analysing and assessing the various factors affecting sales performance so as to formulate sales estimates.
4. Level	5
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge on the sales estimates of vehicle products</p> <ul style="list-style-type: none"> ◆ Understand the factors for consideration when assessing the sales of vehicle products, including: <ul style="list-style-type: none"> • Sales growth rate <ul style="list-style-type: none"> ▸ the sales data of previous year ▸ past sales data ▸ the business turnover of competitors • Organisational factors <ul style="list-style-type: none"> ▸ sales strategy ▸ market research ▸ market share ▸ the number of showrooms, servicing centres and retailing outlets • Environmental factors <ul style="list-style-type: none"> ▸ the areas of the showrooms, servicing centres and retailing outlets ▸ the maturity period of the outlets ▸ the business days

	<p>6.2 Formulate sales estimates of vehicle products</p> <ul style="list-style-type: none"> • Affecting factors <ul style="list-style-type: none"> ▸ Economic situation (e.g. the rise and fall of commodity prices, consuming inclination and inflation/deflation) ▸ product variations (e.g. the launch of new models or stop production and variation of models in the industry) ▸ Special factors (e.g. tax rate and oil price) ◆ Understand the concept of sales estimates of vehicle products, such as measure, control and anticipate sales condition ◆ Discuss with the sales and marketing departments to assess the anticipated achievable sales performance of vehicle products ◆ Formulate sales estimates of vehicle products, including: <ul style="list-style-type: none"> • Check past business performance of the organisation • Understand the expectation of the vehicle manufacturer on future achievements • Estimate the vehicle supply condition of the vehicle manufacturer • Consider the competitiveness of the products in future market • Formulate strategies that can support overall objectives and business in collaboration with other departments of the organisation • Assess the costs and prices so as to calculate anticipated profits • Compile aggregated sales financial budget of the organisation for submission to the seniors
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to effectively assess the sales performance of vehicle products by analysing and assessing the various factors affecting the sales of vehicle products; and (ii) Capable to employ the concept of sales estimates to formulate reasonable sales estimates of vehicle products.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate marketing plans for vehicle products
2. Code	AUSDSA502A
3. Range	This unit of competency is applicable to the managerial staff responsible for the marketing of vehicle products (e.g. vehicles, spare parts or repairing services). They should be capable to formulate effective marketing plans in accordance with organisational resources and objectives by analysing the competitive environment of the vehicle products market and by employing practical marketing experience so as to accomplish organisational sales targets.
4. Level	5
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Market environment and sales of vehicle products</p> <ul style="list-style-type: none"> ◆ Understand the competitive environment of the vehicle products market ◆ Understand the products that can be provided by the vehicle manufacturer and other spare parts suppliers in the planned year ◆ Understand the sales outlets and sales procedures of vehicle products ◆ Understand consumer psychology ◆ Understand the concept of the risk of foreign exchange ◆ Understand the Government's environmental protection regulations on vehicle products, such as the preferential tax policy for environment-friendly vehicles ◆ Understand the organisational structure of salespersons in departments ◆ Understand the information system of the vehicle products market

	<p>6.2 Formulate marketing plans</p> <ul style="list-style-type: none"> ◆ Formulate effective marketing plans in accordance with the resources and objectives of the vehicle manufacturer, other spare parts suppliers and the organisation itself, including: <ul style="list-style-type: none"> • Assess the competitiveness of the products in the market • Set the market positioning of the products • Identify target customers • Set target price • Identify sales targets • Determine advertising methods in collaboration with the marketing department as well as anticipate and assess the achievable market attentiveness • Select appropriate sales channels • Select sales regions and the size of the sales teams • Establish commission and reward systems • Determine the manpower required for logistic support • Determine the resources required for the entire plan • Coordinate with the service and spare parts departments • Establish the implementation procedure for the marketing plans • Assess the effectiveness of the marketing plans ◆ Establish plans for vehicle sales with the utilisation of information technology and internet
--	--

	<ul style="list-style-type: none"> ◆ Formulate the management and monitoring methods of marketing plans ◆ Formulate financial budget and seek for approval ◆ Recommend the plans to the vehicle manufacturer and the senior level of the organisation to obtain support ◆ Review the effectiveness of the plans upon completion and submit reports to the vehicle manufacturer and the organisation afterwards
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate marketing plans in accordance with organisational resources and objectives and seek support in resources allocation; and</p> <p>(ii) Capable to formulate management and monitoring methods of marketing plans and submit appropriate reports afterwards.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Write promotion script for the marketing of vehicle products
2. Code	AUSD5M501A
3. Range	This unit of competency is applicable in workplaces relevant to the sales and marketing of vehicle products. Practitioners should be capable to understand thoroughly the contextual functions in marketing creativity and can use appropriate language to write promotion script relating to the sales and marketing of vehicle products.
4. Level	5
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Format and key points of the promotion script for the sales and marketing of vehicle products</p> <ul style="list-style-type: none"> ◆ Understand thoroughly the contextual functions in marketing creativity ◆ Understand common terminology and specific terms of the automotive industry ◆ Know about the format and key points of the promotion script for the sales and marketing of vehicle products ◆ Understand thoroughly the established format and presentation methods employed by the organisation or the brand <p>6.2 Write promotion script for the sales and marketing of vehicle products</p> <ul style="list-style-type: none"> ◆ Communicate with advertising agencies or other professional copywriters ◆ Maintain good relation with the media of the automotive industry ◆ Employ appropriate language, charts/graphs to write related script according to the operation of the sales and marketing of vehicle products, such as: <ul style="list-style-type: none"> • Feature articles for publicity purposes

	<ul style="list-style-type: none"> • Media plans • Sales reports • Marketing reports • Sales letters and promotion leaflets, etc. <ul style="list-style-type: none"> ◆ Assess the proposals submitted by advertising agencies or other professional copywriters on the content of the script and make amendments
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand the format and key points of the promotion script for the sales and marketing of vehicle products; and</p> <p>(ii) Capable to understand thoroughly the contextual functions in marketing creativity and can use appropriate language to write promotion script relating to the sales and marketing of vehicle products or assign the job to professional people.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish the procedure for stock condemnation
2. Code	AUSDIC501A
3. Range	This unit of competency is applicable to the practitioners in the inventory monitoring and management department for establishment of effective condemnation procedure according to the conditions and salvage value of different parts and accessories.
4. Level	5
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Conditions and demand of stock</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of stock, such as sales record and the time limit for storage, etc. ◆ Identify the validity of stock, such as damages, etc. ◆ Master with the decay time line of different types of vehicles ◆ Understand the management methods for different stock ◆ Understand the resources available and risks affordable by the organisation <p>6.2 Establish the procedure for stock condemnation</p> <ul style="list-style-type: none"> ◆ Establish the conditions for condemnation according to the characteristics and salvage value of the stock, such as: <ul style="list-style-type: none"> • The sales data, life cycles and decay time line of different types of obsolete vehicles and related parts and accessories • The sales opportunity of stock • Damaged or malfunction stock • Balance sales return and storage cost, such as deposition and interests, etc.

	<ul style="list-style-type: none"> ◆ Establish the approval procedure for condemnation of stock, such as: <ul style="list-style-type: none"> • The rank of the responsible staff • Records of items and quantity etc. • Cycle of handling the condemned stock ◆ Establish the handling methods for condemned stock, such as destroy, disintegrate or designated criteria of the waste recovery traders, etc. ◆ Review the effectiveness of the procedure for condemnation of stock, such as the monitoring of condemned items and review regularly stock level of the stored or damaged items so as to adjust respective strategy and report to the inventory level monitoring department ◆ Establish contingency procedure for cases such as accumulation of condemned items and unreasonable condemnation, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to establish the conditions, procedures and destroying methods for condemned stock according to the states and salvage values of different stock items, so as to minimise organisational loss and normalize the utilisation of resources; and</p> <p>(ii) Capable to review the effectiveness of the procedure for condemned stock, adjust the condemnation strategy and optimise the handling procedure.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate inventory level policy
2. Code	AUSDIC502A
3. Range	This unit of competency is applicable to the practitioners in the inventory control and management department for the formulation of effective inventory level policy of stock, so as to optimise the utilisation of organisational resources and facilitate sufficient and speedy supply of parts and accessories.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge on characteristics, demand and monitoring of stock</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of parts and accessories, such as sales record and storage period of individual stock items, etc. ◆ Master the sales records and life cycles of various types of vehicles ◆ Master the management methods for different inventory level ◆ Understand the ordering strategy for different goods ◆ Understand the resources available and risks affordable by the organisation <p>6.2 Formulate inventory level policy</p> <ul style="list-style-type: none"> ◆ Formulate effective inventory level policy according to the characteristics, management and ordering strategies of different stock, such as: <ul style="list-style-type: none"> • The sales records and life cycles of different types of vehicles • Evaluation of sales volume, storage period and life cycles of various related parts and accessories

