AUR31016 Certificate III in Automotive Sales

Release 1

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Modification History

Release	Comment
Release 1	New qualification.

Qualification Description

This qualification reflects the role of individuals who perform sales-related tasks in the automotive service and repair sector.

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 = 20
10 core units, plus
10 elective units, of which:

- **6** units must be chosen from one of the Specialist Elective Unit Groups A or B below
- of the remaining units required to make up the elective unit total:
    - up to **4** units may be chosen from the Specialist Elective Unit Groups and the General Elective Units listed below
    - up to **4** 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
AURACA001	Respond to customer needs and enquiries in an automotive workplace
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURAFA004	Resolve routine problems in an automotive workplace
AURAMA004	Maintain business image in an automotive workplace
AURASA002	Follow safe working practices in an automotive workplace
AURSAA001	Process customer complaints in an automotive workplace
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

Specialist Elective Unit Groups

Group A: Parts Interpreting

Unit code	Unit title

Unit code	Unit title
AURETR025	Test, charge and replace batteries and jump-start vehicles
AURSBA001	Carry out warehousing procedures in an automotive workplace
AURSBA002	Identify and match uncommon automotive parts
AURSCA001	Select and supply automotive parts and products
BSBPRO401	Develop product knowledge
BSBWOR204	Use business technology
SIRRINV002	Control stock
SIRXMER201	Merchandise products
TLIA2012	Pick and process orders

Group B: Vehicle, Farm Machinery and Motorcycles Sales

Unit code	Unit title
AURSCA002	Present automotive products and services for sale
AURSCA003	Apply sales procedures in an automotive workplace
AURSCA007	Determine used motor vehicle stock requirements
AURSCA008	Wholesale used motor vehicle stock
AURSCA009	Provide vehicle technology information
BSBSLS407	Identify and plan sales prospects
BSBSLS408	Present, secure and support sales solutions

General Elective Units

Unit code	Unit title
AURACA003	Build customer relations in an automotive workplace
AURAFA001	Use numbers in an automotive workplace

Unit code	Unit title
AURAFA002	Read and respond to automotive workplace information
AURAFA003	Communicate effectively in an automotive workplace
AURAMA002	Communicate business information in an automotive workplace
AURAMA003	Conduct information sessions in an automotive workplace
AURAQA001	Contribute to quality work outcomes in an automotive workplace
AURSCA001	Select and supply automotive parts and products
AURSCA002	Present automotive products and services for sale
AURSCA004	Carry out cash and non-cash payment operations
AURSCA007	Determine used motor vehicle stock requirements
AURSCA008	Wholesale used motor vehicle stock
AURSCA010	Appraise and purchase used motor vehicles for sale
AURSCP001	Provide information to customers on automotive refinishing products
BSBFIA301	Maintain financial records
SIRRINV001	Receive and handle retail stock
SIRRMER003	Coordinate visual merchandising activities
SIRRRTF001	Balance and secure point-of-sale terminal
SIRXICT001A	Operate retail technology
SIRXSLS002	Follow point-of-sale procedures
TAEDEL301	Provide work skill instruction
TLIA2012	Pick and process orders
TLIA2020	Replenish stock

Qualification Mapping Information

Equivalent to AUR31012 Certificate III in Automotive Sales

Links

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