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Department of Skills Development (DSD)
Federal Government Administrative Centre
62530 PUTRAJAYA, MALAYSIA

NATIONAL OCCUPATIONAL SKILLS STANDARD

OPERASI SERVIS SELEPAS JUALAN – KENDERAAN BERMOTOR

MOTOR VEHICLES - AFTER SALES SERVICE OPERATION

LEVEL 4

G452-002-4:2017

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Table of Contents

i.	Abbreviation	i
ii.	Glossary	ii
iii.	List of Figures	vii
iv.	List of Tables & Flowchart	vii
1.	Introduction	1
1.1.	Occupation overview	1
1.2.	Justification and rational of NOSS development	2
2.	Occupational Structure (OS)	3
3.	Occupational Area Structure (OAS)	4
4.	Definition of Competency Levels	5
5.	Award of Certificate	6
6.	Job Competencies	6
6.1.	Work Conditions	6
6.2.	Employment Prospects	6
6.3.	Career Advancement	7
6.4.	Sources of Additional Information	7
6.5.	Acknowledgement	10
6.6.	NOSS Development Committee Members	11
7.	Competency Profile Chart (CPC)	13
8.	Competency Profile (CP)	14
9.	Curriculum of Competency Unit (CoCU)	28
10.	Training Hour Summary	68

i. Abbreviation

MITI	Ministry of International Trade and Industry
MOHR	Ministry Of Human Resources
DSD	Department of Skills Development
MAI	Malaysia Automotive Institute
KPDNKK	Ministry of Domestic Trade, Cooperatives & Consumerism
MAA	Malaysian Automotive Association
PIAM	Persatuan Insuran Am Malaysia
EC	Evaluation Committee
STEC	Standard Technical Evaluation Committee
SDC	Standard Development Committee
5S	Seiri, Seiton, Seiso, Seiketsu & Shitsuke
3R	Reuse, Recycle and Reduce
KRA	Key Result Area
KPI	Key Performance Indicator
HVAC	Heating, Ventilation and Air Conditioning
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
VIN	Vehicle Identification Number
MRO	Maintenance, Repair and Operations

ii. Glossary

Ethics	Ethics, sometimes known as moral philosophy, is a branch of philosophy that involves systematizing, defending and recommending concepts of right and wrong conduct, often addressing disputes of moral diversity.
Brake fluid	The fluid used in the hydraulic brake system
Brake lines, hoses & connections	Tubes and their connections that carry brake fluid between the various components in a vehicles brake system
Cabin	The cabin or cab of a truck is an enclosed space in a truck where the driver is seated. Modern long-haul trucks cabs usually feature air conditioning, heater, a good sound system, and ergonomic seats (often air-suspended).
Caliper type	The type of brake caliper: monoblock, sliding or dual sliding
Carburettor	A device used on older internal combustion gasoline engines that is mounted on the engines intake manifold and supplies fuel to the engine
Catalytic converter	A canister in the exhaust system, usually situated before the muffler, containing a substance that reacts chemically with the exhaust in order to reduce harmful emissions
Chassis	A chassis consists of an internal vehicle frame that supports a manmade object in its construction and use. It is analogous to an animal's skeleton. An example of a chassis is the underpart of a motor vehicle, consisting of the frame (on which the body is mounted).
Clutch fluid	The liquid used in a hydraulic clutch system that helps disengage the clutch from the flywheel.
Clutch master cylinder	In a manual-transmission vehicle with a hydraulically actuated clutch, a small-bore hydraulic cylinder mechanically connected to the clutch pedal that actuates a slave cylinder, which in turn actuates the clutch fork that disengages the clutch when the clutch pedal is depressed.
Clutch pedal	A pedal located on the floor of the vehicle to the left of the brake pedal that, when depressed, disengages the clutch from the flywheel.
Coolant	Also known as "antifreeze." A mixture of water and ethylene glycol that has both a higher boiling point and a lower freezing point than plain water.

Differential fluid	The liquid used for lubricating gears inside the differential.
Drive train mounts	Flexible, energy-absorbing components that attach parts of a vehicles drive train (for example, the transmission, transfer case or differential housing) to the chassis.
Engine oil	A substance that lubricates and cools the moving parts of the engine and reduces corrosion and the formation of rust.
Engine performance	An engines ability to do work in terms of horsepower, torque or efficiency.
HVAC	HVAC (stands for Heating, Ventilation and Air Conditioning) is a control system that applies regulation to a heating and/or air conditioning system. Usually a sensing device is used to compare the actual state (e.g., temperature) with a target state. Then the control system draws a conclusion what action has to be taken (e.g., start the blower).
Ignition timing	The process of setting the time that a spark will occur in the combustion chamber (during the power stroke) relative to piston position and crankshaft angular velocity
Inspection	An inspection is, most generally, an organized examination or formal evaluation exercise. In engineering activities inspection involves the measurements, tests, and gauges applied to certain characteristics in regard to an object or activity. The results are usually compared to specified requirements and standards for determining whether the item or activity is in line with these targets, often with a Standard Inspection Procedure in place to ensure consistent checking. Inspections are usually non-destructive.
Job Order	A work order or job order is an order received by an organization from a customer or client, or an order created internally within the organization. A work order may be for products or services.
Manual transmission	A transmission that uses a clutch and a shift (gear) selector to change gears.
Manual transmission fluid	The fluid used for lubricating and cooling a manual transmission.
OEM	Original equipment manufacturer, i.e., the manufacturer of a vehicle.
Power steering	An electric and/or hydraulic system that multiplies, for ease and comfort, the force a driver exerts on the steering wheel.

Power steering fluid	Hydraulic fluid used in a power steering system
Powertrain	In a motor vehicle, the term powertrain describes the main components that generate power and deliver it to the road surface, water, or air. This includes the engine, transmission, drive shafts, differentials, and the final drive (drive wheels, continuous track as in military tanks or caterpillar tractors, propeller, etc.). Sometimes "powertrain" is used to refer to simply the engine and transmission, including the other components only if they are integral to the transmission. A motor vehicle's driveline or drivetrain consists of the parts of the powertrain excluding the engine and transmission. It is the portion of a vehicle, after the transmission, that changes depending on whether a vehicle is front-wheel, rear-wheel, or four-wheel drive, or less-common six-wheel or eight-wheel drive
PPE	Personal Protective Equipment (PPE) refers to protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter.
Radiator hoses	The tubes between the radiator and the engine.
Service	A Service is a set of actions or solutions that are put in place or are performed to provide a repeatable and consistent set of outcomes, deliverables, and performance for people, organizations, and systems that represent consumers or beneficiaries of such results
SOP	Standard Operating Procedure (SOP) are detailed written instructions to achieve uniformity of the performance of a specific function
Steering linkage	The arrangement of rods and lubricated joints connecting the steering gearbox to the wheel spindles.
Steering rack	The steering component that converts the rotational motion of the steering wheel to the horizontal motion necessary to operate the steering linkage.
Supercharger	A device powered by a belt, gear, shaft or chain connected to the engines crankshaft that forces air into an internal-combustion engine in order to increase engine power.
Tie rod ends	Ball and socket parts of the steering linkage that connect the wheel spindles to the rack and pinion or centre link.

Trailer	A trailer is generally an unpowered vehicle towed by a powered vehicle. It is commonly used for the transport of goods and materials. Sometimes recreational vehicles, travel trailers, or mobile homes with limited living facilities, where people can camp or stay have been referred to as trailers. In earlier days, many such vehicles were towable trailers.
Transaxle	A combination transmission and differential/drive axle assembly.
Transfer case fluid	Lubricant used in the transfer case.
Turbocharger	Sometimes referred to as a "turbosupercharger." A device that uses an exhaust-driven turbine to force air into an internal-combustion engine in order to increase engine power.
VIN	A vehicle identification number (VIN), is a unique code including a serial number, used by the automotive industry to identify individual motor vehicles, towed vehicles, motorcycles, scooters and mopeds.
Water pump	A device that circulates coolant through a vehicles cooling system.
Wheel alignment	The adjustment of various components to meet predetermined specifications for camber, caster, toe and ride height.
Maintenance, repair and overhaul	<p>Maintenance, repair and operations or maintenance, repair, and overhaul (MRO) involves fixing any sort of mechanical, plumbing or electrical device should it become out of order or broken (known as repair, unscheduled, or casualty maintenance). It also includes performing routine actions which keep the device in working order (known as scheduled maintenance) or prevent trouble from arising (preventive maintenance). MRO may be defined as, "All actions which have the objective of retaining or restoring an item in or to a state in which it can perform its required function. The actions include the combination of all technical and corresponding administrative, managerial, and supervision actions."</p> <p>MRO operations can be categorised by whether the product remains the property of the customer, i.e. a service is being offered, or whether the product is bought by the reprocessing organisation and sold to any customer wishing to make the purchase. In the former case it may be a back shop operation within a larger organization or smaller operation.</p>

	<p>The former of these represents a closed loop supply chain and usually has the scope of maintenance, repair or overhaul of the product. The latter of the categorisations is an open loop supply chain and is typified by refurbishment and remanufacture. The main characteristic of the closed loop system is that the demand for a product is matched with the supply of a used product. Neglecting asset write-offs and exceptional activities the total population of the product between the customer and the service provider remains constant.</p>
Commercial	<p>A commercial vehicle is any type of motor vehicle used for transporting goods or paid passengers. The European Union defines "commercial motor vehicle" as any motorised road vehicle, that by its type of construction and equipment is designed for, and capable of transporting, whether for payment or not: more than nine persons, including the driver; goods and "standard fuel tanks". This means the tanks permanently fixed by the manufacturer to all motor vehicles of the same type as the vehicle in question and whose permanent fitting lets fuel be used directly, both for propulsion and, where appropriate, to power a refrigeration system. Gas tanks fitted to motor vehicles for the direct use of diesel as a fuel are considered standard fuel tanks. Commercial vehicle are consist of truck, semi-truck (articulated lorry), van, coach, bus, taxicab, trailers, box truck (also known as a straight truck) and also travel trailers.</p>

iii. List of Figures

Figure 1.1: Occupational Structure for Automotive industry Sub-Sector of Automotive work in Malaysia

Figure 1.2: Occupational Area Structure for Automotive industry Sub-Sector of Automotive work in Malaysia

iv. List of Tables & Flowchart

No table of figures entries found.

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;

AFTER SALES - SERVICE OPERATION

LEVEL 4

G452-002-4:2017

1. Introduction

1.1. Occupation overview

The Malaysian automotive aftermarket is moving towards a vibrant, fast-moving business landscape, and like any market subject to constant change, its success depends on automotive managers with a management skills that is able to keep up with commercial, technological and regulatory developments that are evolving.

Managing a workshop is not all about fixing cars. Today, the manager needs to be a master of many disciplines accounting, cost control, sales, human resources and marketing, to name a few.

The mobile, digital and social media proliferation has created knowledgeable consumers, where they can now access diverse information ranging from vehicle performance, to cost of ownership and financing, to ownership and aftersales experiences; which has resulted in shifts in consumer expectations compelling the automotive aftermarket retailers to focus more on relationships and experiences than mere provision of technical aftersales and services. This will drive the need for a personalised and relevant customer experience throughout the customer journey.

Thus, today's automotive managers require skill sets that will build the foundation for the next generation of business. Strategic vision, the ability to grow the company, versatility in building talent, commercial savvy, the capacity to discern risk all exemplify the skill set for automotive managers today. Additionally, as the baby boomer retirement looms, it's imperative to act now to equip the next generation of automotive managers.

The revision and upgrading of the current NOSS aims to lay the foundation for the development of administration and management qualification across the automotive aftermarket eco-system. The administration qualifications are for any individual who is, or wishes to be, involved in the administration function in an automotive retail environment. It contains all the competencies, skills and values required by a learner who wishes to follow a learning pathway through the NOSS at the SKM level.

