



Australian Government

Assessment Requirements for AURSBA102

Identify and match uncommon automotive parts

Release: 1

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Modification History

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

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:

- identify and match one uncommon automotive part from each of the following categories for three different customers:
 - vintage part
 - obsolete part
 - non-original part.

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 identify and match uncommon automotive parts, including:
 - information provided by customer and supervisors
 - manufacturer specifications and procedures or equivalent documentation
 - information gathering techniques, including:
 - active listening and questioning
 - effective face-to-face and telephone customer service
- workplace procedures required to identify and match uncommon automotive parts, 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
- information gathering techniques, including:
 - active listening and questioning
 - effective face-to-face and telephone customer service
- common automotive terminology
- attributes that make parts or products uncommon including their being:
 - difficult to match
 - vintage or obsolete
 - not original
- identification and function of automotive vehicle systems
- application and operation of automotive parts index systems, including:
 - catalogues
 - computer databases
 - online resources
- key legal requirements relating to supplying uncommon automotive parts, including obligations under Australian Consumer Law (ACL).

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 identifying and matching uncommon automotive parts, e.g. customer invoices.

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 sales and service workplace or simulated workplace
- three different customers with different commercially realistic requirements for uncommon parts
- automotive parts index systems, including:
 - catalogues
 - computer databases.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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