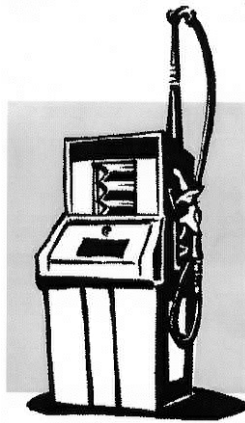


# Training Record Book

## Certificate II in Automotive Service Station Operations





**LEARNER, EMPLOYER AND TRAINING ORGANISATION DETAILS**

**This Learner Record Book belongs to:**

Name: .....

Address:.....

..... Post Code: .....

Phone (Home): .....

Phone (Emergency): .....

Date Commenced: .....

**Employer Details:**

Name: .....

Address:.....

..... Post Code: .....

Contact Name .....

Phone: ..... Fax: .....

Date Commenced: ..... Date Completed: .....

**Registered Training Organisation Details:**

Organisation Name: .....

Address:.....

..... Post Code: .....

Trainer/Assessor Name .....

Phone: ..... Fax: .....

**Spare Employer Records \**  
**(to be completed only if there is a change of employer)**

<b>Employer Details:</b>	
Name:	.....
Address:	.....
.....	Post Code: .....
Contact Name	.....
Phone:	..... Fax: .....
Date Commenced:	..... Date Completed: .....

<b>Employer Details:</b>	
Name:	.....
Address:	.....
.....	Post Code: .....
Contact Name	.....
Phone:	..... Fax: .....
Date Commenced:	..... Date Completed: .....

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## GETTING MAXIMUM RESULTS FROM YOUR TRAINING

Congratulations on participating in the Automotive Industry National Training Package. This Course leads to a Certificate II in Automotive (Sales - Service Station Operations).

At the completion of your training you will be competent in a wide range of skills, and have achieved a nationally recognised qualification that will allow you to work in the Service Station Industry anywhere in Australia.

Becoming competent involves both you knowing what to do and **doing it!**

You will need to demonstrate your competence in the workplace throughout your training by putting together the knowledge, understanding and skills required of a task and showing that you can perform that task to the standard required by the industry.

This demonstration of competence is measured by competency assessment. Your workplace supervisor/assessor will ask you to show that you are competent by demonstrating tasks and duties, answering verbal or written questions, making a presentation, undertaking and reporting on projects, and/or by observing you as you go about your tasks and duties in the workplace. You will be asked to take responsibility for gathering and presenting clear evidence that you can perform tasks to the standard required by the automotive industry in a Certificate II in Automotive (Sales - Service Station Operations).

Training based on getting and demonstrating competence requires active learning, and the best way for you to get the most out of your training is for you to be actively involved in all its aspects.

It is well known that people learn best when they are actively involved in their learning by knowing:

- the purpose of the learning
- the importance of the learning
- the relevance of the learning
- the relevance of the learning

You can be actively involved in learning activities involved in your training by:

- Asking questions
- Understanding clearly and knowing exactly what you are required to do
- Practicing skills before assessment is involved

## ABOUT YOUR TRAINING

Training for the Certificate II may take place:

- ◆ both in the workplace (on-the-job) and away from the workplace with a Registered Training Organisation (off-the-job), *or*
- ◆ fully on-the-job

Whether you do your training by a combination of on and off-the-job or by fully on-the-job, the training process will be *decided with* the assistance your employer can provide.

With either method you must enrol with a Registered Training Organisation (RTO) so that you can be awarded *your* Certificate II when you successfully complete your training.

## ABOUT THE LEARNER'S RECORD BOOK

This *Learner's Record Book* lists the modules and the units of competence needed to achieve a Certificate II in Automotive (Sales - Service Station Operations).

The *Learner's Record Book* is used to record the skills and knowledge you acquire while developing your competence, regardless of whether your training is on and/or off-the-job. It is **your personal record** of your skills and knowledge and a passport towards a rewarding and fulfilling career in the automotive industry.

The *Learner's Record Book* is used to record and monitor your progress towards competency in the units of competence and formal assessment. You should keep your *Learner's Record Book* with you in the workplace and at training.

The *Learner's Record Book* is **your property**. You are responsible for its safekeeping.

