



Australian Government

AURSCA109 Provide vehicle technology information

Release: 1

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

Application

This unit describes the skills and knowledge required to present aftermarket or integrated vehicle technology information and vehicle operating instructions to customers at point-of-sale, delivery or handover. It involves explaining and demonstrating product and operational vehicle technology to a diverse range of customers purchasing a motor vehicle.

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. Obtain and evaluate aftermarket or integrated vehicle technology information	1.1 Locate and analyse vehicle and aftermarket accessory instructions to determine key operational features 1.2 Access and follow workplace procedures 1.3 Analyse vehicle operating instructions to identify operating procedures 1.4 Review and update information relating to vehicle type and model operating instructions regularly
2. Communicate information to customers	2.1 Explain and demonstrate vehicle features, technology and functions to customers according to dealership procedures 2.2 Simplify and communicate difficult to interpret operating instructions to customer 2.3 Communicate key information to customer in a professional

ELEMENTS	PERFORMANCE CRITERIA
	manner
3. Record vehicle handover information	3.1 Record customer vehicle handover information and obtain sign-off according to workplace procedures 3.2 Record information using workplace systems and procedures 3.3 Supply key items and accessories to customer
4. Recommend and implement improvements to vehicle handover	4.1 Seek feedback on vehicle handover techniques and evaluate according to workplace procedures 4.2 Review vehicle handover techniques regularly and implement improvements that maximise effective customer service and repeat business in line with 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.
Numeracy	Interprets, calibrates or sets vehicle operating equipment and system settings.
Reading	Interprets written specifications, operating instructions and charts in owner and integrated equipment manuals.

Unit Mapping Information

Supersedes and is equivalent to AURSCA009 Provide vehicle technology information.

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 AURSCA109 Provide vehicle technology information

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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:

- 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.

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