



Australian Government

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

Release: 1

AURSLA001 Comply with legal requirements when selling automotive products and services

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to locate, interpret and comply with legal requirements relating to the sale of automotive products and services to customers.

It 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.

Competency Field

Sales and Parts, Administration and Management

Unit Sector

Regulatory or Legal

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Identify legal requirements and procedures relating to sale of automotive products and services	1.1 Legislation relating to selling automotive products or services is accessed and interpreted 1.2 Legal requirements specific to the sale of the automotive workplace product or service range are identified 1.3 Workplace procedures relating to complying with legal requirements are sourced and interpreted

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
2. Sell product or service in compliance with legal requirements	2.1 Product or service is sold according to workplace procedures and identified legal requirements 2.2 Customer transaction is handled according to consumer legislation 2.3 Accurate advice and information are provided to customers about product and consumer rights 2.4 Advice is sought from supervisor where clarification or assistance is needed
3. Record required information on product or service sale documentation	3.1 Correct product or service sale documentation is selected and accessed according to workplace procedures 3.2 Clear and accurate information is provided on sales documentation to comply with legal requirements 3.3 Signed acknowledgement of information provided is obtained from customer, as required 3.4 Sales documentation is completed and stored according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

Skills	Description
Learning skills to:	<ul style="list-style-type: none"> keep up-to-date with changes relating to legal requirements in the sale of automotive products and services.
Reading skills to:	<ul style="list-style-type: none"> interpret key legal information in sales and related documentation.
Writing skills to:	<ul style="list-style-type: none"> legibly and accurately complete required sections of sales documentation to comply with legal requirements.
Oral communication skills to:	<ul style="list-style-type: none"> give clear and accurate information and instructions to customers relating to legal requirements, and respond to questions correctly participate in verbal exchanges relating to automotive products using pace, tone and gestures suited to customers from diverse backgrounds.
Numeracy skills to:	<ul style="list-style-type: none"> interpret and explain numerical information relating to cost and time limitations to customers.

Skills	Description
Digital literacy skills to:	<ul style="list-style-type: none">• access, search and retrieve information relating to legal requirements, customers and automotive products and services.
Planning and organising skills to:	<ul style="list-style-type: none">• sequence and plan handover of sales and product or service information to customers.
Technology skills to:	<ul style="list-style-type: none">• demonstrate the safe operation of automotive products• use business technology to complete sales documentation and satisfy storage requirements.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

There is no Range of Conditions for this unit.

Unit Mapping Information

Equivalent to AURSLA2001 Apply legal requirements relating to product sale

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>