



Australian Government

Assessment Requirements for AURSCA111 Conduct online transactions in an automotive workplace

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:

- sell different automotive products or services online to at least three different customers
- review the effectiveness of the above online transactions, confirming that quality of products and services delivered met customer expectations.

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 conduct online transactions in an automotive workplace, including:
 - information provided by customer and supervisors
 - manufacturer specifications and procedures or equivalent documentation
- workplace procedures required to conduct online transactions in an automotive workplace, including:
 - establishing serviceability of tools and equipment
 - documentation procedures
 - housekeeping procedures, including:
 - examination of tools and equipment
 - storage of equipment
 - identification, tagging and isolation of faulty equipment
- key legal requirements relating to carrying out online transactions, including obligations under the Australian Consumer Law (ACL)
- factors to be considered when calculating final price, including:
 - goods and services tax (GST)
 - sales, discounts and promotions
 - deposits and partial payments

- types and key features of common electronic bill payment systems, including:
 - biller direct
 - bank aggregator
- procedures for carrying out online transactions, including:
 - following bill payment system processes, including:
 - logging in
 - receiving orders
 - generating accounts
 - generating billing
 - dispatching goods, including tracking goods and confirming delivery
 - creating, maintaining and reconciling sales records
- procedures for reviewing bill payment system, including:
 - assessing customer satisfaction
 - comparing costs of other providers.

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 carried out online transactions in an automotive sales and service workplace, e.g. sales invoices.

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 procedures relating to sales
- automotive retail products and services for sale online
- online product or service information, including automotive online sales website
- three different online customers with commercially realistic purchasing requirements
- computer system with internet connection
- stock databases and service delivery calendars.

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>