



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AURS241803A Apply legal requirements relating to product sales**

**Release: 1**

## AURS241803A Apply legal requirements relating to product sales

### Modification History

Not Applicable

### Unit Descriptor

<b>Unit descriptor</b>	This unit of competency covers the competence required to access, interpret and apply legal requirements relating to sale of products.
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### Application of the Unit

<b>Application of the unit</b>	This unit of competence applies to the following and should be contextualised to the qualification it is being applied: <ul style="list-style-type: none"> <li>• retail, service and repair - administration/sales product sales.</li> </ul>
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### Licensing/Regulatory Information

Not Applicable

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify legislation and documentation to sell product(s)	1.1. Legislation to sell product(s) is correctly identified and accessed where necessary 1.2. Product documentation and manuals are identified and available for customers
2. Apply legislation to sell product(s)	2.1. Product(s) are sold in accordance with identified legal requirements, including duty of care 2.2. Customer transaction is handled in accordance with consumer legislation
3. Record necessary information on product sales documentation	3.1. Correct product sales documentation is identified and accessed in accordance with enterprise policies and procedures 3.2. Required information is clearly and accurately provided to complete legal requirements for correct documentation 3.3. Customer is requested to sign acknowledgement of information provided, such as operation instructions for product, safety requirements and supply of manual for product

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- collect, organise and understand information related to legislative requirements
- communicate ideas and information to explain safety and operation issues for products
- plan and organise activities to demonstrate safe operation of products
- work with others and in a team by consulting with experienced staff
- use mathematical ideas and techniques to have cost and time limitations included in demonstrations
- establish diagnostic processes recommending safe operating procedures
- use workplace technology related to the demonstration of safe operation of products

#### Required knowledge

<b>REQUIRED SKILLS AND KNOWLEDGE</b>
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| <ul style="list-style-type: none"><li>• product sales legislation</li><li>• enterprise sales documentation procedures and policies</li></ul> |
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## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>It is essential that competence in this unit signifies ability to transfer competence to changing circumstances and to respond to unusual circumstances in the critical aspects of:</p> <ul style="list-style-type: none"> <li>• identifying and correctly interpreting legal requirements for product sales</li> <li>• application of legal requirements to product sales</li> <li>• correctly completing required documentation to record sale</li> <li>• communicating effectively with others involved in or affected by the work.</li> </ul>
<b>Context of, and specific resources for assessment</b>	<ul style="list-style-type: none"> <li>• Underpinning knowledge and skills may be assessed on or off the job</li> <li>• The following are required: <ul style="list-style-type: none"> <li>• documentation to fulfil legal requirements and enterprise policies</li> <li>• product manuals</li> <li>• a qualified workplace assessor.</li> </ul> </li> </ul>
<b>Method of assessment</b>	<ul style="list-style-type: none"> <li>• Assessment of practical skills must take place only after a period of supervised practice and repetitive experience. If workplace conditions are not available assessment in simulated workplace conditions is acceptable</li> <li>• Prescribed outcome must be able to be achieved without direct supervision</li> <li>• Practical assessments: <ul style="list-style-type: none"> <li>• access, interpret and apply legal requirements to sale of products</li> </ul> </li> <li>• Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.</li> </ul>
<b>Guidance information for assessment</b>	

## Range Statement

<b>RANGE STATEMENT</b>	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<b>Methods</b>	<p>Methods include:</p> <ul style="list-style-type: none"> <li>• customer contact skills</li> <li>• identifying and adhering to legal requirements</li> <li>• operation of products and safety requirements explained to and verified by the customer</li> <li>• customer acknowledgement of user manuals provided</li> </ul>
<b>Occupational health and safety (OHS) requirements</b>	<p>OHS requirements may include:</p> <ul style="list-style-type: none"> <li>• state/territory/industry OHS requirements</li> <li>• duty of care</li> </ul> <p>Work is carried out in accordance with award provisions</p>
<b>Resources</b>	<p>Resources may include:</p> <ul style="list-style-type: none"> <li>• documentation to fulfil legal requirements and enterprise policies</li> <li>• manuals, stationery</li> <li>• copies of legislation</li> <li>• product for sale</li> </ul>
<b>Information/documents</b>	<p>Sources of information/documents may include:</p> <ul style="list-style-type: none"> <li>• manufacturer/component supplier specifications</li> <li>• enterprise operating procedures</li> <li>• product manufacturer/component supplier specifications</li> <li>• customer requirements</li> <li>• industry/workplace codes of practice</li> </ul>

## Unit Sector(s)

<b>Unit sector</b>	Sales
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### Co-requisite units

<b>Co-requisite units</b>		

### Competency field

<b>Competency field</b>	
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