	<ul style="list-style-type: none"> • Management factors such as volume, value, functions and transportation of stock, etc. • Apply just-in-time buffer stock method • Strive for high frequency and low quantity goods supply condition • Keep a balance between total investment on stock and inventory level ◆ Establish contingency procedure for cases such as shortage of goods and overstocking, etc. ◆ Review the effectiveness of the formulated inventory level policy, such as survey the inventory level regularly, circulation and damage reports, etc., so as to adjust respective strategy
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate the inventory level policy of different goods according to the characteristics, circulation, inventory level and value, etc. of stock, enabling the organisation to provide the parts and accessories sales department and servicing workshops with sufficient and speedy supply of parts and accessories by utilising minimum organisational resources; and</p> <p>(ii) Capable to review and optimise inventory level policy according to the inventory level, circulation and damages reports of stock.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish guidelines to protect the stock
2. Code	AUSDIC503A
3. Range	This unit of competency is applicable to the practitioners in vehicle, parts and accessories warehouses for the establishment of guidelines according to the characteristics of different goods, so as to protect the goods effectively.
4. Level	5
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Characteristics and protection requirements of vehicles, parts and accessories</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of vehicles, parts and accessories ◆ Master the storage and protection methods for vehicles, parts and accessories ◆ Understand the characteristics and limitations of different storage places or regions ◆ Master the applicability of different protective materials ◆ Understand the knowledge of occupational safety, health and environmental protection, dangerous goods management and warehouse management <p>6.2 Protection of stock</p> <ul style="list-style-type: none"> ◆ Capable to establish effective protection guidelines according to the characteristics of different stock, such as: <ul style="list-style-type: none"> • Identification of the stock categories (general or dangerous goods) • Protection and packaging requirements of the stock (e.g. requirements of protective materials)

	<ul style="list-style-type: none"> • Special security requirements of valuable stock (e.g. anti-theft and fire prevention, etc.) • Special requirements on the storage environment of stock (e.g. temperature, humidity and shockproof, etc.) • The storage methods of stock (e.g. stack-up, up-right and suspension, etc.) • Regular inspection system for the stock ◆ Establish the procedure for reporting damages of stock ◆ Establish performance indicators for the protection of stock, such as damage data ◆ Establish contingency procedure for cases such as sudden change of storage environment, etc. ◆ Review the effectiveness of the stock protection, and feed respective departments information for strategies adjustment (e.g. inventory level and purchase, etc.)
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to establish effective guidelines on the storage of stock according to the characteristics of different goods, so as to protect the vehicles, parts and accessories effectively, and store in suitable places;</p> <p>(ii) Capable to establish the procedure for assessing the effectiveness of the guidelines according to the characteristics of different stock items; and</p> <p>(iii) Capable to optimise the storage methods according to the effectiveness of protection of goods, and make inter-departmental suggestions.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate purchasing strategy of parts and accessories
2. Code	AUSDPU501A
3. Range	This unit of competency is applicable to the practitioners in the auto parts and accessories purchasing department for the formulation of effective purchasing strategy and revision of its effectiveness, so as to optimise the utilisation of resources and enhance cost effectiveness for the organisation.
4. Level	5
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Characteristics of auto parts and accessories as well as the actual market situation</p> <ul style="list-style-type: none"> ◆ Master the latest information such as the prices of different auto parts and accessories, market demands and market shares, etc. ◆ Understand the standard of goods and respective regulations governing sales ◆ Master the states of sales, return and exchange of different goods ◆ Understand the specifications and characteristics of different parts and accessories, such as applicatory range, utilisation rate and storage period, etc. ◆ Master the specifications of different parts and accessories as well as inventory level requirements ◆ Understand the quality, availability and stability of goods supply of different parts and accessories suppliers as well as the discounts and terms of conditions offered by them (applicable to the parts and accessories sales agents not affiliated with vehicle agents)

	<p data-bbox="352 1228 676 1412">6.2 Purchasing strategy of auto parts and accessories</p> <ul style="list-style-type: none"> <li data-bbox="716 1062 1335 1151">◆ Understand the resources available and risks affordable by the organisation <li data-bbox="716 1228 1369 1863">◆ According to the characteristics of different parts and accessories, market situation, sales records and the employable resources of the organisation, etc., formulate the purchasing strategy of auto parts and accessories applicable to the suppliers of non-designated vehicle agents such as specifications, categories, prices, quantity and the cycles of goods supply, the requirements on the suppliers, etc., including the instructions on the assessment of the applicability of non-original parts and accessories <li data-bbox="716 1881 1352 2410">◆ According to the sales records of different types of vehicles supplied exclusively by the organisation and the suggestions of the manufacturers, evaluate the demand for different parts and accessories and the employable resources of the organisation, etc., so as to formulate the purchasing strategy applicable to the supplier of designated vehicle agents, such as prices, quantity and cycles of goods supply, etc. <li data-bbox="716 2427 1369 2558">◆ Establish contingency measures to cope with special incidents such as late supply and variation in quality, etc. <li data-bbox="716 2576 1318 2706">◆ Introduce innovated auto accessories according to the consuming pattern of local market and world-wide trend
--	--

	<ul style="list-style-type: none"> ◆ Establish the performance indicators for the purchasing strategy, such as the storage period of goods, costs, etc. ◆ Review the effectiveness of purchase, and revise the strategy
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate effective purchasing strategy according to the characteristics of auto parts and accessories, market situation, the conditions of the suppliers and the resources of the organisation; and</p> <p>(ii) Capable to review and adjust the strategy according to the performance indicators of the purchasing strategy.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Design the storage zone for parts and accessories
2. Code	AUSDWM501A
3. Range	This unit of competency is applicable to the practitioners in the warehouse management department. They should be capable to design highly effective and flexible storage zones in accordance with the requirements of the storage zone and the characteristics of stock, etc.
4. Level	5
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Characteristics of auto parts and accessories, and the storage methods</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of auto parts and accessories and the requirements of storage and delivery, such as temperature and humidity control, etc. ◆ Understand the characteristics and functions of different kinds of storage devices, such as open type, closed type and loading, etc. ◆ Master the requirements of the overall layout of the warehouse (e.g. the storage and retrieval locations) ◆ Understand the characteristics of the tools for storage and retrieval of goods ◆ Master the requirements on circulation of goods and inventory level

	<p>6.2 Design the storage zone for parts and accessories</p> <ul style="list-style-type: none"> ◆ Devise the storage zones for the parts and accessories (including dangerous goods) according to the warehouse management strategy, overall layout of warehouse, characteristics of goods as well as the requirements on circulation and inventory level, such as: <ul style="list-style-type: none"> • The types (open or closed) and dimensions of the storage bins or racks for parts and accessories • Quantity of different types of storage bins and racks, and the arrangement of locations • Gangways for the effective goods storage, retrieval and delivery processes, such as: <ul style="list-style-type: none"> ▸ quick circulation items should be placed close to the storage and retrieval points ▸ the size and circulation frequency of goods should be considered apart from sorting by categories ▸ effective space utilisation ▸ convenient for stock taking ▸ flexibility for change of design ◆ Draw up contingency measures to cope with temporary changes in the requirements on the storage of parts and accessories ◆ Establish performance indicators for the storage and logistics of goods, such as the time taken for goods storage and retrieval, storage capacity, etc.
--	--

	<ul style="list-style-type: none"> ◆ Review the effectiveness of the storage and logistics operation, and improve the design
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to design highly effective and flexible storage zones in accordance with the warehouse management strategy and the characteristics of the inventory goods; and (ii) Capable to improve the design of the storage zone in accordance with the performance indicators of the storage and logistics operation.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Execute performance tests on vehicles
2. Code	AUSDST501A
3. Range	This unit of competency is applicable to the engineering staff in the vehicle servicing and inspection departments. They should be capable to execute performance tests on vehicles according to testing procedures and methods established by the organisation, so as to ascertain the serviceability of vehicles.
4. Level	5
5. Credits	15(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Procedures for vehicle performance tests, and related knowledge</p> <ul style="list-style-type: none"> ◆ Master the vehicle performance test procedures and methods established by the organisation ◆ Master specifications of vehicles and the standard parameters of performance tests (e.g. the manufacturer standard, approved international standard and respective regulations, etc.) ◆ Master the operation, maintenance and calibration of various kinds of equipment for vehicle testing <p>6.2 Execute vehicle performance test</p> <ul style="list-style-type: none"> ◆ Execute the performance test procedures and record all data in qualified workplace equipped with adequate facilities according to the characteristics and standards of various testing items, such as tests on: <ul style="list-style-type: none"> • braking efficiency • vehicle body tilt • illumination and aim alignment • engine power and fuel consumption

	<ul style="list-style-type: none"> • exhaust emission • working noise • automatic shift ◆ Review the efficiency of the testing procedures, and compile report to make improvement suggestions on the testing or measuring methods for submission to seniors
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to execute vehicle performance tests (including the preparation before the test, and environmental requirements) according to the testing procedures and methods established by the organization, and record all relevant data for submission to senior engineering staff, so as to ascertain the serviceability of vehicles; and</p> <p>(ii) Capable to make improvement suggestions on the testing and measuring methods according to the efficiency of the testing procedures.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Optimise the performance of vehicle systems
2. Code	AUSDST502A
3. Range	This unit of competency is applicable to the engineering staff in the vehicle servicing and inspection departments. They should be capable to master the structure, control methods and operating principles, etc. of various vehicle systems, and enhance the performance of vehicles according to the suggestions and respective instructions on vehicle performance optimisation.
4. Level	5
5. Credits	12(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of vehicle systems performance and related technology</p> <ul style="list-style-type: none"> ◆ Understand the structure, functions, control methods, operating principles and standard parameters (e.g. manufacturer standard, approved international standard, and respective regulations, etc.) of various vehicle systems (including related components) ◆ Master vehicle performance tuning and testing equipment application techniques ◆ Master the suggestions and respective instructions on vehicle systems performance optimisation <p>6.2 Optimise the performance of vehicle systems</p> <ul style="list-style-type: none"> ◆ Conduct research and make improvement for the necessary systems according to the established suggestions and respective instructions on vehicle performance optimisation, such as:

