

# Training Record Book

## Certificate II in Automotive Vehicle Sales



**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 participation in the Automotive Industry National Training Package. This Course leads to a Certificate II in Automotive (Sales – Vehicle).

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 Vehicle Sales 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.

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 Certificate II in Automotive (Sales – Vehicle).

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)
- ◆ 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 determined by the assistance your employer can provide.

With either method you must enrol with a Registered Training Organisation (RTO) so that you can be awarded 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 – Vehicle).

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 Vehicle Sales 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	VS001	Workplace Occupational Health and Safety
AUR70278A	Use and maintain workplace tools and equipment		
AUR70314A	Contribute to workplace communication	VS002	Communicate in the Workplace
THHCOR01A	Work with colleagues and customers		
AUR70421A	Establish relations with customers		
<b>Compulsory Stream</b>			
AUR70421A	Present stock and sales area	VS003	The Selling Process
AUR41769A	Sell Product		
AUR41803A	Apply legal requirements relating to product sales		
AUR51677A	Use numbers in the workplace	VS004	Use Numbers in the Workplace
AUR37608A	Build customer relations	VS005	Build Customer Relations
BSAENT301A	Provide information and advice regarding the products/services of the enterprise to meet client needs	VS006	Advise on Enterprise Products and Services
BSATEC202A	Operate a computer to gain access to and retrieve data	VS007	Computer Operations

<b>Typical Electives (Three electives must be chosen)</b>			
AUR37927A	Identify automotive parts/components/accessories	SSO008	Identify Automotive Parts/Components/Accessories
AUR38216A	Determine used motor vehicle stock requirements	VS008	Used Motor Vehicle Stock Requirements
AUR41903A	Apply relevant finance, leasing and insurance contracts/policies	VS009	Contracts and Policies
AUR44230A	Inspect and appraise used motor vehicles in preparation for purchase	VS010	Appraise Used Motor Vehicles
BSACOM101A	Receive and pass on messages to facilitate communication flow	VS011	Facilitate the Communication Flow
BSAENT201A	Apply knowledge of enterprise to promote its products and services	VS012	Promote Products and Services



## 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>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p><b>As you complete each element of competence your employer or supervisor will sign this section</b></p> </div>
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>	

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

<b>Workplace Occupational Health and Safety</b>	<b>VS001</b>
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This module provides learners with the knowledge and skills to:

- avoid workplace hazards
- maintain cleanliness of equipment and work areas
- identify types of fire fighting equipment and work areas
- carry out emergency procedures
- follow basic security and hold up incident procedures
- carry out basic first aid
- select, safely use and maintain workplace tools and equipment

<b>Unit of Competency Achieved:</b>
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- **AUR70125A Follow workplace occupational health and safety procedures**
- **AUR70278A Use and maintain workplace tools and equipment**

Date:
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Employer/Supervisor Signature:
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Learner Signature:
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<b>Record Received and Recorded by:</b>
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Training Provider:
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Date:
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Signature:
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**Workplace Occupational Health and Safety continued****VS001**

<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 yard	<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. yard and showroom	<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>	

<p>3. Locate and identify workplace fire extinguisher types, applications and operating procedures</p>	<ul style="list-style-type: none"> <li>◆ Locate and identify fire extinguishes appropriate to various types of fires</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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**Workplace Occupational Health and Safety continued****VS001**

<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, when appropriate</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>	

Learning Outcome and Assessment Criteria Guide		Evidence Provided Date/Sign
7. Select and use workplace tools and equipment safely, eg. ramps, display stands	<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>	
8. Service and maintain workplace tools and equipment, eg. computer terminals	<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>	

<b>Communicate in the Workplace</b>	<b>VS002</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>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>	

**Communicate in the Workplace continued****VS002**

<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>The Selling Process</b>	<b>VS003</b>
This module provides learners with the knowledge and skills to maintain the sales area to prepare for a sale, to sell vehicles, and to access, interpret and apply legal requirements relating to the sales process.	

