



**Australian Government**

# **AURSCA2002 Present stock and sales area**

**Release 1**

## AURSCA2002 Present stock and sales area

### Modification History

| Release   | Comment                                                                                                                                                                                                              |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Release 1 | Replaces AURS238150A Present stock and sales area<br>Unit code updated to meet policy requirements<br>Reference to OHS legislation replaced with new WHS legislation<br>Licensing statement added to unit descriptor |

### Unit Descriptor

|                        |                                                                                                                                                                                                                                                                                                 |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit descriptor</b> | This unit of competency covers the competence required to establish and maintain stock and sales area.<br><br>Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority. |
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### Application of the Unit

|                                |                                                                                                                                                                                                       |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application of the unit</b> | This unit of competency applies to the following and should be contextualised to the qualification it is being applied: <ul style="list-style-type: none"><li>• retail, service and repair.</li></ul> |
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

Not applicable.

## Employability Skills Information

|                             |                                          |
|-----------------------------|------------------------------------------|
| <b>Employability skills</b> | This unit contains employability skills. |
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## Elements and Performance Criteria Pre-Content

|                                                                   |                                                                                                                                                                                                                                                                                                                  |
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| 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. Maximise and maintain presentation of vehicle/ products for sale | 1.1.Vehicle/product is clean and prepared to maximise market appeal in accordance with enterprise policies and procedures<br>1.2.Vehicle/product is placed in correct position to maximise presentation<br>1.3.Vehicle/product condition is monitored and action taken where necessary to maintain maximum market appeal                                                 |
| 2. Maximise presentation of sales area                              | 2.1.Presentation area is defined from floor plan in accordance with enterprise policies and procedures<br>2.2.Minimum vehicle/product numbers/types are determined and presented<br>2.3.Display areas are clean, tidy and safe<br>2.4.Correct handling, storage and display techniques are adopted according to vehicle/product types, enterprise and industry practices |
| 3. Review acceptance of presentation of stock and sales area        | 3.1.Feedback from customers is sought<br>3.2.Customer feedback is collated and analysed<br>3.3.Action is taken                                                                                                                                                                                                                                                           |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- collect, analyse and understand information related to feedback from customers
- communicate ideas and information to draft presentation to management for support
- plan and organise activities to design presentation area
- work with others and in a team by involving other members of sales team in design and maintenance
- use mathematical ideas and techniques to develop roster to maintain area
- establish diagnostic processes for which design is both practical and safe
- use workplace technology related to process feedback

**REQUIRED SKILLS AND KNOWLEDGE****Required knowledge**

- enterprise policies and procedures
- enterprise sales presentation area and floor plan arrangements
- vehicle/product preparation and presentation techniques
- vehicle/product models/types

## Evidence Guide

| <b>EVIDENCE GUIDE</b>                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Overview of assessment</b>                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>                                                                                                                    | <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"> <li>presenting vehicle/products in a manner to maximise market appeal</li> <li>maintaining suitable sales presentation area</li> <li>communicating effectively with others involved in or affected by the work.</li> </ul>                                                                                                                                                                                                                                                                           |
| <b>Context of, and specific resources for assessment</b>                                                                                                                                                               | <ul style="list-style-type: none"> <li>Underpinning knowledge and skills may be assessed on or off the job</li> <li>The following are required: <ul style="list-style-type: none"> <li>vehicle/products for sale</li> <li>suitable presentation area</li> <li>sales material (e.g. brochures, pamphlets, banners, flags, stands, ramps, turntables)</li> <li>a qualified workplace assessor.</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                |
| <b>Method of assessment</b>                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>Assessment of practical skills must take place only after a period of supervised practice and repetitive experience. If workplace conditions are not available, assessment in simulated workplace conditions is acceptable.</li> <li>Prescribed outcome must be able to be achieved without direct supervision.</li> <li>Practical assessments: <ul style="list-style-type: none"> <li>present vehicle/products to maximise market appeal</li> <li>maintain maximum merchandising effect of sales presentation area.</li> </ul> </li> <li>Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.</li> </ul> |
| <b>Guidance information for assessment</b>                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Range Statement

### RANGE STATEMENT

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.

#### Methods

Methods include:

- application of vehicle/product preparation/presentation techniques
- application of procedures for maximising vehicle/product presentation area

#### WHS requirements

WHS requirements may include:

- state/territory/industry WHS requirements

#### Resources may include

Resources may include

- vehicles/products for sale
- suitable presentation area
- sales material (e.g. brochures, pamphlets, banners, flags, stands, ramps, turntables)

#### Information/documents

Sources of information/documents may include:

- manufacturer/component supplier specifications
- enterprise operating procedures
- product manufacturer/component supplier specifications
- customer requirements
- industry/workplace codes of practice

## Unit Sector(s)

### Unit sector

Sales and Parts, Administration and Management

**Co-requisite units**

Not applicable.

**Competency field**

|                         |                     |
|-------------------------|---------------------|
| <b>Competency field</b> | Sales and Marketing |
|-------------------------|---------------------|