You must ensure that:

- ◆ the book is kept in good condition
- ◆ the book is kept in a safe place
- ◆ the book is made available to your employer, off-the-job trainer, on-the-job coach and assessor when required
- ◆ trainers and assessors keep records up-to-date

## HOW IS THE COURSE ORGANISED?

The Course is organised into **learning modules** that are directly related to **units of competence**.

The Course competency units are **compulsory common core** (units containing skills every automotive industry employee must have), **compulsory stream** (units containing skills every Service Station Operations learner must have) and **elective** (units from which you and your employer choose).

<i>Competency Unit</i>	<i>Module</i>
<b>Compulsory Common Core</b>	
AUR70125A Follow workplace occupational health and safety procedures AUR70278A Use and maintain workplace tools and equipment	SSO001 Workplace Occupational Health and Safety
AUR70314A Contribute to workplace communication THHCOR01A Work with colleagues and customers AUR70421A Establish relations with customers	SSO002 Communicate in the Workplace
<b>Compulsory Stream</b>	
AUR37608A Carry out stock control procedures	SSO003 Stock Control
AUR41408A Carry out console operations AUR41608A Carry out cash and/or credit/funds transfer transactions	SSO004 Console Operations
AUR42108A Carry out sales of stock lines	SSO005 Selling
AUR42008A Carry out merchandising procedures	SSO006 Merchandising Processes and Procedures
THHGHS01A Follow workplace hygiene procedures	SSO007 Handling and Selling Food

<b>Typical Electives (Three electives must be chosen)</b>	
WRRLP.2A Minimise Theft	RET.008 Minimise Theft
AUR37927A Identify automotive parts/components/accessories	SSO008 Identify Automotive Parts/Components /Accessories
AUR41508A Carry out driveway service, manage forecourt and handle fuel dispensing	SSO009 Driveway Service
THHHCO01A Develop and update hospitality industry knowledge	SSO010 Develop and Update Industry Knowledge



## HOW TO COMPLETE ASSESSMENT RECORDS

### EXAMPLE OF HOW TO COMPLETE AN ASSESSMENT RECORD

#### Workplace Occupational Health and Safety

This unit identifies the competence required:

- ◆ Avoid workplace hazards
- ◆ Maintain cleanliness of equipment and work areas
- ◆ Identify types of fire fight equipment and their application
- ◆ Carry out emergency procedures
- ◆ Follow basic security procedures
- ◆ Carry out basic first aid procedures

#### Unit of Competency Achieved:

- **AUR70125A** Follow workplace occupational health and safety procedures
- **AUR70278A** Use and maintain workplace tools and equipment

Date:	<b>Your and your employer/supervisor should fill out this section when the module is complete</b>
Employer/Supervisor Signature:	
Learner Signature:	

#### Record Received and Recorded by:

Training Provider:	<b>Your Registered Training Organisation will fill in this section as recognition of competence.</b>
Date:	

Note: This is not a complete Module; it has been shortened for use as an example

Learning Outcome and Assessment Criteria Guide		Evidence Provided Date/Sign
1. Follow workplace procedures for hazard identification	<ul style="list-style-type: none"> <li>◆ Hazards in the work area are recognised and appropriate control actions are taken</li> <li>◆ Established workplace policies and procedures for controlling risks are followed</li> <li>◆ Displayed safety sign and warnings are followed</li> <li>◆ Safety apparel IS worn as required</li> <li>◆ Appropriate manual handling/lifting techniques used</li> </ul>	
2. Maintain the cleanliness of equipment and work areas	<ul style="list-style-type: none"> <li>◆ Equipment isolated prior to cleaning and routine maintenance operations</li> <li>◆ Safe, approved methods for cleaning and/or maintaining equipment are used</li> <li>◆ Equipment and work areas are cleaned/maintained according to agreed safety, preventative maintenance schedules, and where applicable, manufacturer specifications</li> </ul>	

