



Australian Government

AURSCA111 Conduct online transactions in an automotive workplace

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 conduct online transactions when selling a range of automotive products and services. It also includes dispatching goods and checking processed online transactions.

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. Perform online transactions	1.1 Confirm workplace requirements for online sale of automotive products and services 1.2 Secure online personal authentication information according to workplace requirements 1.3 Determine required online functions and processes to supply required automotive products and services 1.4 Report technical difficulties in accessing and using online facilities to online service provider

ELEMENTS	PERFORMANCE CRITERIA
2. Administer online transactions	2.1 Complete online transaction and dispatch purchased automotive product or service according to terms of online transaction 2.2 Complete records of transactions and maintain according to workplace procedures 2.3 Compare workplace records with online records, and report irregularities according to workplace procedures
3. Review effectiveness of online transactions	3.1 Review automotive products and services rendered to determine quality and timeliness of delivery in relation to advertised profile and content 3.2 Analyse customer feedback against online transaction history to determine customer satisfaction 3.3 Report any issues with service provider to supervisor 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	Locates required sources of information efficiently.
Numeracy	Uses mathematical operations, including addition, subtraction, multiplication and division, to calculate quantities and prices.
Oral communication	- Articulates requirements clearly using listening and questioning techniques to clarify and confirm understanding - Delivers specific and factual information appropriate to audience and environment.
Reading	Interprets key information in sales documentation and work instructions to determine required sales action.
Writing	- Uses specific and relevant language when communicating required information - Enters information into sales orders, workplace forms and databases legibly.
Self-management	Estimates and calculates timeframes for organising delivery and follow-up services.
Technology	Uses a range of online applications to access, filter and extract information and process online transactions.

Unit Mapping Information

Supersedes and is equivalent to AURSCA011 Conduct online transactions in an automotive workplace.

Links

Companion Volume Implementation Guide is found on VETNet -

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