SEG Awards Level 2

Motor Vehicle Studies

**Underpinning Knowledge Evidence Record**

R/601/6247 Knowledge of How to Identify and Agree Motor Vehicle Customer Service Needs

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| --- | --- |
| **Learners Name** |  |
| **SEG Awards Registration Number** |  |
| **Centre Name** |  |
| **Assessor 1 Name**  |  |
| **Assessor 2 Name**  |  |

**DECLARATION OF AUTHENTICITY**

This declaration must be completed and signed by the learner and countersigned by the tutor / assessor and covers all evidence submitted for moderation.

|  |  |
| --- | --- |
| Learner Name |  |
| Unique Learner Number (ULN) |  | SEGLearner Reg. ID |  |
| Qualification Title |  |
| Centre Name |  |

# Learner statement of authenticity

**Before signing please read the guidance below**.

I confirm, that the attached assignment / portfolio is all my own work[[1]](#footnote-1) and does not include any work completed by anyone other than myself. I have completed the assignment / portfolio in accordance with SEG Awards’ instructions and within the time limits set by my centre.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature |  | Date |  |

# Centre confirmation of authenticity

On behalf of …………………………………….(insert centre name), I confirm that the above mentioned learner, to the best of my knowledge, is the sole author of the completed assignment / portfolio attached, and the assessments have been completed under the required conditions.

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| --- | --- | --- | --- |
| Signed |  | Date |  |
| Name |  |
| Title |  |

**Guidance for Learners**

You have been asked to sign this Declaration of Authenticity and place it at the front of your portfolio or course work assessment. It confirms that the work you have submitted for assessment is your own and that you have not copied it from someone else or allowed another learner to copy it from you.

When preparing any course work it is good practice to undertake research using information from published sources. If you quote directly from these sources then this must be indicated in your work by using quotation marks and referencing the document from which the quotation was taken. You must then comment in your own words on any ideas expressed.

Assessors, internal verifiers and SEG Awards’ external moderators and verifiers are subject specialists who can spot the use of published materials that may be passed as your own words or ideas.

If you do copy words from a published source and do not indicate their reference you will be committing plagiarism. This is considered a form of cheating and may result in your assessment being declared void.

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**Note to assessor**

Frequent reference is made to the learner’s workplace. Where a learner does not have a workplace the policies and procedures of a typical workplace can be used.

**Introduction**

When a customer agrees for work to be carried out on a vehicle a contract exists between the repair business and the customer. In law the customer now becomes a consumer and is protected by various consumer laws. When accepting a vehicle for repair it is important that the requirements of these laws are met

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| **Task 1 - Consumer legislation** | **Assessment Criteria 1.1** |

Research each of the consumer laws listed below and state what a vehicle repair business should, and should not do to comply with the requirements of each.

**Supply of Goods and Services Act 1982**

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| --- | --- |
| **Requirement** | **To ensure they meet legal requirements the company…** |
| **Should** | **Should Not** |
| Goods supplied must be of satisfactory quality |  |  |
| Services carried out with reasonable skill and care |  |  |
| Services completed within reasonable timescale |  |  |
| Services completed at a reasonable charge |  |  |

**Consumer Protection Act**

|  |  |
| --- | --- |
| **Requirement** | **To ensure they meet legal requirements the company…** |
| **Should** | **Should Not** |
| Rights of redress for death or injury caused by defective consumer goods |  |  |
| Regulation of price indications for goods and services |  |  |

**Data Protection Act 1998**

|  |  |
| --- | --- |
| **Requirement** | **To ensure they meet legal requirements the company…** |
| **Should** | **Should Not** |
| Personal data collected lawfully and fairly |  |  |
| Personal data used for specifically stated purposes |  |  |
| Personal data used in a way that is adequate relevant and not excessive |  |  |
| Personal data is accurate |  |  |
| Personal data is kept safe and secure |  |  |
| Personal data is kept for no longer than necessary |  |  |

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| **Task 2 - Warranties and guarantees** | **Assessment Criteria 1.2** |

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| **Explain what is meant by the term “Guarantee”** |
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| **Explain what is meant by the term “Warranty”** |
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| **Select THREE products or services offered by your workplace, identify whether they carry a guarantee or warranty and outline TWO limitations of each** |
| **Product or Service** | **Guarantee****✔** | **Warranty****✔** | **Limitation 1** | **Limitation 2** |
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| **Task 3 - Limits of authority** | **Assessment Criteria 1.3** |

When dealing with customers it is important people understand the limits of their authority.

By consulting your line manager, outline the following;

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| **What you are authorised to do?** |
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| **When you would have to ask somebody else?** |
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| **Task 4 - Keeping customers informed** | **Assessment Criteria 1.4** |

When repairing vehicles, delays in completion can occur and it is important to keep the customer informed.

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| **List FOUR possible reasons for delay in completion** |
| **1:** |
| **2:** |
| **3:** |
| **4:** |

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| **List FOUR possible methods of keeping the customer informed** |
| **1:** |
| **2:** |
| **3:** |
| **4:** |

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| **Task 5 - Workplace records** | **Assessment Criteria 1.5** |

It is important that all work records are completed

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| **List the documents your workplace uses from first contact with the customer to returning the vehicle. Include when a customer signature is required and what payment methods are accepted**  |
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| **Task 6 - Dealing with customers** | **Assessment Criteria 2.1** |

When dealing with customers it is important the employee is familiar with the products and services offered by the company.

List the products and services available from your workplace

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| --- | --- |
| **Products** | **Services** |
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| **Task 7 - Customer contact** | **Assessment Criteria 2.2** |

Customers will usually contact a vehicle repair company by telephone or in person and it is important that they are dealt with in a professional manner.

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| **Complete the table below by explaining your workplace procedure for each situation** |
| **Situation** | **Telephone** | **Face-to face** |
| **Greeting** |  |  |
| **Professional image** |  |  |
| **Avoiding distractions** |  |  |
| **Obtaining information** |  |  |
| **Explaining technical terms** |  |  |
| **Giving information to customer** |  |  |
| **Passing information to colleague** |  |  |

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| **Task 8 - Customer satisfaction** | **Assessment Criteria 2.3** |

This is a measure of how the products and services offered meet the customer expectations.

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| **List THREE customer expectations with respect to PRODUCTS**  |
| **1:** |
| **2:** |
| **3:** |

|  |
| --- |
| **List THREE customer expectations with respect to SERVICES** |
| **1:** |
| **2:** |
| **3:** |

|  |
| --- |
| **Explain how your workplace ensures customer satisfaction with regard to ONE product and ONE service provided** |
| **Product** |  |
| **Service** |  |

**Resolving problems**

In every workplace, problems occur from time to time and it is important that staff know how to deal with them

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| --- |
| **Complete the table below by explaining how your workplace would deal with the problems listed** |
| **Problem** | **Dealt with by;** |
| Non availability of parts |  |
| Work not completed on time |  |
| Extra work required noticed during repair |  |
| Cost higher than customer expected |  |
| Non-authorised work carried out |  |
| Faulty repairs |  |
| Damage to vehicle |  |

**Accessing Information**

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| **When advising a customer on expected completion times and costs of repair, it is important that the advice is accurate. Explain the documents you use in your workplace for;** |
| **Costings** |  |
| **Completion times** |  |

1. Unless otherwise stated e.g. for some entry level qualifications, learners can work together but should identify sections which are their own work. [↑](#footnote-ref-1)