



Australian Government

AURSCA101 Select and supply automotive parts and products

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Application

This unit describes the skills and knowledge required to identify, select and supply automotive parts and products to meet customer requirements. It involves matching a diverse range of automotive components, parts and products to a customer's vehicle or equipment by cross-referencing manufacturer, model and other identifiable numbers using manual, computer-generated and online catalogue systems.

The unit 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.

Unit Sector

Sales and Parts, Administration and Management Sales and Marketing

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine required information relating to part or product	1.1 Gather and document available information on required item and confirm with customer 1.2 Determine original host for the part or product from available information
2. Identify part or product and record details	2.1 Identify and access index system for part or product host 2.2 Match part or product with cataloguing information using the parts index system, its aids and user guides, and identify potential suppliers 2.3 Seek clarification regarding potential match from supplier as required 2.4 Document and process identifying details of part or product

ELEMENTS	PERFORMANCE CRITERIA
3. Supply or order part or product	3.1 Supply part to customer or order if not in stock according to workplace procedures 3.2 Process workplace documentation according to workplace procedures 3.3 Update customer records according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	Locates required sources of information efficiently.
Writing	Enters information into sales orders, workplace forms and databases legibly.
Initiative and enterprise	Applies analytical skills when identifying and analysing technical information when sourcing parts or products that meet a customer need.
Technology	Uses digital systems and tools.

Unit Mapping Information

Supersedes and is equivalent to AURSCA001 Select and supply automotive parts and products.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for AURSCA101 Select and supply automotive parts and products

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- select and supply at least one automotive part or product from each of the following categories for three different customers:
 - service items, including filters, oils, coolants, spark plugs, fan belts, electrical accessories, sensors and actuators
 - non-specific items, including merchandise, apparel, cleaning products and tools
 - accessory items, including car mats, seat covers, lighting and vehicle covers.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods to locate and interpret information required to select and supply automotive parts and products, including:
 - information provided by customer and supervisors
 - manufacturer specifications and procedures or equivalent documentation
 - information gathering techniques, including:
 - active listening and questioning
 - effective face-to-face and telephone customer service
- workplace procedures required to select and supply automotive parts and products including:
 - documentation procedures, including:
 - customer records
- common automotive terminology
- identification and function of automotive vehicle systems
- types and applications of the automotive parts and products specified in the performance evidence

- application and operation of automotive parts index systems, including:
 - catalogues
 - computer databases
 - online resources
- key legal requirements relating to supplying automotive parts and products, including obligations under the Australian Consumer Law (ACL).

Assessment Conditions

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 selecting and supplying automotive parts and products, e.g. customer 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 and service workplace or simulated workplace
- three different customers with different commercially realistic requirements for automotive parts or products
- automotive parts index systems, including:
 - catalogues
 - computer databases.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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