



Australian Government

AURSBA102 Identify and match uncommon automotive parts

Release: 1

AURSBA102 Identify and match uncommon automotive parts

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 identify uncommon or unusual automotive components, parts and products to meet customer vehicle requirements. It involves matching these automotive parts or products to customer vehicle or equipment by cross-referencing manufacturer, model and other identifiable numbers using manuals, and computer-generated or online catalogue systems.

The unit applies to those working in the automotive sales and service industry.

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

Unit Sector

Sales and Parts, Administration and Management Support and Logistics

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. Determine required information relating to uncommon part	1.1 Gather and document available information on required uncommon part and confirm with customer 1.2 Determine original host for part from available information
2. Identify and record details of part	2.1 Identify and access parts index system for host 2.2 Match part to cataloguing information by accessing and using parts index system, its aids and user guides, and identify potential suppliers 2.3 Seek clarification regarding potential match from supplier as required 2.4 Document and process identifying details of part

ELEMENTS	PERFORMANCE CRITERIA
3. Supply or order part	3.1 Supply part to customer or order if not in stock according to workplace procedures 3.2 Process workplace documentation, including customer records, 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.
Writing	Enters information into sales orders legibly, workplace forms and databases.
Initiative and enterprise	Applies analytical skills when identifying and analysing technical information when sourcing non-standard parts or products that meet a customer need.
Technology	Uses digital systems and tools.

Unit Mapping Information

Supersedes and is equivalent to AURSBA002 Identify and match uncommon automotive parts.

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 AURSBA102 Identify and match uncommon automotive parts

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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:

- 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.

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