



Australian Government

AURSCP001 Provide information to customers on automotive refinishing products

Release: 1

AURSCP001 Provide information to customers on automotive refinishing products

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to provide basic information to customers on automotive refinishing products, including information on surface preparation, fillers, coatings and polishes. It requires knowledge of automotive body repair and refinishing products.

It applies to customer service and sales personnel working in the automotive sales and service industry.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Competency Field

Sales and Parts, Administration and Management

Unit Sector

Sales and Marketing - Paint

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Access and interpret information on refinishing products	1.1 Information on automotive refinishing products and their applications and limitations is accessed and interpreted according to workplace procedures 1.2 <i>Differences between similar products</i> are researched and

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	evaluated
2. Identify customer requirements relating to refinishing products	2.1 Customer is greeted according to workplace customer service standards 2.2 Nature of customer enquiry is determined and clarified 2.3 Information relating to customer product requirement is gathered and confirmed with customer
3. Provide information to customer on refinishing products	3.1 Refinishing products are evaluated against customer requirements 3.2 Information is provided or demonstrated relating to applicable products to satisfy customer requirements and create a buying environment 3.3 Advice is sought from product specialist as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

Skills	Description
Reading skills to:	access and interpret technical information relating to automotive refinishing products from a range of sources.
Writing skills to:	legibly and accurately summarise key information relating to automotive refinishing products for reference.
Oral communication skills to:	- use questioning techniques suitable to customer and customer requirement - clearly and effectively convey technical information using language, tone and pace appropriate to audience and purpose.
Numeracy skills to:	interpret and compare product numerical information in order to evaluate automotive refinishing products.

Range of Conditions

This section specifies work environments and conditions that may affect performance.

Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<i>Differences between similar products</i> must include:	• brand options • product features • warranties • price.
<i>Information</i> must include:	• features of product • benefits and limitations of product • safety implications of product • techniques for applying product.

Unit Mapping Information

Equivalent to AURSCP2001 Provide information to customers on automotive refinishing products

Links

Companion Volume implementation guides are found in VETNet -

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

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

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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.

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