



**Australian Government**

**Assessment Requirements for AURSLA001  
Comply with legal requirements when  
selling automotive products and services**

**Release: 1**

# Assessment Requirements for AURSLA001 Comply with legal requirements when selling automotive products and services

## Modification History

Release	Comment
Release 1	New unit of competency.

## Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria and foundation skills:

- sell different automotive products or services to three different customers, in which the sale must involve:
  - complying with legal requirements
  - providing accurate product or service and consumer information to customers
  - correctly completing required sales documentation.

## Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- requirements of relevant legislation, standards and codes of conduct relating to the sale of automotive products and services, including consumer rights and guarantees under the Australian Consumer Law (ACL), including:
  - consumer guarantees applying to products
  - consumer guarantees applying to services
  - exceptions to consumer guarantees
  - compensation for damages and loss
  - manufacturer's liability for faulty products
  - lawful wording of refund and return signs
  - customer complaint resolution
- roles of the Australian Competition and Consumer Commission (ACCC) in relation to consumer guarantees, including:
  - providing guidance on consumer guarantees
  - investigating complaints

- taking action on behalf of individuals
- types and application of product sale documentation, including procedures for completing and storing documentation.

## Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

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 complied with legal requirements when selling 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 workplace
- workplace procedures relating to automotive product and service sales
- access to requirements of relevant legislation, standards and codes of conduct relating to the sale of automotive products and services, including consumer rights and guarantees under the ACL
- three different customers
- different automotive products or services for sale
- documentation required to complete a sale and fulfil legal requirements.

## Links

Companion Volume implementation guides are found in VETNet -

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

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