



Australian Government

AURSCA101 Select and supply automotive parts and products

Release: 1

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

Application

This unit describes the skills and knowledge required to identify, select and supply automotive parts and products to meet customer requirements. It involves matching a diverse range of automotive components, parts and products to a customer's vehicle or equipment by cross-referencing manufacturer, model and other identifiable numbers using manual, computer-generated and online catalogue systems.

The unit applies to those working in the automotive sales and service industry.

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

Unit Sector

Sales and Parts, Administration and Management 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. Determine required information relating to part or product	1.1 Gather and document available information on required item and confirm with customer 1.2 Determine original host for the part or product from available information
2. Identify part or product and record details	2.1 Identify and access index system for part or product host 2.2 Match part or product with cataloguing information using the parts index system, its aids and user guides, and identify potential suppliers 2.3 Seek clarification regarding potential match from supplier as required 2.4 Document and process identifying details of part or product

ELEMENTS	PERFORMANCE CRITERIA
3. Supply or order part or product	3.1 Supply part to customer or order if not in stock according to workplace procedures 3.2 Process workplace documentation according to workplace procedures 3.3 Update customer records 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	<ul style="list-style-type: none"> Locates required sources of information efficiently.
Writing	<ul style="list-style-type: none"> Enters information into sales orders, workplace forms and databases legibly.
Initiative and enterprise	<ul style="list-style-type: none"> Applies analytical skills when identifying and analysing technical information when sourcing parts or products that meet a customer need.
Technology	<ul style="list-style-type: none"> Uses digital systems and tools.

Unit Mapping Information

Supersedes and is equivalent to AURSCA001 Select and supply automotive parts and products.

Links

Companion Volume Implementation Guide is found on VETNet -

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