



Australian Government

AURSLA001 Comply with legal requirements when selling automotive products and services

Release: 1

AURSLA001 Comply with legal requirements when selling automotive products and services

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to locate, interpret and comply with legal requirements relating to the sale of automotive products and services to customers.

It applies to those 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

Regulatory or Legal

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. Identify legal requirements and procedures relating to sale of automotive products and services	1.1 Legislation relating to selling automotive products or services is accessed and interpreted 1.2 Legal requirements specific to the sale of the automotive workplace product or service range are identified 1.3 Workplace procedures relating to complying with legal requirements are sourced and interpreted

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.
2. Sell product or service in compliance with legal requirements	2.1 Product or service is sold according to workplace procedures and identified legal requirements 2.2 Customer transaction is handled according to consumer legislation 2.3 Accurate advice and information are provided to customers about product and consumer rights 2.4 Advice is sought from supervisor where clarification or assistance is needed
3. Record required information on product or service sale documentation	3.1 Correct product or service sale documentation is selected and accessed according to workplace procedures 3.2 Clear and accurate information is provided on sales documentation to comply with legal requirements 3.3 Signed acknowledgement of information provided is obtained from customer, as required 3.4 Sales documentation is completed and stored according to workplace procedures

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
Learning skills to:	keep up-to-date with changes relating to legal requirements in the sale of automotive products and services.
Reading skills to:	interpret key legal information in sales and related documentation.
Writing skills to:	legibly and accurately complete required sections of sales documentation to comply with legal requirements.
Oral communication skills to:	- give clear and accurate information and instructions to customers relating to legal requirements, and respond to questions correctly - participate in verbal exchanges relating to automotive products using pace, tone and gestures suited to customers from diverse backgrounds.
Numeracy skills to:	interpret and explain numerical information relating to cost and time limitations to customers.

Skills	Description
Digital literacy skills to:	access, search and retrieve information relating to legal requirements, customers and automotive products and services.
Planning and organising skills to:	sequence and plan handover of sales and product or service information to customers.
Technology skills to:	- demonstrate the safe operation of automotive products - use business technology to complete sales documentation and satisfy storage requirements.

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.

There is no Range of Conditions for this unit.

Unit Mapping Information

Equivalent to AURSLA2001 Apply legal requirements relating to product sale

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 AURSLA001 Comply with legal requirements when selling automotive products and services

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 and foundation skills:

- sell different automotive products or services to three different customers, in which the sale must involve:
 - complying with legal requirements
 - providing accurate product or service and consumer information to customers
 - correctly completing required sales documentation.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- requirements of relevant legislation, standards and codes of conduct relating to the sale of automotive products and services, including consumer rights and guarantees under the Australian Consumer Law (ACL), including:
 - consumer guarantees applying to products
 - consumer guarantees applying to services
 - exceptions to consumer guarantees
 - compensation for damages and loss
 - manufacturer's liability for faulty products
 - lawful wording of refund and return signs
 - customer complaint resolution
- roles of the Australian Competition and Consumer Commission (ACCC) in relation to consumer guarantees, including:
 - providing guidance on consumer guarantees
 - investigating complaints

- taking action on behalf of individuals
- types and application of product sale documentation, including procedures for completing and storing documentation.

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 complied with legal requirements when selling automotive products and services, e.g. sales invoices.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- automotive sales and service workplace or simulated workplace
- workplace procedures relating to automotive product and service sales
- access to requirements of relevant legislation, standards and codes of conduct relating to the sale of automotive products and services, including consumer rights and guarantees under the ACL
- three different customers
- different automotive products or services for sale
- documentation required to complete a sale and fulfil legal requirements.

Links

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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