

**Specification of Competency Standards**  
**for the Automotive Industry**  
**Unit of Competency**

Functional Area - Parts Management

Title	Sell vehicle parts online
Code	108604L2
Range	This unit of competency is applicable in vehicle parts store. Practitioners should be able to conduct web-based activities of vehicle parts sales which include checking stock availability, placing orders and processing payments using online facilities.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Sell vehicle parts online)</p> <ul style="list-style-type: none"> <li>• Understand of web-based selling facilities available.</li> <li>• Understand the online communication method with the customers.</li> <li>• Understand the payments and refund procedure using online facilities.</li> <li>• Understand the web-based activities available in-store to promote and achieve sales.</li> </ul> <p>2. Performance (Carry out sell vehicle parts online)</p> <ul style="list-style-type: none"> <li>• Using web-based selling facilities.</li> <li>• Communicate with the customers online.</li> <li>• Process payments and refund using online facilities.</li> <li>• Showing promotion activities on line.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioners shall prove that he/she is:</p> <ul style="list-style-type: none"> <li>• Capable of following instruction to sell vehicle parts online; and</li> <li>• Capable of processing payment, refund and promote activities online.</li> </ul>
Remark	