



Australian Government

AUR30116 Certificate III in Automotive Administration

Release 1

AUR30116 Certificate III in Automotive Administration

Modification History

Release	Comment
Release 1	New qualification.

Qualification Description

This qualification reflects the role of individuals who perform a broad 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 = 18

10 core units, plus

8 elective units, of which:

- up to **8** units may be chosen from the Elective Units listed below
- up to **3** units may be chosen from a Certificate II 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
AURACA001	Respond to customer needs and enquiries in an automotive workplace
AURACA003	Build customer relations in an automotive workplace
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURAF A003	Communicate effectively in an automotive workplace
AURAKA001	Use information technology systems
AURAKA002	Adapt work processes to new technologies in an automotive workplace
AURAMA004	Maintain business image in an automotive workplace
AURAQ A003	Maintain quality processes in an automotive workplace
AURASA002	Follow safe working practices in an automotive workplace

Elective Units

Unit code	Unit title
AURACA002	Manage complex customer requirements in an automotive workplace
AURAF A002	Read and respond to automotive workplace information

Unit code	Unit title
AURFAFA004	Resolve routine problems in an automotive workplace
AURFAFA005	Write routine texts in an automotive workplace
AURAMA001	Work effectively with others in an automotive workplace
AURSAA001	Process customer complaints in an automotive workplace
AURSAA002	Maintain customer aftermarket relations
AURSCA005	Sell automotive products and services
AURSCA006	Promote automotive products and services
AURSCA011	Conduct online transactions in an automotive workplace
AURSLA001	Comply with legal requirements when selling automotive products and services
BSBFIA303	Process accounts payable and receivable
BSBINM202	Handle mail
TAEDEL301	Provide work skill instruction

Qualification Mapping Information

Equivalent to AUR30112 Certificate III in Automotive Administration

Links

Implementation Guide -

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