



Australian Government

Assessment Requirements for AURSCA005 Sell automotive products and services

Release: 1

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Modification History

Release	Comment
Release 1	New unit of competency.

Performance Evidence

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

- sell automotive products or services to three different customers in an automotive sales and service workplace or simulated location.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- sales communication techniques, including:
 - customer buying signals
 - effective face-to-face and telephone selling techniques
 - upselling and value adding sales techniques
 - active listening and questioning techniques
 - strategies for dealing with dissatisfied customers
- key features of loyalty programs and strategies for encouraging repeat business
- workplace procedures relating to:
 - sales processes
 - dealing with customers
 - complaints handling
 - consumer rights and responsibilities
- key features of point-of-sale equipment, stock databases and service delivery calendars
- key legal requirements relating to selling automotive products and services, 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 having sold a range of automotive products and services, e.g. sales 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 location
- workplace procedures relating to customer sales and service
- product and service information
- commercially realistic range of automotive retail products and services
- point-of-sale equipment
- three different customers with commercially realistic sales needs.

Links

Companion Volume implementation guides are found in VETNet -

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

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