



Australian Government

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

Application

This unit describes the skills and knowledge 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.

The unit 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.

Unit Sector

Sales and Parts, Administration and Management Sales and Marketing - Paint

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. Access and interpret information on refinishing products	1.1 Access and interpret information on automotive refinishing products and their applications and limitations according to workplace procedures 1.2 Research and evaluate differences between similar products
2. Identify customer requirements relating to refinishing products	2.1 Greet customer according to workplace customer service standards 2.2 Determine and clarify nature of customer enquiry 2.3 Gather and confirm information relating to customer product requirement with customer

ELEMENTS	PERFORMANCE CRITERIA
3. Provide information to customer on refinishing products	3.1 Evaluate refinishing products against customer requirements 3.2 Provide or demonstrate information relating to applicable products to satisfy customer requirements and create a buying environment 3.3 Seek advice from product specialist as required

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
Numeracy	- Locates required sources of information efficiently - Interprets and compares product numerical information in order to evaluate automotive refinishing products.
Oral communication	- Uses questioning techniques suitable to customer and customer requirement - Conveys technical information effectively using language, tone and pace required for audience and purpose.
Reading	Accesses and interprets technical information relating to automotive refinishing products from a range of sources.
Technology	- Identifies and attains information on automotive refinishing products through online resources and digital databases - Distributes automotive refinishing product information via digital pathways.

Unit Mapping Information

Supersedes and is equivalent to AURSCP001 Provide information to customers on automotive refinishing products.

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 AURSCP101 Provide information to customers on automotive refinishing products

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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:

- 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.

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