



Australian Government

AURSCA109 Provide vehicle technology information

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

Application

This unit describes the skills and knowledge required to present aftermarket or integrated vehicle technology information and vehicle operating instructions to customers at point-of-sale, delivery or handover. It involves explaining and demonstrating product and operational vehicle technology to a diverse range of customers purchasing a motor vehicle.

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. Obtain and evaluate aftermarket or integrated vehicle technology information	1.1 Locate and analyse vehicle and aftermarket accessory instructions to determine key operational features 1.2 Access and follow workplace procedures 1.3 Analyse vehicle operating instructions to identify operating procedures 1.4 Review and update information relating to vehicle type and model operating instructions regularly
2. Communicate information to customers	2.1 Explain and demonstrate vehicle features, technology and functions to customers according to dealership procedures 2.2 Simplify and communicate difficult to interpret operating instructions to customer 2.3 Communicate key information to customer in a professional

ELEMENTS	PERFORMANCE CRITERIA
	manner
3. Record vehicle handover information	3.1 Record customer vehicle handover information and obtain sign-off according to workplace procedures 3.2 Record information using workplace systems and procedures 3.3 Supply key items and accessories to customer
4. Recommend and implement improvements to vehicle handover	4.1 Seek feedback on vehicle handover techniques and evaluate according to workplace procedures 4.2 Review vehicle handover techniques regularly and implement improvements that maximise effective customer service and repeat business in line with 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	Locates required sources of information efficiently.
Numeracy	Interprets, calibrates or sets vehicle operating equipment and system settings.
Reading	Interprets written specifications, operating instructions and charts in owner and integrated equipment manuals.

Unit Mapping Information

Supersedes and is equivalent to AURSCA009 Provide vehicle technology information.

Links

Companion Volume Implementation Guide is found on VETNet -

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