



Australian Government

AURBCA101 Work in a retail bicycle environment

Release: 1

AURBCA101 Work in a retail bicycle environment

Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Application

This unit describes the skills and knowledge required to work in a bicycle retail environment. The unit involves determining own career goals, developing bicycle industry knowledge, maintaining tools, equipment and own workspace, and completing workplace processes and documentation.

It applies to those working in the bicycle retail, service and repair industry.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Bicycle Sales and Marketing

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to work in a retail bicycle environment	1.1 Determine job requirements in accordance with workplace instructions 1.2 Source and interpret workplace information relating to own job role 1.3 Identify workplace and team practices and lines of communication required of own job role
2. Undertake workplace activities	2.1 Greet customer in line with workplace customer service standards 2.2 Identify and address customer needs in accordance with workplace procedures and safety and environmental requirements 2.3 Escalate complex customer requirements and feedback to

ELEMENTS	PERFORMANCE CRITERIA
	supervisor as required 2.4 Complete sale in line with workplace procedures and processes
3. Complete work processes	3.1 Clear work area and dispose or recycle materials according to workplace procedures 3.2 Maintain workplace sales equipment within scope of own role and report if faulty 3.3 Complete workplace documentation according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	Locates required sources of information efficiently.
Oral communication	- Uses bicycle terminology in verbal exchanges with customers - Reports customer issues and outcomes.
Planning and organising	- Plans own work requirements - Prioritises actions to achieve required outcomes - Ensures tasks are completed within workplace timeframes.
Self-management	Selects and uses required equipment, materials and processes.
Technology	Uses workplace electronic devices when completing customer sales.

Unit Mapping Information

Supersedes and is equivalent to AURBCA001 Work in a retail bicycle environment.

Links

Companion Volume Implementation Guide is found on VETNet -

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