



Australian Government

**Assessment Requirements for AURSCA101
Select and supply automotive parts and
products**

Release: 1

Assessment Requirements for AURSCA101 Select and supply automotive parts and products

Modification History

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

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- select and supply at least one automotive part or product from each of the following categories for three different customers:
 - service items, including filters, oils, coolants, spark plugs, fan belts, electrical accessories, sensors and actuators
 - non-specific items, including merchandise, apparel, cleaning products and tools
 - accessory items, including car mats, seat covers, lighting and vehicle covers.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods to locate and interpret information required to select and supply automotive parts and products, including:
 - information provided by customer and supervisors
 - manufacturer specifications and procedures or equivalent documentation
 - information gathering techniques, including:
 - active listening and questioning
 - effective face-to-face and telephone customer service
- workplace procedures required to select and supply automotive parts and products including:
 - documentation procedures, including:
 - customer records
- common automotive terminology
- identification and function of automotive vehicle systems
- types and applications of the automotive parts and products specified in the performance evidence

- application and operation of automotive parts index systems, including:
 - catalogues
 - computer databases
 - online resources
- key legal requirements relating to supplying automotive parts and products, including obligations under the Australian Consumer Law (ACL).

Assessment Conditions

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 selecting and supplying automotive parts and products, 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 automotive parts or products
- automotive parts index systems, including:
 - catalogues
 - computer databases.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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