	<ul style="list-style-type: none">• Poor performance of the chassis stability control system, e.g. insufficient braking power, wheels locked when braking, low response, abnormal noises, drifting or excessive vehicle body rolling when cornering, skid when accelerating, weak impact and vibration absorptions, etc.• The vehicle body unable to maintain the up-right condition at specified inclined angle, unbalanced axle loading and low steering stability, etc.• Incorrect lighting intensity and aim alignment, overspread of light scattering and aim direction failed to follow the change of steering angle• Insufficient engine power, rough running, hesitates to accelerate, warm stalling, cold start difficulty, abnormal noise and high fuel consumption, etc.• Emission problems caused by substandard pollutants emission level, high concentration at idle, high speed or high load running, the power system performance and after treatment devices efficiency, etc.• Excessive working noise caused by the muffling effect of exhaust system, the vehicle body shape and sound-proofing effect, component structure or installation problems, etc.
--	--

	<ul style="list-style-type: none"> • Weak acceleration, excessive fuel consumption and shifting shock, etc. caused by incorrect shifting speed or working pressure of automatic transmission ◆ Review the effectiveness of performance optimisation of vehicle systems, compile report and submit to seniors for improvement suggestions
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the structure, control methods, operating principles and standard parameters of various vehicle systems, and enhance the performance of vehicle systems according to the suggestions and respective instructions on performance optimisation; and</p> <p>(ii) Capable to suggest methods for improvement of work according to the effectiveness of vehicle system optimisation.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Contact vehicle manufacturers and overseas organisations for business and technical exchange
2. Code	AUSDSS501A
3. Range	This unit of competency is applicable in vehicle service/servicing centres. Practitioners should be capable to reflect problems of customers' vehicles to vehicle manufacturers, share and exchange technical knowledge with them; coordinate with servicing and technical staff to arrange appropriate training included technical training for them.
4. Level	5
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of contact vehicle manufacturers and overseas organisations for business and technical exchange</p> <ul style="list-style-type: none"> ◆ Understand the inter-relationship and communication channels between vehicle manufacturers and service/servicing centres ◆ Understand the warranty coverage, terms and policy of protection set by the vehicle manufacturers for their vehicles ◆ Understand the causes for vehicle faults/damages and analyse respective repair reports ◆ Understand the trend of new vehicle design and the direction of technical development

	<p>6.2 Contact vehicle manufacturers and overseas organisations for business and technical exchange</p> <ul style="list-style-type: none"> ◆ Maintain close relationship and communication with vehicle manufacturers and respective organisations/departments to exchange the business and technical problems; have timely discussions on urgent matters, such as recovery of vehicles, technical problems that cannot be solved by distributors and the impact of new regulations, etc. ◆ Assess reports of individual vehicle faults/damages and decide whether the cases should be forwarded to the vehicle manufacturers or respective organisations/departments for follow-up actions ◆ Arrange relevant training according to the technical report and training elements provided by vehicle manufacturers and respective organisations/departments ◆ Arrange respective staff members to the manufacturers' factories and respective organisations/departments for business and technical exchange and training in accordance with the technical level of the service/servicing centres
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to maintain close and effective contact with the manufacturers or respective organisations/departments and make timely communication in solving problems; and</p> <p>(ii) Capable to arrange respective staff members to the manufacturers' factories and respective organisations/departments for business and technical exchange and training according to the technical level and needs of the service/servicing centres.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Design the loading compartments of trucks
2. Code	AUSDBB501A
3. Range	This unit of competency is applicable to the builders of loading compartments of trucks or respective engineering staff. They should be capable to master the specification requirements on the construction of loading compartments, to prepare the design drawings on the basis of intact chassis of truck by means of appropriate drafting software, and list the material required.
4. Level	5
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Knowledge of the structure of trucks</p> <ul style="list-style-type: none"> ◆ Fully understand the overall structure and respective technical parameters of trucks (including chassis and cab, etc.), such as wheel base, wheel span, axle load, the dimension of cab, the shape and dimension of the frame, etc. ◆ Master the characteristics, application standard, joining methods and costs etc. of the construction materials for various kinds of loading compartments ◆ Master the construction process of the loading compartment, such as material shaping, construction and fixation of the skeleton, rust-proof, painting and installation of supplementary facilities, etc.

	<p data-bbox="359 1970 636 2101">6.2 Design the loading compartment</p> <ul style="list-style-type: none"> <li data-bbox="716 1062 1369 1546">◆ Master requirements of customers on loading compartments, such as categories, sizes and weights of goods, interior environment of the loading compartment (including temperature, humidity, fire prevention, water-proof, vibration-proof, protection from electric shock and collision, etc.), security, loading and unloading locations of goods and appearance, etc. <li data-bbox="716 1567 1369 1745">◆ Master requirements of customers on the supplementary facilities inside and outside the loading compartment, such as the lifting tail gate and crane, etc. <li data-bbox="716 1765 1369 1893">◆ Understand legislative standards on truck body, such as lighting and warning lamps, reversing buzzer, dimension, etc. <li data-bbox="716 1970 1369 2309">◆ Define the design objectives and technical specifications, and categorize the drawings for different sections by integrating the specification requirements of customers, legislative standards, chassis limitations and cost on the basis of intact chassis of truck <li data-bbox="716 2329 1369 2605">◆ Apply appropriate drafting software to prepare the design engineering drawings for the loading compartment according to the established design objectives while taking the possibility of supplementary facilities installation into account
--	--

	<ul style="list-style-type: none"> ◆ Compile the list of the materials required according to the design engineering drawing, and evaluate the man-hours required for construction, working procedures and costs to ensure that requirements of parties concerned are met ◆ Widely accept opinions from all concerned parties (such as builders, material suppliers and customers, etc.) and revise the design details when necessary without deviating from the design objectives <p>6.3 Legislative requirements</p> <ul style="list-style-type: none"> ◆ Ensure that the design, appearance and safety standards of the loading compartment comply with respective legislative requirements
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master requirements of customers and respective regulations on loading compartments, and define the design objectives and technical specifications on the basis of intact chassis of truck; and</p> <p>(ii) Capable to apply appropriate drafting software to prepare the design engineering drawings for the loading compartment, and compile the list of required materials to ensure that the requirements on design objectives, technical specifications and costs are met.</p>
8. Remarks	<p>The major legislation/rule involved in this unit of competency is as follows:</p> <p>1. Road Traffic (Construction and Maintenance of Vehicles) Regulations</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Design the carriages of passenger vehicles
2. Code	AUSDBB502A
3. Range	This unit of competency is applicable to the builders of the carriages of passenger vehicles or respective engineering staff. They should be capable to master the specification requirements on the construction of carriages of passenger vehicles, to prepare design drawings on the basis of intact chassis of passenger vehicles by means of appropriate drafting software, and list the material required.
4. Level	5
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the structure of passenger vehicles</p> <ul style="list-style-type: none"> ◆ Fully understand the detailed overall structure of passenger vehicles and the inter-relationships of various systems (e.g. power, transmission, suspension, steering, braking, electric, heating, ventilation and air conditioning, vehicle frame and interior trim, etc.) and master the technical parameters of vehicles (e.g. wheel base, wheel span, axle load, the shape and dimensions of the frame, etc.) ◆ Master with the construction process of carriage, such as material shaping, construction of the skeleton, panelling, rust-proof, painting, assembling, installation of supplementary facilities and inspection, etc. ◆ Master the characteristics, application standards, joining methods and costs, etc. of different construction materials for the carriage

- | | |
|--|---|
| | <ul style="list-style-type: none"> ◆ Master requirements of customers on carriages, such as vehicle load, the dimension and location of baggage compartment, interior environment of the carriage and facilities (including views, light filtration, sound-proof, heat-proof, heating, ventilation and air conditioning, audio-visual systems, reversing visual display, storage shelf and toilet, etc.), security, entrance/exit locations and emergency exit doors for passenger as well as appearance, etc. ◆ Understand legislative requirements on the standard of the interior design of the carriages of passenger vehicles, such as the dimensions and location of entrance/exit (including stairs) and emergency exit doors for passengers, the dimension and anti-skidding requirements of passageway, the dimensions and legroom of seat, seat belts, the locations and the requirements on surface treatment of handrails, headroom and driving cabin, etc. ◆ Understand legislative requirements on the passenger vehicle body, such as mirror, lighting and warning lamp, dimension, emergency stop button, colour (applicable to public service vehicles only) etc. ◆ Understand the legislative requirements on the passenger vehicle safety, such as load distribution, the ability to withstand turnover (restrictions on the height of the centre of gravity) and overall dimensions, etc. |
|--|---|

	<p>6.2 Design the carriage</p>	<ul style="list-style-type: none"> ◆ Define the design objectives and technical specifications, and categorize the drawings for different sections by integrating the quality requirements of customers, legislative standards, chassis limitations and cost on the basis of intact chassis of passenger vehicle ◆ Apply appropriate drafting software to prepare the design engineering drawings for the carriage according to the established design objectives while taking the possibility and rationality of supplementary facilities installation into account ◆ Compile the list of the materials required according to the design engineering drawing, and evaluate the man-hours required for construction, working procedures and costs to ensure that requirements of parties concerned are met ◆ Widely accept opinions from all concerned parties (such as builders, material suppliers and customers, etc.) and revise the design details when necessary without deviating from the design objectives
	<p>6.3 Legislative requirements</p>	<ul style="list-style-type: none"> ◆ Ensure that the interior design, appearance and safety standards of the carriage of passenger vehicles comply with respective legislative requirements

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to master requirements of customers and respective regulations on carriage, and define the design objectives and technical specifications on the basis of intact chassis of passenger vehicle; and (ii) Capable to apply appropriate drafting software to prepare the design engineering drawings for different sections of the carriage, and compile the list of required materials to ensure that the requirements on design objectives, technical specifications and costs are met.
8. Remarks	<p>The major legislation/rule involved in this unit of competency is as follows:</p> <ol style="list-style-type: none"> 1. Road Traffic (Construction and Maintenance of Vehicles) Regulations

