



Australian Government

Assessment Requirements for AURSCA102 Present automotive products and services for sale

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

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:

- organise at least three different displays or presentation areas in an automotive workplace for different automotive products
- organise at least two different displays or presentation areas in an automotive workplace for different automotive services.

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 present automotive products and services for sale, including:
 - information provided by customer and supervisors
 - manufacturer specifications and procedures or equivalent documentation
- workplace procedures required to present automotive products and services for sale, including:
 - documentation procedures
- work health and safety (WHS) requirements relating to presenting products and services in an automotive workplace, including procedures for:
 - manually handling stock
 - ensuring clear walkways
 - handling chemicals and dangerous goods
 - using personal protective equipment (PPE)
- principles of display design, including:
 - creating impact
 - use of colour and illumination
 - accessibility and ease of maintenance

- interactivity
- considerations for maximising market appeal, including:
 - ensuring product is clean and complete
 - locating product in a position that maximises presentation
- types and applications of display and presentation areas, including:
 - areas, including:
 - interior and exterior
 - permanent and temporary
 - publicly accessible
 - display systems, including cable, rod and sign systems
 - showcases
 - brochure and information display systems
 - graphic display systems, including computer monitor, television and projector
- gaining feedback on effectiveness of display and presentation areas, including procedures for:
 - analysing sales
 - delivering and analysing simple customer questionnaires.

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 presenting automotive products and services for sale, e.g. sales area floor plan.

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 or simulated workplace
- commercially realistic range of automotive services and products for sale
- commercially realistic presentation or display area
- materials needed for display of products and service information.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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

