

<b>Training Package</b>	Automotive Industry Retail, Service and Repair (AUR05)	<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Apply legal requirements relating to product sales</b>	
<b>Unit code</b>	<b>Unit descriptor</b>	<b>HSC Indicative Hours</b>
<b>AURS241803A</b>	This unit covers the competence required to access, interpret and apply legal requirements relating to sale of products.	<b>15</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 in this unit signifies 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>• identifying and correctly interpreting legal requirements for product sales</li> <li>• application of legal requirements to product sales</li> <li>• correctly completing required documentation to record sale</li> <li>• communicating effectively with others involved in or affected by the work.</li> </ul>	<ul style="list-style-type: none"> <li>• Product sales legislation.</li> <li>• Enterprise sales documentation procedures and policies.</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>• access, interpret and apply legal requirements to sale of products.</li> </ul>	<p>The following <u>should</u> be made available:</p> <ul style="list-style-type: none"> <li>• documentation to fulfil legal requirements and enterprise policies</li> <li>• product manuals</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, organise and understand information related to legislative requirements.	Level 2
Communicate ideas and information	Communicate ideas and information to explain safety and operation issues for products.	Level 2
Plan and organise activities	Plan and organise activities to demonstrate safe operation of products.	Level 2
Work with others and in a team	Work with others and in a team by consulting with experienced staff.	Level 2
Use mathematical ideas and techniques	Use mathematical ideas and techniques to have cost and time limitations included in demonstrations.	Level 1
Solve problems	Establish diagnostic processes recommending safe operating procedures.	Level 2
Use technology	Use workplace technology related to the demonstration of safe operation of products.	Level 1

Element	Performance Criteria	Range Statement
1 Identify legislation and documentation to sell product(s)	1.1 Legislation to sell product(s) is correctly identified and accessed where necessary.	<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>- identifying and adhering to legal requirements</li> <li>- operation of products and safety requirements explained to and verified by the customer</li> <li>- customer acknowledgement of user manuals provided.</li> <li>- customer contact skills.</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 – administration/sales product sales.</li> </ul> </li> </ul> <p><b>Resources</b> <i>may</i> include:</p> <ul style="list-style-type: none"> <li>• documentation to fulfil legal requirements and enterprise policies</li> <li>• manuals, stationery</li> <li>• copies of legislation</li> <li>• product for sale.</li> </ul> <p><b>OH&amp;S practices</b> <u>must</u> abide by:</p> <ul style="list-style-type: none"> <li>• State/Territory/industry OH&amp;S requirements</li> <li>• duty of care</li> <li>• work is carried out in accordance with award provisions.</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>• product manufacturer/component supplier specifications</li> <li>• customer requirements.</li> </ul> <p><b>Sources of information/documents</b> <i>may</i> include:</p> <ul style="list-style-type: none"> <li>• enterprise operating procedures</li> <li>• industry/workplace codes of practice.</li> </ul>
	1.2 Product documentation and manuals are identified and available for customers.	
2 Apply legislation to sell product(s)	2.1 Product(s) are sold in accordance with identified legal requirements, including duty of care.	
	2.2 Customer transaction is handled in accordance with consumer legislation.	
3 Record necessary information on product sales documentation	3.1 Correct product sales documentation is identified and accessed in accordance with enterprise policies and procedures.	
	3.2 Required information is clearly and accurately provided to complete legal requirements for correct documentation.	
	3.3 Customer is requested to sign acknowledgement of information provided: <ul style="list-style-type: none"> <li>• operation instructions for product</li> <li>• safety requirements</li> <li>• supply of manual for product.</li> </ul>	