The qualifications in **Level 4 After Sales - Service Operation** specifically develop management competencies required by learners who are currently operating as junior supervisors. This qualification introduce key terms, rules, concepts, principles and practices of management that will enable learners to be informed managers in any occupation. They

have also been developed to enable managers or prospective managers to access higher education and provide flexible access to life-long learning. The scope of management covers five domains: rules and regulatory compliance, HR management, operational management, business strategy management and customer relationship management. Ultimately, this qualification are aimed at improving the productivity and efficiency of managers within the Malaysian automotive retail industry.

This qualification has been devised to produce well rounded, confident and junior professional managers who will have a solid understanding of the foundations of various major business processes. Beyond that however, they will also be versed in the less obvious subtleties. This could include areas such as interpersonal skills, conflict management, business ethics, motivation and so forth. It is in these often indefinable areas and qualities that leadership resides.

An important aspect of this qualification is that students will initially be expected to review their own approach to work, career and personal goals. They will be expected to develop the necessary understanding and awareness of what it requires to be a successful manager. The principle that you cannot manager and lead anybody else until you can manage and lead yourself underpins the basic premise of the entire qualification.

The vision of this qualification is the production of well rounded, mature, responsible and energised students who are ready, willing and capable of facing the challenges of leading in today's dynamic business environment. In the short term, there is a clear need for stakeholders across the automotive retail ecosystem to undertake significant change management to catch up with the broader retail industry.

1.2. Justification and rational of NOSS development

This NOSS document is an upgrade from the last document that using DECUM format, which are not very specific and doesn't have CU (competencies unit) in the NOSS only Duty and Task. Within this new revised NOSS, there will be an update information regarding the industry and the knowledge to be used in the training, from the old format DECUM NOSS, the document only specific certain scope of duty and task and are not up to date with the current knowledge and trend. There are 7 duty and 51 task, this duty are administer rules and regulations, manage human resource functions, manage business strategy and business planning, manage departmental facilities and equipment, perform marketing activities, manage quality control process and manage inventory activities.

To compare with the old DACUM NOSS, this new revised NOSS have total of 5 core Competencies Unit and 24 work activities, that is more critical on the current industrial practice, they are rules & regulations compliance monitoring, human capital requirements coordination, business strategy implementation, facilities & inventory utilisation coordination, quality customer service implementation, each Core CU are more focus on their own activities and because of this the trainee can easily understand the real aspect of their own work area and responsibilities.

2. Occupational Structure (OS)

SECTOR	WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES (G)							
SUB SECTOR	MAINTENANCE AND REPAIR OF MOTOR VEHICLES (452)							
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE							
LEVEL/ SUB AREA	AUTOMOTIVE MECHATRONIC WORK	WHEEL & SUSPENSION WORK	AUTOMOTIVE WORK	HEATING VENTILATION AIR CONDITIONING (HVAC) WORK	ACCESSORY SERVICE	EEV-HYBRID SYSTEM WORK	NGV SYSTEM WORK	POWERTRAIN WORK
L5	SERVICE MANAGER							
L4	SERVICE EXECUTIVE							
L3	DIAGNOSTIC TECHNICIAN	DIAGNOSTIC TECHNICIAN	DIAGNOSTIC TECHNICIAN	DIAGNOSTIC TECHNICIAN	DIAGNOSTIC TECHNICIAN	DIAGNOSTIC TECHNICIAN	DIAGNOSTIC TECHNICIAN	DIAGNOSTIC TECHNICIAN
L2	REPAIR TECHNICIAN	REPAIR TECHNICIAN	REPAIR TECHNICIAN	REPAIR TECHNICIAN	REPAIR TECHNICIAN	REPAIR TECHNICIAN	REPAIR TECHNICIAN	REPAIR TECHNICIAN
L1	SERVICE TECHNICIAN							

Figure 1.1: Occupational Structure for Automotive industry Sub-Sector of Automotive work in Malaysia

3. Occupational Area Structure (OAS)

SECTOR	TRANSPORTATION							
SUB SECTOR	AUTOMOTIVE							
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE							
LEVEL/ SUB AREA	AUTOMOTIVE MECHATRONIC WORK	WHEEL & SUSPENSION WORK	AUTOMOTIVE WORK	HEATING VENTILATION AIR CONDITIONING (HVAC) WORK	ACCESSORY WORK	EEV-HYBRID SYSTEM WORK	NGV SYSTEM WORK	POWERTRAIN WORK
L5	AFTER SALES – SERVICE MANAGEMENT							
L4	AFTER SALES - SERVICE OPERATION							
L3	ELECTRICAL & ELECTRONIC - DIAGNOSE SERVICE	LIGHT VEHICLE WHEEL & SUSPENSION-TROUBLESHOOTING SERVICE	LIGHT VEHICLE - DIAGNOSE SERVICE	HVAC - DIAGNOSE SERVICE	ACCESSORY-DIAGNOSE SERVICE	EEV-HYBRID SYSTEM DIAGNOSE SERVICE	NGV - DIAGNOSE SERVICE	POWERTRAIN-DIAGNOSE SERVICE
L2	ELECTRICAL & ELECTRONIC - REPAIR SERVICE	LIGHT VEHICLE WHEEL & SUSPENSION - REPAIR SERVICE	LIGHT VEHICLE-REPAIR SERVICE	HVAC-REPAIR SERVICE	ACCESSORY-REPAIR SERVICE	EEV-HYBRID SYSTEM-INSPECTION SERVICE	NGV-REPAIR SERVICE	POWERTRAIN - REPAIR SERVICE
L1	VEHICLE MAINTENANCE & SERVICE							

Figure 1.2: Occupational Area Structure for Automotive industry, Sub-Sector of Automotive work in Malaysia

4. Definition of Competency Levels

The NOSS is developed for various occupational areas. Candidates for certification will be assessed and trained at certain levels to substantiate their competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1: (Operation Level)	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate Level 2: (Operation Level)	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Malaysia Skills Certificate Level 3: (Supervisory Level)	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Malaysia Skills Diploma Level 4: (Executive Level)	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Malaysia Skills Advanced Diploma Level 5: (Managerial Level)	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

5. Award of Certificate

The Director General shall award, to any person upon completing successfully the NOSS program following skills level qualifications as stipulated under the National Skills Development Act, 652:-

- A certificate issued by Department of Skills Development (DSD), Certificate of Skills (SKM), Level 4, upon the completion of all Core Competency Unit of the NOSS
- A Certificate of Partial Completion (PC), upon completion of single Competency Unit

6. Job Competencies

The After Sales - Service Operation (Level 4) personnel is competent in performing the following core competencies:-

- a. Rules & Regulations Compliance Monitoring
- b. Human Capital Requirements Coordination
- c. Business Strategy Implementation
- d. Facilities & Inventory Utilisation Coordination
- e. Quality Customer Service Implementation

6.1. Work Conditions

- He/she may be required to work at the odd hours to service automobiles, including basic repair work, replacing of parts, diagnosis of vehicle malfunctions, appraising, evaluating or estimating the extent or value of vehicle damage.
- He/she must possess the ability to work independently for an extended period of time.
- He/she should have the passion and desire for excellence work, results driven, meticulous, detailed oriented type of job, safety conscious, thoroughness, reliable.
- He/she needs to demonstrate good employability skills, courteous, integrity, creativity, open minded, far-sighted and positive thinking at all times

6.2. Employment Prospects

Employment of automotive service technicians and mechanics are projected to grow with the average rate of growth through 2014. For the period 2014-2020, the population is expected to grow, thereby increasing demand for automobiles and consequently boosting demand for regular maintenance and service of these vehicles. With the increase in rising incomes, more people will be able to own more than one vehicle, and the number on passenger cars will also likely to be increased. As a result, the demand for vehicle maintenance will also increase, parallel with the growing vehicle volume on the road.

Malaysian market

- Growth of sector/ sub sector/ area/ sub area in Malaysia
- Employment opportunities in Malaysia
- List of industry sector employers
- Codes, standards and practices in area/ sub area in Malaysia

International market (optional)

- Growth of sector/ sub sector/ area/ sub area internationally
- Employment opportunities internationally
- Codes, standards and practices in area/ sub area internationally

6.3. Career Advancement

This section describes the pathway of a personnel in skill and knowledge improvement, after completing the NOSS program.

i. Training for advancement

Growth in employment will likely remain within dealerships and service shops. The increase in small retail shops that offer after-warranty repairs, such as oil changes, brake-repair, air-conditioner service and other small repairs that take less than 4 hours will help create more jobs in the industry. Also for retailers and distributors of vehicle need the expertise or competent workers to manage the company well. Besides new position availability caused by the industry growth, new job openings are also expected to take place caused by migration of workforce to different jobs and retirement. The automotive industry stands firmly despite the state of the economy of one nation as has gained stability over the years, driven by the demand by the consumer especially in the after sales segment. Hence it is justified to state that the advancement of a personnel in this field is well stabilized.

Personnel that competent in this NOSS can work and manage a mechanic workshop or service centre to showrooms or vehicle retailers and distributors.

ii. Industrial Recognition

Automotive service technicians typically achieve certification by the DSD and industrial recognition from Malaysia Automotive Institute (MAI). There are also special recognition and accreditation for specific module training for existing skill workers that will then be awarded with the Accreditation to Prior Achievement (APA) from DSD. Eligible candidate may receive industry lead bodies recognition upon the successful completion in experiential learning and industrial exposure in the workplace during their employment and occupational study. The industry also recognize that the personnel that competent in this sector can traverse from a normal mechanic workshop to vehicle retailers and distributors.

6.4. Sources of Additional Information

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

- a. Ministry of International Trade and Industry (MITI)**
No. 7, Menara MITI,
Jalan Sultan Haji Ahmad Shah,
50480 Kuala Lumpur, Malaysia.
Tel: 603-8000 8000
Fax: 03-6202 3446
Email: webmiti@miti.gov.my
- b. Malaysia Automotive Institute (MAI)**
Block 2280, Jalan Usahawan 2, Cyber 6
63000 Cyberjaya, Selangor, MALAYSIA
Tel: 603-8318 7742
Fax: 603-8318 7743
Email: autoaftermarket@mai.org.my
- c. Ministry of Domestic Trade, Cooperatives & Consumerism (KPDNKK)**
No. 13, Persiaran Perdana,
Presint 2,
62623 Putrajaya, Malaysia
Tel: 603-80008000
Fax: 603-88825762
Email: e-aduan.kpdnkk.gov.my
- d. Ministry Of Transport (MOT)**
No. 26, Jalan Tun Hussein, Presint 4,
62100 W.P. Putrajaya, Malaysia.
Tel: 603-8000 8000
Fax: 603-8888 0158
Email: aduan@mot.gov.my
- e. Malaysian Automotive Association (MAA)**
F-1-47, Block F, Jalan PJU 1A/3
Taipan Damansara 2, Parcel 1
Ara Damansara, 47301 Petaling Jaya
Selangor Darul Ehsan
Tel: 6 03 7843 9947 (hunting line)
Fax: 6 03 7843 0847
Email: secretariat@maa.org.my

f. Malaysian Takaful Association

21st Floor, Menara Takaful Malaysia
No 4, Jalan Sultan Sulaiman
50000, Kuala Lumpur, Malaysia
Tel: 603 20318160
Fax: 603 20318170

g. Federation of Motor & Credit Company Association of Malaysia

85A, Jalan Jejaka 2, Taman Maluri,
Off Jalan Cheras, 55100 Kuala Lumpur
Tel: 603-9200 6880
Fax: 603-9200 7208

h. Persatuan Insuran Am Malaysia (PIAM)

3rd Floor Wisma PIAM 150 Jalan Tun Sambanthan,
Kuala Lumpur, 50470, Kuala Lumpur
Tel: 03-2274 7399
Fax: 03-2274 5910
Email: pic@piam.org.my

