

## **Assessment Requirements**

### **Unit AE10K – Knowledge of Conducting Vehicle Enhancement and Installation Consultations with Customers in the Motor Vehicle Environment**

#### **Content:**

#### **The identification of different types of electrical enhancement systems and components**

- a. Systems and components to include:
  - i. radio/CD players
  - ii. multi-play CD players
  - iii. DVD
  - iv. MP3 players
  - v. speakers
  - vi. aerial systems
  - vii. amplifiers
  - viii. visual display screens
  - ix. satellite navigation
  - x. mobile communication units
  - xi. networking systems
  - xii. body electrical systems

#### **The function of component parts in the electrical enhancement systems**

- a. Components include:
  - i. radio
  - ii. CD
  - iii. video
  - iv. DVD players
  - v. aerial systems
  - vi. speakers
  - vii. amplifiers
  - viii. visual display screens
  - ix. mobile communication systems
  - x. networking systems
  - xi. body electrical systems
  - xii. data logging

#### **The operating principles of electrical enhancement systems**

- a. Operation of electrical enhancement systems
  - i. in car entertainment
  - ii. audio systems
  - iii. communication systems
  - iv. networking systems
  - v. body electrical systems

#### **The relevant legislation relevant to the electrical enhancement systems**

- a. Find and apply all relevant legislation for the fitment and use of electrical enhancement systems.

#### **Show positive personal image**

- a. The importance of achieving and maintaining a physical appearance suitable for the motor industry

- b. Why it is important to maintain good personal appearance whilst working in the motor industry
- c. The use of simple body language such as body posture, eye contact and smiling and recognize it in others
- d. How to meet and greet customers and recognize the importance of making a customer feel welcome
- e. How to start conversations.

#### **Respond to different types of motor industry customer**

- a. Why it is important to be able to assist all customers equally
- b. How best to assist customers with physical needs
- c. How best to assist customers with sensory needs
- d. How best to assist customers with learning needs
- e. How best to assist customers from other cultures
- f. The communication methods best suited to the needs of the individual customer

#### **Respond to a motor industry customer by telephone**

- a. The importance of using the correct greeting for incoming calls
- b. The correct methods for dealing with telephone enquiries
- c. The importance of obtaining and providing names
- d. The importance of creating a positive impression on the telephone
- e. Why it is important to record information
- f. Select the correct questioning techniques used to obtain information over the telephone
- g. The correct procedures for dealing with telephone calls.

#### **Handle motor industry customer complaints**

- a. The variety of emotions customers may display when complaining
- b. Identify that some customers are experienced at complaining and will need to be assisted in a specific manner
- c. Explain that some unhappy customers may be reluctant to complain and they will need to be made to feel comfortable to do so
- d. Explain why it is important to try to resolve a customer's complaint
- e. Identify the importance of active listening
- f. Explain how to approach a customer
- g. Recognise the limits of their own authority and who to refer to when customer requests are outside own limitations.