**As you complete each element of competence your employer or supervisor will sign this section**

Note: This is not a complete Module; it has been shortened for use as an example



**ASSESSMENT RECORDS**

<b>Workplace Occupational Health and Safety</b>	<b>SSO001</b>
This module provides learners with the knowledge and skills to: <ul style="list-style-type: none"> <li>• avoid workplace hazards</li> <li>• maintain cleanliness of equipment and work areas</li> <li>• identify types of fire fighting equipment and work areas</li> <li>• carry out emergency procedures</li> <li>• follow basic security and hold up incident procedures</li> <li>• carry out basic first aid</li> <li>• select, safely use and maintain workplace tools and equipment</li> </ul>	

<b>Unit of Competency Achieved:</b> <ul style="list-style-type: none"> <li>• <b>AUR70125A Follow workplace occupational health and safety procedures</b></li> <li>• <b>AUR70278A Use and maintain workplace tools and equipment</b></li> </ul>
Date:
Employer/Supervisor Signature:
Learner Signature:

<b>Record Received and Recorded by:</b>	
Training Provider:	
Date:	Signature:

<b>Workplace Occupational Health and Safety continued</b>	<b>SSO001</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Identify workplace procedures for avoiding hazards, eg. measures for controlling traffic in the forecourt and to prevent fuel and oil spills	<ul style="list-style-type: none"> <li>◆ Describe appropriate control actions for hazards in the work area</li> <li>◆ Follow the established workplace procedures for controlling risks</li> <li>◆ Identify and follow safety signs and warnings</li> <li>◆ Wear safety equipment in appropriate situation</li> <li>◆ Use appropriate manual handling/lifting techniques</li> </ul>	
2. Maintain cleanliness of equipment and work areas, eg. console, driveway amenities, shop	<ul style="list-style-type: none"> <li>◆ Isolate equipment prior to cleaning and routine maintenance operations</li> <li>◆ Use safe, approved methods for cleaning and/or maintaining equipment</li> <li>◆ Clean/maintain equipment and work areas in accordance with agreed safety, preventative maintenance schedules, and where applicable, manufacturer specifications</li> </ul>	

3. Locate and identify workplace fire extinguisher types, applications and operating procedures	<ul style="list-style-type: none"><li>◆ Ensure that fire extinguishes are appropriate to the type required for the workplace</li><li>◆ Identify and describe appropriate fire extinguisher application and operating procedures in accordance with manufacturer specifications, OH&amp;S legislation, statutory legislation and enterprise procedures/policies</li></ul>	
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<b>Workplace Occupational Health and Safety continued</b>	<b>SSO001</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
4. Explain and/or carry out (if applicable) emergency procedures	<ul style="list-style-type: none"> <li>◆ Follow procedures for isolating machines in the event of a warning</li> <li>◆ Follow workplace alarm/alert/evacuation procedures</li> <li>◆ Follow professional emergency procedures for isolating machines in the even of warning</li> <li>◆ Ensure that appropriate professional emergency services are summoned by authorised personnel</li> </ul>	
5. Follow basic security procedures	<ul style="list-style-type: none"> <li>◆ Follow security policies/procedures in accordance with enterprise practices and appropriate legislation</li> <li>◆ Record/report all security related events on the relevant forms</li> </ul>	
6. Explain and/or carry out basic first aid, if applicable	<ul style="list-style-type: none"> <li>◆ Carry out correct first aid treatment</li> <li>◆ Report/record accurately the first aid treatment given in accordance with OH&amp;S legislation, statutory legislation and enterprise procedure/policies</li> </ul>	

**Workplace Occupational Health and Safety continued SSO001**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
<p>7. Select and use workplace tools and equipment safely, eg. console, spillage cleaning materials</p>	<ul style="list-style-type: none"> <li>◆ Select tools and equipment needed to meet job requirements</li> <li>◆ Use tools and equipment in accordance with manufacturer's instructions to produce required results</li> <li>◆ Use suitable tools and equipment in a manner that prevents injury to self/others and damage to the job</li> <li>◆ Carry out testing of tools and equipment in accordance with industry regulations/guidelines, OH&amp;S legislation and enterprise procedures</li> </ul>	