<b>Units of Competency Achieved:</b>
<ul style="list-style-type: none"> <li>• <b>AUR70421A Present stock and sales area</b></li> <li>• <b>AUR41769A Sell product</b></li> <li>• <b>AUR41803A Apply legal requirements relating to product sales</b></li> </ul>
Date:
Employer/Supervisor Signature:
Learner Signature:

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

**The Selling Process continued****VS003**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Maintain the presentation of vehicles for sale to achieve maximum impact	<ul style="list-style-type: none"> <li>◆ Ensure vehicle is clean and has been prepared to maximise market appeal in accordance with enterprise policies and procedures</li> <li>◆ Ensure vehicle is correctly positioned to enhance presentation</li> <li>◆ Monitor condition of vehicle and take appropriate action where necessary to maintain maximum market appeal</li> </ul>	
2. Maximise presentation of sales area	<ul style="list-style-type: none"> <li>◆ Define presentation area from floor plan in accordance with enterprise policies and procedures</li> <li>◆ Determine the optimum number of vehicles and types for presentation</li> <li>◆ Ensure display areas are clean tidy and safe</li> <li>◆ Adopt correct handling, storage and display techniques according to vehicle types, enterprise policy and industry practices</li> </ul>	

Learning Outcome and Assessment Criteria Guide		Evidence Provided Date/Sign
3. Present and demonstrate vehicles to customer	<ul style="list-style-type: none"> <li>◆ Ascertain customer's perceived needs and present vehicle in a manner which maximises its features and market appeal</li> <li>◆ Present and demonstrate how to operate features, fittings, controls and accessories to customer where necessary</li> <li>◆ Offer customer test operation where appropriate</li> </ul>	
4. Obtain customer agreement to purchase vehicle	<ul style="list-style-type: none"> <li>◆ Negotiate and agree to a price for the vehicle, accessories, etc</li> <li>◆ Close sale using the appropriate technique according to the automotive industry/enterprise policies and procedures (eg. clarify the outcomes of the purchase)</li> <li>◆ Ensure sale is made in accordance with relevant legal requirements</li> </ul>	
5. Perform vehicle delivery and customer follow-up procedures	<ul style="list-style-type: none"> <li>◆ Ensure vehicle is delivered in accordance with manufacturer specifications and industry and enterprise policies and procedures</li> <li>◆ Determine customer satisfaction and take appropriate remedial action where necessary in order to increase the possibility of repeat business</li> </ul>	

**The Selling Process continued****VS003**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
6. Use prospecting methods to locate potential market	<ul style="list-style-type: none"> <li>◆ Locate potential customers by following up with existing and past clients from enterprise database, service area clients, industry contacts and creating advertising strategies</li> </ul>	
7. Identify and apply relevant legislation to sell vehicles, accessories etc	<ul style="list-style-type: none"> <li>◆ Identify and access relevant legislation to sell vehicles, accessories, etc as necessary</li> <li>◆ Sell vehicles, accessories, etc in accordance with identifies legal requirements</li> <li>◆ Ensure customer transactions are handled in accordance with relevant consumer legislation</li> </ul>	
8. Record all necessary information on relevant sales documentation	<ul style="list-style-type: none"> <li>◆ Identify and access relevant sales documentation in accordance with relevant consumer legislation</li> <li>◆ Complete legal requirements on correct documentation by providing required information clearly and accurately</li> </ul>	

<b>Use Numbers in the Workplace</b>	<b>VS004</b>
<p>This module provides learners with the knowledge and skills needed to calculate, estimate and prepare various numerical reports to ensure efficiency of work flow and cash flow in the organisation.</p>	

<b>Unit of Competency Achieved:</b>
<ul style="list-style-type: none"> <li>• <b>AUR51677A Use numbers in the workplace</b></li> </ul>
Date:
Employer/Supervisor Signature:
Learner Signature:

