



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>