

<b>Training Package</b>	Automotive Industry Retail, Service and Repair (AUR05)	<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Present stock and sales area</b>	
<b>Unit code</b>	<b>Unit descriptor</b>	<b>HSC Indicative Hours</b>
<b>AURS238150A</b>	This unit covers the competence required to establish and maintain stock and sales area.	<b>10</b>

### Evidence Guide

The evidence guide identifies critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical aspects of evidence	Underpinning knowledge
<p>It is <u>essential</u> that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations 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>	<ul style="list-style-type: none"> <li>• Enterprise policies and procedures.</li> <li>• Enterprise sales presentation area and floor plan arrangements.</li> <li>• Vehicle/product preparation and presentation techniques.</li> <li>• Vehicle/product models/types.</li> </ul>

### Evidence Guide cont/d

Context of assessment	Method of assessment	Specific resource requirements for this unit
<p>Underpinning knowledge and skills <i>may</i> be assessed on or off the job.</p> <p>Assessment of practical skills <u>must</u> 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.</p> <p>Prescribed outcome <u>must</u> be able to be achieved without direct supervision.</p>	<p>Practical assessments:</p> <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>	<p>The following are <u>required</u>:</p> <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>

### Specific key competencies, underpinning and employability skills required to achieve the performance criteria

These include a number of processes learned throughout work and life, which are required in most jobs. Some of these are covered by the national key competencies, although others may be added. The details below highlight how these competencies are applied in the attainment of this unit.

Application of the key competencies in this unit are to satisfy the nominated level in which:

Level 1 – relates to working effectively within set conditions and processes;

Level 2 – relates to management or facilitation of conditions or processes; and

Level 3 – relates to design, development and evaluation of conditions or process.

How will the candidate apply the following key competency in this unit? The candidate will need to:

Collect, analyse and organise information	Collect, analyse and understand information related to feedback from customers.	Level 1
Communicate ideas and information	Communicate ideas and information to draft presentation to management for support.	Level 1
Plan and organise activities	Plan and organise activities to design presentation area.	Level 1
Work with others and in a team	Work with others and in a team by involving other members of sales team in design and maintenance.	Level 1
Use mathematical ideas and techniques	Use mathematical ideas and techniques to develop roster to maintain area.	Level 1
Solve problems	Establish diagnostic processes for which design is both practical and safe.	Level 1
Use technology	Use workplace technology related to process feedback.	Level 1

Element	Performance Criteria	Range Statement
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.	<p>The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:</p> <p><b>Unit scope</b></p> <ul style="list-style-type: none"> <li>• Methods <u>include</u>: <ul style="list-style-type: none"> <li>- application of vehicle/product preparation/presentation techniques</li> <li>- application of procedures for maximising vehicle/product presentation area.</li> </ul> </li> </ul> <p><b>Unit context</b></p> <ul style="list-style-type: none"> <li>• this unit of competence applies to the following and <u>should</u> be contextualised to the qualification it is being applied: <ul style="list-style-type: none"> <li>- RS&amp;R.</li> </ul> </li> </ul> <p><b>Sources of information/documents</b> <i>may</i> include</p> <ul style="list-style-type: none"> <li>• manufacturer/component supplier specifications</li> <li>• enterprise operating procedures</li> <li>• product manufacturer/component supplier specifications</li> <li>• customer requirements</li> <li>• industry/workplace codes of practice.</li> </ul> <p><b>Safety (OH&amp;S)</b></p> <ul style="list-style-type: none"> <li>• State/Territory/industry OH&amp;S requirements</li> <li>• work <u>is</u> carried out in accordance with award provisions.</li> </ul> <p><b>Resources</b> <i>may</i> include:</p> <ul style="list-style-type: none"> <li>• vehicles/products for sale</li> <li>• suitable presentation area</li> <li>• sales material (e.g. brochures, pamphlets, banners, flags, stands, ramps, turntables).</li> </ul>
	1.2 Vehicle/product is placed in correct position to maximise presentation.	
	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.	<p><b>Sources of information/documents</b> <i>may</i> include</p> <ul style="list-style-type: none"> <li>• manufacturer/component supplier specifications</li> <li>• enterprise operating procedures</li> <li>• product manufacturer/component supplier specifications</li> <li>• customer requirements</li> <li>• industry/workplace codes of practice.</li> </ul> <p><b>Safety (OH&amp;S)</b></p> <ul style="list-style-type: none"> <li>• State/Territory/industry OH&amp;S requirements</li> <li>• work <u>is</u> carried out in accordance with award provisions.</li> </ul> <p><b>Resources</b> <i>may</i> include:</p> <ul style="list-style-type: none"> <li>• vehicles/products for sale</li> <li>• suitable presentation area</li> <li>• sales material (e.g. brochures, pamphlets, banners, flags, stands, ramps, turntables).</li> </ul>
	2.2 Minimum vehicle/product numbers/types are determined and presented.	
	2.3 Display areas are clean, tidy and safe.	
	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.	<p><b>Resources</b> <i>may</i> include:</p> <ul style="list-style-type: none"> <li>• vehicles/products for sale</li> <li>• suitable presentation area</li> <li>• sales material (e.g. brochures, pamphlets, banners, flags, stands, ramps, turntables).</li> </ul>
	3.2 Customer feedback is collated and analysed.	
	3.3 Action is taken.	