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

**Use Numbers in the Workplace continued****VS004**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Collect and organise numerical information	<ul style="list-style-type: none"> <li>◆ Establish procedures for collecting and organising numerical information</li> <li>◆ Collect numerical information</li> <li>◆ Monitor, check and correct number information for accuracy</li> <li>◆ Compare numerical information from different sources</li> </ul>	
2. Perform calculations	<ul style="list-style-type: none"> <li>◆ Estimate the required quantities and resources for the workplace</li> <li>◆ Estimate the time require to complete a task or procedure</li> <li>◆ Estimate and adjust setting for equipment and machinery in the workplace as necessary (if appropriate)</li> </ul>	
3. Interpret and present numerical and related information	<ul style="list-style-type: none"> <li>◆ Establish procedures for the interpretation of numerical information</li> <li>◆ Identify, interpret and manipulate numerical information</li> <li>◆ Check numerical information for accuracy</li> <li>◆ Present numerical and related information</li> <li>◆ Present evidence for interpretation of results</li> </ul>	

<b>Build Customer Relations</b>	<b>VS005</b>
This module provides learners with the knowledge and skills to establish customer needs, maintain customer databases and ensure that customers are treated appropriately.	

<b>Unit of Competency Achieved:</b>
• <b>AUR62807A Build customer relations</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. Maintain customer database	<ul style="list-style-type: none"> <li>◆ Collect relevant customer information and ensure that information is included on the customer database so that it can be used for sales and promotional purposes</li> <li>◆ Maintain the accuracy, relevance and currency of the customer information in the database</li> <li>◆ Maintain confidentiality of customer information</li> </ul>	

<b>Build Customer Relations continued</b>	<b>VS006</b>
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<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
2. Establish customer needs	<ul style="list-style-type: none"> <li>◆ Monitor customer needs regularly via formal and informal communication channels</li> <li>◆ Assess customer needs to determine whether the enterprises products and/or services match customer requirements</li> <li>◆ Periodically record and report trends in customer service for future planning to the appropriate personnel</li> </ul>	
3. Treat customer in an appropriate manner	<ul style="list-style-type: none"> <li>◆ Review personal service standards against outcomes regularly to ensure enterprise standards are met</li> <li>◆ Provide customer service to an appropriate standard</li> <li>◆ Review work activities to ensure customer requirements are met at all times</li> <li>◆ Provide information to improve operations and activities</li> </ul>	

<b>Advise on Enterprise Products and Services</b>	<b>VS006</b>
This module provides learners with the knowledge and skills to determine which of the enterprises products and services meet the customer's needs.	

<b>Unit of Competency Achieved:</b>
<ul style="list-style-type: none"> <li>• <b>BSAENT301A Provide information and advice regarding the products/services of the enterprise to meet client needs</b></li> </ul>
Date:
Employer/Supervisor Signature:
Learner Signature:

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

**Advise on Enterprise Products and Services continued****VS006**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Clarify customer needs	<ul style="list-style-type: none"> <li>◆ Assess the customer needs against the products and services provided by the enterprise</li> <li>◆ Clearly describe the products and services provided by the enterprise</li> <li>◆ Record customer details in accordance with the enterprise policy and procedures</li> </ul>	
2. Provide information and advice to the customer	<ul style="list-style-type: none"> <li>◆ Recommend products and services appropriate the customer's needs</li> <li>◆ Offer alternative sources of information and advice if appropriate</li> <li>◆ Offer follow-up alternatives as appropriate</li> </ul>	
3. Follow up client needs	<ul style="list-style-type: none"> <li>◆ Provide clients with further information as required</li> <li>◆ Identify gaps in available information and refer to relevant person within enterprise to action</li> </ul>	

<b>Computer Operations</b>	<b>VS007</b>
This module provides learners with the knowledge and skills to use a keyboard and standard software to open, edit, save, print and close files.	

