



Australian Government

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

Application

This unit describes the skills and knowledge required to conduct online transactions when selling a range of automotive products and services. It also includes dispatching goods and checking processed online transactions.

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. Perform online transactions	1.1 Confirm workplace requirements for online sale of automotive products and services 1.2 Secure online personal authentication information according to workplace requirements 1.3 Determine required online functions and processes to supply required automotive products and services 1.4 Report technical difficulties in accessing and using online facilities to online service provider

ELEMENTS	PERFORMANCE CRITERIA
2. Administer online transactions	2.1 Complete online transaction and dispatch purchased automotive product or service according to terms of online transaction 2.2 Complete records of transactions and maintain according to workplace procedures 2.3 Compare workplace records with online records, and report irregularities according to workplace procedures
3. Review effectiveness of online transactions	3.1 Review automotive products and services rendered to determine quality and timeliness of delivery in relation to advertised profile and content 3.2 Analyse customer feedback against online transaction history to determine customer satisfaction 3.3 Report any issues with service provider to supervisor 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.
Numeracy	Uses mathematical operations, including addition, subtraction, multiplication and division, to calculate quantities and prices.
Oral communication	- Articulates requirements clearly using listening and questioning techniques to clarify and confirm understanding - Delivers specific and factual information appropriate to audience and environment.
Reading	Interprets key information in sales documentation and work instructions to determine required sales action.
Writing	- Uses specific and relevant language when communicating required information - Enters information into sales orders, workplace forms and databases legibly.
Self-management	Estimates and calculates timeframes for organising delivery and follow-up services.
Technology	Uses a range of online applications to access, filter and extract information and process online transactions.

Unit Mapping Information

Supersedes and is equivalent to AURSCA011 Conduct online transactions in an automotive workplace.

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 AURSCA111 Conduct online transactions in an automotive workplace

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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:

- 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

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