Competencies for Practitioners of the Automotive Industry

Competency Level 6

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate comprehensive occupational safety and health policy for the enterprise
2. Code	AUSDCN601A
3. Range	This unit of competency is applicable to the managerial staff of sizable enterprises in automotive industry. They should be capable of formulating comprehensive occupational safety and health policy for the enterprise.
4. Level	6
5. Credits	15(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the statutory requirements on occupational safety and health</p> <ul style="list-style-type: none"> ◆ Understand the statutory requirements on occupational safety and health, related knowledge and future trend ◆ Understand the overall operation strategy of the enterprise, market positioning and corporate image ◆ Know about the key of success for organisations with distinctive achievements in occupational safety and health <p>6.2 Formulate comprehensive occupational safety and health policy for the enterprise</p> <ul style="list-style-type: none"> ◆ Fully understand the internal and external factors when formulating the comprehensive occupational safety and health policy for the enterprise • Select the appropriate occupational safety and health system for the enterprise • Define relevant performance indicators • Establish long-term and short-term objectives

	<ul style="list-style-type: none"> ◆ Understand the discrepancy between the expected achievement and current performance by analysing so as to set up relevant management systems, such as: <ul style="list-style-type: none"> • Prepare the required resources • Monitor the operation of the systems • Establish internal communication channels • Review effectiveness and suggest improvement measures when appropriate ◆ Take appropriate actions ensuring that the occupational safety and health policy and its effectiveness can meet relevant statutory requirements
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to fully understand the statutory requirements of occupational safety and health and related knowledge so as to formulate the occupational safety and health policy to meet the actual need of the enterprise; and</p> <p>(ii) Capable to take appropriate actions ensuring that the occupational safety and health policy of the enterprise and its effectiveness can meet relevant statutory requirements.</p>
8. Remarks	<p>The relevant legislations involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1.Occupational Safety and Health Ordinance 2.Factories and Industrial Undertakings Ordinance 3.Factories and Industrial Undertakings (Safety Management) Regulation 4.Code of Practice on Safety Management

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate risk management plans
2. Code	AUSDCN602A
3. Range	This unit of competency is applicable to the senior managerial staff of the automotive industry. They should be capable of obtaining a wide scope of information so as to formulate risk management plans for the enterprise in an ever-changing business environment.
4. Level	6
5. Credits	15(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the scope and sources of risks</p> <ul style="list-style-type: none"> ◆ Understand the sources of risks such as natural disasters, fire, accidents, thefts, the quality of internal management, etc. ◆ Understand the operating details and daily operation of the enterprise ◆ Understand the scope of risks faced by the enterprise, such as: <ul style="list-style-type: none"> • Injury and death • Direct property loss • Inventory loss e.g. vehicles, spare parts, etc. • Damages on equipment e.g. testing equipment, etc. • Loss of talents e.g. experienced technical staff and managerial staff • Business computer operation system failure • Loss of important record and information • Damage on the reputation of the enterprise

	<p>6.2 Formulate risk management plans</p> <ul style="list-style-type: none"> ◆ Be familiar with risk assessment reports so as to formulate risk management plans for the enterprise and make the most suitable preparation, such as: <ul style="list-style-type: none"> • Capable of selecting the most appropriate insurance plans for the assets and unpredictable tangible risks of loss, e.g. property loss, inventory loss, damages on equipment, etc. • Monitor and review organisational human resources policy for the risk of loss of talents e.g. training policy, promotion, remuneration conditions and etc. • Monitor and review the daily operation and equipment management policy for the risk of operation equipment failure e.g. instable functioning of computer operation systems or equipment • Monitor and review the daily operation and monitoring systems for the risk of theft of inventory goods e.g. security systems, the receipt, dispatch of inventory, relevant record, etc. • Take into account the public relation strategy and quality management systems for the risk of corporate reputation ◆ Establish structural management systems and relevant indicators, collect data, conduct analysis, make improvement, monitor as well as prepare suitable resources so as to implement the risk management plans and emergency and contingency measures
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to integrate various sorts of information to formulate different risk management plans or strategies for the enterprise so as to minimise or transfer possible risks; and (ii) Capable to estimate and utilise resources appropriately so as to implement the emergency and contingency measures as and when necessary.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate customer service management strategy
2. Code	AUSDCN603A
3. Range	This unit of competency is applicable in workplaces relevant to the customer service management of vehicle sales and after-sales services. Practitioners should be capable to formulate customer service management strategy in accordance with organisational mission and objectives so as to fulfill customer needs and facilitate the enhancement of organisational brands and business expansion.
4. Level	6
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Customer service management</p> <ul style="list-style-type: none"> ◆ Master the significance of customer service management strategy to the reputation, achievements and profits of the entire organisation ◆ Master the theory of customer service management strategy, such as: <ul style="list-style-type: none"> • Comprehensive customer service package • The concept of service market e.g. market opportunity • Service operation strategy e.g. analysis of the allocation of resources • Delivery Total Service Package • Identify target customers • Customer services and communication management portfolio ◆ Understand service needs and supply strategy ◆ Understand the measurement of service quality

	<p>6.2 Formulate customer service management strategy</p> <ul style="list-style-type: none"> ◆ Understand different customer service management strategies ◆ Master the theory of customer service management along with the knowledge on the characteristics of customers in the vehicle market to formulate effective strategy of customer service market portfolio • Guide subordinate staff to formulate overall customer service management plan, budgets and other supporting requirements, such as: <ul style="list-style-type: none"> ▸ service management operation ▸ customer service hardware management ▸ customer service education ▸ promotion of customer service, e.g. set up vehicle fan club ▸ coordination between the sales and service departments ▸ internal staff training ▸ allocation of and human resources and associated hardware ▸ guide subordinate staff to formulate logical strategy for external and internal service management so as to change the service culture of the organisation ▸ change the strategies of organisational structure or systems e.g. recruitment, training, punishment and reward and staff commitment, etc.
--	---

	<ul style="list-style-type: none"> ▸ customer service communication portfolio, including electronic and networking services ▸ guide subordinate staff to determine the scope of customer services audit, e.g. customers, staff, management level, external stake holders, etc. ◆ Guide subordinate staff to set the yardstick of service quality, find out the deficiencies in customer services, formulate policies to work for structural quality improvement so as to establish customer service quality assurance system ◆ Instruct subordinate staff to formulate plans for recruiting public relations agency to cope with extra demands e.g. organise large-scale vehicle exhibition ◆ Instruct subordinate staff to formulate customer services budget ◆ Examine the overall resources of the organisation and allocate appropriate resources support ◆ Assess the effectiveness of customer service operation and its impact on the entire organisation from information on the submitted reports and data
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to instruct subordinate staff to formulate effective customer service management strategy in accordance with organisational mission and objectives so as to fulfill customer needs, protect organisational reputation and safeguard its achievements and profits.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate customer relation management strategy
2. Code	AUSDCN604A
3. Range	This unit of competency is applicable in workplaces relevant to the customer relation management of vehicle sales and after-sales services. Practitioners should be capable to formulate effective customer relation management strategy in accordance with organisational mission and objectives to maintain existing customers, attract new customers, source potential customers so as to enhance business.
4. Level	6
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Customer relation management</p> <ul style="list-style-type: none"> ◆ Master the significance of customer relation management to the reputation, achievements and profits of the entire organisation ◆ Customer relation management <ul style="list-style-type: none"> • Market orientation and customer orientation • Interests of customer relation • Purposes of customer relation • Characteristics of customer relation ◆ Master customer relation management strategy, including: <ul style="list-style-type: none"> • Transaction management • Relation management • Suppliers and customers promotion ◆ Understand data base system for customer information

	<p>6.2 Formulate customer relation management strategy</p>	<ul style="list-style-type: none"> ◆ Master the theory of customer relation management along with the knowledge on the characteristics of customers in the vehicle market to instruct subordinate staff to formulate customer relation management strategy suitable for the organisation: <ul style="list-style-type: none"> • Establish the structure of customer relation management system • Establish the methods, procedure and workflow for maintaining customer relation management, such as: <ul style="list-style-type: none"> ▸ selection criteria of customers ▸ methods to source new customers ▸ classification of customers ▸ assess customer loss and take remedial measures ▸ procedures for handling and following up on customers' complaints ▸ take the edge of customer relation to create and maintain customer relation ▸ explore and strengthen customer relation ▸ apply data base techniques to implement customer relation strategy ▸ departmental coordination and cooperation ▸ resources requirement and budget estimates ▸ reporting format, content and mechanism
--	--	--

	<p style="text-align: center;">◆ Demand regular submission of reports and data to assess the effectiveness of the customer relation operation and its impact on the entire organisation</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the professional knowledge and techniques of customer relation management;</p> <p>(ii) Capable to lead subordinate staff to formulate effective customer relation management strategy in accordance with the overall objectives of the organisation so as to enhance the image of the organisation and foster business; and protect and safeguard the reputation, achievements and profits of the organisation to facilitate long-term development.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate comprehensive environmental protection policy for the enterprise
2. Code	AUSDCN605A
3. Range	This unit of competency is applicable to the managerial staff of sizable enterprises in the automotive industry. They should be capable of obtaining a wide scope of environmental protection information so as to formulate a comprehensive environmental protection policy that can meet the actual operation of the enterprise and statutory requirements.
4. Level	6
5. Credits	15(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Obtain a wide scope of environmental protection information</p> <ul style="list-style-type: none"> ◆ Fully aware of the statutory requirements on environmental protection, the code of practice on environmental protection and the future trend ◆ Be familiar with the comprehensive operation strategy, marketing position and corporate image established by the enterprise ◆ Understand the environmental protection policies and systems established by the vehicle manufacturers ◆ Understand the international standard of environmental protection and respective regulations ◆ Understand the successful elements of organisations with outstanding achievements in the industry ◆ Understand the content of risk assessment reports

