



Australian Government

Assessment Requirements for AURSCA109 Provide vehicle technology information

Release: 1

Assessment Requirements for AURSCA109 Provide vehicle technology information

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:

- provide clear and accurate technology information and operating instructions relating to a vehicle, to at least two different customers at point-of-sale, delivery or handover.

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 vehicle technology information, including:
 - information provided by customer and supervisors
 - manufacturer specifications and procedures or equivalent documentation
- workplace procedures required to provide vehicle technology information, including:
 - safety requirements relevant to vehicle handover
 - documentation procedures
 - housekeeping procedures,
- vehicle technical product knowledge relevant to the operation of vehicle technology systems, including:
 - infotainment systems
 - navigation systems
 - blue tooth systems
 - keyless entry
 - interior adjustment systems
 - basic maintenance requirements
 - spare wheel replacement procedures
 - warning lights
 - vehicle safety cameras

- park assist systems
- climate control system
- passenger safety systems
- diesel particulate diffuser and filter system regeneration
- face-to-face and telephone communication techniques, including active listening and questioning
- digital communication skills through email and online resources
- key features of loyalty programs and strategies for encouraging repeat business
- workplace or dealership processes for maintaining customer databases.

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 having provided vehicle technology information to customers at vehicle point-of-sale or delivery, e.g. sales 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 workplace or simulated location
- two different vehicles and integrated technologies
- owner manuals, handbooks and specifications containing vehicle information relating to relevant make and model
- two different customers requiring commercially realistic point-of-sale delivery or handover information regarding vehicle features and technology.

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>