6.5. Acknowledgement

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

This standard has been checked by the Evaluation Committee (EC). Panel members of EC are listed below:

STANDARD TECHNICAL EVALUATION COMMITTEE (STEC)		
1	Mr. Wan Husnie Razak Bin Wan Abdul Rahman	Technical Training Manager BMW Group Malaysia
2	Mr. Hung Yew Kim	Section Manager Perusahaan Otomobil Nasional Berhad
3	Mr. Cheah Wing Yew	Adviser - Technical Services & AfterSales Bermaz Motor Trading Sdn Bhd

6.6. NOSS Development Committee Members

AFTERSALES - SERVICE CONTROL OPERATION LEVEL 4 G452-002-4:2017

STANDARD DEVELOPMENT COMMITTEE (SDC)		
1.	Mr. Nor Fairuzzan Bin Deraman	General Manager Amat Tulus Sdn Bhd
2.	Mr. Wan Sarahuddin Wan Abdullah	CEO Grande Motorsports
3.	Mr. Mohammed Adli Adun	Executive Proton Edar
4.	Mr. Syukri Bin Ismail	Head Forman KJB Auto Sdn Bhd
5.	Mr. Cho Chee Seng	Advisor Malaysia Automotive Institute (MAI)
6.	Mr. Samsudin Mamat @ Daud	General Manager, After Market Malaysia Automotive Institute (MAI)
7.	Ms. Noor Azlina Mohd Salleh	International Liason Officer/Co-ordinator Industrial, Community and Alumni Networking/Senior Lecturer Faculty of Mechanical Engineering UITM
8.	Mr. Tan Jee Khiang (Kevin)	Technical Support Trainee Hap Seng Start Sdn Bhd (Mercedes-Benz)
9.	Mr. Tan Choon Yeap	Head Researcher Of Management & Compliance MIROS
10.	Mr. Devindran Ramanathan	Managing Director ACS Asiapac Sdn Bhd
11.	Siti Maisarah Mohd Pital	Head of Department of After Market Malaysia Automotive Institute (MAI)
FACILITATOR		
12.	Mr. Mohd Firdaus Mohd Munir	Malaysia Automotive Institute (MAI)

STANDARD CONTENT

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;

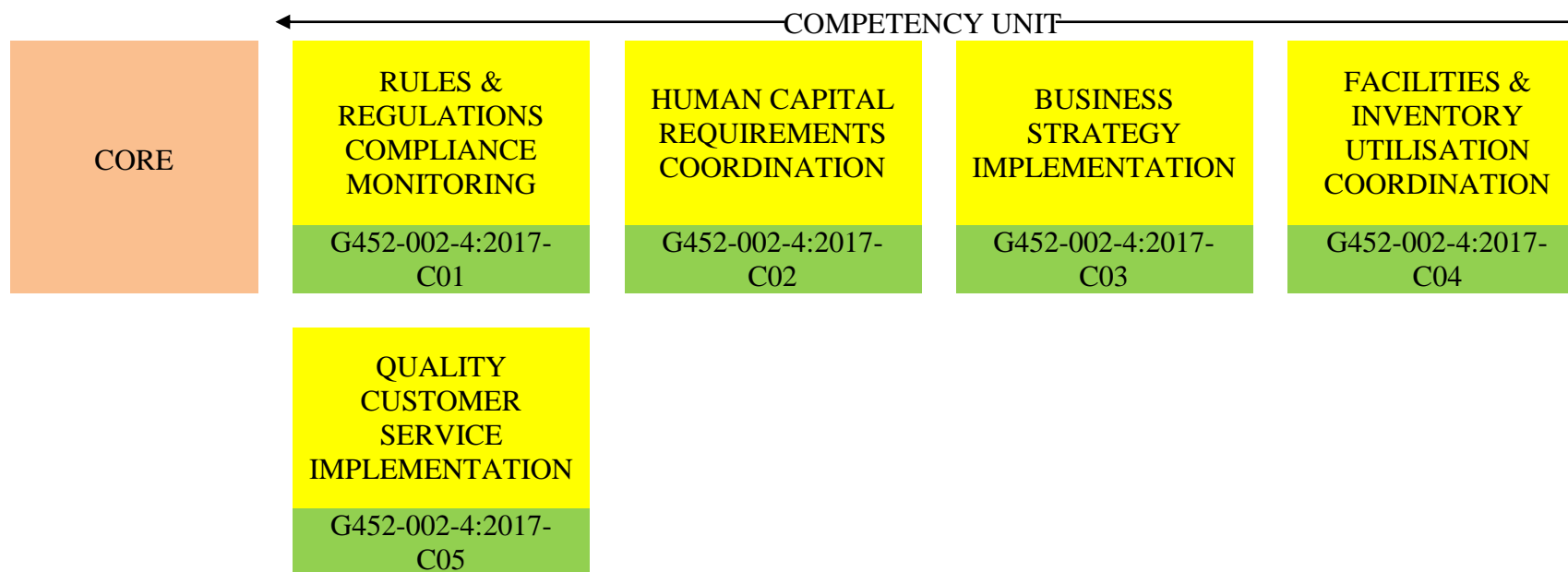
AFTER SALES - SERVICE OPERATION

LEVEL 4

G452-002-4:2017

7. Competency Profile Chart (CPC)

SECTOR	WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES (G)		
SUB SECTOR	MAINTENANCE AND REPAIR OF MOTOR VEHICLES (452)		
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE		
NOSS TITLE	AFTER SALES - SERVICE OPERATION		
JOB LEVEL	FOUR (4)	NOSS CODE	G452-002-4:2017



8. Competency Profile (CP)

SECTOR	WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES (G)		
SUB SECTOR	MAINTENANCE AND REPAIR OF MOTOR VEHICLES (452)		
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE		
NOSS TITLE	AFTER SALES - SERVICE OPERATION		
JOB LEVEL	FOUR (4)	NOSS CODE	G452-002-4:2017

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1. Rules & Regulations Compliance Monitoring	G452-002-4:2017-C01	Rules & Regulations compliance monitoring describes the competency in monitoring the compliance of the company by the rules and regulation prepared and stated for the company in aspect of safety, law abiding rules and also for internal & external audit process.	1. Identify Rules & Regulations.	1.1 List of internal & external rules & regulations compliance for the company acquired in accordance with local council requirements. 1.2 Compliance of the rules & regulations for the company interpreted. 1.3 The compliance of the rules and regulations determined in accordance with local council requirements.
		A person who is competent in the rules & regulations compliance monitoring shall be able to identify rules & regulations, conduct rules & regulations audit, plan preventive action, plan corrective action and review rules & regulations compliance monitoring	2. Conduct Rules & Regulations Audit.	2.1 Rules and regulations audit plan completed in accordance with local council requirements 2.2 Rules and regulations audit checklist completed in accordance with local council requirements 2.3 Audit report completed and presented in accordance with local council requirements.

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		The outcome of this competency is to identify rules and regulations of the company, perform audit, do preventive & corrective action and review compliance monitoring for the company in accordance with the company rule and regulations, SOP and company manpower requirements.	3. Plan Rules & Regulations Preventive Action	3.1 Needs of preventive action activities determined in accordance with local council requirements. 3.2 Preventive action plan checklist completed in accordance with local council requirements. 3.3 Awareness briefing carried out in accordance with local council requirements.
	4. Plan Rules & Regulations Corrective Action.		4.1 Awareness briefing carried out in accordance with local council requirements 4.2 Needs of corrective action activities determined in accordance with local council requirements. 4.3 Corrective action plan checklist completed in accordance with local council requirements. 4.4 Corrective action training carried out in accordance with the company requirement 4.5 Corrective action training evaluation identified in accordance with company policies.	
	5. Monitor Rules & Regulations Compliance.		5.1 Rules & Regulations compliance monitoring report obtained in accordance with company policies.	

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>5.2 Content of report assessed and interpreted.</p> <p>5.3 Report documents prepared in accordance with company policies.</p>
2. Human Capital Requirements Coordination	G452-002-4:2017-C02	<p>Human Capital Requirements Coordination describes the competency in coordinating manpower requirements by performing training for the new and current staff, maintain the effectiveness of the training and also recruiting new staff.</p>	1. Coordinate Manpower Requirements	<p>1.1 Manpower requisition plan acquired in accordance with the company policies.</p> <p>1.2 Manpower requisition plan acknowledged and determined in accordance with the company requirements.</p> <p>1.3 Recruitment process adhered in accordance with company recruitment procedure.</p>
		<p>A competent person in this cu shall be able to coordinate manpower requirements, perform staff training, evaluate post-training effectiveness and prepare human capital requirements coordination summary report in accordance with company requirements.</p> <p>The outcome of this competency is to make sure the newly recruited staff are</p>	2. Perform Staff Training	<p>2.1 Staff performance appraised in accordance with company policies.</p> <p>2.2 Manpower training requirements interpreted in accordance with company business plan.</p> <p>2.3 Staff training plan requirements determined in accordance with company business plan.</p> <p>2.4 Training carried out in accordance with the company requirement</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		following the needs and requirement of the company, staff are properly trained and evaluated in accordance with the company rule and regulations, SOPs and company manpower requirements.	3. Evaluate Post-Training Effectiveness	<p>3.1 Training evaluation effectiveness procedure prepared in accordance with the training requirements.</p> <p>3.2 Evaluation procedures determined in accordance with the training requirements.</p> <p>3.3 Evaluation procedures carried out in accordance with company policies.</p> <p>3.4 Training evaluation report completed and submitted.</p>
			4. Prepare Human Capital Requirements Coordination Summary Report.	<p>4.1 Summary reports gathered and interpreted in accordance with the human capital requirements coordination.</p> <p>4.2 Report findings interpreted and checked with the compliance of the company in accordance with the company requirement</p> <p>4.3 Capital Requirements Coordination summary report prepared and submitted in accordance with the company requirement.</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
3. Business Strategy Implementation	G452-002-4:2017-C03	<p>Business Strategy Implementation describes the competency in developing and executing a new business plan to help increase sales of the company products or service to consumers.</p> <p>A competent person in this CU shall be able to analyse business strategy plan, formulate marketing plan, execute business strategy and review business strategy execution in accordance with the company business strategy requirement.</p> <p>The outcome of this competency is to develop and execute business strategy along with monitoring the implementation.</p>	1. Analyse Business Strategy Plan	<p>1.1 Existing company strategies assessed and compared in accordance with company performance report.</p> <p>1.2 Company business strategies aligned in accordance with the company vision & mission</p> <p>1.3 Business stakeholder are consultation and advice sought and assessed in accordance with the company business strategy requirement.</p> <p>1.4 Market condition requirement interpreted and mapped in accordance with the company business strategy requirement.</p>
			2. Formulate Marketing Plan	<p>2.1 Marketing research problems interpreted in accordance with the company business strategy requirement.</p> <p>2.2 Marketing framework structured in accordance with the company business strategy requirement.</p> <p>2.3 Marketing framework proposed to the board directors in accordance with the company business strategy requirement.</p> <p>2.4 Marketing plan executed in accordance with the</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				marketing implementation schedule. 2.5 Marketing execution report analysed and interpreted in accordance with the company business strategy requirement.
			3. Execute Business Strategy	3.1 Planning process gathered and prepared in accordance with the company business strategy requirement. 3.2 Company resources organised in accordance with the company 4M (Mission, Management, Marketing & Measurement). 3.3 Business strategy executed in accordance with the company policies, SOP & requirements. 3.4 The ongoing business strategy evaluated and recorded in accordance with the company policies, SOP & requirements.
			4. Review Business Strategy Execution	4.1 KRA (Key Result Area) activities implemented to the ongoing business strategy in accordance with the business strategy requirements. 4.2 KRA (Key Result Area) Achievement compared and evaluated in accordance