	<p>6.2 Formulate comprehensive environmental protection policy for the enterprise</p> <ul style="list-style-type: none"> ◆ Fully understand the internal and external factors so as to formulate an comprehensive environmental protection policy that can meet the actual operation of the enterprise <ul style="list-style-type: none"> • Cope with the skill-upgrading trend in the industry • Incorporate environmental protection techniques into the overall business/operation • Select the environmental protection system suitable for the organisation • Establish good relation with environmental protection groups • Define respective performance indicators • Define long-term and short-term objectives ◆ Identify and analyse the discrepancy between the anticipated objectives and current performance so as to: <ul style="list-style-type: none"> • Set up relevant management system • Prepare the required resources • Establish the auditing procedure • Monitor the operation of the systems • Build internal communication channels • Review the effectiveness and make suggestions for improvement measures to be taken ◆ Take appropriate action ensuring that the environmental protection strategy of the enterprise and its achieved effectiveness can meet respective statutory requirements on environmental protection
--	---

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate an comprehensive environmental protection policy that can meet corporate operation in accordance with the actual condition of the organisation; and (ii) Capable to take appropriate actions ensuring that the environmental protection strategy of the enterprise and its achieved effectiveness compile with the statutory requirements on environmental protection.
8. Remarks	<p>The major legislations/rules involved in this unit of competency are as follows:</p> <ol style="list-style-type: none"> 1.Noise Control Ordinance 2.Waste Disposal Ordinance 3.Water Pollution Control Ordinance 4.Ozone Layer Protection Ordinance 5.Air Pollution Control Ordinance 6.Occupational Safety and Health Ordinance

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate quality management policy
2. Code	AUSDQM601A
3. Range	This unit of competency is applicable to the managerial staff of sizable enterprises in the automotive industry. They should be capable of fully mastering the knowledge and techniques of quality management, organisational operation strategy and the culture of quality management so as to formulate forward-looking quality management policy.
4. Level	6
5. Credits	18(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the objectives of quality management</p> <ul style="list-style-type: none"> ◆ Understand the relationship of service performance, cost of quality, customer satisfaction and corporate image ◆ Understand the quality management system specified by the vehicle manufacturers ◆ Understand the characteristics and basic ideology of different quality management systems, such as accreditation methods, their popularity in the automotive industry, reputation, the supply of manpower familiar with respective quality management system, the integration with computer system, implementation cost, substantive effectiveness, etc.

	<p>6.2 Formulate quality management policy</p>	<ul style="list-style-type: none"> ◆ Select the quality management system suitable for the organisation in accordance with the overall operation and development strategy of the organisation, such as ISO9001, QS9000, VDA6.2, the quality management system specified by the manufacturers, etc.; and select the suitable accreditation organisation and consultant company ◆ Analyse the discrepancy between the objectives of quality management and current quality management system, the quality control culture of the organisation and the cost of quality to formulate quality management policy, including: <ul style="list-style-type: none"> • Quality management policy • The objectives of quality management • The operation method of quality management system under the quality management policy • Measurement of the effectiveness of quality management system • Review mechanism • Improvement mechanism • Communication channel ◆ Compare the organisation's substantive ability in quality management with other enterprises with outstanding performance in quality management and hence consider participating in the campaign for the award of outstanding quality management e.g. Hong Kong Award for Industry, etc.
--	--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to fully understand the quality management culture and operation strategy of the organisation and select the quality management system for the organisation; and (ii) Capable to formulate quality management policy in view of the discrepancy between the objectives of quality management and current quality management system of the organisation.
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Implement total quality management strategy
2. Code	AUSDQM602A
3. Range	This unit of competency is applicable to the decision-making management of sizable enterprises in the automotive industry. They should be capable of mastering the knowledge and skills of total quality management, organisational operation strategy and the culture of quality control so as to implement total quality management strategy in the organisation.
4. Level	6
5. Credits	18(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the theory of total quality management</p> <ul style="list-style-type: none"> ◆ Understand the methods and skills of Total Quality Management (TQM), such as: <ul style="list-style-type: none"> • Quality Function Deployment • Business Process Re-engineering • Process Improvement • Strategic Outsourcing • Rapid Product Development ◆ Understand the concept of quality economics, including: <ul style="list-style-type: none"> • Cost on quality • The quality cost system by calculation in quality economics <p>6.2 Implement total quality management strategy</p> <ul style="list-style-type: none"> ◆ Implement total quality management strategy in the organisation <ul style="list-style-type: none"> • Apply the TQM method in the sales and after-sales services departments to facilitate the implementation of TQM strategy

	<ul style="list-style-type: none"> • Attend to customer needs, including: <ul style="list-style-type: none"> ▸ customer requirements ▸ customer satisfaction ▸ customer loyalty ▸ the significance of customers to the organisation ◆ Apply the concept of quality economics to analyse cost on quality and implement the quality cost system by calculation in quality economics; and incorporate the economic value of customer and staff loyalty into the system ◆ Continuously improve the quality management system through continuous learning <ul style="list-style-type: none"> • Continuously improving the quality management system through learning and updating organisational quality management • Continuously improving the quality management system by improving the management methods and employee empowerment ◆ Integrate and analyse various sorts of information for compiling of a proposal for implementation of the TQM system that can meet actual organisational operation
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to prepare a proposal for implementation of TQM base on the customer services by applying the TQM method (ii) Capable to analyse the cost on quality by applying the concept of quality economics
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate vehicle products sales strategy
2. Code	AUSDSA601A
3. Range	This unit of competency is applicable in workplaces relevant to vehicle products sales management. Practitioners should be capable to analyse and assess the competitive market environment of vehicle products in accordance with the overall objectives and operation strategy of the organisation so as to lead the subordinate staff to formulate effective and practicable sales strategies.
4. Level	6
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Market environment of vehicle products and sales strategies</p> <ul style="list-style-type: none"> ◆ Understand the significance of vehicle products sales to the entire organisation ◆ Understand the competitive market environment of vehicle products ◆ Understand the sales outlets and sales procedure of vehicle products ◆ Understand consumer psychology ◆ Understand the concept of foreign exchange risk ◆ Understand the structure and composition of salespersons in the organisation ◆ Understand the overall objectives and operation strategies of the organisation ◆ Understand the government's environmental protection legislations on vehicle products

	<p>6.2 Formulate sales strategies for the organisation</p>	<ul style="list-style-type: none"> ◆ Master the significance of vehicle products sales to the entire organisation such as its influence on the organisation’s achievements, profits and the development of service and spare parts business and even the image of the organisation ◆ Analyse and assess the competitive market environment of vehicle products as well as the opportunities and risks involved so as to lead the subordinate staff to formulate effective sales strategies ◆ Analyse different aspects of the vehicle products market so as to formulate effective sales strategies for the organisation, such as: <ul style="list-style-type: none"> • Identify target customers, expand the market and attract new customers • Maintain existing customers and understand the advantage of it as well as adopt Relationship Marketing • Set communication objectives • Determine sales methods • Cooperate with respective departments • Request for resources ◆ Allocate resource support to respective departments in accordance with organisational resources ◆ Formulation of assessment strategy for sales performance
--	--	---

	<ul style="list-style-type: none"> ◆ Peruse regular reports so as to assess the performance of sales strategies and seek for improvement and optimisation
7.Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand the responsibility of one's rank and analyse and assess the different aspects of the vehicle products market and the competitive environment as well as lead the subordinate staff for the work; and (ii) Capable to formulate effective and practicable sales strategies in accordance with the overall objectives and operation strategies of the organisation so as to safeguard the achievements and profits of the organisation to facilitate its long-term development.
8.Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate management strategy for salespersons of vehicle products
2. Code	AUSDSA603A
3. Range	This unit of competency is applicable to the managerial staff of vehicle products sales. They should be capable to master the knowledge of salespersons management, analyse and assess the performance of salespersons and organisational demand for salespersons so as to formulate salespersons management strategy.
4. Level	6
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Organisation, recruitment, training and assessment of salespersons</p> <ul style="list-style-type: none"> ◆ Understand the structure and composition of salespersons, including: <ul style="list-style-type: none"> • Sales regions • Sales teams ◆ Understand the resources planning of salespersons, including: <ul style="list-style-type: none"> • Recruitment interviews • Selection of salespersons ◆ Understand the management of salary policy for salespersons, including: <ul style="list-style-type: none"> • Salary and commission policy • Performance evaluation methods • Relevant labour ordinances ◆ Understand performance evaluation and staff training, including <ul style="list-style-type: none"> • Formal and informal evaluation methods • Formal and informal training methods ◆ Understand staff relation, including: <ul style="list-style-type: none"> • Mechanism for settling internal conflicts

	<p>6.2 Formulate management strategy for salespersons</p> <ul style="list-style-type: none"> • Procedure of complaints and disciplinary action • Staff motivation of and team building <ul style="list-style-type: none"> ◆ Formulate organisation strategy for salespersons, such as: <ul style="list-style-type: none"> • Sales regions and the composition and structure of sales teams ◆ Analyse the market supply of salespersons for respective departments, including: <ul style="list-style-type: none"> • Statistical information of respective salespersons • Market demand for the salespersons required • The cost for retaining talents, etc. ◆ Formulate management strategy for salespersons in accordance with organisational operation management strategy and human resources strategy, including: <ul style="list-style-type: none"> • The strategy to recruit talents • The strategy to retain talents • Internal training mechanism and strategy • The rank of salesperson, promotion ladder, terms of reference of jobs, salary/commission, benefits and reward system, etc. • Estimate the salary/commission, benefits and rewards so as to seek relevant resources • Establish job deployment mechanism • Build team spirit
--	--

