



Australian Government

AURSCA011 Conduct online transactions in an automotive workplace

Release: 1

AURSCA011 Conduct online transactions in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to conduct online transactions when selling a range of automotive products and services, and includes dispatching goods and checking processed online transactions.

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

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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.

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1. Perform online transactions	1.1 Workplace requirements for online sale of automotive products and services are confirmed 1.2 Online personal authentication information is secured according to workplace requirements 1.3 Appropriate online functions and processes to supply required automotive products and services are determined 1.4 Technical difficulties in accessing and using online facilities are reported to online service provider
2. Administer online transactions	2.1 Online transaction is completed and purchased automotive product or service is dispatched according to terms of online transaction 2.2 Records of transactions are completed and maintained according to workplace procedures 2.3 Workplace records are compared with online records, and irregularities are reported according to workplace procedures
3. Review effectiveness of online transactions	3.1 Automotive products and services rendered are reviewed to determine quality and timeliness of delivery in relation to advertised profile and content 3.2 Customer feedback is analysed against online transaction history to determine customer satisfaction 3.3 Any issues with service provider are reported to supervisor 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:	access a range of online information and contextualise to transaction requirements.
Reading skills to:	interpret key information in sales documentation and work instructions to determine required sales action.
Writing skills to:	- use specific and relevant language when communicating required information - legibly and accurately enter information into sales orders,

Skills	Description
	workplace forms and databases.
Oral communication skills to:	• articulate requirements clearly using listening and questioning techniques to clarify and confirm understanding • deliver specific and factual information appropriate to audience and environment.
Digital literacy skills to:	• use a range of online applications to access, filter and extract information and process online transactions.
Numeracy skills to:	• use mathematical operations, including addition, subtraction, multiplication and division, to calculate quantities and prices.
Self-management skills to:	• estimate and calculate timeframes for organising delivery and follow-up services.

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

No equivalent unit.

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 AURSCA011 Conduct online transactions in an automotive workplace

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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:

- 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.

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