<p>8. Service and maintain workplace tools and equipment, eg console</p>	<ul style="list-style-type: none"> <li>◆ Check tools/equipment regularly against manufacturer instructions to ensure safe operating condition</li> <li>◆ Tag and remove damaged/worn tools and equipment for repair or replacement and report to supervisor</li> <li>◆ Ensure tools/equipment are serviced, adjusted and/or maintained as per manufacturer schedule to ensure safe and correct operation, within the scope of responsibility</li> <li>◆ Carry out servicing and maintenance operations in accordance with industry regulations and guidelines, OH&amp;S principles and enterprise procedures</li> </ul>	
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<b>Communicate in the Workplace</b>	<b>SSO002</b>
This module provides learners with the interpersonal, communication and customer service skills and the ability to convey information in the workplace and maintain customer/enterprise/ government records	

<b>Unit of Competency Achieved:</b> <ul style="list-style-type: none"> <li>• <b>AUR70314A</b>    <b>Contribute to workplace communication</b></li> <li>• <b>AUR70421A</b>    <b>Establish relations with customers</b></li> <li>• <b>THHCOR01A</b>    <b>Work with colleagues and customers</b></li> </ul>
Date:
Employer/Supervisor Signature:
Learner Signature:

<b>Record Received and Recorded by:</b>	
Training Provider:	
Date:	Signature:

<b>Communicate in the Workplace continued</b>	<b>SSO002</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Maintain, interpret and pass on workplace information	<ul style="list-style-type: none"> <li>◆ Make sure information is correct when sending or receiving information</li> <li>◆ Provide assistance to colleagues in the workplace as necessary, to foster common understanding</li> <li>◆ Meet requests from colleagues promptly and willingly</li> <li>◆ Identify and meet workplace objectives and goals</li> </ul>	
2. Maintain workplace records	<ul style="list-style-type: none"> <li>◆ Maintain records in accordance with workplace/enterprise procedures and government regulations</li> <li>◆ Record client details accurately in relevant enterprise format</li> </ul>	

3. Communicate effectively in the workplace	<ul style="list-style-type: none"><li>◆ Communicate with customers and colleagues in an open, professional and friendly manner</li><li>◆ Use appropriate language and tone</li><li>◆ Describe the effect of personal body language</li><li>◆ Show sensitivity to cultural and social differences</li><li>◆ Ensure effective two-way communication by actively listening and questioning</li><li>◆ Identify potential and existing conflicts and seek solutions with assistance from colleagues where required</li></ul>	
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<b>Communicate in the Workplace continued</b>	<b>SSO002</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
4. Provide information and assistance to internal and external customers	<ul style="list-style-type: none"> <li>◆ Determine client needs and provide information which meets reasonable needs within acceptable enterprise timeframes</li> <li>◆ Identify and create opportunities to enhance the quality of services wherever possible</li> <li>◆ Describe and recommend features and benefits provided by enterprise products/services, which meet customer needs</li> <li>◆ Handle customer complaints/dissatisfaction in a polite manner according to individual level of responsibility and enterprise procedures</li> </ul>	
5. Maintain personal presentation standards	<ul style="list-style-type: none"> <li>◆ Maintain high standards of personal presentation according to enterprise requirements</li> </ul>	
6. Work as part of a team	<ul style="list-style-type: none"> <li>◆ Show trust, support and respect to all team members</li> <li>◆ Ensure that cultural differences in a team are accommodated</li> <li>◆ Identify work team goals with other team members</li> <li>◆ Prioritise work to ensure completion within designated time frames</li> <li>◆ Seek assistance from other team members as required</li> </ul>	

<b>Stock Control</b>	<b>SSO003</b>
<p>This module provides learners with the knowledge and skills handling stock, which includes receiving, unpacking and dispatching goods and participating in stocktake under supervision.</p>	

<p><b>Unit of Competency Achieved:</b></p> <ul style="list-style-type: none"> <li>• <b>AUR37608A Carry our stock control procedures</b></li> </ul>
Date:
Employer/Supervisor Signature:
Learner Signature:

<b>Record Received and Recorded by:</b>	
Training Provider:	
Date:	Signature:

<b>Stock Control continued</b>	<b>SSO003</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Receive and process incoming goods	<ul style="list-style-type: none"> <li>◆ Maintain stock receiving area in a clean and orderly fashion</li> <li>◆ Unpack and handle goods using correct techniques and equipment at all times</li> <li>◆ Dispose of any packing materials as soon as possible in accordance with enterprise policy</li> <li>◆ Check off incoming stock against purchase order and delivery documentation in accordance with enterprise policy</li> <li>◆ Ensure that any problems with incoming stock are recorded eg. damaged stock, poor quality, incorrect quantity, expired stock</li> <li>◆ Ensure stock levels are accurately recorded on stock systems in accordance with enterprise policy</li> </ul>	

