



Australian Government

Department of Education, Employment and Workplace Relations

AURS238154A Provide information to customers on automotive refinishing products

Release: 1

AURS238154A Provide information to customers on automotive refinishing products

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence to provide basic information to customers on automotive refinishing products, including information on surface preparation, fillers, coatings and polishes.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Access and interpret information on refinishing products	1.1. Information on automotive refinishing products and their applications and limitations is accessed, interpreted and conveyed to other staff members 1.2. Comparisons between products are researched and applied, including brand options, product features, warranties and price
2. Identify customer requirements	2.1. Customer is made to feel welcome and valued 2.2. Questioning techniques are applied to determine nature of customer enquiry 2.3. Available information relating to customer requirements is gathered, documented and confirmed with customer
3. Provide information to customers on refinishing products	3.1. Refinishing products are evaluated according to customer requirements 3.2. Information on applicable products satisfying customer requirements is provided 3.3. Features, benefits, limitations and safety implications of products and techniques for applying products are demonstrated or explained to the customer to create a buying environment 3.4. Advice is sought from product specialist 3.5. Customer is advised to seek specialist advice where warranted

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- collect, organise and understand information related to:
- questioning and active listening skills, for example when eliciting information from customers about products and services required
- plain English literacy and communication skills in relation to dealing with customers and providers/suppliers and recording information
- communicate ideas and information to provide customer with information about applicable products
- plan and organise activities to plan product presentations

REQUIRED SKILLS AND KNOWLEDGE

- work with others and in a team by involving product specialists
- use mathematical ideas and techniques with numerical skills sufficient to estimate and calculate costs to pricing products
- establish diagnostic processes which evaluate different products for different needs
- use workplace technology related to technical skills to use a range of communication and electronic equipment

Required knowledge

- general knowledge of enterprise/industry manuals and documentation (paper-based and computerised)
- broad operational knowledge of legislation and statutory requirements, including occupational health and safety (OHS) and customer safety
- broad operational knowledge of industry codes of practice, including scanning code
- general refinishing product knowledge including:
 - automotive coatings
 - fillers
 - anti-rust material
 - abrasives and buffers
 - polishes and polishing material
 - cleaning materials
- general knowledge of automotive refinishing techniques including:
 - repair of minor dents
 - treatment of rust
 - selection and application of fillers
 - surface preparation, including application of primers, guide
 - coats and finishing putties
 - application of top coats and clear coats
 - buffing
 - colour matching
- detailed knowledge of enterprise:
 - product and merchandise range
 - service range
 - procedures for taking customer orders
 - buying, pricing and ordering procedures
 - other policies and procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

It is essential that competence in this unit signifies ability to transfer competence to changing circumstances and to respond to unusual circumstances in the critical aspects of:

- consistently applying store policies and procedures and industry codes of practice regarding customer service and selling materials and products
- accessing, interpreting and conveying knowledge of refinishing products to customers
- applying knowledge of refinishing products to provide accurate advice according to needs of the customer
- communicating effectively with others involved in or affected by the work.

Context of, and specific resources for assessment

- This unit may be assessed in conjunction with other units forming part of the job role or function
- The following are required:
 - a workplace or simulated workplace
 - range of products and merchandise (real and simulated)
 - documentation, such as inventory lists, price lists, enterprise policy and procedures manuals, delivery costs, and details of services available
 - a range of customers with different requirements (real or simulated)
 - a range of communication equipment
 - a qualified workplace assessor.

Method of assessment

- It is preferable assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances. Evidence of performance may be provided by customers, team leaders/members or other appropriate persons, subject to agreed authentication arrangements
- Elements of competence contain knowledge and practical components. Knowledge components may be assessed off the job. Practical components should be assessed on the job or in a simulated work environment reflecting a range of products and services and a range of customers with

EVIDENCE GUIDE

different requirements

- Evidence is best gathered using products and procedures of the individual workplace context as the means by which candidate achieves industry competencies
- Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.

EVIDENCE GUIDE**Guidance information for assessment****Range Statement****RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Refinishing products

Refinishing products may include:

- products and materials used for preparing automotive surfaces and applying coatings, fillers, anti-rust material and polish, and for conducting colour matching

Product application techniques

Product application techniques may include:

- techniques for repair of minor dents, treatment of rust, selection and application of fillers, surface preparation, application of primers, guide coats and finishing putties, application of top coats and clear coats, buffing and colour matching

Specialist advice

Situations where customer may require advice from specialist automotive refinishers may :

- structural damage, damage in awkward or difficult locations, specialty finishes or where experience of the customer is limited

Enterprise

Enterprises may vary in size, type and location and in range of merchandise and services provided

Customers

Customers may be regular or new and may have routine or special requests. They may include persons from a range of social, cultural or ethnic backgrounds and physical and intellectual abilities and may have special needs. Regardless,

RANGE STATEMENT	
	customers are made feel welcome, valued and, at end of the process, satisfied

RANGE STATEMENT	
Staff	Staff may be full-time, part-time or casual and vary in terms of staff training and in specialist knowledge of products and services. Staff may be operating in routine or busy trading conditions
Legislative requirements	Legislative requirements may include: <ul style="list-style-type: none"> • state/territory legislation related to OHS and consumer law • industry codes of practice, including scanning code
Resources may include:	Resources may include: <ul style="list-style-type: none"> • range of products and merchandise (real and simulated) • documentation, such as inventory lists, price lists, enterprise policy and procedures manuals, delivery costs, details of services available • a range of customers with different requirements (real or simulated) • a range of communication equipment
Information/documents	Sources of information/documents may include: <ul style="list-style-type: none"> • enterprise policies and procedures, product manufacturer/component supplier specifications, customer requirements and industry/enterprise codes of practice

Unit Sector(s)

Unit sector	Sales
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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