	<ul style="list-style-type: none"> • Handle disputes • Establish performance evaluation scheme • Submit regular reports to the organisation
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to apply the knowledge on vehicle products salespersons management to formulate recruitment, training, monitoring and assessment strategies for those salespersons ; and</p> <p>(ii) Capable to analyse and assess organisational demand for vehicle products salespersons in accordance with the objectives of the organisation.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate purchasing strategy for new vehicles
2. Code	AUSDSA604A
3. Range	This unit of competency is applicable to the decision-makers of the vehicle sales department for the formulation of forward-looking vehicle purchasing strategy, so as to match with the operation and development of organisation.
4. Level	6
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Characteristics of vehicles, and the actual market situation</p> <ul style="list-style-type: none"> ◆ Master the characteristics and prices of different models of vehicles in the market ◆ Understand the relationship between the economy of Hong Kong and the demand for vehicles; the cyclic changes of vehicle sales volume, customer needs and purchasing power, etc. ◆ Master the latest information on the traffic and transportation policy in Hong Kong ◆ Understand the specifications of vehicles and the regulations governing vehicle sales ◆ Understand the market position of the organisation as well as the resources available and risks affordable of the organisation

6.2	Formulate purchasing strategy	<ul style="list-style-type: none"> ◆ Formulate the new vehicle purchasing strategy with the anticipation of various factors in market, such as the model, specification and disposition of equipment, etc.: <ul style="list-style-type: none"> • The impact of traffic and transportation policy of Hong Kong <ul style="list-style-type: none"> ▸ the development of local and cross border road networks ▸ public transportation networks ▸ migrating population and the development of new towns • Customer requirements on new vehicles and purchasing power <ul style="list-style-type: none"> ▸ preferences of target customers, such as high carrying capacity, high power or low fuel consumption and low emission, etc. ▸ the trend in the economy change of Hong Kong ▸ the rising and declining stages of popular styles or specifications ▸ the extent of impact of overseas trend on local market ▸ customer expectation on value-added products • Market demand <ul style="list-style-type: none"> ▸ tendencies of competitors ▸ images of the models and the brands ▸ feedbacks on after-sales services ▸ customer satisfaction on the products ▸ second-hand market value
-----	-------------------------------	--

	<ul style="list-style-type: none"> • Comply with local laws and regulations on vehicle specifications and sales • The social responsibility of the organisation • Bargaining power with the manufacturers ◆ Determine the purchase volume according to market demand, customer acceptance of the brands and resources available from organisation ◆ Formulate contingency measures to cope with special incidents, such as dull sale, late supply, change of exchange rate, etc. ◆ Review the effectiveness of purchasing strategy and capable to make timely adjustment ◆ Effectively draw up the proposal presenting to the organisation for approval ◆ Apply for organisational support in resource
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to anticipate market demand for the formulation of forward-looking purchasing strategy including the styles and quantity of vehicles, so as to match with the operation and development of the organisation; and</p> <p>(ii) Capable to make timely adjustment to optimise the strategy in accordance with the effectiveness of vehicle purchase.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess knowledge on vehicles, related regulations and purchase.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate marketing strategy
2. Code	AUSDSM601A
3. Range	This unit of competency is applicable to staff responsible for the marketing of vehicle products (e.g. vehicles, spare parts or repairing services). They should be capable to apply marketing theory to explore local market orientation and make appropriate analysis and assessment on the latest market information so as to effectively formulate marketing plans to enhance the popularity of the organisation and the vehicle products in the market, thereby fostering the vehicle products and services of the organisation.
4. Level	6
5. Credits	9(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Operation of the marketing and sales systems</p> <ul style="list-style-type: none"> ◆ Understand the significance of marketing work to the entire organisation such as the impact on the achievements, profits and the development of the maintenance and spare parts business and even the image of the organisation ◆ Master the marketing environment and market segmentation <ul style="list-style-type: none"> • The distribution channels of vehicle products/services • Pricing strategies and methods ◆ Understand the consumer pattern on vehicle products/services

	<p>6.2 Formulate marketing strategy</p> <ul style="list-style-type: none"> ◆ Analyse the operation concept of organisational sales systems ◆ Analyse the characteristics of local market and target customer groups ◆ Formulate marketing strategy for local market <ul style="list-style-type: none"> • Determine the focus and themes of sales products • Determine the proportion in the use of different marketing media and formulate financial budget • Understand the methods to retain existing customers and source new customers • Formulate marketing portfolio to attract new customers • Coordinate different departments for cooperation • Estimate the resources required and seek support from the organisation ◆ Assess the compatibility of the whole set of marketing strategy for the local market ◆ Submit reports, conduct analysis and make suggestions on a regular basis
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to formulate marketing strategy to meet the business development of the organisation in accordance with market environment and organisational operation plans.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already have thorough understanding of the vehicle products market and possess marketing knowledge.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate brand strategy for vehicles
2. Code	AUSDSM603A
3. Range	This unit of competency is applicable to the senior staff or marketing staff in the organisation. They should be capable to integrate marketing theory and the professional knowledge of brand strategy as well as apply brand management policy to effectively lead their team to establish and promote vehicle brands.
4. Level	6
5. Credits	9(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Buyers and brands</p> <ul style="list-style-type: none"> ◆ Understand the significance of vehicle brands establishment to the entire organisation such as the impact on the achievements, profits and the development of the vehicle servicing and spare parts business and even the image of the organisation ◆ Understand vehicle brands ◆ Master consumer orientation, including: <ul style="list-style-type: none"> • The impact of pop culture on consumer behaviour • The change of consumer pattern and the causes of the changes ◆ Understand the value and the undertone of the brands ◆ Understand thoroughly the history of vehicle brands

	<p>6.2 Draw up concrete proposals to establish vehicle brands</p> <ul style="list-style-type: none"> ◆ Communicate with vehicle manufacturers, including <ul style="list-style-type: none"> • Understand and formulate marketing strategies for vehicle brands • Formulate the sales plans for vehicle brands ◆ Instruct subordinate staff to formulate vehicle brand strategies, including: <ul style="list-style-type: none"> • Determine brand positioning and formulate related strategies • Establish the image and value of the brands • Set the quality of the products/services • Integrate with marketing, distribution and products strategies ◆ Instruct subordinate staff to help them understand brand management and marketing strategies, including: <ul style="list-style-type: none"> • Understand brand management methods • Determine the sales channels for the brands ◆ Be familiar with the brands and the respective regulations of intellectual property rights, including: <ul style="list-style-type: none"> • Understand the significance of intellectual property rights to the brands • Understand the legal protection of brands ◆ Brand management strategy <ul style="list-style-type: none"> • Ascertain that brand establishment is the long-term objective of organisational development
--	--

	<ul style="list-style-type: none"> • Allocate organisational resources according to the budget plan • Understand the core value of the brands • Consistently maintain the image of the brands and product quality • Monitor the suitability of the plans during implementation • Rectify the policy problems during implementation • Convey the messages relating to brand strategy to relevant departments and demand for full cooperation and regular submission of reports
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to integrate marketing theory and the professional knowledge of brand strategy so as to effectively formulate concrete proposals to establish vehicle brands; and</p> <p>(ii) Capable to understand brand management and marketing strategies so as to enhance the image and value of the brands.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate sales strategy for parts and accessories
2. Code	AUSDPS601A
3. Range	This unit of competency is applicable to the practitioners of the auto parts and accessories purchasing and sales departments for the formulation of sales strategy according to the characteristics of different parts and accessories and the market situation, etc., so as to achieve the maximum operational benefit for the organisation.
4. Level	6
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Characteristics of auto parts and accessories as well as the marketing and sales theory</p> <ul style="list-style-type: none"> ◆ Master the latest information on the prices, market demand and market shares of different parts and accessories, etc. ◆ Understand the characteristics of different parts and accessories, such as scope of applicability and market position, etc. ◆ Master the consuming behaviour of customers ◆ Understand the characteristics and applicability of different marketing methods ◆ Master the characteristics, applicability and operation methods of different sales patterns ◆ Understand the resources availability and risks affordability of the organisation ◆ Understand the regulations governing the marketing and sales of goods

	<p>6.2 Sales strategy of auto parts and accessories</p> <ul style="list-style-type: none"> ◆ Formulate the sales strategy, such as partnership scheme, pricing and marketing, etc., according to the characteristics of different parts and accessories, market situation, consuming pattern of customers and usable resources of the organisation, etc. ◆ Formulate contingency measures in case of dull sales, etc. ◆ Establish performance indicators for the sales strategy, such as sales volume, etc. ◆ Review the sales strategy, and make corresponding adjustments
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate effective sales strategy according to the characteristics of auto parts and accessories, actual market situation and the capability of the organisation; and (ii) Capable to adjust or improve the sales strategy with reference to its performance indicators.
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of auto parts and accessories as well as the marketing and sales of commodities.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate management strategy for auto parts and accessories warehouse
2. Code	AUSDWM601A
3. Range	This unit of competency is applicable to the practitioners of warehouse management department for the formulation of warehouse management strategy according to the characteristics of different auto parts and accessories and the nature of the warehouses, etc., so as to optimise the operational benefit of the organisation.
4. Level	6
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Characteristics of auto parts and accessories as well as the receipt, dispatch and storage methods of goods</p> <ul style="list-style-type: none"> ◆ Understand the characteristics of auto parts and accessories as well as the requirements on the methods of storage, receipt and dispatch, such as controlling of temperature and humidity, etc. ◆ Understand respective regulations governing the operation of warehouses, such as the handling of dangerous goods, occupational safety, health and environmental protection, etc. ◆ Understand the characteristics of warehouses, such as independent warehouses, warehouses attached with the servicing workshops or retailing points, the areas, floor loading and external infrastructure, etc. ◆ Master the requirements on inventory circulation, inventory level and categories