2. Rotate stock	<ul style="list-style-type: none"><li>◆ Store goods in a secure environment that meets government regulations and enterprise policy</li><li>◆ Dispatch stock to the appropriate area/department</li><li>◆ Apply price labels where appropriate</li><li>◆ Rotate stock at regular intervals in accordance with enterprise policy</li><li>◆ Place excess stock in storage or dispose of excess in accordance with enterprise policy</li></ul>	
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<b>Stock Control continued</b>	<b>SSO003</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
3. Participate in stocktake	<ul style="list-style-type: none"> <li>◆ Assist with stocktaking and cyclical counts if applicable</li> <li>◆ Complete documentation of stock records, including discrepancies, in accordance with the enterprise stock controls system</li> <li>◆ Operate and maintain electronic recording equipment using manufacturer specifications</li> </ul>	
4. Re-order stock	<ul style="list-style-type: none"> <li>◆ Identify minimum stock levels in accordance with enterprise policy</li> <li>◆ Ensure stock requisition forms or electronic orders are completed accurately</li> <li>◆ Identify undelivered stock orders on stock control system and follow up immediately</li> </ul>	
5. Dispatch goods	<ul style="list-style-type: none"> <li>◆ Identify goods to be returned to the supplier and either label goods with date, supplier name and reason for return or refer management if required</li> <li>◆ Complete credit request documentation if appropriate</li> <li>◆ Hold goods securely while awaiting dispatch</li> <li>◆ Note any special delivery instructions</li> <li>◆ Pack goods safely and securely to avoid damage in transit</li> </ul>	

<b>Console Operations</b>	<b>SSO004</b>
This module provides learners with the knowledge and skills to operate the console, fuel pumps, to handle cash and other transactions and to perform security procedures.	

<b>Unit of Competency Achieved:</b> <ul style="list-style-type: none"><li>• <b>AUR41408A</b>    <b>Carry out console operations</b></li><li>• <b>AUR41608A</b>    <b>Carry out cash and/or credit/funds transfer transaction</b></li></ul>
Date:
Employer/Supervisor Signature:
Learner Signature:

<b>Record Received and Recorded by:</b>	
Training Provider:	
Date:	Signature:

<b>Console Operations continued</b>	<b>SSO004</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Operate console	<ul style="list-style-type: none"> <li>◆ Operate console without causing damage to any component or system</li> <li>◆ Operate console in a manner that ensures quality service is provided to customers</li> <li>◆ Record operational details in accordance with enterprise policies and procedures</li> <li>◆ Ensure console operations are carried out according to industry regulations/guidelines, OH&amp;S legislation, statutory legislation and enterprise policies and procedures</li> </ul>	
2. Operate fuel pumps	<ul style="list-style-type: none"> <li>◆ Operate fuel pumps without causing damage to any component or system</li> <li>◆ Keep records to check volume of sales and for security purposes in accordance with enterprise policies and procedures</li> <li>◆ Operate fuel pump in accordance with industry regulations/guidelines, OH&amp;S legislation, statutory legislation and enterprise policies and procedures</li> </ul>	

**Console Operations continued****SSO004**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
3. Handle cash transactions	<ul style="list-style-type: none"> <li>◆ Collect cash from customer and count it</li> <li>◆ Determine balance owed after taking price, invoices, discounts etc into account and supply customer with correct change</li> <li>◆ Note any irregularities and refer to the appropriate person for resolution</li> <li>◆ Store cash according to enterprise policies and procedures</li> <li>◆ Issue receipts and record transactions according to enterprise policies and procedures</li> </ul>	
4. Handle credit/funds transfer card transactions	<ul style="list-style-type: none"> <li>◆ Identify and access correct documentation and equipment for credit/funds transfer card sales</li> <li>◆ Identify and access appropriate credit/funds transfer card recording device</li> <li>◆ Operate recording device according to provider's procedures taking into account enterprises policy for credit limits etc</li> <li>◆ Note any irregularities and refer to the appropriate person for resolution</li> <li>◆ Issue receipts and record transactions according to enterprise policies and procedures</li> </ul>	

