

**1. Module details****Module name****Appliance Customer Service****Module duration**

It is expected that students with the appropriate entry knowledge and skills will successfully complete this module in 36 – 40 hours.

**Module code**

NUE011

**Discipline code****2. Module purpose**

This module aims to provide students with knowledge and skills that are fundamental to the servicing of Domestic Appliances.

**3. Prerequisites**

Nil.

**4. Relationship to competency standards**

This module provides some of the knowledge and skills underpinning competence in the following Appliance Servicing Draft Standards: A.1, A.2, A.3, A.4, A.5.

**5. Content****Codes and Regulations**code of ethics  
statutory codes and regulations  
manufacturers warranty and guarantees  
false claims.**Marketing Strategies**basic management terminology  
organisational objectives  
technical competence  
Mallow's hierarchy of needs  
customer expectations; politeness, promptness, cleanliness, duty of care;  
team work, verbal, non verbal body language;  
company practice regarding; designated service vans, uniforms, tool kits, work mats  
on-selling  
equipment labels  
service and maintain manuals  
company advertising and promotion; encoding and decoding  
conflict and co-operation.**Costing Components**discounting  
sales quotes, estimates  
warranty claims  
invoices  
customer's rights

care of customer's property  
 repairer's liability.

**Service Documentation**

booking service calls  
 time management  
 keeping records  
 stock control; ordering, cost of holding spare parts, code numbers, suppliers catalogues,  
 accessing computer data

**6. Assessment strategy**

**Assessment methods**

Theory test, Short answer questions, Practical test

**Conditions of assessment**

**7. Learning outcome details**

**Learning outcome 1**

**Define the essential work practices listed in the Advisory Code of Practice for the Domestic Whitegoods Service Industry.**

**Assessment criteria**

- 1.1 List the aim and objectives of the Advisory Code of Practice for the Domestic Whitegoods Service Industry.
- 1.2 List relevant appliance servicing codes and regulations.

**Learning outcome 2**

**Define marketing strategies relative to customer service in the appliance servicing industry and requirements of product promotion, advertising and performance evaluation.**

**Assessment criteria**

- 2.1 Define basic management terminology.
- 2.2 Identify organizational objectives in marketing appliances.
- 2.3 Identify in key elements in selling and personal performance.
- 2.4 Interpret equipment labels and manufacturers sales information for a given appliance.
- 2.5 Define encoding and decoding.

<b>Learning outcome 3</b>	<b>Estimate the cost to replace, modify, repair an appliance to meet either the requirements of the manufacturer's warranty and/or the customers needs.</b>
<b>Assessment criteria</b>	<p>3.1 Prepare an invoice for a repaired appliance.</p> <p>3.2 Interpret a customer's rights under a warranty claim.</p> <p>3.3 Define a repairers liability.</p>
<b>Learning outcome 4</b>	<b>Complete field and workshop service documentation and stock control reports to a prescribe standards.</b>
<b>Assessment criteria</b>	<p>4.1 Complete service documentation for a given job.</p> <p>4.2 Using records held on a computer, locate spare part numbers for a given application.</p>
<b>8. Delivery of the module</b>	
<b>Delivery strategy</b>	<p>Delivery strategies must be suitable for both theoretical and/or practical learning and module purpose.</p> <p>It is recommended that learning and assessment be facilitated in a holistic manner which may require a learning sequence other than indicated in the body of this module descriptor.</p>
<b>Resource requirements</b>	<p>Appropriate manufacturers data.</p> <p>Appropriate replacement components.</p> <p>Computers.</p> <p>Computer software programs listing manufacturers.</p> <p>Spare parts and ordering requirements.</p> <p>Sample bar charts and wiring diagrams.</p> <p>Sample company service reports.</p> <p>Communications equipment e.g. mobile phones, 2 way radios, telephones.</p>
<b>Occupational health and safety requirements</b>	<p>Students should be made aware of Occupational Health and Safety issues in all situations and be expected to demonstrate safe working practices at all times.</p>