



Australian Government

AURSCA009 Provide vehicle technology information

Release: 1

AURSCA009 Provide vehicle technology information

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to present aftermarket or integrated vehicle technology information and vehicle operating instructions to customers at point-of-sale, delivery or handover. It involves explaining and demonstrating product and operational vehicle technology to a diverse range of customers purchasing a motor vehicle.

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. Obtain and evaluate aftermarket or integrated vehicle technology information	1.1 Vehicle and aftermarket accessory instructions are located and analysed to determine key operational features 1.2 Workplace procedures, including safety requirements relevant to vehicle handover, are accessed and followed 1.3 Vehicle operating instructions are analysed to identify correct operating procedures

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.
	1.4 Information relating to vehicle type and model operating instructions is regularly reviewed and updated
2. Communicate information to customers	2.1 Vehicle features, technology and functions are explained and demonstrated to customers according to dealership procedures 2.2 Difficult to interpret operating instructions are simplified and communicated to customer 2.3 Key information is communicated to customer in a professional manner
3. Record vehicle handover information	3.1 Customer vehicle handover information is recorded and sign-off obtained according to workplace procedures 3.2 Information is recorded accurately using workplace systems and procedures 3.3 Key items and accessories are supplied to customer
4. Recommend and implement improvements to vehicle handover	4.1 Feedback is sought on vehicle handover techniques and evaluated according to workplace procedures 4.2 Vehicle handover techniques are regularly reviewed and improvements that maximise effective customer service and repeat business are implemented as required

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:	independently research information to build expertise and vehicle product knowledge.
Reading skills to:	interpret written specifications, operating instructions and charts in owner and integrated equipment manuals.
Oral communication skills to:	convey vehicle information using clear, concise and jargon-free language in a tone and pace appropriate for the customer.
Numeracy skills to:	interpret, calibrate or set vehicle operating equipment and system settings.

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 AURSCA3009 Provide vehicle technology information

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 AURSCA009 Provide vehicle technology information

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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.

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