



Australian Government

AURSCA2001 Select automotive parts and products

Release 1

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Modification History

Release	Comment
Release 1	<p>Replaces AURS238127A Identify and select automotive parts and products</p> <p>Unit code updated to meet policy requirements</p> <p>Minor changes to unit title</p> <p>Reference to OHS legislation replaced with new WHS legislation</p> <p>Licensing statement added to unit descriptor</p>

Unit Descriptor

Unit descriptor	<p>This unit of competency covers the competence required to identify automotive parts and products based on evidence from customers and/or other sources which may include catalogue numbers or samples of parts/products or their purpose.</p> <p>Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.</p>
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Application of the Unit

Application of the unit	<p>It requires application of both manual and computer based catalogue or equivalent systems.</p> <p>Work requires individuals to demonstrate some judgement and problem-solving skills in managing own work activities and contributing to a productive team environment.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify the part/product and its end use	1.1. Customer is made to feel welcome and valued 1.2. Available information on the required part/product is gathered, documented and confirmed with customer 1.3. End use or host for the part/product, i.e. vehicle/unit assembly or vehicle/unit assembly options, is established from an analysis of available information
2. Identify details of the part/product	2.1. The parts/product cataloguing system is identified and accessed 2.2. Part/product is matched accurately with cataloguing information by accessing and using the catalogue system 2.3. Details of identity of the part/product are documented and processed
3. Part/product is supplied or ordered for customer	3.1. Customer accepts process used 3.2. Part/product is supplied or ordered if not in stock 3.3. Customer records are updated

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills include:

- apply research and interpretive skills sufficient to locate, interpret and apply manufacturer/component supplier procedures, workplace policies and procedures
- apply analytical skills required for identification and analysis of technical information
- apply plain English literacy and communication skills in relation to dealing with customer and team members
- apply questioning and active listening skills, for example when obtaining information from customers
- apply oral communication skills sufficient to convey information and concepts to customers
- apply planning and organising skills to own work activities, including making good

REQUIRED SKILLS AND KNOWLEDGE

- use of time and resources, sorting out priorities and monitoring own performance
- interact effectively with other persons, including product specialists, both on a one-to-one basis and in groups, including understanding and responding to the needs of a customer and working effectively as a member of a team to achieve a shared goal
 - establish safe and effective work processes which anticipate and/or resolve problems, to systematically develop solutions to avoid or minimise reworking and to avoid wasting customer time
 - use mathematical ideas and techniques to correctly calculate material requirements, estimate and calculate costs and establish quality checks
 - use workplace technology related to customer services, including use of measuring equipment, computerised technology, use of communication devices and reporting/documenting of results

Required knowledge

A working knowledge of:

- workplace health and safety (WHS) in relation to customer safety and ergonomics of computer workstations
- common automotive terminology
- the main automotive systems and assemblies and their functions
- the parts/product catalogue systems, both brand-specific and general options, used by enterprise
- the legal issues associated with the supply and use of non-conforming parts/components/accessories
- enterprise quality processes
- work organisation and planning processes

Evidence Guide

EVIDENCE GUIDE	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>It is essential that competence in this unit signifies ability to transfer competence to changing circumstances and to respond to unusual circumstances in the critical aspects of:</p> <ul style="list-style-type: none"> • eliciting sufficient information from the customer and/or other sources to enable a confirmed identification of vehicle or unit the part/product intended • accessing the parts/products catalogue systems associated with required vehicle/unit • using both manual and computer-based parts/products catalogues and equivalent documentation to trace and identify common specific brand parts/products • communicating effectively with others involved in or affected by the work.
Context of, and specific resources for assessment	<ul style="list-style-type: none"> • Application of competence is to be assessed in the workplace or simulated worksite. • Assessment is to occur using standard and authorised work practices, safety requirements and environmental constraints. • Assessment is to comply with regulatory requirements, including Australian standards. • The following resources should be made available: <ul style="list-style-type: none"> • workplace location or simulated workplace • information and material identifying and selecting automotive parts and products • equipment identifying and selecting automotive parts and products • activities covering task requirements • specifications and work instructions.
Method of assessment	<ul style="list-style-type: none"> • Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge. • Assessment must be by direct observation of tasks, with questioning on underpinning knowledge and it must also reinforce the integration of key competencies. • Assessment may be applied under project related