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>with the business strategy requirements.</p> <p>4.3 Achievement of KPI (Key Performance Indicator) ensured in accordance with the business strategy requirements.</p> <p>4.4 Business strategy execution recorded and evaluated during real-time in accordance with the business strategy requirements.</p> <p>4.5 Final report generated and printed out in accordance with the company policies, SOP & requirements.</p>
4. Facilities & Inventory Utilisation Coordination	G452-002-4:2017-C04	<p>Facilities & inventory utilisation coordination describes the competency in observing the utilisation and usage of the workshop facilities, parts, tools & equipment also practice observation of the maintenance and inventory checking.</p> <p>A competent person in this CU shall be able to review facilities & inventory utilisation, coordinate usage of facilities & inventory with</p>	1. Review Facilities & Inventory Utilisation.	<p>1.1 Usage frequency check list, operational status reports acquired and interpreted in accordance facilities & inventory utilisation coordination requirements.</p> <p>1.2 DOSH requirement references acquired and interpreted in accordance facilities & inventory utilisation coordination requirements.</p> <p>1.3 Summary report prepared in accordance with the company policies, SOP & requirements.</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		<p>manpower, monitor inventory system, organize facilities & inventory corrective maintenance, organize facilities & inventory preventive maintenance, organize house-keeping procedures and prepare facilities & inventory utilisations reports in accordance with the company policies, SOP & requirements.</p> <p>The outcome of this competency is to oversee the work of overall utilisation of the workshop facilities and equipment also the maintenance and inventory check for the workshop.</p>	<p>2. Coordinate Usage Of Facilities & Inventory With Manpower</p>	<p>2.1 Usage coordination plan generated and printed in accordance facilities & inventory utilisation coordination requirements.</p> <p>2.2 Usage coordination plan briefed and distributed to the staff in accordance with the company policies, SOP & requirements.</p> <p>2.3 Usage coordination plan executed in accordance with the company policies, SOP & requirements.</p> <p>2.4 Facilities & inventory usage recorded and evaluated in real-time in accordance with the company policies, SOP & requirements.</p>
			<p>3. Monitor Inventory System</p>	<p>3.1 Interpreted and understand the usage of inventory control system in accordance with the company policies, SOP & requirements.</p> <p>3.2 Parts inventory checklist prepared and printed in accordance with the company policies, SOP & requirements.</p> <p>3.3 Initial counts of the inventory stock checked, maintained and updated in</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>accordance policies, SOP & requirements.</p> <p>3.4 Inventory reports generated and printed out in accordance with the company policies, SOP & requirements.</p>
			<p>4. Organize Facilities & Inventory Corrective Maintenance</p>	<p>4.1 Facilities & inventory update reports gathered and interpreted in accordance with the company policies, SOP & requirements.</p> <p>4.2 The status and usage priority of the facilities, tools & equipment interpreted and understood in accordance with the company policies, SOP & requirements.</p> <p>4.3 Corrective maintenance action plan conducted and carry out in accordance with the company policies, SOP & requirements.</p> <p>4.4 Corrective maintenance status report generated in accordance with the company policies, SOP & requirements.</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			5. Organize Facilities & Inventory Preventive Maintenance	5.1 Preventive maintenance status report listed and assessed in accordance with the company policies, SOP & requirements. 5.2 Status of the facilities & inventory acknowledged in accordance with the company policies, SOP & requirements. 5.3 Root cause analysis for preventive maintenance conducted in accordance with the company policies, SOP & requirements. 5.4 Preventive maintenance action plan conducted and carry out in accordance with the company policies, SOP & requirements. 5.5 Preventive maintenance status report generated in accordance with the company policies, SOP & requirements.
			6. Organize House-Keeping Procedures	6.1 House-keeping action plan conducted in accordance with the company policies, SOP & requirements. 6.2 Storage management action plan conducted and carry out in accordance with the company policies, SOP & requirements. 6.3 House-keeping status report

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				generated in accordance with the company policies, SOP & requirements.
			7. Prepare Facilities & Inventory Utilisations Reports	<p>7.1 Facilities & inventory utilisation coordination report assessed in accordance with the company policies, SOP & requirements.</p> <p>7.2 Content of the report information ascertained.</p> <p>7.3 Report findings performance compliance interpreted and assessed.</p> <p>7.4 Facilities & inventory utilisations reports documents prepared in accordance with the company policies, SOP & requirements.</p>
5. Quality Customer Service Implementation	G452-002-4:2017-C05	<p>Quality Service Implementation describes the competency in planning and handling customers' complaint, resolving customers' issues and also planning customer outreach programs for the company with the customers.</p> <p>A competent person in this CU shall be able to review</p>	1. Review Company Customer Service Charter	<p>1.1 Company customer service charter acquired and interpreted in accordance with the company policies, SOP & requirements.</p> <p>1.2 Company customer service charter assessed and understood in accordance with the company policies, SOP & requirements.</p> <p>1.3 Awareness briefing objectives achieved and</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		<p>company customer service charter, administer customer feedback, resolve customer feedback and manage customer outreach program in accordance with the company policies, SOP & requirements.</p> <p>The outcome of this competency is to ensure that customer complaints are managed well, customer needs are managed in a good and proper way, customer outreach program is organised well, and the continuity of good customer relations can be maintained.</p>	<p>2. Administer Customer Feedback</p> <p>3. Resolve Customer Feedback</p>	<p>completed in accordance with the company policies, SOP & requirements.</p> <p>2.1 Type of complaints listed and acknowledge for corrective actions in accordance with the company policies, SOP & requirements.</p> <p>2.2 Corrective actions conducted and validated in accordance with the company policies, SOP & requirements.</p> <p>2.3 Customer handling protocols monitored and assessed in accordance with the company policies, SOP & requirements.</p> <p>3.1 Nature of complaints identified and acknowledged in accordance with the company policies, SOP & requirements.</p> <p>3.2 Resolving solutions listed and conducted in accordance with the company policies, SOP & requirements.</p> <p>3.3 Consolidated corrective actions performed in accordance with the</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>company policies, SOP & requirements.</p> <p>3.4 Customer feedback recorded and printed in accordance with the company policies, SOP & requirements.</p>
			<p>4. Manage Customer Outreach Program</p>	<p>4.1 Owner's club activities, servicing clinics and customer day planned in accordance with the company policies, SOP & requirements.</p> <p>4.2 Road safety campaign planned in accordance with the company policies, SOP & requirements.</p> <p>4.3 Customer Outreach programs conducted and executed in accordance with the company policies, SOP & requirements.</p>

CURRICULUM
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
AFTER SALES - SERVICE OPERATION
LEVEL 4
G452-002-4:2017

9. Curriculum of Competency Unit (CoCU)

SECTOR	WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES (G)						
SUB SECTOR	MAINTENANCE AND REPAIR OF MOTOR VEHICLES (452)						
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE						
NOSS TITLE	AFTER SALES - SERVICE OPERATION						
COMPETENCY UNIT TITLE	RULES & REGULATIONS COMPLIANCE MONITORING						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to identify rules and regulations of the company, perform audit, do preventive & corrective action and review compliance monitoring for the company. Upon completion of this competency unit, trainees will be able to:</p> <ol style="list-style-type: none"> 1. Identify Rules & Regulations. 2. Conduct Rules & Regulations Audit. 3. Plan Rules & Regulations Preventive Action. 4. Plan Rules & Regulations Corrective Action. 5. Monitor Rules & Regulations Compliance. 						
PRE-REQUISITE (If Applicable)	<p>The minimum entry qualification is the candidates must have level 3 Malaysian Skill Certificates in Electrical & Electronic - Diagnose Service or Light Vehicle Wheel & Suspension - Troubleshooting Service or Light Vehicle – Diagnose Service or HVAC – Diagnose Service or Accessory - Diagnose Service or EEV - Hybrid System Diagnose Service or NGV – Diagnose Service or Powertrain - Diagnose Service and Commercial Vehicle – Troubleshooting Service. The candidate must be able to read, write, calculate and have interest in vehicle maintenance & service.</p>						
COMPETENCY UNIT ID	G452-002-4:2017-C01	LEVEL	4	TRAINING DURATION	160	SKILL CREDIT	16

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
1. Identify Rules & Regulations.	<p>1.1 Types of rules & regulations compliance for the company: -</p> <ul style="list-style-type: none"> • Internal (company policies, company quality manual, company safety manual) • External (DOE, KPDNKK, DOSH, JPJ, Local Council Requirements) <p>1.2 Report preparations</p> <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure 	<p>1.1 Acquire list of internal & external rules & regulations compliance for the company.</p> <p>1.2 Interpret compliances of the rules & regulations for the company</p> <p>1.3 Ascertain the compliances of the rules and regulations</p> <p>1.4 Generate rules and regulation summary report.</p>	<p><u>ATTITUDE:</u></p> <ul style="list-style-type: none"> • Systematic in organising work activities. <p><u>SAFETY:</u></p> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <p><u>ENVIRONMENTAL:</u></p> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	<p>Related <u>knowledge</u></p> <p>8</p> <p>Related <u>skills</u></p> <p>24</p>	<p>Related <u>knowledge</u></p> <p>Lecture, Case study, Sample</p> <p>Related <u>skills</u></p> <p>Demonstration , direct observation</p>	<p>1.1 List of internal & external rules & regulations compliance for the company listed and understood.</p> <p>1.2 Compliances of the rules and regulations acknowledged and understood.</p> <p>1.3 Rules and regulation summary report generated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
2. Conduct Rules & Regulations Audit.	2.1 Audit process <ul style="list-style-type: none"> • Audit schedule • Audit checklist 2.2 Audit requirement <ul style="list-style-type: none"> • Audit supporting documents 2.3 Audit procedure <ul style="list-style-type: none"> • Dos and don't • Documentation standards and format 2.4 Report preparations <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure 	2.1 Identify audit scope 2.2 Identify audit team members 2.3 Prepare audit execution plan 2.4 Seek approval for audit. 2.5 Perform audit. 2.6 Generate audit monitoring report	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	Related <u>knowledge</u> 8 Related <u>skills</u> 24	Related <u>knowledge</u> Lecture, Case study, Sample Related <u>skills</u> Demonstration , direct observation	2.1 Audit scope confirmed and understood. 2.2 Audit team members acknowledged and confirmed. 2.3 Audit execution plan generated and approved. 2.4 Audit session executed in the selected time frame. 2.5 Audit monitoring report printed and submitted.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
3. Plan Rules & Regulations Preventive Action.	3.1 Action Plan Process <ul style="list-style-type: none"> preventive action plan schedule preventive action plan activity checklist preventive action plan monitoring check sheet Seek approval for preventive action plan 3.2 Preventive action meeting procedure <ul style="list-style-type: none"> Checklist Schedule briefing materials 3.3 Report preparations <ul style="list-style-type: none"> Format such as computerised or manual Content / information Submission procedure. 	3.1 Analyse needs of preventive action activities. 3.2 Prepare preventive action plan. 3.3 Create awareness & conduct briefing. 3.4 Generate preventive monitoring report.	<u>ATTITUDE:</u> <ul style="list-style-type: none"> Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> Adhere to company safety and policy. Occupational safety & health act 514 1994 <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> Practice Reduce Reuse, and Recycle (3R). Environmental Quality act 127 1974 	Related <u>knowledge</u> 8 Related <u>skills</u> 24	Related <u>knowledge</u> Lecture, Case study, Sample Related <u>skills</u> Demonstration , direct observation	3.1 Needs of preventive action activities acknowledge. 3.2 Preventive action plan generated. 3.3 Awareness and objective of the briefing session achieved. 3.4 Preventive monitoring report printed and submitted.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
4. Plan Rules & Regulations Corrective Action.	<p>4.1 Corrective action meeting procedure</p> <ul style="list-style-type: none"> • Checklist • Schedule • Briefing materials <p>4.2 Corrective action plan process</p> <ul style="list-style-type: none"> • Corrective action plan schedule • Evaluation checklist • Seek for approval • Propose training plan <p>4.3 Corrective action plan development</p> <ul style="list-style-type: none"> • Checklist • Schedule <p>4.4 Report preparations</p> <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information <p>Submission procedure</p>	<p>4.1 Create awareness & conduct briefing.</p> <p>4.2 Prepare corrective plan.</p> <p>4.3 Evaluate training effectiveness.</p> <p>4.4 Perform corrective action plan.</p> <p>4.5 Generate corrective monitoring report.</p>	<p><u>ATTITUDE:</u></p> <ul style="list-style-type: none"> • Systematic in organising work activities. <p><u>SAFETY:</u></p> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <p><u>ENVIRONMENTAL:</u></p> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	<p>Related knowledge</p> <p>8</p> <p>Related skills</p> <p>24</p>	<p>Related knowledge</p> <p>Lecture, Case study, Sample</p> <p>Related skills</p> <p>Demonstration , direct observation</p>	<p>4.1 Awareness and briefing session executed.</p> <p>4.2 Corrective action plan generated.</p> <p>4.3 Training effectiveness confirmed.</p> <p>4.4 Corrective action plan executed.</p> <p>4.5 Corrective monitoring report printed and submitted.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
5. Monitor Rules & Regulations Compliances	5.1 Summary report <ul style="list-style-type: none"> Gathering method Type 5.2 Report information content: <ul style="list-style-type: none"> Job task Monitoring information Rules & regulations compliance monitoring information Problem of compliance information 5.3 Performance compliance: <ul style="list-style-type: none"> Safety regulation Compliance recommendation 5.4 Technical report writing <ul style="list-style-type: none"> Format such as computerised or manual Content / information 	5.1 Gather summary & monitoring reports. 5.2 Analyse summary & monitoring reports. 5.3 Prepare summary compliance report.	<u>ATTITUDE:</u> <ul style="list-style-type: none"> Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> Adhere to company safety and policy. Occupational safety & health act 514 1994 <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> Practice Reduce Reuse, and Recycle (3R). Environmental Quality act 127 1974 	Related <u>knowledge</u> 8 Related <u>skills</u> 24	Related <u>knowledge</u> Lecture, Case study, Sample Related <u>skills</u> Demonstration , direct observation	5.1 Summary & monitoring reports acquired. 5.2 Summary & monitoring reports confirmed. 5.3 Summary compliance report printed and submitted