**Console Operations continued****SSO004**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
5. Handle cheque transactions	<ul style="list-style-type: none"> <li>◆ Examine cheque carefully to ensure all details such as amount, date and signature(s) are correct</li> <li>◆ Note any irregularities and refer to the appropriate person for resolution</li> <li>◆ Store cheques according to enterprise policies and procedures</li> <li>◆ Issue receipts and record transactions according to enterprise policies and procedures</li> </ul>	
6. Carry out invoicing procedures, if applicable	<ul style="list-style-type: none"> <li>◆ Perform calculations to produce accurate and correct customer invoices</li> <li>◆ Check invoice with the appropriate person/section for checking before sending to customer</li> <li>◆ Dispatch invoices within designated time limits</li> <li>◆ Copy and file invoices for auditing purposes in accordance with enterprise policies and procedures</li> </ul>	

7. Carry out security procedures	<ul style="list-style-type: none"><li>◆ Use security systems to prevent/deter damage and/or loss in a manner that ensures there is no damage to any component or system</li><li>◆ Perform system operational checks</li><li>◆ Operate security systems in accordance with industry regulations/guidelines, OH&amp;S and statutory legislation and enterprise policies and procedures</li></ul>	
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<b>Selling</b>	<b>SSO005</b>
This module provides learners with the knowledge and skills to sell products.	

<b>Unit of Competency Achieved:</b>
• <b>AUR42108A Carry out sales of stock lines</b>
Date:
Employer/Supervisor Signature:
Learner Signature:

<b>Record Received and Recorded by:</b>	
Training Provider:	
Date:	Signature:

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Sell products	<ul style="list-style-type: none"> <li>◆ Establish customer needs accurately translate into product and/or service requirements</li> <li>◆ Apply selling skills to satisfy customer needs</li> <li>◆ Ensure that selling skills are applied in accordance with enterprise policies and procedures and legislative requirements</li> <li>◆ Determine whether customer is satisfied and take corrective action where appropriate, to encourage return patronage</li> </ul>	

<b>Merchandising Processes and Procedures</b>	<b>SSO006</b>
This module provides learners with the knowledge and skills to present and arrange merchandise. This includes setting up merchandise displays and the pricing and labelling of stock.	

<b>Unit of Competency Achieved:</b>
• <b>AUR42008A Carry out merchandising procedures</b>
Date:
Employer/Supervisor Signature:
Learner Signature:

<b>Record Received and Recorded by:</b>	
Training Provider:	
Date:	Signature:

<b>Merchandising Processes and Procedures continued</b>	<b>SSO006</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Place and arrange merchandise	<ul style="list-style-type: none"> <li>◆ Unpack and place merchandise on floor fixtures and shelves in predetermined locations</li> <li>◆ Ensure merchandise is displayed to achieve a balanced and fully stocked appearance</li> <li>◆ Identify damaged, soiled or out of date stock and take corrective action in accordance with enterprise policies and procedures</li> <li>◆ Ensure placement of stock range conforms with fixtures, ticketing, prices or bar codes</li> <li>◆ Rotate stock in accordance with stock requirements and enterprise policy</li> <li>◆ Present stock so that it conforms with any special handling or other safety requirements</li> </ul>	