EVIDENCE GUIDE	
	<p>conditions (real or simulated) and require evidence of process.</p> <ul style="list-style-type: none"> • Assessment must confirm a reasonable inference that competence is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances. • It is preferable assessment reflects a process rather than an event and occurs over a period of time to cover varying quality circumstances. Evidence of performance may be provided by customers, team leaders/members or other appropriate persons subject to agreed authentication arrangements. • Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.
Guidance information for assessment	

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
Automotive part/product	<p>Automotive part/product may include:</p> <ul style="list-style-type: none"> • automotive parts, components and accessories specific to vehicle type or are for use by industry, and refinishing and treatment products
Customers	<p>Customers include both external and internal customers who may be technically qualified to describe parts/products, or technical novices requiring detailed support. Regardless, customers are made feel welcome, valued and, at end of the process, satisfied</p>

RANGE STATEMENT	
Part/product information	<p>Part/product information may include:</p> <ul style="list-style-type: none"> • manufacturer/component supplier specifications and technical documentation, enterprise procedures and documentation, enterprise or industry specifications, diagrams, sketches, verbal descriptions and physical and visual evidence
Information gathering techniques	<p>Customer may require active assistance and questioning to fully describe requirement in terms of common vehicle/unit model, date of manufacture, purpose and appearance of product and other tracking information</p>
Recording of information	<p>Information provided by customer may need to be used when customer is no longer present and therefore an accurate record of information needs to be completed, retained and recovered when needed</p>
Parts/products cataloguing systems	<p>Parts/products cataloguing systems may be hard-copy (book-fast, loose-leaf), stand-alone computer or networked/online computer-supported services</p>
Provider/supplier information	<p>Provider/supplier information is not always required, but should be sought or accessed where incorrect identification of the part/product may result in legal liability, customer dissatisfaction and/or alienation</p>
WHS requirements	<p>WHS is to be in accordance with legislation/regulations/ codes of practice and enterprise safety policies and procedures, and may include:</p> <ul style="list-style-type: none"> • protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of material, use of fire-fighting equipment, enterprise first-aid, hazard control and hazardous materials and substances
Personal protective equipment	<p>Personal protective equipment is to include that prescribed under legislation/regulation/codes of practice and workplace policies and practices</p>

RANGE STATEMENT	
Safe operating procedures	<p>Safe operating procedures are to include, but are not limited to:</p> <ul style="list-style-type: none"> • conduct of operational risk assessment and treatments associated with customer safety and working in proximity to others and site visitors
Emergency procedures	<p>Emergency procedures related to this unit are to include, but are not limited to:</p> <ul style="list-style-type: none"> • enterprise first aid requirements and site evacuation
Environmental requirements	<p>Environmental requirements are to include, but are not limited to:</p> <ul style="list-style-type: none"> • pollution and clean-up management
Quality requirements	<p>Quality requirements are to include, but are not limited to:</p> <ul style="list-style-type: none"> • regulations, including Australian standards, enterprise quality policy, standards, operations and procedures
Legislative requirements	<p>Statutory/regulatory authorities may include:</p> <ul style="list-style-type: none"> • federal, state/territory and local authorities administering acts, regulations and codes of practice
Communications	<p>Communications are to include, but are not limited to:</p> <ul style="list-style-type: none"> • verbal and visual instructions and may include site specific instructions, telephones and pagers
Information/documents	<p>Sources of information/documents may include:</p> <ul style="list-style-type: none"> • verbal or written and graphical instructions, signage, product specifications, catalogues, equipment manuals, databases, internet, material safety data sheets (MSDS) and graphical instructions • safe work procedures related to site and customer safety • regulatory/legislative requirements pertaining to commercial and retail operations and facilities

RANGE STATEMENT

	<ul style="list-style-type: none">• organisational work specifications and requirements• instructions issued by authorised enterprise or external persons• Australian standards
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Unit Sector(s)

Unit sector	Sales and Parts, Administration and Management
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Co-requisite units

Not applicable.

Competency field

Competency field	Sales and Marketing
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