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> Submission procedure 					

Employability Skills

CORE ABILITIES	
04.08 Develop and negotiate staffing plans 04.09 Prepare project/work plans 04.10 Utilize science and technology to achieve goals 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/or authority 05.05 Coordinate contract and tender activities 06.08 Identify and analyse effect of technology on the environment	

Please refer NDTs guideline for Social Skills.

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1 Computer	1:1
2 Workplace setup requirement.	1:1
3 Projector	1:25
4 Flipchart	1:25
5 Whiteboard	1:25
6 Internet access	1:25
7 Environmental Quality Act, 1974.	1:5
8 Akta Pelindungan Pengguna 1999 (Akta 599)	1:5
9 Akta Pengangkutan Jalan 1987 (Akta 333)	1:5
10 Akta Syarikat 1965	1:5
11 Personal Data Protection Act 2010	1:5
12 Trade Description Act 2011	1:5
13 Occupational Safety and Health Act	1:5
14 Akta Kilang dan Jentera 1967	1:5
15 Local Government Act 1976	1:5
16 Employment Act 1955	1:5
17 Goods and Service Act 2014 (Akta 762)	1:5
18 Akta Kontrak 1950 (Akta 136)	1:5
19 Example Policies Report	1:5
20 Example of Legal documents	1:5

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- 4 Kathi Kruse, *Automotive Social Business: How to Captivate Your Customers, Sell More Cars & Be Generally Remarkable on Social Media*, May 7, 2013, ISBN-10: 1483975169.
- 5 Justin G. Longenecker, *Small Business Management 17th Edition*, ISBN-13: 978-1133947752.
- 6 Mark J. Kohler, *The Tax and Legal Playbook: Game-Changing Solutions to Your Small-Business Questions Paperback* – April 28, 2015, ISBN-10: 159918561X
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- 9 Valerie Zeithalm, *Services Marketing (6th Edition)*, March 12, 2012, ISBN-10: 0078112052.
- 10 Gary Dessler, *Human Resource Management (13th Edition) 13th Edition*, January 8, 2012, ISBN-10: 0132668211.

SECTOR	WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES (G)						
SUB SECTOR	MAINTENANCE AND REPAIR OF MOTOR VEHICLES (452)						
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE						
NOSS TITLE	AFTER SALES - SERVICE OPERATION						
COMPETENCY UNIT TITLE	HUMAN CAPITAL REQUIREMENTS COORDINATION						
LEARNING OUTCOME	The person who is competent in this CU shall be able to perform staff recruiting, coordinating training, and evaluating staff performance. Upon completion of this competency unit, trainees will be able to: 1. Coordinate Manpower Requirements 2. Perform Staff Training 3. Evaluate Post-Training Effectiveness 4. Prepare Human Capital Requirements Coordination Summary Report.						
PRE-REQUISITE (If Applicable)	The minimum entry qualification is the candidates must have level 3 Malaysian Skill Certificates in Electrical & Electronic - Diagnose Service or Light Vehicle Wheel & Suspension - Troubleshooting Service or Light Vehicle – Diagnose Service or HVAC – Diagnose Service or Accessory - Diagnose Service or EEV - Hybrid System Diagnose Service or NGV – Diagnose Service or Powertrain - Diagnose Service and Commercial Vehicle – Troubleshooting Service . The candidate must be able to read, write, calculate and have interest in vehicle maintenance & service.						
COMPETENCY UNIT ID	G452-002-4:2017-C02	LEVEL	4	TRAINING DURATION	160	SKILL CREDIT	16

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
1. Coordinate Manpower Requirements	1.1 Human Resource technical report <ul style="list-style-type: none"> • Source • Types • Usages 1.2 Fundamentals of human resources <ul style="list-style-type: none"> • Recruitment process and procedure • Interviewing 	1.1 Acquire manpower requirement report. 1.2 Study need of manpower. 1.3 Identify various level manpower requirements. 1.4 Prepare	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. 	Related <u>knowledge</u> 16	Related <u>knowledge</u> Lecture, Case study, Sample	1.1 Manpower requirement report obtained. 1.2 Need of manpower confirmed. 1.3 Company requirements for manpower understood. 1.4 Recruitment

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	process and procedure <ul style="list-style-type: none"> • Candidate selection procedure and process • Induction programs process and procedure 1.3 Report preparations <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure 	recruitment proposal. <ul style="list-style-type: none"> 1.5 Seek approval. 1.6 Perform recruitment session. 1.7 Conduct interview session. 1.8 Select and hire the potential candidate. 1.9 Prepare recruitment summary report. 1.10 Perform Induction program. 	<ul style="list-style-type: none"> • Occupational safety & health act 1994 (Act 514) <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality Act 1974 (Act 127) 	Related <u>skills</u> 32	Related <u>skills</u> Demonstration , direct observation	proposal presented and approved. <ul style="list-style-type: none"> 1.5 Recruitment session executed. 1.6 Interview, select and hired session performed. 1.7 Recruitment summary report generated and submitted. 1.8 Induction program objective achieved.
2.Perform Staff Training	1.1 Staff assessment procedure. <ul style="list-style-type: none"> • Documentation method • Process • Execution method 1.2 Business enhancing process <ul style="list-style-type: none"> • New technology for business enhancement • New services for 	2.1 Assess staff performance <ul style="list-style-type: none"> 2.2 Interpret business plan for manpower training requirement 2.3 Plan staff training session 2.4 Seek approval for staff training plan. 2.5 Perform 	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 	Related <u>knowledge</u> 8 Related <u>skills</u>	Related <u>knowledge</u> Lecture, Case study, Sample Related <u>skills</u>	2.1 Staff performance gap analysis identified. <ul style="list-style-type: none"> 2.2 Interpret business plan for manpower training requirement. 2.3 Staff training session prepared. 2.4 Staff training session plan presented and executed.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	business enhancement 1.3 Staff training process & procedure. <ul style="list-style-type: none"> • Candidates for training • Types of training • Sources of training • Training budget & cost • Training plan 1.4 Training coordination process <ul style="list-style-type: none"> • Time • Venue 1.5 Report preparations <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure 	training session 2.6 Prepare training report	<u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	24	Demonstration , direct observation	Training report generated and submitted.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
3. Evaluate Post-Training Effectiveness	3.1 Evaluation procedure <ul style="list-style-type: none"> • Schedule • Time • Qualified coach • Venue • Task 3.2 Evaluation process <ul style="list-style-type: none"> • Coach appointment • Evaluation method (one on one or on-field) 3.3 Report preparation <ul style="list-style-type: none"> • Type of report • Procedure of preparing evaluation report 3.4 Training records <ul style="list-style-type: none"> • Types • Format 	3.1 Prepare evaluation session checklist. 3.2 Identify coach for evaluation process. 3.3 Perform staff evaluation process 3.4 Prepare evaluation report. 3.5 Update training records.	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	Related <u>knowledge</u> 16 Related <u>skills</u> 32	Related <u>knowledge</u> Lecture, Case study, Sample Related <u>skills</u> Demonstration , direct observation	3.1 Evaluation session checklist generated. 3.2 Coach for evaluation process selected and confirmed. 3.3 Evaluation process executed. 3.4 Evaluation report and competencies chart updated, printed and submitted.
4. Prepare Human Capital Requirements Coordination Summary Report.	4.1 Summary report. <ul style="list-style-type: none"> • Type • Source • function 4.2 Report information content: <ul style="list-style-type: none"> • Job task 	4.1 Gather all the summary reports 4.2 Check content of the report information 4.3 Assess report findings	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. 	Related <u>knowledge</u> 8	Related <u>knowledge</u> Lecture, Case study, Sample	4.1 All summary reports acquired and confirmed 4.2 Content of the report information confirmed 4.3 Report findings performance compliance

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Customer information • Vehicle information • Problem information <p>4.3 Performance compliance:</p> <ul style="list-style-type: none"> • Safety regulation • Repair procedure • Repair recommendation • Recommended parts and component <p>4.4 Technical report writing :</p> <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure 	<p>performance compliance</p> <p>4.4 Update summary report.</p> <p>4.5 Generate summary report.</p>	<ul style="list-style-type: none"> • Occupational safety & health act 514 1994 <p><u>ENVIRONMENTAL:</u></p> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	<p>Related <u>skills</u></p> <p>24</p>	<p>Related <u>skills</u></p> <p>Demonstration , direct observation</p>	<p>understood and confirmed</p> <p>4.4 Summary report updated, printed and submitted</p>

Employability Skills

CORE ABILITIES	
04.08 Develop and negotiate staffing plans	
04.09 Prepare project/work plans	
04.10 Utilize science and technology to achieve goals	
05.03 Allocate and record usage of financial and physical resources	
05.04 Delegate responsibilities and/or authority	
05.05 Coordinate contract and tender activities	
06.08 Identify and analyse effect of technology on the environment	

Please refer NDTs guideline for Social Skills.