<p>2. Prepare display labels/tickets</p>	<ul style="list-style-type: none"> <li>◆ Prepare labels/tickets for window, wall or displays in accordance with enterprise policy</li> <li>◆ Prepare ticket with electronic equipment or neatly by hand in accordance with enterprise policy</li> <li>◆ Identify soiled, damaged, illegible or incorrect labels/tickets and take corrective action</li> <li>◆ Use and maintain electronic ticketing equipment in accordance with manufacturer specification</li> <li>◆ Store ticketing equipment in a secure location</li> </ul>	
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<b>Merchandising Processes and Procedures continued</b>	<b>SSO006</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
3. Place, arrange and display price tickets and labels	<ul style="list-style-type: none"> <li>◆ Place tickets/labels on merchandising correctly to ensure visibility</li> <li>◆ Ensure tickets/labels are place according to enterprise policy</li> <li>◆ Maintain correct pricing and information on merchandise in accordance with enterprise policy, industry codes and legislative requirements</li> </ul>	
4. Prepare and maintain display area	<ul style="list-style-type: none"> <li>◆ Set and dismantle special promotion areas</li> <li>◆ Arrange merchandise face up as directed and/or according to layout specification and load bearing capacity of fixtures</li> <li>◆ Identify unsuitable or out of date displays and reset and/or remove as directed</li> <li>◆ Identify optimum stock levels and replenish stock in accordance with enterprise policy</li> <li>◆ Maintain display areas in a clean and tidy manner</li> <li>◆ Remove excess packaging from display area</li> </ul>	
5. Protect merchandise	<ul style="list-style-type: none"> <li>◆ Identify and use correct handling, storage and display techniques in accordance with stock characteristics and industry codes</li> </ul>	

<b>Handling and Selling Food</b>	<b>SSO007</b>
This module provides learners with the knowledge and skills to follow hygiene procedures when handling and selling food.	

<b>Unit of Competency Achieved:</b> <ul style="list-style-type: none"><li>• <b>THHGH01A Follow workplace hygiene procedures</b></li></ul>
Date:
Employer/Supervisor Signature:
Learner Signature:

<b>Record Received and Recorded by:</b>	
Training Provider:	
Date:	Signature:

<b>Handling and Selling Food continued</b>	<b>SSO007</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Follow hygiene procedures when handling and selling food	<ul style="list-style-type: none"> <li>◆ Follow workplace hygiene procedures in accordance with enterprise standards and legal requirements</li> <li>◆ Complete the handling and storage of all items accordance with enterprise standards and legal requirements</li> </ul>	
2. Identify and prevent hygiene risks	<ul style="list-style-type: none"> <li>◆ Describe potential hygiene risks</li> <li>◆ Take action to minimise or remove risk within scope of individual responsibility and in accordance with enterprise and legal requirements</li> <li>◆ Promptly report hygiene risks which are beyond the control of individual staff to the appropriate person</li> </ul>	

## TYPICAL ELECTIVES

To obtain the Certificate II in Automotive (Sales - Service Station Operations) you must demonstrate competence in three electives. These electives can be sourced from any endorsed Industry Training Package related to the enterprise.

You should also check with your employer or RTO to see what electives they recommend to aid your work activities.

The table below lists the typical electives for this Course. You should indicate which electives you have decided to do by ticking the box next to the elective name. If you have decided on other electives please fill in the name of the elective in the blanks on the table.

ELECTIVE	CHOSEN
RET.008 Minimise Theft	
SSO008 Identify Automotive Parts/Components/Accessories	
SSO009 Driveway Service	
SSO010 Develop Industry Knowledge	

On the following pages of this Learners Record Book are the Learner Records for four typical electives, and one blank record for you to photocopy and fill in if you choose a different elective.

<b>Minimise Theft</b>	<b>RET.008</b>
This module provides learners with the knowledge and skills to maintain a secure workplace.	

<b>Unit of Competency Achieved:</b>
• <b>WRRLP2A Minimise Theft</b>
Date:
Employer/Supervisor Signature:
Learner Signature:

<b>Record Received and Recorded by:</b>	
Training Provider:	
Date:	Signature:

**Minimise Theft continued****RET.008**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Implement routine security measures	<ul style="list-style-type: none"> <li>◆ Use security systems and procedures according to enterprise policy</li> <li>◆ Handle and secure cash according to enterprise policy</li> <li>◆ Observe and deal with suspect behaviour according to enterprise policy</li> <li>◆ Deal with internal and external theft according to enterprise policy</li> <li>◆ Store products and equipment in a secure manner</li> </ul>	

<p>2. Minimise theft</p>	<ul style="list-style-type: none"> <li>◆ Minimise theft by applying enterprise procedures and taking appropriate action</li> <li>◆ Maintain surveillance of merchandise that can be easily stolen according to enterprise policy and industry Codes of Practice</li> <li>◆ Check bags as required at point of sale according to enterprise policy and industry Codes of Practice</li> <li>◆ Maintain security of cash, cash register and keys according to enterprise policy</li> <li>◆ Maintain security of stock cash and equipment in regard to customers and outside contractors according to enterprise policy</li> <li>◆ Deal with suspected or potential thieves according to enterprise policy and procedures</li> </ul>	
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<b>Identify Automotive Parts/Components/Accessories</b>	<b>SSO008</b>
This module provides learners with the knowledge and skills to identify and name vehicles, their component parts and accessories.	

