



Australian Government

Department of Education, Employment and Workplace Relations

AUR20105 Certificate II in Automotive Administration

Release: 2

AUR20105 Certificate II in Automotive Administration

Modification History

One imported unit of competency deleted:
SRXGRO002A

One imported unit of competency updated:
BSBFLM312C replaces BSBFLM312B

Description

This qualification covers the skills and knowledge required to perform a range of administrative tasks within an automotive retail, service or repair business. It is suitable for entry into the automotive retail, service and repair industry.

Job roles/employment outcomes

The Certificate II in Automotive Administration is intended to prepare new employees or recognise and develop existing workers who are performing office and administrative functions in an automotive retail, service or repair business.

Employment outcomes targeted by this qualification include:

- clerical workers
- office assistants.

Application

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways Information

Pathways into the qualification

This qualification may be accessed by direct entry. Credit will be granted towards this qualification to those who have completed AUR10105 Certificate I in Automotive in this Training Package or other relevant qualifications.

Pathways from the qualification

Further training pathways from this qualification include AUR30105 Certificate III in Automotive Administration or other relevant qualifications.

Licensing/Regulatory Information

Licensing considerations

There are no specific licences that relate to this qualification. However, some units in this qualification may have licensing or regulatory requirements, depending on the work context. Local regulations should be checked for details.

Entry Requirements

Not Applicable

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the Employability Skills as identified by the Automotive retail, service and repair industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • Understanding and carrying out verbal instructions from supervisors and others • Reading, understanding and completing workplace documentation, forms and records • Sharing work-related information with other team members using industry terminology • Communicating with people from a range of social, cultural and ethnic backgrounds
Teamwork	<ul style="list-style-type: none"> • Contributing positively to the work team environment • Working effectively with others in a socially diverse environment • Respecting and understanding the views of others • Giving, receiving and acting upon feedback • Identifying and describing own role and role of others
Problem solving	<ul style="list-style-type: none"> • Recognising a problem or a potential problem within an administrative environment • Seeking information and assistance to solve problems outside own area of responsibility • Solving problems within own area of responsibility
Initiative and enterprise	<ul style="list-style-type: none"> • Making adjustments to improve own performance • Suggesting ideas for workplace improvement to supervisors and team members • Positively adapting to changes in workplace procedures or arrangements • Taking positive action to report hazards or risk situations to supervisors
Planning and organising	<ul style="list-style-type: none"> • Understanding how own job role fits into the wider workplace context • Planning daily work tasks to work safely and manage risks according to workplace procedures • Prioritising activities to achieve required outcomes • Planning and organising appropriate equipment and materials
Self-management	<ul style="list-style-type: none"> • Following workplace safety requirements and other policies and procedures

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	<ul style="list-style-type: none">• Completing known delegated tasks on time• Selecting and using appropriate equipment, materials, processes and procedures• Asking for advice and assistance when appropriate
Learning	<ul style="list-style-type: none">• Identifying personal strengths and weaknesses• Acting upon feedback and accepting opportunities to learn to improve work performance• Asking questions to gain information and identify sources of information to expand knowledge and understanding
Technology	<ul style="list-style-type: none">• Using appropriate business technology and equipment• Recognising and reporting faulty equipment• Using information and communication technology

Packaging Rules

Packaging Rules

To be awarded the Certificate II in Automotive Administration, competency must be achieved in **thirteen (13)** units of competency.

- **seven (7)** core units of competency
- **six (6)** elective units of competency, as specified below:
 - a minimum of **one (1)** elective unit of competency from Group A
 - a maximum of **five (5)** elective units of competency from Group B, drawn from any combination of:
 - units not already chosen from Group A
 - Group B units listed
 - up to **three (3)** relevant units available in this Training Package, other endorsed Training Packages and accredited courses, where those units are aligned to Certificate II and III qualifications
 - a maximum of **two (2)** elective units may be selected from units aligned to Certificate III qualifications.

Core units of competency

- Complete all **seven (7)** units of competency from the following list.

AURA254180A	Operate information technology systems
AURA254280A	Operate in an automotive administration environment
AURC251179A	Write routine texts in the workplace and complete automotive documentation
AURC252327A	Identify, clarify and resolve problems
AURC261314A	Contribute to quality work outcomes
AURC270103A	Apply safe working practices
AURC272003A	Apply environmental regulations and best practice in a workplace or business

Elective units of competency

Group A - Elective units

- Complete a minimum of **one (1)** unit of competency from the following list.

AURC270688A	Work effectively with others
AURC270789A	Communicate effectively in the workplace
AURC270889A	Communicate business information

Group B - Other elective units

- The balance of units, to a maximum of **five (5)**, may be drawn from any combination of:
 - units not already chosen from Group A
 - Group B units listed below
 - up to **three (3)** relevant units available in this Training Package, other endorsed Training Packages and accredited courses, where those units are aligned to Certificate II and III qualifications.

AUM8013A	Participate in improving workplace productivity
AURA354616A	Determine legal aspects of an automotive service and repair contract
AURC251356A	Read in the workplace
AURC251677A	Use numbers in the workplace
AURC270421A	Establish relations with customers
AURC359350A	Conduct information sessions
AURC359554A	Provide technical guidance
AURC361101A	Adapt work processes to new technologies
AURC361230A	Inspect technical quality of work
AURC361337A	Maintain quality systems
AURC362721A	Establish customer requirements of a complex nature
AURC362807A	Build customer relations
AURC363337A	Maintain business image
AURS241608A	Carry out cash and/or credit/funds transfer transactions
AURS242621A	Promote products and services
AURS252290A	Process customer complaints

BSBADM307B	Organise schedules
BSBADM311A	Maintain business resources
BSBCMN311B	Maintain workplace safety
BSBCUS201A	Deliver a service to customers
BSBCUS301A	Deliver and monitor a service to customers
BSBFIA301A	Maintain financial records
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFLM303C	Contribute to effective workplace relationships
BSBFLM309C	Support continuous improvement systems and processes
BSBFLM312C	Contribute to team effectiveness
BSBINM202A	Handle mail
BSBINM301A	Organise workplace information
BSBINN301A	Promote innovation in a team environment
BSBITU202A	Create and use spreadsheets
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU303A	Design and produce text documents
BSBITU305A	Conduct online transactions
BSBITU306A	Design and produce business documents
BSBSMB301A	Investigate micro business opportunities
BSBWOR202A	Organise and complete daily work activities
BSBWOR204A	Use business technology
BSBWOR301A	Organise personal work priorities and development

HLTFA301B	Apply first aid
MSAENV272B	Participate in environmentally sustainable work practices
SIRXCCS002A	Interact with customers
SIRXFIN003A	Produce financial reports
SIRXINV002A	Maintain and order stock
SIRXRSK001A	Minimise theft