



Australian Government

AURBCA001 Work in a retail bicycle environment

Release: 1

AURBCA001 Work in a retail bicycle environment

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to work in a bicycle retail environment. It involves determining own career goals, developing bicycle industry knowledge, maintaining tools, equipment and own work space, and completing workplace processes and documentation.

It applies to those working in the bicycle retail, service and repair industry.

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

Competency Field

Bicycle

Unit Sector

Sales and Marketing

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. Prepare to work in a retail bicycle environment	1.1 Job requirements are determined from workplace instructions 1.2 Workplace information relating to own job role is sourced and interpreted 1.3 Workplace and team practices, expectations and lines of communication relevant to own job role are determined

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. Undertake workplace activities	2.1 Customer is greeted in line with customer service standards 2.2 Customer needs are identified and addressed in line with workplace procedures and <i>safety and environmental requirements</i> 2.3 Complex customer requirements and feedback are escalated with supervisor as required 2.4 Sale is completed in line with workplace procedures and processes
3. Complete work processes	3.1 Work area is cleaned, waste and non-recyclable materials are disposed of, and recyclable material is collected and stored 3.2 Workplace sales equipment is maintained within scope of own role and reported if faulty 3.3 Workplace documentation is processed 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:	research bicycle-specific information for customers.
Writing skills to:	legibly and accurately fill out workplace documentation.
Oral communication skills to:	- use bicycle terminology accurately in verbal exchanges with customers - clearly report customer issues and outcomes.
Planning and organising skills to:	plan own work requirements and prioritise actions to achieve required outcomes and ensure tasks are completed within workplace timeframes.
Self-management skills to:	select and use appropriate equipment, materials and processes.
Technology skills to:	use workplace electronic devices when completing customer sales.

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>Safety and environmental requirements</i> must include:	• work health and safety (WHS) and occupational health and safety (OHS) requirements, including procedures for: • manually handling bicycles and components • identifying workplace hazards • using personal protective equipment (PPE) • environmental requirements, including procedures for disposing of waste materials.
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Unit Mapping Information

Equivalent to AURBCA2001 Work in a retail bicycle environment

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 AURBCA001 Work in a retail bicycle environment

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Performance Evidence

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

- sell bicycle product to three different retail bicycle store customers in line with workplace procedures and customer service standards, in which the work must involve:
 - completing workplace documentation
 - operating and maintaining workplace equipment.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- work health and safety (WHS) and occupational health and safety (OHS) requirements relating to working in a retail bicycle environment, including procedures for:
 - manually handling bicycles and components
 - identifying workplace hazards
 - using personal protective equipment (PPE)
- environmental requirements, including procedures for disposing of waste materials
- retail bicycle workplace procedures and practices, including:
 - customer service techniques
 - reporting and communication channels
- retail bicycle workplace expectations, including:
 - ethical practice
 - maintaining privacy and confidentiality
- key features of specialist bicycle equipment
- key bicycle industry knowledge, including:
 - bicycle types and their features

- bicycle parts, accessories and their uses
- bicycle categories and trends
- key bicycle terminology
- key bicycle websites and other sources of information
- key cycling events
- benefits of cycling for transport, health and fitness.

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 the bicycle retail store in which they have worked, e.g. employment contract, training record book or job card.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- bicycle retail workplace or simulated workplace
- workplace instructions
- electronic devices with internet connection
- different retail bicycle store customers with commercially realistic bicycle requirements
- tools and equipment appropriate to a retail bicycle environment.

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