<b>Unit of Competency Achieved:</b>
• <b>AUR37927A Identify automotive parts/components/accessories</b>
Date:
Employer/Supervisor Signature:
Learner Signature:

<b>Record Received and Recorded by:</b>	
Training Provider:	
Date:	Signature:

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Identify vehicle/unit	◆ Identify vehicle/unit from workplace source correctly	
2. Identify the actual part/product required using the correct terminology	◆ Use appropriate terminology in accordance with industry/enterprise standards and practices ◆ Determine part correctly from information	
3. Identify vehicle/system accessories	◆ Determine accessories correctly from information	

<b>Driveway Service</b>		<b>SSO009</b>
This module provides learners with the knowledge and skills to control traffic and maintain the forecourt driveway, provide vehicle under-bonnet service and tyre pressure checks, clean windscreens and dispense various fuels to customers.		
<b>Unit of Competency Achieved:</b>		
<ul style="list-style-type: none"> <li>• <b>AUR41508A Carry out driveway service, manage forecourt and handle fuel dispensing</b></li> </ul>		
Date:		
Employer/Supervisor Signature:		
Learner Signature:		
<b>Record Received and Recorded by:</b>		
Training Provider:		
Date:	Signature:	

**Driveway Service continued****SSO009**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Control driveway traffic and maintain driveway stocks	<ul style="list-style-type: none"> <li>◆ Maintain a clean and safe driveway according to enterprise procedures</li> <li>◆ Maintain fully stocked driveway to maximise customer marketing opportunities</li> <li>◆ Provide traffic control assistance to customers</li> <li>◆ Carry out all activities associated with providing driveway service in accordance with industry regulations and guidelines, OH&amp;S legislation, statutory legislation and enterprise policy and procedures</li> </ul>	
2. Provide driveway service	<ul style="list-style-type: none"> <li>◆ Access correct checking points and measuring procedures to determine customer requirements (fuel, air, water acid, coolant, lubricant, windscreens etc)</li> <li>◆ Clean windows and windscreens to customer satisfaction using the appropriate equipment</li> </ul>	
3. Carry out refilling of vehicle and/or containers	<ul style="list-style-type: none"> <li>◆ Identify and access correct filling points</li> <li>◆ Refill vehicle/container with appropriate contents meeting customer requirements and vehicle specifications (air, correct fuel, fluid, lubricant, coolant, acid, etc</li> </ul>	

<b>Develop Industry Knowledge</b>	<b>SSO010</b>
This module provides learners with the knowledge and skills to gather and use industry specific information in their particular industry sector.	

<b>Unit of Competency Achieved:</b>
• <b>THHCO01A Develop and update hospitality industry knowledge</b>
Date:
Employer/Supervisor Signature:
Learner Signature:

<b>Record Received and Recorded by:</b>	
Training Provider:	
Date:	Signature:

**Develop Industry Knowledge continued****SSO010**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Gather information on the automotive industry	<ul style="list-style-type: none"> <li>◆ Identify and access sources of information on the automotive industry correctly</li> <li>◆ Obtain information to assist effective work performance within the industry including:</li> <li>◆ Access and update specific information on sector of the industry relevant to the workplace</li> <li>◆ Apply day to day activities correctly to industry information</li> </ul>	
2. Update automotive industry knowledge	<ul style="list-style-type: none"> <li>◆ Update general knowledge of informal and/or formal research used in the automotive industry</li> <li>◆ Share updated knowledge with customers and colleagues as appropriate and incorporate into day to day to work activities</li> </ul>	

**BLANK RECORD FOR PHOTOCOPYING**

Fill in Module Name

Fill in Module Purpose:

**Unit of Competency Achieved:**

- 
- 

Date:

Employer/Supervisor Signature:

Learner Signature:

**Record Received and Recorded by:**

Training Provider:

Date:

Signature:

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>