



Australian Government

AURBCA2001 Work in a retail bicycle environment

Release 1

AURBCA2001 Work in a retail bicycle environment

Modification History

Release	Comment
Release 1	Replaces AURB254380B Operate in a retail bicycle environment Unit code updated to meet policy requirements. Minor changes to unit title Reference to OHS legislation replaced with new WHS legislation

Unit Descriptor

Unit descriptor	This unit of competency describes the skills and knowledge required to work effectively in a retail bicycle environment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	This unit applies to individuals who work, or are seeking employment, in a bicycle retail environment. It requires an understanding of the structure of the retail bicycle sector, including industry associations, potential career paths, industry practices and standards, bicycle terminology and developments in technology.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

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 required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or 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. Determine potential career path and develop individual goals	1.1. Identify structure of retail bicycle sector, including roles and functions of industry/association bodies 1.2. Assess personal skills to identify strengths and weaknesses 1.3. Identify personal expectations and determine goals 1.4. Research potential career paths in the bicycle industry and match with personal goals 1.5. Identify training needs and incorporate into career planning
2. Meet employment requirements	2.1. Identify applicable workplace health and safety (WHS) requirements, including regulatory requirements and personal protection needs 2.2. Identify roles and responsibilities of employees in a bicycle workshop 2.3. Identify and comply with obligations to employers and others, including confidentiality requirements 2.4. Identify lines of communication and authority 2.5. Identify and comply with work practices, including legislation, regulations, codes of practice, team expectations and policies and procedures 2.6. Identify principles and methods of gaining and maintaining health and fitness through cycling
3. Develop and maintain currency in bicycle terminology and general knowledge	3.1. Identify key cycling magazines and other sources of information 3.2. Identify and use key bicycle terminologies 3.3. Research major cycling events and their potential impact on business 3.4. Identify bicycle types and their uses
4. Maintain equipment and work environment	4.1. Maintain personal workspace in a well organised and safe condition in accordance with team and workplace standards 4.2. Maintain workplace equipment in a clean and operational manner 4.3. Perform routine maintenance on workplace equipment 4.4. Identify and report faulty equipment to the appropriate person for repair action

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Required skills include:

- technical skills to the level required to carry out work role, including maintaining equipment and operating communications and information technology
- communication skills to the level required to communicate ideas and information to enable articulation of personal goals and career choices and information in the workplace, and to relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- literacy skills to the level required to collect, organise and understand information related to the retail bicycle sector, including roles and responsibilities, WHS requirements and potential career paths
- numeracy skills to the level required to interpret work instructions and complete specified tasks using calculators and measuring devices
- problem-solving skills to the level required to develop solutions to unpredicted situations, clarify work instructions and resolve conflict
- team skills to the level required to work effectively and cooperatively with others to optimise workflow and productivity

Required knowledge

Required knowledge includes:

- bicycle categories and bicycle terminology
- calendar of various Australian and international bicycle events
- structure of the retail bicycle sector
- authority and communication lines within the enterprise
- retail bicycle work ethic and team expectations, including personal attitudes needed
- equipment used by retail bicycle workshops
- workshop layout and organisation
- benefits of cycling in gaining and maintaining health and fitness
- goal setting methods and techniques
- communication principles and techniques
- conflict resolution principles and techniques
- Australian standards applicable to bicycles
- applicable commonwealth, state or territory legislation, regulations, standards and codes of practice, including WHS, personal safety and environment, relevant to bicycle retail operations
- organisational policies and procedures, including quality requirements, reporting and recording procedures, and work organisation and planning processes, related to bicycle retail operations

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

Assessors must be satisfied that the candidate can competently and consistently:

- correctly apply and use safety and personal protective equipment
- follow task instructions, operating procedures and inspection processes to:
 - minimise risk of injury to self or others
 - achieve outcomes within time and quality standards
 - produce a career plan which covers:
 - personal goals and expectations
 - opportunities
 - timelines and personal development needs
 - work effectively with others
 - use terminology in communication with customers, suppliers and colleagues
 - ensure workplace equipment is in operational order.

Context of, and specific resources for assessment

- The application of competency is to be assessed in the workplace or a simulated environment that reflects as far as possible the actual working environment.
- Assessment is to occur using standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant regulatory requirements, including specified Australian standards.
- Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.
- The following resources should be made available:
 - retail bicycle environment
 - materials relevant to operating in a retail bicycle environment
 - equipment and hand and power tooling appropriate to work operations in a retail bicycle environment
 - computer with internet connection

EVIDENCE GUIDE	
	<ul style="list-style-type: none">• workplace documentation.
Method of assessment	<ul style="list-style-type: none">• Assessment must satisfy the endorsed Assessment Guidelines of this Training Package.• Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of Required Skills and Knowledge.• Assessment methods must be by direct observation of tasks and include questioning on Required Skills and Knowledge to ensure its correct interpretation and application.• Assessment may be applied under project-related conditions (real or simulated) and require evidence of process.• Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.• Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.
Guidance information for assessment	Assessment processes and techniques must be culturally sensitive and appropriate to the language and literacy capacity of the candidate and the work being performed.

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. 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.

Workplace expectations

Workplace expectations include standards of:

- dress, personal presentation, preparedness and personal conduct, including respect for the rights and responsibilities of others
- quality and timeliness of work and the role of excellence and innovation
- knowledge of tooling and equipment and specific work area functions
- commitment, responsibility and preparedness for work, including working flexible hours to meet deadlines
- confidentiality and ethical work practices
- contribution to the overall effectiveness of the business

Information/documents

Information/documents may include:

- bicycle racing organisations for road bikes and off-road bikes
- other bicycle organisations and regional event organising organisations
- bicycle websites and periodical publications
- business policies and procedures relating to use of work areas, authorities and lines of communication
- business procedures relating to the use of tooling and equipment
- manufacturer/component supplier specifications and application procedures for materials, tooling and equipment
- Australian Design Rules

WHS requirements

WHS requirements are to be in accordance with applicable commonwealth, state or territory legislation and regulations, and organisational safety policies and procedures, and may include:

- personal protective equipment and clothing
- safety equipment
- first aid equipment
- hazard and risk control
- elimination of hazardous materials and substances
- manual handling, including shifting, lifting and carrying
- emergency procedures

RANGE STATEMENT

Legislative requirements	<p>Legislative requirements are to be in accordance with applicable commonwealth, state or territory legislation, regulations, certification requirements and codes of practice, and may include:</p> <ul style="list-style-type: none"> • award and enterprise agreements • industrial relations • Australian standards • Australian Design Rules • confidentiality and privacy • WHS • the environment • equal opportunity • anti-discrimination • relevant industry codes of practice • duty of care
Environmental requirements	<p>Environmental requirements may include:</p> <ul style="list-style-type: none"> • waste management • noise • dust • clean-up management
Quality requirements	<p>Quality requirements may include:</p> <ul style="list-style-type: none"> • regulations, including Australian standards • internal organisational quality policies and procedures • enterprise operations and procedures
Organisational policies and procedures	<p>Organisational policies and procedures may include:</p> <ul style="list-style-type: none"> • quality policies and procedures, including Australian standards • WHS, sustainability, environment, equal opportunity and anti-discrimination • manufacturer specifications and industry codes of practice • safe work procedures • reporting and recording procedures

Unit Sector(s)

Unit sector	Bicycle
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Co-requisite units

Not applicable.

Competency field

Competency field	Sales and Marketing
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