



Australian Government

**Assessment Requirements for AURSCA002
Present automotive products and services
for sale**

Release: 1

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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 standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- organise a display or presentation area in an automotive workplace for three different automotive products
- organise a display or presentation area in an automotive workplace for two different automotive services.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- work health and safety (WHS) and occupational health and safety (OHS) requirements relating to presenting products and services in an automotive workplace, including procedures for:
 - manually handling stock
 - ensuring clear walkways
 - handling chemicals and dangerous goods
 - using personal protective equipment (PPE)
- principles of display design, including:
 - creating impact
 - use of colour and illumination
 - accessibility and ease of maintenance
 - interactivity
- types and applications of display and presentation areas, including:
 - areas, including:
 - interior and exterior

- permanent and temporary
- publicly accessible
- display systems, including cable, rod and sign systems
- showcases
- brochure and information display systems
- graphic display systems, including computer monitor, television and projector
- gaining feedback on effectiveness of display and presentation areas, including procedures for:
 - analysing sales
 - delivering and analysing simple customer questionnaires.

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 presenting automotive products and services for sale, e.g. sales area floor plan.

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

The following should be made available:

- automotive workplace or simulated workplace
- commercially realistic range of automotive services and products for sale
- commercially realistic presentation or display area
- materials needed for display of products and service information.

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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