	<p>6.2 Formulate warehouse management strategy</p>	<ul style="list-style-type: none"> ◆ Formulate warehouse management strategy according to the characteristics of the warehouse, inventory requirements and related regulations, etc., such as: <ul style="list-style-type: none"> • The locations for the receipt and dispatch of goods, storage area (including dangerous goods zone) and document management centre, etc. • The retrieval methods of different inventory items, such as first-in-first-out, last-in-first-out or lowest quantity, etc. • The labelling system identifying the location of inventory items • The standards of goods storage, retrieval and transportation • The standard of storage environment and monitoring instructions • Management of the fire prevention and security system of the warehouse, and respective implementation instructions • Insurance arrangement for the warehouse and inventory items, and respective implementation instructions • Requirements on staff performance ◆ Draw up instructions for stock taking ◆ Establish different contingency plans to cope with different kinds of special incidents such as theft or fire, etc. ◆ Establish the performance indicators for warehouse management, such as the protection, retrieval and storage of inventory items, etc.
--	--	--

	<p style="text-align: center;">◆ Review the effectiveness of warehouse management, and make suggestions for improvement</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to formulate a complete warehouse management strategy according to the characteristics of the warehouse, inventory requirements and related regulations; and</p> <p>(ii) Capable to review and improve the management strategy with reference to the performance indicators of warehouse management.</p>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the people concerned already possess the knowledge of auto parts and accessories as well as logistics.</p>

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Establish the testing procedure for vehicle performance
2. Code	AUSDST601A
3. Range	This unit of competency is applicable to the senior engineering staff of the vehicle servicing and inspection departments. They should be capable to master the standards and methods of various vehicle performance tests, so as to establish qualified testing procedure with approved testing equipment.
4. Level	6
5. Credits	6(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Standards and relevant knowledge of vehicle performance test</p> <ul style="list-style-type: none"> ◆ Master the standard parameters (e.g. the manufacturer standard, approved international standard and respective regulations), testing methods, the requirements on the operating equipment and testing environments of various vehicle performance test items, such as: <ul style="list-style-type: none"> • Braking efficiency • Tilt limit of vehicle body • Illumination and aim alignment • Engine power and fuel consumption • Exhaust emission • Working noise • Effectiveness of automatic shift, etc.

	<p>6.2 Establish the testing procedure for vehicle performance</p> <ul style="list-style-type: none"> ◆ Draw up the items for vehicle performance test according to job requirements, such as test of : <ul style="list-style-type: none"> • Braking efficiency • Vehicle body tilt • Illumination and aim alignment • Engine power and fuel consumption • Exhaust emission • Working noise • Automatic shift, etc. ◆ Establish testing procedure and supporting requirements according to the characteristics and standard of various testing items, including: <ul style="list-style-type: none"> • The specifications of testing equipment • Obligatory preparation prior to test • Testing procedure and safety measures • Records of data and other information ◆ Review the effectiveness and the methods of the testing procedure, and capable to make adjustments or improvements
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the standard and methods of various vehicle performance tests and establish qualified testing procedure which includes the preparation requirement prior to the test and environmental requirements, so as to obtain recognised testing data; and</p> <p>(ii) Capable to review the effectiveness of the testing procedure and methods, and capable to make adjustments or improvements.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Analyse the vehicle test result and evaluate the performance
2. Code	AUSDST602A
3. Range	This unit of competency is applicable to the senior engineering staff of the vehicle servicing and inspection departments. They should be capable to master the standards of various vehicle specifications and performance, analyse data, evaluate the performance of vehicle systems and make optimisation suggestions, so as to enhance vehicle performance.
4. Level	6
5. Credits	6(for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Testing standards and relevant knowledge of vehicle specifications</p> <ul style="list-style-type: none"> ◆ Master the methods of handling testing data, such as the reliability assessment, data integration, quantification and presentation, etc. ◆ Master the standard parameters of various vehicle specifications and performance tests (e.g. manufacturer standard, approved international standard and respective regulations) <p>6.2 Analyse results, evaluate performance and make optimisation suggestions</p> <ul style="list-style-type: none"> ◆ Integrate, quantify and ascertain the reliability of data obtained from various testing items, and analyse the causes for discrepancies according to standard parameters ◆ Evaluate the performance and make optimisation suggestions, such as: <ul style="list-style-type: none"> • The effect of chassis stability control affected by the braking, suspension, steering and traction control systems, etc.

	<ul style="list-style-type: none"> • The anti-roll ability affected by factors of systems layout and vehicle body, etc. • The accuracy of illumination and aim alignment • The impact of the performance of the engine and its sub systems on power output and fuel consumption • The impact of the performance of emission control and after-treatment systems as well as the engine and its sub systems on the emission of pollutants concentration • The suppression effect of working noise • The smoothness and accuracy of automatic shift, etc. <p>◆ Review the effectiveness of respective analysis and evaluation, and capable to make adjustments or improvements</p>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the techniques of testing data handling and analysing, and compare the data with the standard parameters, so as to ascertain the performance of the testing items, and analyse the causes for discrepancies; and</p> <p>(ii) Capable to effectively evaluate the performance of vehicle systems and make optimisation suggestions, so as to enhance vehicle performance.</p>
8. Remarks	

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate sales and marketing strategies for vehicle services as well as financial budget
2. Code	AUSDSS601A
3. Range	This unit of competency is applicable to the operation management staff in the vehicle service/servicing centres. They should be capable to make professional judgement according to sales condition when calculating factors such as expenditure and profits etc. so as to formulate sales and marketing strategies that can enhance the profits of the organisation and lead organisational development.
4. Level	6
5. Credits	3(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Capable of establishing sales and marketing strategies for vehicle services as well as financial budget</p> <ul style="list-style-type: none"> ◆ Master knowledge on comprehensive analysis of the vehicle service/servicing industry, including: <ul style="list-style-type: none"> • The opportunities and threats brought to the organisation by the macro and micro environments of the market • The concepts of market positioning and market segmentation ◆ Master the trend of vehicle service products and information on technology development, including: <ul style="list-style-type: none"> • Conduct product analysis and compare core and supplementary service products with the major service products provided by other competitors in the market • The development trend of service products • Assess the development of service products from multi-channels

	<ul style="list-style-type: none"> ◆ Understand the theory of the calculation of operating cost, including: <ul style="list-style-type: none"> • Understand the principle and procedure of financial accounting • Calculate cost, expenditure and profits • Understand the relationship of cost accounting, management accounting and financial accounting <p>6.2 Formulate sales and marketing strategies as well as financial budget</p> <ul style="list-style-type: none"> ◆ Analyse market trend , compare the marketing strategies of other competitors identify and their market positioning ◆ Formulate sales and marketing strategies, including: <ul style="list-style-type: none"> • Determine market positioning and identify target customers • Prepare promotion and publicity strategies • Determine the focus of promotion portfolio • Formulate operating cost, expenditure and profits, etc. and respective financial budget and arrangements ◆ Assess the development trend and market demand for service products and formulate marketing strategies
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to apply market analysis and operation/sales strategies to make professional judgement, set objectives and formulate respective marketing plans; (ii) Capable to understand the complicated variables of operating expenditure and cost effectiveness and apply such knowledge to the automotive industry; and (iii) Capable to understand the development trend of the vehicle product market, assess the market movement of respective products and market demand so as to formulate marketing strategies.
8. Remarks	

Competencies for Practitioners of the Automotive Industry

Competency Level 7

Specification of Competency Standards for the Automotive Industry
Unit of Competency

1. Title	Formulate corporate development strategy
2. Code	AUSDOS701A
3. Range	This unit of competency is applicable to the senior decision-making and managerial staff of sizable enterprises in the automotive industry. They should be capable of understanding the overall development trend of the automotive industry in a business environment with continuous advancement in industrial technology and increasing demand on customer requirements so as to formulate development strategy for the enterprise.
4. Level	7
5. Credits	18(for reference only)
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Understand the environment of the society and the industry as well as the strength of the enterprise</p> <ul style="list-style-type: none"> ◆ Understand the society and the industry in terms of the development trend of the society and the automotive industry as well as the impact of respective international and local regulations on the industry ◆ Understand the economic development of the society <p>6.2 Formulate corporate development strategy</p> <ul style="list-style-type: none"> ◆ Analyse the culture behaviour and scope of services, etc. the enterprise to which one belongs to and those of the competitors as well ◆ Analyse various aspects of the organisation such as operation management, occupational safety and health, environmental protection management, quality management, human resources management, financial management, development of new services, risk management, etc. according to substantial data and evidence

	<ul style="list-style-type: none"> ◆ Collect information on the development of the enterprise for analysis and reference purposes; and compare it with the benchmark of the industry ◆ Formulate corporate development direction and strategy, such as: <ul style="list-style-type: none"> • Corporate development strategy • Business operation strategy • Human resources management strategy • Financial strategy • Services development strategy • Risk management strategy • Communication channels ◆ Assess the future development trend of vehicle technology and review the current operation management system so as to collaborate with the future overall corporate policy
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to formulate corporate development strategy for the enterprise by thoroughly analysing and integrating various sorts of information; and (ii) Capable to possess multiple-management skills so as to ensure that the corporate development strategy can advance with the times as well as harmonise internally.
8. Remarks	

