Specification of Competency Standards
for the Automotive
Unit of Competency

Functional Area - Vehicle Servicing

Title	Provide technical support and advice to colleagues for vehicle repair techniques
Code	111723L3
Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be able to provide effective technical support and advice to colleagues safely according to the vehicle manufacturer's instructions, service manual or other appropriate information. They should also be able to fully coach colleagues in implementing the advice, assessing its safety and effectiveness upon completion of work, providing technical report and initiating improvement actions.
Level	3
Credit	3 *(For Reference Only)*
Competency	**Performance Requirements** 1. Knowledge (Contents of technical support and advice to colleagues for vehicle servicing) • Master communication skills with colleagues and the vehicle manufacturer. • Master technical report writing skills. • Have a good understanding of the vehicle manufacturer's instructions (service manual and supplementary information) and temporary local measures agreed by the management. 2. Performance (Provide technical support and advice to colleagues for vehicle servicing) • Provide effective technical support and advice to colleagues based on the vehicle manufacturer's information (service manual and supplementary information) and temporary local measures agreed by the management, including: ◦ Finding out the cause of the problem via road test or with the aid of diagnostic equipment, and the solution ◦ Coaching colleagues to accurately implementing the solution ◦ When the service database fails to provide an effective solution, report to the manufacturer precisely and promptly for assistance. ◦ If necessary, recommend the manufacturer and the management on temporary local relief measures ◦ Following through on the effectiveness of the solution adopted and submitting a technical report ◦ Initiating improvement actions for precaution and training purposes ◦ Coaching colleagues in understanding the authorised work scope, suitably applying the safety gear and service setup, and implementing the safety practices in electrified vehicle servicing
Assessment Criteria	The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is: • Capable of providing effective technical support and advice to colleagues in the vehicle service environment safely according to the vehicle manufacturer's service manual or other appropriate information meeting relevant legal requirements; and • Capable of conducting an assessment of the safety and effectiveness of adopted technical advice upon completion of work, providing technical report and initiating the improvement actions.

Remark	The credit value of this unit of competency assumes that the practitioner already possesses comprehensive knowledge and skills of vehicle diagnosis as required of a vehicle technician. In the case of electrified vehicle servicing, the practitioners concerned shall be the competent persons recognised by the governing authority concerned and shall follow the Practice Guideline issued by the authority, such as the Electrical and Mechanical Services Department. The major legislation/codes involved in this unit of competency are as follows: • Road Traffic Ordinance • Air Pollution Control Ordinance • Occupational Safety and Health Ordinance • Gas Safety Ordinance (This UoC replaced 108726L3)