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1 Computer	1:1
2 Workplace setup requirement.	1:1
3 Projector	1:25
4 Flipchart	1:25
5 Whiteboard	1:25
6 Internet access	1:25
7 Legal documents	1:5
8 Example of employment contract and profile	1:5
9 Sample of training references	1:5
10 Employment Act 1955	1:5
11 Sample of worker code of ethics	1:5

References for Learning Material Development

- 1 Andrew Rezin, *Automotive Service Management (2nd Edition) (Automotive Comprehensive Books)* May 6, 2012, ISBN-13: 978-0132725408.
- 2 G. Calabrese, *The Greening of the Automotive Industry 2012th Edition*, ISBN-13: 978-0230369092.
- 3 Ronald A Garner, *The Service Consultant: Principles of Service Management and Ownership 2nd Edition*, June 2013, ISBN-13: 978-1133612353.
- 4 Kathi Kruse, *Automotive Social Business: How to Captivate Your Customers, Sell More Cars & Be Generally Remarkable on Social Media*, May 7, 2013, ISBN-10: 1483975169.
- 5 Justin G. Longenecker, *Small Business Management 17th Edition*, ISBN-13: 978-1133947752.
- 6 Mark J. Kohler, *The Tax and Legal Playbook: Game-Changing Solutions to Your Small-Business Questions Paperback* – April 28, 2015, ISBN-10: 159918561X
- 7 Mitch Schneider, *Automotive Service Management: Total Customer Relationship Management (Automotive Service Management Series) 1st Edition*, ISBN-10: 1401826571.
- 8 David Simchi-Levi, *Operations Rules: Delivering Customer Value through Flexible Operations (MIT Press)*, September 13, 2013, ISBN-10: 0262525151.
- 9 Valerie Zeithalm, *Services Marketing (6th Edition)*, March 12, 2012, ISBN-10: 0078112052.
- 10 Gary Dessler, *Human Resource Management (13th Edition) 13th Edition*, January 8, 2012, ISBN-10: 0132668211.

SECTOR	WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES (G)						
SUB SECTOR	MAINTENANCE AND REPAIR OF MOTOR VEHICLES (452)						
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE						
NOSS TITLE	AFTER SALES - SERVICE OPERATION						
COMPETENCY UNIT TITLE	BUSINESS STRATEGY IMPLEMENTATION						
LEARNING OUTCOME	The person who is competent in this CU shall be able to develop and execute business strategy along with monitoring the implementation. Upon completion of this competency unit, trainees will be able to: 1. Analyse Business Strategy. 2. Develop Marketing Plan. 3. Execute Business Strategy. 4. Monitoring Business Strategy Execution.						
PRE-REQUISITE (If Applicable)	The minimum entry qualification is the candidates must have level 3 Malaysian Skill Certificates in Electrical & Electronic - Diagnose Service or Light Vehicle Wheel & Suspension - Troubleshooting Service or Light Vehicle – Diagnose Service or HVAC – Diagnose Service or Accessory - Diagnose Service or EEV - Hybrid System Diagnose Service or NGV – Diagnose Service or Powertrain - Diagnose Service and Commercial Vehicle – Troubleshooting Service . The candidate must be able to read, write, calculate and have interest in vehicle maintenance & service.						
COMPETENCY UNIT ID	G452-002-4:2017-C03	LEVEL	4	TRAINING DURATION	144	SKILL CREDIT	14.4

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
1. Analyse Business Strategy	1.1 Company profile <ul style="list-style-type: none"> Type Usage content 1.2 Stake holder <ul style="list-style-type: none"> Owner Customer Shareholder Supplier 	1.1 Evaluate existing business strategies. 1.2 Acquire company performance report.	<u>ATTITUDE:</u> <ul style="list-style-type: none"> Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> Adhere to company safety and policy. 	Related knowledge 16	Related knowledge Lecture, Case study, Sample	1.1 Existing business strategies interpreted and understood. 1.2 Company performance report and existing business plan obtained and listed.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> Business partner 1.3 Market condition requirement <ul style="list-style-type: none"> Market survey Study business strategy Strategy components 1.4 Workshop operation cost analysis <ul style="list-style-type: none"> Financial strategy Conduct market survey (competitor analysis) Know business & financial strategy plan Basic operation management Business strategy implementation 	1.3 Acquire existing business plan. 1.4 Interpret company vision and mission. 1.5 Consult stakeholder advice. 1.6 Review market condition requirement.	<ul style="list-style-type: none"> Occupational safety & health act 1994 (Act 514) <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> Practice Reduce Reuse, and Recycle (3R). Environmental Quality Act 1974 (Act 127) 	Related <u>skills</u> 32	Related <u>skills</u> Demonstration, direct observation	1.3 Company vision and mission interpreted and explained. 1.4 Stakeholder advised interpreted and explained. 1.5 Market condition requirement interpreted and explained.
2. Develop Marketing Plan	2.1 Company business plan 2.2 Marketing development process 2.3 Marketing data collection process 2.4 Marketing planning	2.1 Formulate the marketing research problem. 2.2 Define the marketing method.	<u>ATTITUDE:</u> <ul style="list-style-type: none"> Systematic in organising work activities. 	Related <u>knowledge</u> 8	Related <u>knowledge</u> Lecture, Case study, Sample	2.1 Marketing research problem created and interpreted. 2.2 Marketing method and design framework

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Process • Procedure 2.5 Marketing strategy <ul style="list-style-type: none"> • Process • Procedure • Framework • Presentation procedure and process 	2.3 Research marketing design framework. 2.4 Perform marketing plan data collection. 2.5 Propose marketing framework. 2.6 Establish marketing strategy frameworks. 2.7 Define marketing strategy baseline. 2.8 Identify and evaluate marketing strategy options. 2.9 Propose marketing strategy plan. 2.10 Prepare action plan and implement the plan.	<u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	Related <u>skills</u> 24	Related <u>skills</u> Demonstration , direct observation	interpreted and explained. 2.3 Marketing plan data collection executed. 2.4 Marketing framework acknowledged and confirmed. 2.5 Marketing strategy frameworks and baseline developed and interpreted. 2.6 Marketing strategy options understood and interpreted. 2.7 Marketing strategy plan prepared and presented. 2.8 Action plan and implemented.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
3. Execute Business Strategy	3.1 Resources management. <ul style="list-style-type: none"> • Procedure • Process • Method • types 3.2 Business strategy monitoring <ul style="list-style-type: none"> • Procedure • Process • Method 3.3 Business strategy evaluation. <ul style="list-style-type: none"> • Procedure • Process • Method 	3.1 Organise company resources (mission, management, marketing & measurement) (4M) 3.2 Monitor business strategy implementation 3.3 Evaluate business strategy	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	Related <u>knowledge</u> 8 Related <u>skills</u> 24	Related <u>knowledge</u> Lecture, Case study, Sample Related <u>skills</u> Demonstration , direct observation	3.1 Company resources organised. 3.2 Business strategy implementation observed. 3.3 Business strategy assessed.
4. Monitoring Business Strategy Execution.	4.1 Fundamentals of accounting 4.2 Fundamentals of marketing 4.3 KRA Evaluation <ul style="list-style-type: none"> • Method • Process • Procedure 	4.1 Perform KRA activities 4.2 Check & monitor KRA Achievement 4.3 Perform KRA activities 4.4 Check &	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u>	Related <u>knowledge</u> 8	Related <u>knowledge</u> Lecture, Case study, Sample	4.1 KRA activities and achievement executed and observed. 4.2 KRA activities and achievement executed and observed.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	4.4 KPI evaluation <ul style="list-style-type: none"> • Method • Process • Procedure 	monitor KRA Achievement 4.5 Ensure achievement of KPI 4.6 evaluate business strategy execution 4.7 Generate final report	<ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <p><i><u>ENVIRONMENTAL:</u></i></p> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	Related <u>skills</u> 24	Related <u>skills</u> Demonstration , direct observation	4.3 Achievement of KPI confirmed. 4.4 Business strategy execution estimated. 4.5 Final report printed and submitted.

Employability Skills

CORE ABILITIES	
04.08 Develop and negotiate staffing plans	
04.09 Prepare project/work plans	
04.10 Utilize science and technology to achieve goals	
05.03 Allocate and record usage of financial and physical resources	
05.04 Delegate responsibilities and/or authority	
05.05 Coordinate contract and tender activities	
06.08 Identify and analyse effect of technology on the environment	

Please refer NDTS guideline for Social Skills.

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1 Computer	1:1
2 Projector	1:25
3 Sample of Financial statement	1:1
4 Sample of Financial handbook	1:1
5 Sample case studies	1:1
6 Sample of Accounting software	1:5
7 Workplace setup requirement.	1:1
8 Flipchart	1:25
9 Whiteboard	1:25
10 Internet access	1:25
11 sample of income tax form	1:1
12 Sample of economic review report	1:1
13 MAA (Malaysia Automobile Association) report	1:1
14 Benchmarking/ industry comparison, eg JD Power report	1:1
15 Bank Negara report	1:1
16 Sample of business plan	1:1

References for Learning Material Development

- 1 Andrew Rezin, *Automotive Service Management (2nd Edition) (Automotive Comprehensive Books)* May 6, 2012, ISBN-13: 978-0132725408.
- 2 G. Calabrese, *The Greening of the Automotive Industry* 2012th Edition, ISBN-13: 978-0230369092.
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- 4 Kathi Kruse, *Automotive Social Business: How to Captivate Your Customers, Sell More Cars & Be Generally Remarkable on Social Media*, May 7, 2013, ISBN-10: 1483975169.
- 5 Justin G. Longenecker, *Small Business Management* 17th Edition, ISBN-13: 978-1133947752.
- 6 Mark J. Kohler, *The Tax and Legal Playbook: Game-Changing Solutions to Your Small-Business Questions* Paperback – April 28, 2015, ISBN-10: 159918561X
- 7 Mitch Schneider, *Automotive Service Management: Total Customer Relationship Management (Automotive Service Management Series)* 1st Edition, ISBN-10: 1401826571.
- 8 David Simchi-Levi, *Operations Rules: Delivering Customer Value through Flexible Operations (MIT Press)*, September 13, 2013, ISBN-10: 0262525151.
- 9 Valerie Zeithalm, *Services Marketing (6th Edition)*, March 12, 2012, ISBN-10: 0078112052.
- 10 Gary Dessler, *Human Resource Management (13th Edition)* 13th Edition, January 8, 2012, ISBN-10: 0132668211.

