



Australian Government

AURSCA011 Conduct online transactions in an automotive workplace

Release: 1

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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>