



Australian Government

AURALA001 Comply with legal aspects of a service and repair contract in an automotive workplace

Release: 1

AURALA001 Comply with legal aspects of a service and repair contract in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to act within legal and ethical boundaries of a service and repair contract when dealing with customers, implement measures to avoid disputes, and resolve disputes that do occur.

It applies to those working in the automotive service and repair industry.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Competency Field

Common

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. Interpret service and repair contract	1.1 Legal obligations of all parties involved in a valid service and repair contract are identified 1.2 Legal liabilities of repairer performing work without a valid service and repair contract are identified 1.3 Regulatory bodies with authority to inspect the workplace if the customer takes legal action are identified

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.
	1.4 Workplace service and repair contract is analysed to determine relevant legal compliance requirements
2. Comply with service and repair contract requirements	2.1 Procedures are implemented to advise customers of the terms of contract into which they are entering 2.2 Procedures are implemented to ensure staff only use valid service and repair contracts 2.3 Procedures are implemented to minimise liability or customer claims in relation to bailment
3. Establish service and repair warranty requirements	3.1 Warranties document is developed detailing requirements 3.2 Procedures are implemented to ensure staff are aware of warranty requirements 3.3 Warranty requirements are documented and stored according to workplace procedures
4. Enforce service and repair contract requirements	4.1 Workplace policy on payment terms for services provided are implemented according to workplace procedures 4.2 Workplace legal rights and obligations when selling or disposing of uncollected vehicles or goods are identified and observed as required 4.3 Legal procedures to recover payment when a customer defaults are identified and implemented as required
5. Conduct dispute resolution processes	5.1 Procedures to minimise disputes with customers are implemented 5.2 Workplace records are maintained to support outcomes in any customer disputes 5.3 External sources of assistance in dispute resolution are identified 5.4 Outcomes of customer disputes and resolutions are analysed to develop procedures to avoid future disputes

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:	identify sources of information, assistance and expert knowledge to expand knowledge, skills and understanding relating to legal and ethical business dealings.

Skills	Description
Reading skills to:	- interpret: - textual and numerical information in product or service documentation relating to contractual agreements - original equipment manufacturer (OEM) or authorised agency's service and repair agreements - vehicle specifications and job requirements.
Writing skills to:	- legibly and accurately complete: - dispute resolution forms and legal action plans outlining customer's statutory rights and settlement options - vehicle warranty documents and reports.
Oral communication skills to:	- communicate ideas and information to customers and supervisors relating to legal and ethical business dealings - participate in verbal exchanges using active listening and questioning techniques to gather, clarify and confirm customer information and feedback.
Numeracy skills to:	use mathematical ideas and techniques to count and measure.

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.

<i>Warranties document</i> must:	- meet legal requirements - comply with workplace policies - not compromise customer consumer guarantees - be written in plain language.
---	---

Unit Mapping Information

Equivalent to AURALA3001 Determine legal aspects of an automotive service and repair contract

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for AURALA001 Comply with legal aspects of a service and repair contract in an automotive workplace

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 standard defined in the unit's elements and performance criteria, range of conditions and foundation skills:

- comply with the legal aspects of service and repair contracts with three different customers, in which the work must involve:
 - an abandoned vehicle
 - a vehicle kept as bailment
 - customer dissatisfaction due to failed installed parts.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- types and purpose of contracts, including:
 - key phases of contract, including:
 - offer
 - acceptance
 - consideration
 - oral and written contracts
- key components of Australian Consumer Law (ACL) relating to legal and ethical requirements of contracts and service agreements, including:
 - damages arising from breach of contracts
 - reasonable costs
 - proof of transaction
 - delays in delivery and non-supply
 - charge back

- contracts with minors
- unfair contract terms
- loss or damage to consumer property
- misleading or deceptive conduct
- warranties
- dispute resolution
- key features of automotive service and repair contracts, including:
 - terms of the relationship, including:
 - acknowledgements and agreements from customer
 - definitions
 - rights, responsibilities and obligations of the service provider and principal, including:
 - level of performance and services being provided
 - authority in respect of the vehicle, including entering and test driving the vehicle
 - guarantees and warranties
 - lien to secure payment
 - abandonment of vehicle
 - liability
 - privacy
 - jurisdiction of the contract
 - business processes, including:
 - pricing
 - payment and invoicing
 - returns policies.

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 the legal aspects of a service and repair contract in an automotive workplace, e.g. correspondence between customer and business.

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 repair workplace or simulated workplace
- commercially realistic range of automotive service and repair contracts
- three different customers with the service and repair contract issues specified in the performance evidence.

Links

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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