



Australian Government

Assessment Requirements for AURSCP101 Provide information to customers on automotive refinishing products

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:

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

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 on automotive refinishing products including:
 - information provided by customer and supervisors
 - manufacturer specifications and procedures or equivalent documentation
 - product specialists
- workplace procedures required to provide information on automotive refinishing products to customers, including:
 - documentation procedures
- refinishing product knowledge, including:
 - features, benefits and limitations of product
 - safety implications of product
 - differences between similar products, including:
 - brand options
 - product features and price
 - warranties
 - 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

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.

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>