



Australian Government

Assessment Requirements for AURSCA105 Sell automotive products and services

Release: 1

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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:

- sell automotive products or services to at least three different customers in an automotive sales and service workplace or simulated location.

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 sell automotive products and services, including:
 - information provided by customer and supervisors
 - manufacturer and supplier specifications and procedures or equivalent documentation
- workplace procedures required to sell automotive products and services, including:
 - documentation procedures
 - sales processes
 - dealing with customers
 - complaints handling
 - consumer rights and responsibilities
- sales communication techniques, including:
 - customer buying signals
 - effective face-to-face and telephone selling techniques
 - upselling and value adding sales techniques
 - active listening and questioning techniques
 - strategies for dealing with dissatisfied customers
- key features of loyalty programs and strategies for encouraging repeat business
- key features of point-of-sale equipment, stock databases and service delivery calendars

- key legal requirements relating to selling automotive products and services, 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 having sold a range of automotive products and services, e.g. sales 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 location
- workplace procedures relating to customer sales and service
- product and service information
- commercially realistic range of automotive retail products and services
- point-of-sale equipment
- three different customers with commercially realistic sales needs.

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>