



Australian Government

Assessment Requirements for AURSCA011 Conduct online transactions in an automotive workplace

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 different automotive products or services online to three different customers
- review effectiveness of online transactions, confirming that quality of products and services delivered met customer expectations.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- key legal requirements relating to carrying out online transactions, including obligations under the Australian Consumer Law (ACL)
- factors to be considered when calculating final price, including:
 - goods and services tax (GST)
 - sales, discounts and promotions
 - deposits and partial payments
- types, application and operation of common electronic bill payment systems, including:
 - biller direct
 - bank aggregator
- procedures for carrying out online transactions, including:
 - following bill payment system processes, including:
 - logging in
 - receiving orders
 - generating accounts
 - generating billing

- dispatching goods, including tracking goods and confirming delivery
- creating, maintaining and reconciling sales records
- procedures for reviewing bill payment system, including:
 - assessing customer satisfaction
 - comparing costs of other providers.

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 carried out online transactions in an automotive sales and service workplace, e.g. sales invoices.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following should be made available:

- automotive workplace procedures relating to sales
- automotive retail products and services for sale online
- online product or service information, including automotive online sales website
- three different online customers with commercially realistic purchasing requirements
- computer system with internet connection
- stock databases and service delivery calendars.

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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