



Australian Government

Assessment Requirements for AURSCP001 Provide information to customers on automotive refinishing products

Release: 1

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Modification History

Release	Comment
Release 1	New unit of competency.

Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- access, collate and interpret information relating to five different automotive refinishing products
- provide accurate advice on automotive refinishing products to three different customers with different product information requirements.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- refinishing product knowledge, including:
- automotive coatings
 - fillers
 - anti-rust material
 - abrasives and buffers
 - polishes and polishing material
 - cleaning materials
- automotive refinishing techniques, including:
 - repair of minor dents
 - treatment of rust
 - selection and application of fillers
 - surface preparation, including application of primers
 - coats and finishing putties
 - application of top coats and clear coats

- buffing
- colour matching
- mixing procedures for automotive finishes
- workplace-specific information, including:
 - product and merchandise range
 - service range
- workplace procedures specific to automotive refinishing and related products, including procedures for dealing with customers
- key requirements specific to automotive refinishing and related products, including automotive industry codes of practice relating to the sale of vehicle finishes and repair products.

Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

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 information to customers on automotive refinishing products 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 sales and service workplace or simulated workplace
- commercially realistic range of refinishing products
- documentation relating to range of refinishing products, such as inventory lists, price lists, delivery costs and details of available services
- workplace procedures relating to customer service
- three different customers with different information requirements relating to refinishing products.

Links

Companion Volume implementation guides are found in VETNet -

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

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