



Australian Government

Assessment Requirements for AURSCA009 Provide vehicle technology information

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:

- provide clear and accurate technology information and operating instructions relating to a vehicle to two different customers at point-of-sale, delivery or handover.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- vehicle technical product knowledge relevant to the operation of vehicle technology systems, including:
 - infotainment systems
 - navigation systems
 - blue tooth systems
 - keyless entry
 - interior adjustment systems
 - basic maintenance requirements
 - spare wheel replacement procedures
 - warning lights
 - vehicle safety cameras
 - park assist systems
 - climate control system
 - passenger safety systems
 - diesel particulate diffuser and filter system regeneration
- face-to-face and telephone communication techniques, including active listening and questioning

- key features of loyalty programs and strategies for encouraging repeat business
- workplace or dealership processes for maintaining customer databases.

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 provided vehicle technology information to customers at vehicle point-of-sale or delivery, 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 workplace or simulated location
- two different vehicles and integrated technologies
- owner manuals, handbooks and specifications containing vehicle information relating to relevant make and model
- two different customers requiring commercially realistic point-of-sale delivery or handover information regarding vehicle features and technology.

Links

Companion Volume implementation guides are found in VETNet -

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

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