SECTOR	WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES (G)						
SUB SECTOR	MAINTENANCE AND REPAIR OF MOTOR VEHICLES (452)						
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE						
NOSS TITLE	AFTER SALES - SERVICE OPERATION						
COMPETENCY UNIT TITLE	FACILITIES & INVENTORY UTILISATION COORDINATION						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to oversee the work of overall utilisation of the workshop facilities and equipment, also the maintenance and inventory check for the workshop. Upon completion of this competency unit, trainees will be able to:</p> <ol style="list-style-type: none"> 1. Analyse Facilities & Inventory Utilisation 2. Coordinate Facilities & Inventory Usage With Manpower 3. Monitor Parts Inventory System 4. Organize Facilities & Inventory Corrective Maintenance 5. Organize Facilities & Inventory Preventive Maintenance 6. Organize House-Keeping Procedures 7. Prepare Usage Facilities & Inventory Utilisations Report 						
PRE-REQUISITE (If Applicable)	<p>The minimum entry qualification is the candidates must have level 3 Malaysian Skill Certificates in Electrical & Electronic - Diagnose Service or Light Vehicle Wheel & Suspension - Troubleshooting Service or Light Vehicle – Diagnose Service or HVAC – Diagnose Service or Accessory - Diagnose Service or EEV - Hybrid System Diagnose Service or NGV – Diagnose Service or Powertrain - Diagnose Service and Commercial Vehicle – Troubleshooting Service. The candidate must be able to read, write, calculate and have interest in vehicle maintenance & service.</p>						
COMPETENCY UNIT ID	G452-002-4:2017-C04	LEVEL	4	TRAINING DURATION	256	SKILL CREDIT	25.6

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
1. Analyse Facilities & Inventory Utilisation	1.1 Usage checklist / report <ul style="list-style-type: none"> • Source • Types • Usages 	1.1 Acquire Usage frequency checklist / report. 1.2 Interpret Operational	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. 	Related <u>knowledge</u> 16	Related <u>knowledge</u> Lecture, Case study, Sample	1.1 Usage frequency checklist / report obtained and listed. 1.2 Operational facilities, tools &

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<p>1.2 Operational status table</p> <ul style="list-style-type: none"> • Functionality • Durability <p>1.3 Types of rules & regulations compliance for the company: -</p> <ul style="list-style-type: none"> • Internal (company policies, company quality manual, company safety manual) • External (DOE, KPDNKK, DOSH, JPJ, Local Council Requirements) <p>1.4 Summary report writing :</p> <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure 	<p>Facilities, Tools & Equipment Utilisation status report.</p> <p>1.3 Check DOSH requirement compliance.</p> <p>1.4 Generate summary report.</p>	<p><u>SAFETY:</u></p> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 1994 (Act 514) <p><u>ENVIRONMENTAL:</u></p> <ul style="list-style-type: none"> • Practice Reduce, Reuse and Recycle (3R). • Environmental Quality Act 1974 (Act 127) 	<p>Related skills</p> <p>32</p>	<p>Related skills</p> <p>Demonstration, direct observation</p>	<p>equipment utilisation status report explained and understood.</p> <p>1.3 DOSH requirement compliance confirmed and listed.</p> <p>1.4 Summary report generated and submitted.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
2. Coordinate Facilities & Inventory Usage With Manpower	2.1 Man power list <ul style="list-style-type: none"> • Personal Information • Task & duty 2.2 Coordination plan preparation. <ul style="list-style-type: none"> • Method • Type • Process 2.3 Evaluation procedure <ul style="list-style-type: none"> • Method • Type • Process 2.4 Performance compliance: <ul style="list-style-type: none"> • Safety regulation • Usage procedure • Usage priority recommendation • Recommended usage priority plan 2.5 Coordination report writing :	2.1 Prepare the coordination usage plan. 2.2 Brief and explain the coordination usage plan. 2.3 Perform the coordination usage plan. 2.4 Evaluate the result of the coordination usage plan. 2.5 Prepare coordination report.	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	Related <u>knowledge</u> 16 Related <u>skills</u> 32	Related <u>knowledge</u> Lecture, Case study, Sample Related <u>skills</u> Demonstration , direct observation	2.1 Coordination usage plan generated. 2.2 Coordination usage plan briefing session executed. 2.3 Result of the coordination usage plan assessed and understood. 2.4 Coordination report generated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure 					
3. Monitor Inventory System	<p>3.1 Inventory management procedure</p> <ul style="list-style-type: none"> • Method • Type • Process <p>3.2 Inventory update report writing :</p> <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure <p>3.3 Inventory system application / software</p> <ul style="list-style-type: none"> • Types • Usage 	<p>3.1 Interpret objective of inventory control system.</p> <p>3.2 Create parts inventory checklist.</p> <p>3.3 Perform initial counts of the inventory.</p> <p>3.4 Update inventory information.</p> <p>3.5 Maintain level of inventory items.</p> <p>3.6 Prepare inventory update report.</p>	<p><u>ATTITUDE:</u></p> <ul style="list-style-type: none"> • Systematic in organising work activities. <p><u>SAFETY:</u></p> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <p><u>ENVIRONMENTAL:</u></p> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	<p>Related <u>knowledge</u></p> <p>8</p> <p>Related <u>skills</u></p> <p>24</p>	<p>Related <u>knowledge</u></p> <p>Lecture, Case study, Sample</p> <p>Related <u>skills</u></p> <p>Demonstration , direct observation</p>	<p>3.1 Objective of inventory control system understood.</p> <p>3.2 Parts inventory checklists generated.</p> <p>3.3 Initial counts of the inventory completed.</p> <p>3.4 Inventory information updated.</p> <p>3.5 Level of inventory items observed and updated.</p> <p>3.6 Inventory update report generated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> Function 					
4. Organize Facilities & Inventory Corrective Maintenance	4.1 Source of status summary report. 4.2 Fundamentals of the '7 schedule waste'. 4.3 Workplace environment procedures & regulations. 4.4 Local environmental law & regulations at workplace. 4.5 Hazardous material storage area requirement. 4.6 Flammable material storage area requirement. 4.7 Corrective maintenance planning <ul style="list-style-type: none"> Method Type Process 4.8 Corrective maintenance status report writing :	4.1 Gather facilities, tools & equipment update reports. 4.2 Identify the facilities, tools & equipment status. 4.3 Identify facilities, tools & equipment usage priority. 4.4 Conduct corrective maintenance briefing. 4.5 Prepare check sheet maintenance. 4.6 Prepare external corrective maintenance activity. 4.7 Prepare corrective maintenance status report.	<u>ATTITUDE:</u> <ul style="list-style-type: none"> Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> Adhere to company safety and policy. Occupational safety & health act 514 1994 <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> Practice Reduce Reuse, and Recycle (3R). Environmental Quality act 127 1974 	Related <u>knowledge</u> 8 Related <u>skills</u> 24	Related <u>knowledge</u> Lecture, Case study, Sample Related <u>skills</u> Demonstration , direct observation	4.1 Facilities, tools & equipment update reports acquired and listed. 4.2 Facilities, tools & equipment status and usage priority explained and understood. 4.3 Corrective maintenance briefing objective achieved. 4.4 Check sheet maintenance generated. 4.5 External corrective maintenance activity executed. 4.6 Corrective maintenance status report generated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure 					
5. Organize Facilities & Inventory Preventive Maintenance	<p>5.1 Source of preventive maintenance report.</p> <p>5.2 Workshop layout</p> <p>5.3 Root cause analysis</p> <ul style="list-style-type: none"> • Method • Type • Process <p>5.4 Preventive maintenance planning</p> <ul style="list-style-type: none"> • Method • Type • Process <p>5.5 Preventive maintenance execution</p> <ul style="list-style-type: none"> • Method • Process 	<p>5.1 Gather Preventive maintenance status report.</p> <p>5.2 Identify the status of the facilities, tools & equipment.</p> <p>5.3 Conduct root cause analysis for preventive maintenance.</p> <p>5.4 Propose facilities, tools & equipment storage layout plan.</p> <p>5.5 Conduct preventive maintenance briefing.</p> <p>5.6 Prepare check sheet maintenance.</p> <p>5.7 Prepare</p>	<p><u>ATTITUDE:</u></p> <ul style="list-style-type: none"> • Systematic in organising work activities. <p><u>SAFETY:</u></p> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <p><u>ENVIRONMENTAL:</u></p> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	<p>Related knowledge</p> <p>8</p> <p>Related skills</p> <p>24</p>	<p>Related knowledge</p> <p>Lecture, Case study, Sample</p> <p>Related skills</p> <p>Demonstration , direct observation</p>	<p>5.1 Preventive maintenance status report listed and understood.</p> <p>5.2 Status of the facilities, tools & equipment confirmed and explained.</p> <p>5.3 Root cause analysis for preventive maintenance executed.</p> <p>5.4 Facilities, tools & equipment storage layout plan presented.</p> <p>5.5 Preventive maintenance briefing executed.</p> <p>5.6 Check sheet maintenance generated.</p> <p>5.7 Internal preventive</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	5.6 Preventive maintenance status report writing : <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure 	internal preventive maintenance activity. 5.8 Prepare preventive maintenance status report.				maintenance activity executed. 5.8 Preventive maintenance status report generated.
6. Organize House-Keeping Procedures	6.1 Method of house-keeping <ul style="list-style-type: none"> • 5S (Seiri, Seiton, Seiso, Seiketsu & Shitsuke) • OSHA 6.2 Waste storage compliance <ul style="list-style-type: none"> • Procedure • Method 6.3 Organizing plan preparation. <ul style="list-style-type: none"> • Method • Type • Process 	6.1 Interpret and analyse house-keeping functions. 6.2 Conduct house-keeping awareness briefing. 6.3 Plan waste storage management schedule. 6.4 Execute storage management plan. 6.5 Prepare House-keeping status report.	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <u>ENVIRONMENTAL:</u>	Related knowledge 8 Related skills 24	Related knowledge Lecture, Case study, Sample Related skills Demonstration , direct observation	6.1 House-keeping functions understood and evaluated. 6.2 House-keeping awareness briefing executed. 6.3 Waste storage management schedule carried out. 6.4 Storage management plan carried out. 6.5 House-keeping status reports generated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<p>6.4 House-keeping status report writing :</p> <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information <p>6.1 Submission procedure</p>		<ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 			
7. Prepare Usage Facilities & Inventory Utilisations Report	<p>7.1 Source of report</p> <p>7.2 Report information content:</p> <ul style="list-style-type: none"> • Job task • Customer information • Vehicle information • Problem information <p>7.3 Performance compliance:</p> <ul style="list-style-type: none"> • Safety regulation • Repair procedure 	<p>7.1 Gather the departmental facilities, tools & equipment utilisations reports.</p> <p>7.2 Check content of the report information</p> <p>7.3 Assess report findings performance compliance</p> <p>7.4 Update technical report</p> <p>7.5 Prepared technical report</p>	<p><u>ATTITUDE:</u></p> <ul style="list-style-type: none"> • Systematic in organising work activities. <p><u>SAFETY:</u></p> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 514 1994 <p><u>ENVIRONMENTAL:</u></p> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). 	<p>Related <u>knowledge</u></p> <p>8</p> <p>Related <u>skills</u></p> <p>24</p>	<p>Related <u>knowledge</u></p> <p>Lecture, Case study, Sample</p> <p>Related <u>skills</u></p> <p>Demonstration , direct observation</p>	<p>7.1 Facilities & Inventory utilisations reports acquired.</p> <p>7.2 Content of the report information ascertained.</p> <p>7.3 Report findings performance compliance understood.</p> <p>7.4 Technical report updated.</p> <p>7.5 Technical report generated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Repair recommendation • Recommended parts and component 7.4 Technical report writing : <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information • Submission procedure 		<ul style="list-style-type: none"> • Environmental Quality act 127 1974 			

Employability Skills

CORE ABILITIES	
04.08 Develop and negotiate staffing plans 04.09 Prepare project/work plans 04.10 Utilize science and technology to achieve goals 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/or authority 05.05 Coordinate contract and tender activities 06.08 Identify and analyse effect of technology on the environment	

Please refer NDTS guideline for Social Skills.

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1 Sample of log book	1:5
2 Sample of procurement documents	1:5
3 Chronology of usage/breakdown sample.	1:5
4 Sample of maintenance report / record	1:5
5 Sample of MSDS (Material Safety Data Sheet)	1:5
6 Warranty term & condition sample.	1:5
7 Consumable material/parts guideline and references.	1:5
8 Workplace setup requirement.	1:5
9 Sample of inventory system	1:5
10 Sample of facilities and equipment manual	1:5

References for Learning Material Development

1 Andrew Rezin, Automotive Service Management (2nd Edition) (Automotive Comprehensive Books) May 6, 2012, ISBN-13: 978-0132725408.
2 G. Calabrese, The Greening of the Automotive Industry 2012th Edition, ISBN-13: 978-0230369092.
3 Ronald A Garner, The Service Consultant: Principles of Service Management and Ownership 2nd Edition, June 2013, ISBN-13: 978-1133612353.
4 Kathi Kruse, Automotive Social Business: How to Captivate Your Customers, Sell More Cars & Be Generally Remarkable on Social Media, May 7, 2013, ISBN-10: 1483975169.
5 Justin G. Longenecker, Small Business Management 17th Edition, ISBN-13: 978-1133947752.
6 Mark J. Kohler, The Tax and Legal Playbook: Game-Changing Solutions to Your Small-Business Questions Paperback – April 28, 2015, ISBN-10: 159918561X
7 Mitch Schneider, Automotive Service Management: Total Customer Relationship Management (Automotive Service Management Series) 1st Edition, ISBN-10: 1401826571.
8 David Simchi-Levi, Operations Rules: Delivering Customer Value through Flexible Operations (MIT Press), September 13, 2013, ISBN-10: 0262525151.
9 Valerie Zeithalm, Services Marketing (6th Edition), March 12, 2012, ISBN-10: 0078112052.
10 Gary Dessler, Human Resource Management (13th Edition) 13th Edition, January 8, 2012, ISBN-10: 0132668211.