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
1	<ul style="list-style-type: none"> - Employ recall and demonstrate elementary comprehension in a narrow range of areas with dependency on ideas of others - Exercise basic skills - Receive and pass on information - Use, under supervision or prompting, basic tools and materials. - Apply learnt responses to solve problems - Operate in familiar, personal and/or everyday contexts - Take some account, with prompting, of identified consequences of actions. 	<ul style="list-style-type: none"> - Operate mainly in closely defined and highly structured contexts - Carry out processes that are repetitive and predictable - Undertake the performance of clearly defined tasks - Assume a strictly limited range of roles. 	<ul style="list-style-type: none"> - The ability to perform tasks of routine and repetitive nature given clear direction - Carry out directed activity under close supervision - Rely entirely on external monitoring of output and quality 	<ul style="list-style-type: none"> - Use very simple skills with assistance — for example: - Take some part in discussions about straightforward subjects - Read and identify the main points and ideas from documents about straightforward subjects - Produce and respond to a limited range of simple, written and oral communications, in familiar/routine contexts - Carry out a limited range of simple tasks to process data and access information - Use a limited range of very simple and familiar numerical and pictorial data - Carry out calculations, using whole numbers and simple decimals to given levels of accuracy.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
2	<ul style="list-style-type: none"> - Apply knowledge based on an underpinning comprehension in a selected number of areas - Make comparisons with some valuation and interpret available information - Apply basic tools and materials and use rehearsed stages for solving problems. - Operate in familiar, personal and/or everyday contexts - Take account the identified consequences of actions. 	<ul style="list-style-type: none"> - Choose from a range of procedures performed in a number of contexts, a few of which may be non-routine - Co-ordinate with others to achieve common goals. 	<ul style="list-style-type: none"> - The ability to perform a range of tasks in predictable and structured contexts - Undertake directed activity with a degree of autonomy - Achieve outcomes within time constraints - Accept defined responsibility for quantity and quality of output subject to external quality checking. 	<ul style="list-style-type: none"> - Use skills with some assistance—for example: - Take active part in discussions about identified subjects - Identify the main points and ideas from documents and reproduce them in other contexts - Produce and respond to a specified range of written and oral communications, in familiar/routine contexts - Carry out a defined range of tasks to process data and access information - Use a limited range of familiar numerical and graphical data in everyday contexts - Carry out calculations, using percentages and graphical data to given levels of accuracy.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
3	<ul style="list-style-type: none"> - Apply knowledge and skills in a range of activities, demonstrating comprehension of relevant theories - Access, organize and evaluate information independently and make reasoned judgements in relation to a subject or discipline - Employ a range of responses to well defined, but sometimes unfamiliar or unpredictable, problems - Make generalizations and predictions in familiar contexts. 	<ul style="list-style-type: none"> - Operate in a variety of familiar and some unfamiliar contexts, using a known range of technical or learning skills - Select from a considerable choice of predetermined procedures - Give presentations to an audience 	<ul style="list-style-type: none"> - The ability to perform tasks in a broad range of predictable and structured contexts which may also involve some non-routine activities requiring a degree of individual responsibility - Engage in self-directed activity with guidance/evaluation - Accept responsibility for quantity and quality of output - Accept well defined but limited responsibility for the quantity and quality of the output of others 	<ul style="list-style-type: none"> - Use a wide range of largely routine and well practiced skills — for example: - Produce and respond to detailed and complex written and oral communication in familiar contexts, and use a suitable structure and style when writing extended documents. - Select and use standard applications to obtain, process and combine information - Use a wide range of numerical and graphical data in routine contexts, which may have some non-routine elements.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
4	<ul style="list-style-type: none"> - Develop a rigorous approach to the acquisition of a broad knowledge base, with some specialist knowledge in selected areas - Present and evaluate information, using it to plan and develop investigative strategies - Deal with well defined issues within largely familiar contexts, but extend this to some unfamiliar problems - Employ a range of specialised skills and approaches to generate a range of responses. 	<ul style="list-style-type: none"> - Operate in a range of varied and specific contexts involving some creative and non-routine activities - Exercise appropriate judgement in planning, selecting or presenting information, methods or resources - Carry out routine lines of enquiry, development of investigation into professional level issues and problems. 	<ul style="list-style-type: none"> - The ability to perform skilled tasks requiring some discretion and judgement, and undertake a supervisory role - Undertake self-directed and a some directive activity - Operate within broad general guidelines or functions - Take responsibility for the nature and quantity of own outputs - Meet specified quality standards - Accept some responsibility for the quantity and quality of the output of others. 	<ul style="list-style-type: none"> - Use a wide range of routine skills and some advanced skills associated with the subject/discipline — for example: - Present using a range of techniques to engage the audience in both familiar and some new contexts - Read and synthesize extended information from subject documents; organize information coherently, convey complex ideas in well-structured form - Use a range of IT applications to support and enhance work - Plan approaches to obtaining and using information, choose appropriate methods and data to justify results & choices - Carry out multi-stage calculations.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
5	<ul style="list-style-type: none"> - Generate ideas through the analysis of abstract information and concepts - Command wide ranging, specialized technical, creative and/or conceptual skills - Identify and analyse both routine and abstract professional problems and issues, and formulate evidence-based responses - Analyse, reformat and evaluate a wide range of information - Critically analyse, evaluate and/or synthesize ideas, concepts, information and issues - Draw on a range of sources in making judgments. 	<ul style="list-style-type: none"> - Utilise diagnostic and creative skills in a range of technical, professional or management functions - Exercise appropriate judgement in planning, design, technical and/or supervisory functions related to products, services, operations or processes. 	<ul style="list-style-type: none"> - Perform tasks involving planning, design, and technical skills, and involving some management functions - Accept responsibility and accountability within broad parameters for determining and achieving personal and/or group outcomes - Work under the mentoring of senior qualified practitioners - Deal with ethical issues, seeking guidance of others where appropriate. 	<ul style="list-style-type: none"> - Use a range of routine skills and some advanced and specialized skills in support of established practices in a subject/discipline, for example: - Make formal and informal presentations on standard/mainstream topics in the subject/discipline to a range of audiences - Participate in group discussions about complex subjects; create opportunities for others to contribute - Use a range of IT applications to support and enhance work - Interpret, use and evaluate numerical and graphical data to achieve goals/targets.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
6	<ul style="list-style-type: none"> - Critically review, consolidate, and extend a systematic, coherent body of knowledge - Utilise highly specialised technical research or scholastic skills across an area of study - Critically evaluate new information, concepts and evidence from a range of sources and develop creative responses - Critically review, consolidate and extend knowledge, skills practices and thinking in a subject/discipline - Deal with complex issues and make informed judgements in the absence of complete or consistent data/information. 	<ul style="list-style-type: none"> - Transfer and apply diagnostic and creative skills in a range of situations - Exercise appropriate judgement in complex planning, design, technical and/or management functions related to products, services operations or processes, including resourcing and evaluation - Conduct research, and/or advanced technical or professional activity - Design and apply appropriate research methodologies. 	<ul style="list-style-type: none"> - Apply knowledge and skills in a broad range of professional work activities - Practice significant autonomy in determining and achieving personal and/or group outcomes - Accept accountability in related decision making including use of supervision - Demonstrate leadership and /or make an identifiable contribution to change and development. 	<ul style="list-style-type: none"> - Communicate, using appropriate methods, to a range of audiences including peers, senior colleagues, specialists - Use a wide range of software to support and enhance work; identify refinements to existing software to increase effectiveness or specify new software - Undertake critical evaluations of a wide range of numerical and graphical data, and use calculations at various stages of the work.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
7	<ul style="list-style-type: none"> - Demonstrate and work with a critical overview of a subject or discipline, including an evaluative understanding of principal theories and concepts, and of its broad relationships with other disciplines - Identify, conceptualise and offer original and creative insights into new, complex and abstract ideas and information - Deal with very complex and/or new issues and make informed judgements in the absence of complete or consistent data/information - Make a significant and original contribution to a specialised field of inquiry, or to broader interdisciplinary relationships. 	<ul style="list-style-type: none"> - Demonstrate command of research and methodological issues and engage in critical dialogue - Develop creative and original responses to problems and issues in the context of new circumstances. 	<ul style="list-style-type: none"> - Apply knowledge and skills in a broad range of complex and professional work activities, including new and unforeseen circumstances - Demonstrate leadership and originality in tackling and solving problems - Accept accountability in related decision making - High degree of autonomy, with full responsibility for own work, and significant responsibility for others - Deal with complex ethical and professional issues. 	<ul style="list-style-type: none"> - Strategically use communication skills, adapting context and purpose to a range of audiences - Communicate at the standard of published academic work and/or critical dialogue - Monitor, review and reflect on own work and skill development, and change and adapt in the light of new demands - Use a range of software and specify software requirements to enhance work, anticipating future requirements - Critically evaluate numerical and graphical data, and employ such data extensively.

Coding Criteria

Major Functional areas	Codes
Operation Management	
(i) Operation Strategy	OS
(ii) Financial Management	FM
(iii) Human Resources Management	HR
(iv) Operation Facility Management	OF
(v) Quality Management	QM
Sales and Marketing	
(i) Vehicle Sales	SA
(ii) Vehicle Marketing	SM
(iii) Customer Service	CS
Parts Management	
(i) Parts and Accessories Sales	PS
(ii) Inventory Control and Management	IC
(iii) Purchasing Management	PU
(iv) Warehouse Management	WM
Vehicle Servicing	
(i) Vehicle Servicing and Testing	ST
(ii) Service sales and Support	SS
(iii) Vehicle Damage Surveying	DS
(iv) Commercial Vehicle Body Design and Building	BB
Common competency	
(i) Denotes the unit of competency applicable to more than one functional area	CN

