



Australian Government

AURSCA001 Select and supply automotive parts and products

Release: 1

AURSCA001 Select and supply automotive parts and products

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to identify, select and supply automotive parts and products to meet customer requirements. It involves matching a diverse range of automotive components, parts and products to a customer's vehicle or equipment by cross-referencing manufacturer, model and other identifiable numbers using manual, computer-generated and online catalogue systems.

It 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.

Competency Field

Sales and Parts, Administration and Management

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. Determine required information relating to part or product	1.1 Available information on required item is gathered, documented and confirmed with customer 1.2 Original host for the part or product is determined from available information
2. Identify part or product	2.1 Index system for part or product host is identified and accessed

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.
and record details	2.2 Part or product is matched accurately with cataloguing information using the parts index system, its aids and user guides, and potential suppliers are identified 2.3 Clarification regarding potential match is sought from supplier as required 2.4 Identifying details of part or product are documented and processed
3. Supply or order part or product	3.1 Part is supplied to customer or ordered if not in stock according to workplace procedures 3.2 Workplace documentation, including customer records, is processed according to workplace procedures 3.3 Customer records are updated 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:	locate appropriate sources of information efficiently.
Writing skills to:	legibly and accurately enter information into sales orders, workplace forms and databases.
Numeracy skills to:	estimate and calculate timeframes for organising delivery and follow-up services.
Digital literacy skills to:	use digital systems and tools to access, search and retrieve information relating to customers, parts and products.
Initiative skills to:	apply analytical skills when identifying and analysing technical information when sourcing parts or products that meet a customer need.

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.

There is no Range of Conditions for this unit.

Unit Mapping Information

Equivalent to AURSCA2001 Select automotive parts and products

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 AURSCA001 Select and supply automotive parts and products

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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 the unit's elements, performance criteria and foundation skills:

- select and supply automotive parts or products from each of the following categories for three different customers:
 - service items, including filters, oils, coolants, spark plugs, fan belts, electrical accessories, sensors and actuators
 - non-specific items, including merchandise, apparel, cleaning products and tools
 - accessory items, including car mats, seat covers, lighting and vehicle covers.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- information gathering techniques, including:
 - active listening and questioning
 - effective face-to-face and telephone customer service
- common automotive terminology
- identification and function of automotive vehicle systems
- types and applications of the automotive parts and products specified in the performance evidence
- application and operation of automotive parts index systems, including:
 - catalogues
 - microfiche
 - computer databases
- key legal requirements relating to supplying automotive parts and products, including obligations under the Australian Consumer Law (ACL).

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 selecting and supplying automotive parts and products, 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 automotive parts or products
- automotive parts index systems, including:
 - catalogues
 - microfiche
 - computer databases.

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