<b>Unit of Competency Achieved:</b>
• <b>BSATEC202A Operate a computer to gain access to and retrieve data</b>
Date:
Employer/Supervisor Signature:
Learner Signature:

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

**Computer Operations continued****VS007**

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Operate computer equipment	<ul style="list-style-type: none"> <li>◆ Turn on computer in accordance with manufacturer's instructions</li> <li>◆ Follow enterprise log-on procedures where necessary</li> <li>◆ Operate keyboard within designated speed and accuracy requirements</li> <li>◆ Ensure OH&amp;S guidelines relating to screen based equipment and ergonomic work-stations are observed</li> </ul>	
2. Open files	<ul style="list-style-type: none"> <li>◆ Select software appropriate to the needs of the task</li> <li>◆ Identify and open file correctly</li> </ul>	
3. Retrieve and print data	<ul style="list-style-type: none"> <li>◆ Locate data within file to be retrieved</li> <li>◆ Print a copy of the data if required</li> </ul>	
4. Close file	<ul style="list-style-type: none"> <li>◆ Save and close file</li> <li>◆ Exit program in accordance with manufacturer and enterprise procedures</li> <li>◆ Store file in accordance with enterprise procedures</li> </ul>	

## TYPICAL ELECTIVES

To obtain the Certificate II in Automotive (Sales – Vehicle) 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
SSO008	Identify Automotive Parts/Components/Accessories	
VS008	Used Motor Vehicle Stock Requirements*	
VS009	Contracts and Policies	
VS010	Appraise Used Motor Vehicles*	
VS011	Facilitate the Communication Flow	
VS012	Promote Products and Services	

\* **These two typical electives are pre-requisites/co-re-requisites. This means that if you wish to use either of these electives you must do the other.**

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 I if you choose a different elective.

<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>Used Motor Vehicle Stock Requirements</b>	<b>VS008</b>
This module provides learners with the knowledge and skills to research enterprise records, access market research and consult colleagues to decide preferred used vehicle stock to purchase.	

<b>Unit of Competency Achieved:</b>
• <b>AUR38216A Determine used motor vehicle stock requirements</b>
Date:
Employer/Supervisor Signature:
Learner Signature:

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Training Provider:	
Date:	Signature:

<b>Learning Outcome and Assessment Criteria Guide</b>		<b>Evidence Provided Date/Sign</b>
1. Gather information to assist decision making on used vehicle stock requirements	<ul style="list-style-type: none"> <li>◆ Identify and use procedures for collecting required data</li> <li>◆ Obtain data from enterprise's used vehicle sales and managerial staff</li> <li>◆ Collect data from enterprise's vehicle sales history records</li> </ul>	
2. Determine preferred used vehicle stock required	<ul style="list-style-type: none"> <li>◆ Collect data from different sources to compare and analyse</li> <li>◆ Establish preferred used vehicle stock requirements</li> </ul>	

<b>Contract and Polices</b>	<b>VS009</b>
This module provides learners with the knowledge and skills to access and use relevant finance, leasing and insurance contracts and policies.	

<b>Unit of Competency Achieved:</b>
<ul style="list-style-type: none"> <li><b>AUR41903A Apply relevant finance, leasing and insurance contracts/policies</b></li> </ul>
Date:
Employer/Supervisor Signature:
Learner Signature:

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

Learning Outcome and Assessment Criteria Guide		Evidence Provided Date/Sign
1. Use relevant finance/leasing documentation	<ul style="list-style-type: none"> <li>◆ Determine appropriate finance/leasing option to meet specific needs of the customer including affordability and length of payment structure</li> <li>◆ Determine appropriate finance/leasing provider</li> <li>◆ Ensure contracts and relevant finance/leasing documents are correctly completed and agreed/signed by client</li> <li>◆ Identified and observe appropriate legal requirements</li> </ul>	
2. Use relevant insurance documentation	<ul style="list-style-type: none"> <li>◆ Determine appropriate type of insurance policy for client by taking into account the customer's requirements and insurance record, the vehicle type and age</li> <li>◆ Chose appropriate insurance provider according to policy price, customer requirements and enterprise policies and procedures</li> <li>◆ Ensure insurance contract/policy documentation is completed agreed to and signed by customer</li> <li>◆ Identify and observe appropriate legal requirements</li> </ul>	

<b>Appraise Used Motor Vehicles</b>	<b>VS010</b>
This module provides learners with the knowledge and skills to inspect and appraise used motor vehicles and compare appraisals against perceived needs, pricing needs and pricing guides in preparation for purchasing the vehicle.	