SECTOR	WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES (G)						
SUB SECTOR	MAINTENANCE AND REPAIR OF MOTOR VEHICLES (452)						
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE						
NOSS TITLE	AFTER SALES - SERVICE OPERATION						
COMPETENCY UNIT TITLE	QUALITY CUSTOMER SERVICE IMPLEMENTATION						
LEARNING OUTCOME	<p>The person who is competent in this competency unit shall be to ensure that customer complaints are managed well, customer needs are managed in a good and proper way, customer outreach program is organised well, and the continuity of good customer relations can be maintained. Upon completion of this competency unit, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Review Company Customer Service Charter 2. Administer Customer Feedback 3. Resolve Customers Feedback 4. Manage Customer Outreach Program 						
PRE-REQUISITE (If Applicable)	<p>The minimum entry qualification is the candidates must have level 3 Malaysian Skill Certificates in Electrical & Electronic - Diagnose Service, Light Vehicle Wheel & Suspension - Troubleshooting Service, Light Vehicle – Diagnose Service, HVAC – Diagnose Service, Accessory - Diagnose Service, EEV - Hybrid System Diagnose Service, NGV – Diagnose Service, Powertrain - Diagnose Service and Commercial Vehicle – Troubleshooting Service. The candidate must be able to read, write, calculate and have interest in vehicle maintenance & service.</p>						
COMPETENCY UNIT ID	G452-002-4:2017-C05	LEVEL	4	TRAINING DURATION	256	SKILL CREDIT	25.6

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
1. Review Company Customer Service Charter	1.1 Customer Charter <ul style="list-style-type: none"> • Usage • Content 1.2 Briefing / meeting session <ul style="list-style-type: none"> • Time • Venue • Preparation • method 1.3 Man power list <ul style="list-style-type: none"> • Personal Information • Task & duty 	1.1 Acquire Company Customer Service Charter. 1.2 Interpret Company Customer Service Charter. 1.3 Conduct awareness Briefing.	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. • Occupational safety & health act 1994 (Act 514) <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality Act 1974 (Act 127) 	Related <u>knowledge</u> 16 Related <u>skills</u> 32	Related <u>knowledge</u> Lecture, Case study, Sample Related <u>skills</u> Demonstration , direct observation	1.1 Company customer service charter gathered and compiled. 1.2 Company customer service charter requirements interpreted and assessed. 1.3 Awareness briefing objective achieved and clarified.
2. Administer Customer Feedback	2.1 Type of complaints. <ul style="list-style-type: none"> • Time-related • Cost-related • Product-related • Warranty • Human character /ethics 	2.1 Identify type of complaints. 2.2 Apply corrective actions. 2.3 Validate method employed.	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. 	Related <u>knowledge</u> 8	Related <u>knowledge</u> Lecture, Case study, Sample	2.1 Types of customer feedback listed and interpreted. 2.2 Customer feedback corrective actions implemented and recorded.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<p>2.2 Methods employed</p> <ul style="list-style-type: none"> • Person in charge. • Customer relation officer. • Customer service department officer <p>2.3 Customer handling protocols.</p> <ul style="list-style-type: none"> • Positive options • Remaining calm • Negotiation skills. • Flexible approach. • Wider industry knowledge <p>2.4 Administration report writing :</p> <ul style="list-style-type: none"> • Format such as computerised or manual • Content / information 	2.4 Apply customer handling protocols.	<ul style="list-style-type: none"> • Occupational safety & health act 514 1994 <p><u>ENVIRONMENTAL:</u></p> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 	<p>Related <u>skills</u></p> <p>24</p>	<p>Related <u>skills</u></p> <p>Demonstration , direct observation</p>	<p>2.3 Method employed reviewed and assessed.</p> <p>2.4 Customer handling protocols reviewed and assessed.</p> <p>2.5 Customer complaints administration report generated and submitted.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> Submission procedure 					
3. Resolve Customers Feedback	<p>3.1 Nature of complaints.</p> <ul style="list-style-type: none"> Customer expectations Delays Incremental cost <p>3.2 Resolving solutions.</p> <ul style="list-style-type: none"> Actual booked. Management principles. Best practice <p>3.3 Customer agreement</p> <ul style="list-style-type: none"> Process explained e.g. a customer invoice (or equivalent document) Available capacity. Information relating to the customer concerns 	<p>3.1 Determine nature of complaints.</p> <p>3.2 Select resolving solutions.</p> <p>3.3 Achieve customer agreement.</p> <p>3.4 Take consolidated corrective actions.</p> <p>3.5 Record customer feedback.</p>	<p><u>ATTITUDE:</u></p> <ul style="list-style-type: none"> Systematic in organising work activities. <p><u>SAFETY:</u></p> <ul style="list-style-type: none"> Adhere to company safety and policy. Occupational safety & health act 514 1994 <p><u>ENVIRONMENTAL:</u></p> <ul style="list-style-type: none"> Practice Reduce Reuse, and Recycle (3R). Environmental Quality act 127 1974 	<p>Related <u>knowledge</u></p> <p>8</p> <p>Related <u>skills</u></p> <p>24</p>	<p>Related <u>knowledge</u></p> <p>Lecture, Case study, Sample</p> <p>Related <u>skills</u></p> <p>Demonstration, direct observation</p>	<p>3.1 Nature of complaints listed and interpreted.</p> <p>3.2 Executed selected resolving solutions.</p> <p>3.3 Customer agreement recorded.</p> <p>3.4 Customer feedback recorded and report generated.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	3.4 Consolidated corrective action <ul style="list-style-type: none"> • Time allocation • Accurately collating information. • Ethical behaviour 3.5 Customer feedback <ul style="list-style-type: none"> • Satisfactory conclusion • Impartial approach • Anticipate customer needs. 					
4. Manage Customer Outreach Program	4.1 Owner club activities servicing clinics <ul style="list-style-type: none"> • Body shop • Smart repairs • Tyre replacement • Auto glazing 4.2 Customer day <ul style="list-style-type: none"> • Product range • Service plans. • Special offers 	4.1 Organise owner club activities. 4.2 Organise servicing clinics/campaign. 4.3 Organise customer day. 4.4 Launch road safety campaign /	<u>ATTITUDE:</u> <ul style="list-style-type: none"> • Systematic in organising work activities. <u>SAFETY:</u> <ul style="list-style-type: none"> • Adhere to company safety and policy. 	Related <u>knowledge</u> 8 Related <u>skills</u> 24	Related <u>knowledge</u> Lecture, Case study, Sample Related <u>skills</u>	4.1 Owner club activities executed. 4.2 Servicing clinics/campaigns executed. 4.3 Customer day programs and activities. 4.4 Road safety campaign programs and

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILL	ATTITUDE/ SAFETY/ ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Insurance plans • Festive celebration 4.3 Road safety campaign. 4.4 Customer outreach program <ul style="list-style-type: none"> • Recall program • Service Campaign 	recall program.	<ul style="list-style-type: none"> • Occupational safety & health act 514 1994 <u>ENVIRONMENTAL:</u> <ul style="list-style-type: none"> • Practice Reduce Reuse, and Recycle (3R). • Environmental Quality act 127 1974 		Demonstration , direct observation	activities executed. 4.5 Recall program and activities executed. 4.6 Customer outreach program execution reports prepared and generated.

Employability Skills

CORE ABILITIES	
04.08 Develop and negotiate staffing plans 04.09 Prepare project/work plans 04.10 Utilize science and technology to achieve goals 05.03 Allocate and record usage of financial and physical resources 05.04 Delegate responsibilities and/or authority 05.05 Coordinate contract and tender activities 06.08 Identify and analyse effect of technology on the environment	

Please refer NDTS guideline for Social Skills.

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1 Computer	1:20
2 Projector	1:20
3 Stationery	As per required
4 Details of product / services	1:5
5 Schedules form e.g. workshop loading	1:5
6 Documentation e.g. booking form	1:5
7 Legislative rules and regulation booklet	1:20
8 Training aid	1:20

References for Learning Material Development

1 Andrew Rezin, Automotive Service Management (2nd Edition) (Automotive Comprehensive Books) May 6, 2012, ISBN-13: 978-0132725408.
2 G. Calabrese, The Greening of the Automotive Industry 2012th Edition, ISBN-13: 978-0230369092.
3 Ronald A Garner, The Service Consultant: Principles of Service Management and Ownership 2nd Edition, June 2013, ISBN-13: 978-1133612353.
4 Kathi Kruse, Automotive Social Business: How to Captivate Your Customers, Sell More Cars & Be Generally Remarkable on Social Media, May 7, 2013, ISBN-10: 1483975169.
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6 Mark J. Kohler, The Tax and Legal Playbook: Game-Changing Solutions to Your Small-Business Questions Paperback – April 28, 2015, ISBN-10: 159918561X
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9 Valerie Zeithalm, Services Marketing (6th Edition), March 12, 2012, ISBN-10: 0078112052.
10 Gary Dessler, Human Resource Management (13th Edition) 13th Edition, January 8, 2012, ISBN-10: 0132668211.

10. Training Hour Summary

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILL (B)	HOURS (C) = (A)+(B)	TOTAL (HOURS) $\Sigma(C)$
G452-002-4:2017-C01	RULES & REGULATIONS COMPLIANCE MONITORING	1 Identify Rules & Regulations.	8	24	32	160
		2 Conduct Rules & Regulations Audit.	8	24	32	
		3 Plan Rules & Regulations Preventive Action.	8	24	32	
		4 Plan Rules & Regulations Corrective Action.	8	24	32	
		5 Monitor Rules & Regulations Compliance.	8	24	32	
G452-002-4:2017-C02	HUMAN CAPITAL REQUIREMENTS COORDINATION	1 Coordinate Manpower Requirements	16	32	48	160
		2 Perform Staff Training	8	24	32	
		3 Evaluate Post-Training Effectiveness	16	32	48	
		4 Prepare Human Capital Requirements Coordination Summary Report.	8	24	32	
G452-002-4:2017-C03	BUSINESS STRATEGY IMPLEMENTATION	1 Analyse Business Strategy.	16	32	48	144
		2 Develop Marketing Plan.	8	24	32	
		3 Execute Business Strategy.	8	24	32	
		4 Monitoring Business Strategy Execution.	8	24	32	
G452-002-4:2017-C04	FACILITIES & INVENTORY UTILISATION COORDINATION	1 Analyse Assets & Inventory Utilisation	16	32	48	256
		2 Coordinate Assets & Inventory Usage With Manpower	16	32	48	

		3 Monitor Parts Inventory System	8	24	32	
		4 Organize Assets & Inventory Corrective Maintenance	8	24	32	
		5 Organize Assets & Inventory Preventive Maintenance	8	24	32	
		6 Organize House-Keeping Procedures	8	24	32	
		7 Prepare Usage Assets & Inventory Utilisations Report	8	24	32	
G452-002-4:2017-C05	QUALITY CUSTOMER SERVICE IMPLEMENTATION	1 Review Company Customer Service Charter	16	32	48	144
		2 Administer Customer Complaints	8	24	32	
		3 Resolve Customers Feedback	8	24	32	
		4 Manage Customer Outreach Program	8	24	32	
TOTAL HOURS (ELECTIVE COMPETENCY)			240	624		864