



Australian Government

**Assessment Requirements for AURALA001
Comply with legal aspects of a service and
repair contract in an automotive workplace**

Release: 1

Assessment Requirements for AURALA001 Comply with legal aspects of a service and repair contract in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standard defined in the unit's elements and performance criteria, range of conditions and foundation skills:

- comply with the legal aspects of service and repair contracts with three different customers, in which the work must involve:
 - an abandoned vehicle
 - a vehicle kept as bailment
 - customer dissatisfaction due to failed installed parts.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- types and purpose of contracts, including:
 - key phases of contract, including:
 - offer
 - acceptance
 - consideration
 - oral and written contracts
- key components of Australian Consumer Law (ACL) relating to legal and ethical requirements of contracts and service agreements, including:
 - damages arising from breach of contracts
 - reasonable costs
 - proof of transaction
 - delays in delivery and non-supply

- charge back
- contracts with minors
- unfair contract terms
- loss or damage to consumer property
- misleading or deceptive conduct
- warranties
- dispute resolution
- key features of automotive service and repair contracts, including:
 - terms of the relationship, including:
 - acknowledgements and agreements from customer
 - definitions
 - rights, responsibilities and obligations of the service provider and principal, including:
 - level of performance and services being provided
 - authority in respect of the vehicle, including entering and test driving the vehicle
 - guarantees and warranties
 - lien to secure payment
 - abandonment of vehicle
 - liability
 - privacy
 - jurisdiction of the contract
 - business processes, including:
 - pricing
 - payment and invoicing
 - returns policies.

Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to having complied with the legal aspects of a service and repair contract in an automotive workplace, e.g. correspondence between customer and business.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- automotive repair workplace or simulated workplace
- commercially realistic range of automotive service and repair contracts

- three different customers with the service and repair contract issues specified in the performance evidence.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>