<b>Unit of Competency Achieved:</b>
• <b>AUR44230A Inspect and appraise used motor vehicles in preparation for purchase</b>
Date:
Employer/Supervisor Signature:
Learner Signature:

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

Learning Outcome and Assessment Criteria Guide		Evidence Provided Date/Sign
1. Carry out vehicle inspections	<ul style="list-style-type: none"> <li>◆ Inspect and appraise vehicles as necessary</li> <li>◆ Use collected information to compare appraised vehicle against pricing guides</li> </ul>	
2. Value used motor vehicles	<ul style="list-style-type: none"> <li>◆ Use all collected information to value vehicle</li> <li>◆ Use enterprise records to value vehicle in preparation to make a buying offer</li> </ul>	

<b>Facilitate the Communication Flow</b>	<b>VS011</b>
This module provides learners with the knowledge and skills to receive and pass on written and verbal messages within enterprise timetables.	

<b>Unit of Competency Achieved:</b>
<ul style="list-style-type: none"> <li><b>BSACOM101A Receive and pass on messages to facilitate communicate flow</b></li> </ul>
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. Receive and relay oral messages	<ul style="list-style-type: none"> <li>◆ Ensure messages is clarified and understood</li> <li>◆ Record message accurately, if necessary</li> <li>◆ Relay message accurately to nominated person within designated time lines</li> </ul>	
2. Receive and relay written messages	<ul style="list-style-type: none"> <li>◆ Clarify instruction for relaying written messages to facilitate understanding</li> <li>◆ Ensure message is received and relayed to the nominated person within designated time lines</li> </ul>	

<b>Promote Products and Services</b>	<b>VS012</b>
This module provides learners with the knowledge and skills to identify and understand enterprise departments and personnel roles in order to assist with providing information to both internal and external clients.	

<b>Unit of Competency Achieved:</b>
<ul style="list-style-type: none"> <li>• <b>BSAENT201A Apply knowledge of enterprise to promote its products and services</b></li> </ul>
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. Complete routine administrative tasks in accordance with enterprise policies and procedures	<ul style="list-style-type: none"> <li>◆ Identify key functions, personnel and departments</li> <li>◆ Ensure office procedures and their application are understood</li> </ul>	

Learning Outcome and Assessment Criteria Guide		Evidence Provided Date/Sign
2. Provide information about own function area	<ul style="list-style-type: none"> <li>◆ Deal with all enquiries promptly and courteously</li> <li>◆ Establish details of enquiry by questioning and summarising</li> <li>◆ Clarify details and anticipate any problems that may arise</li> <li>◆ Provide information relevant to enquirer's needs</li> </ul>	
3. Redirect enquiries	<ul style="list-style-type: none"> <li>◆ Refer enquiries outside area of responsibility and/or knowledge to the correct person and/or section</li> <li>◆ Follow-up action is not taken if appropriate person is not available</li> <li>◆ Clarify and discuss problems to seek solutions</li> </ul>	
4. Take follow-up action when required	<ul style="list-style-type: none"> <li>◆ Obtain and forward any additional information to enquirer</li> <li>◆ Refer difficulties with follow-up to relevant person</li> </ul>	
5. Promote a positive image of the enterprise	<ul style="list-style-type: none"> <li>◆ Promptly and politely greet visitors</li> <li>◆ Tend to visitors' needs in an appropriate and courteous manner</li> <li>◆ Notify relevant person of visitors' arrival</li> </ul>	

**BLANK RECORD FOR PHOTOCOPYING**

Fill in Module Name

Fill in Module Purpose:

**Unit of Competency Achieved:**

- 
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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>