



Australian Government

AUR20116 Certificate II in Automotive Administration

Release 1

AUR20116 Certificate II in Automotive Administration

Modification History

Release	Comment
Release 1	New qualification.

Qualification Description

This qualification reflects the role of individuals who perform a range of administrative tasks in the automotive retail, service and repair industry.

Entry Requirements

This qualification may be accessed by direct entry.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Packaging Rules

Total number of units = 10

6 core units, plus

4 elective units, of which:

- up to **4** units may be chosen from the Elective Units listed below
- up to **2** units may be chosen from a Certificate I qualification or above in this Training Package or another endorsed Training Package or accredited course, provided that the units chosen contribute to the vocational outcome of this qualification and do not duplicate the outcome of another unit chosen for the qualification.

Core Units

Unit code	Unit title
AURAAA001	Work in an automotive administration role
AURAF A003	Communicate effectively in an automotive workplace
AURAF A005	Write routine texts in an automotive workplace
AURAKA001	Use information technology systems
AURAQ A001	Contribute to quality work outcomes in an automotive workplace
AURASA002	Follow safe working practices in an automotive workplace

Elective Units

Unit code	Unit title
AURACA001	Respond to customer needs and enquiries in an automotive workplace
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURAF A001	Use numbers in an automotive workplace
AURAF A002	Read and respond to automotive workplace information
AURAF A004	Resolve routine problems in an automotive workplace
AURAMA001	Work effectively with others in an automotive workplace
AURAMA002	Communicate business information in an automotive workplace

Unit code	Unit title
AURAMA004	Maintain business image in an automotive workplace
AURAQA003	Maintain quality processes in an automotive workplace
AURSAA001	Process customer complaints in an automotive workplace
AURSCA004	Carry out cash and non-cash payment operations
AURSCA011	Conduct online transactions in an automotive workplace
BSBFIA303	Process accounts payable and receivable
BSBINM202	Handle mail
BSBWOR204	Use business technology
SIRXCEG001	Engage the customer

Qualification Mapping Information

Equivalent to AUR20112 Certificate II in Automotive Administration

Links

Implementation Guide -

http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=2