



Australian Government

**Assessment Requirements for AURSCA001
Select and supply automotive parts and
products**

Release: 1

Assessment Requirements for AURSCA001 Select and supply automotive parts and products

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 standard defined in the unit's elements, performance criteria and foundation skills:

- select and supply automotive parts or products from each of the following categories for three different customers:
 - service items, including filters, oils, coolants, spark plugs, fan belts, electrical accessories, sensors and actuators
 - non-specific items, including merchandise, apparel, cleaning products and tools
 - accessory items, including car mats, seat covers, lighting and vehicle covers.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- information gathering techniques, including:
 - active listening and questioning
 - effective face-to-face and telephone customer service
- common automotive terminology
- identification and function of automotive vehicle systems
- types and applications of the automotive parts and products specified in the performance evidence
- application and operation of automotive parts index systems, including:
 - catalogues
 - microfiche
 - computer databases
- key legal requirements relating to supplying automotive parts and products, including obligations under the Australian Consumer Law (ACL).

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 selecting and supplying automotive parts and products, e.g. customer 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
- three different customers with different commercially realistic requirements for automotive parts or products
- automotive parts index systems, including:
 - catalogues
 - microfiche
 - computer databases.

Links

Companion Volume implementation guides are found in VETNet -

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

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