



Australian Government

AURBCA101 Work in a retail bicycle environment

Release: 1

AURBCA101 Work in a retail bicycle environment

Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Application

This unit describes the skills and knowledge required to work in a bicycle retail environment. The unit involves determining own career goals, developing bicycle industry knowledge, maintaining tools, equipment and own workspace, 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.

Unit Sector

Bicycle Sales and Marketing

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to work in a retail bicycle environment	1.1 Determine job requirements in accordance with workplace instructions 1.2 Source and interpret workplace information relating to own job role 1.3 Identify workplace and team practices and lines of communication required of own job role
2. Undertake workplace activities	2.1 Greet customer in line with workplace customer service standards 2.2 Identify and address customer needs in accordance with workplace procedures and safety and environmental requirements 2.3 Escalate complex customer requirements and feedback to

ELEMENTS	PERFORMANCE CRITERIA
	supervisor as required 2.4 Complete sale in line with workplace procedures and processes
3. Complete work processes	3.1 Clear work area and dispose or recycle materials according to workplace procedures 3.2 Maintain workplace sales equipment within scope of own role and report if faulty 3.3 Complete workplace documentation according to workplace procedures

Foundation Skills

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

SKILL	DESCRIPTION
Learning	Locates required sources of information efficiently.
Oral communication	- Uses bicycle terminology in verbal exchanges with customers - Reports customer issues and outcomes.
Planning and organising	- Plans own work requirements - Prioritises actions to achieve required outcomes - Ensures tasks are completed within workplace timeframes.
Self-management	Selects and uses required equipment, materials and processes.
Technology	Uses workplace electronic devices when completing customer sales.

Unit Mapping Information

Supersedes and is equivalent to AURBCA001 Work in a retail bicycle environment.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for AURBCA101 Work in a retail bicycle environment

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- sell bicycle product to at least 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

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods to locate and interpret information required to work in a retail bicycle environment, including:
 - information provided by customer and supervisors
 - manufacturer specifications and procedures or equivalent documentation
- workplace procedures required to work in a retail bicycle environment, including:
 - establishing serviceability of tools and equipment
 - documentation procedures
 - housekeeping procedures, including:
 - examination of tools and equipment
 - storage of equipment
 - identification, tagging and isolation of faulty equipment
 - disposal of excess materials
 - recycling procedures
- work health and safety (WHS) 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

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.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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