



Australian Government

**Assessment Requirements for AURSBA002
Identify and match uncommon automotive
parts**

Release: 1

Assessment Requirements for AURSBA002 Identify and match uncommon automotive parts

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:

- identify and match one uncommon automotive part from the following categories for three different customers:
 - vintage part
 - obsolete part
 - non-original part.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- information gathering techniques, including:
 - active listening and questioning
 - effective face-to-face and telephone customer service
- common automotive terminology
- identification and function of automotive vehicle systems
- application and operation of automotive parts index systems, including:
 - catalogues
 - microfiche
 - computer databases
- key legal requirements relating to supplying uncommon automotive parts, including obligations under Australian Consumer Law (ACL).

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 identifying and matching uncommon automotive parts, e.g. customer invoices.

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 sales and service workplace or simulated workplace
- three different customers with different commercially realistic requirements for uncommon parts
- automotive parts index systems, including:
 - catalogues
 - microfiche
 - computer databases.

Links

Companion Volume implementation guides are found in VETNet -

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

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