



**Australian Government**

# **Assessment Requirements for AURBCA001 Work in a retail bicycle environment**

**Release: 1**

# Assessment Requirements for AURBCA001 Work in a retail bicycle environment

## 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 this unit's elements, performance criteria, range of conditions and foundation skills:

- sell bicycle product to three different retail bicycle store customers in line with workplace procedures and customer service standards, in which the work must involve:
  - completing workplace documentation
  - operating and maintaining workplace equipment.

## Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- work health and safety (WHS) and occupational health and safety (OHS) requirements relating to working in a retail bicycle environment, including procedures for:
  - manually handling bicycles and components
  - identifying workplace hazards
  - using personal protective equipment (PPE)
- environmental requirements, including procedures for disposing of waste materials
- retail bicycle workplace procedures and practices, including:
  - customer service techniques
  - reporting and communication channels
- retail bicycle workplace expectations, including:
  - ethical practice
  - maintaining privacy and confidentiality
- key features of specialist bicycle equipment
- key bicycle industry knowledge, including:

- bicycle types and their features
- bicycle parts, accessories and their uses
- bicycle categories and trends
- key bicycle terminology
- key bicycle websites and other sources of information
- key cycling events
- benefits of cycling for transport, health and fitness.

## 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 the bicycle retail store in which they have worked, e.g. employment contract, training record book or job card.

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

The following resources must be made available:

- bicycle retail workplace or simulated workplace
- workplace instructions
- electronic devices with internet connection
- different retail bicycle store customers with commercially realistic bicycle requirements
- tools and equipment appropriate to a retail bicycle environment.

## Links

Companion Volume implementation guides are found in VETNet -

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

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