



Australian Government

AURSCA3009 Provide vehicle technology information

Release 1

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Modification History

Release	Comment
Release 1	New unit of competency

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes required to present on-board vehicle technology information and vehicle operational instructions to customers at point of sale. The unit involves gathering information from a wide variety of sources, analysing it, and using it for planning purposes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	Work applies to the automotive vehicle and component sales environment and involves the application of skills and knowledge when explaining on-board vehicle technology to customers.
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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 required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or 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. Obtain and evaluate on-board vehicle technology information	1.1. Vehicle and accessory instructions are located and analysed 1.2. Workplace, legislative and workplace health and safety (WHS) requirements relevant to vehicle handover procedures are complied with 1.3. Vehicle operating functions and technology are explained to customers 1.4. Vehicle operational instructions are read to identify correct operating procedures 1.5. Vehicle type and model instruction information is regularly reviewed and updated for customers 1.6. Vehicle information is assessed for its validity and reliability 1.7. Difficult to understand or inadequate operating instructions are simplified for customers
2. Communicate to customers	2.1. Vehicle technologies are communicated to customers according to dealership policies and procedures 2.2. Customer technology information is presented in a professional manner in line with dealership policy 2.3. Communications to customer regarding vehicle operating instructions are summarised so that they convey key points in a clear, concise manner in line with workplace procedures
3. Record vehicle handover information	3.1. Customer handover information is recorded according to workplace policy 3.2. Information is recorded and stored using workplace systems and procedures
4. Recommend and implement improvements to vehicle handover	4.1. Feedback is sought on vehicle handover techniques and improvements are evaluated and recommended 4.2. Vehicle handover strategies are maximised for customer service and repeat business

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to:
 - convey information in vehicle manuals and operational specification sheets
 - provide verbal instructions
- initiative and enterprise skills to adapt vehicle technology information for customers
- learning skills to identify sources of information, assistance and expert knowledge to expand skills, knowledge and understanding
- literacy skills to read and follow information in written instructions, specifications, operating procedures, charts and other reference documents, such as owner's manuals and instruction manuals
- numeracy skills to interpret vehicle operating instrument settings
- planning and organising skills to:
 - plan own work requirements and prioritise actions to achieve required outcomes and ensure tasks are completed on time
 - plan vehicle handover in line with workplace processes and customer activities
 - identify risk factors and take action to minimise them
- problem-solving skills to:
 - recognise a customer problem or potential problem and take action
 - refer problems to appropriate person and suggest possible causes
 - seek information and assistance as required to solve problems
- self-management skills to:
 - select and use appropriate customer communication procedures
 - recognise own limitations and seek advice
- teamwork skills to work with diverse individuals and groups
- technology skills to use IT to collect vehicle technology data and customer information

Required knowledge

- product knowledge
- processes for maintaining customer databases
- procedures for dealing with customers
- vehicle specification sheets
- legislative and statutory requirements relating to:
 - WHS
 - consumer law
 - fair trading legislation
 - industry codes of practice

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria and required skills and knowledge.

A person who demonstrates competency in this unit must be able to:

- maintain relevant knowledge of vehicle technology information systems for customer needs
- instruct customers in correct operation of vehicle technology
- maintain a professional image with customers
- identify and implement strategies for delivering vehicle technology information to different customer demographic groups.

Context of, and specific resources for assessment

Competency is to be assessed in the workplace or a simulated workplace environment that accurately reflects performance in a real workplace setting.

Assessment is to occur:

- using standard workplace practices and procedures
- following safety requirements
- applying environmental constraints.

Assessment is to comply with relevant:

- regulatory requirements
- Australian standards
- industry codes of practice.

The following resources must be made available for the assessment of this unit:

- a workplace or simulated workplace
- a range of vehicles
- workplace customer handover policies and procedures
- vehicle owner's manuals with vehicle information relating to make, model and customer needs
- vehicle technology specification instructions

EVIDENCE GUIDE

	• vehicle illustrations and drawings • original equipment manufacturer (OEM) instructions • a range of customers with different requirements and demographics • legislation and codes of practice • computer.
Method of assessment	Assessment must satisfy the endorsed Assessment Guidelines of this Training Package. Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with the application of required skills and knowledge. Assessment methods must be by direct observation of tasks and include questioning on required skills and knowledge to ensure correct interpretation and application. Competence in this unit may be assessed in conjunction with other units which together form part of a holistic work role. Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate the needs of diverse clients. Assessment processes and techniques must be culturally sensitive and appropriate to the language, literacy and numeracy capacity of the candidate and the work being performed.

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, 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.

Instructions may include:

- vehicle owner's manuals
- vehicle accessories instruction manuals
- vehicle technology specification instructions
- vehicle manufacturer websites and handbooks
- vehicle instrument illustrations and drawings
- OEM instructions.

Legislative requirements may include:

- customer relations
- workplace agreements
- privacy Act
- duty of care
- employee relations
- environment protection
- industrial relations
- industry codes of practice.

Workplace health and safety requirements may include:

- workplace safety policies and procedures
- personal protective equipment and clothing
- use of fire-fighting equipment
- first aid equipment
- hazard and risk control and elimination, including of hazardous materials and substances
- state and territory WHS legislation.

Vehicle operating functions and technology may include:

- entertainment systems
- navigation systems
- blue tooth systems
- keyless entry
- interior adjustment systems
- basic maintenance requirements
- spare wheel replacement procedure
- warning lights
- vehicle safety cameras
- park assist systems
- climate control system
- passenger safety systems

RANGE STATEMENT

Communication may involve:	• email • Facebook • face-to-face in vehicle • surveys • telephone • Twitter • written and verbal.
Dealership policies and procedures may include:	• workplace operational policies and procedures • workplace customer service policy • vehicle handbook and operating instructions • legislative and regulatory requirements • industry codes of practice • customer handover procedures.

Unit Sector(s)

Competency field	Sales and Parts, Administration and Management
Unit sector	Sales and Marketing

Custom Content Section

Not applicable.