



Australian Government

Department of Education, Employment and Workplace Relations

AUR21205 Certificate II in Automotive Warehousing/Distribution Operations

Release: 1

AUR21205 Certificate II in Automotive Warehousing/Distribution Operations

Modification History

Not Applicable

Description

This qualification covers the skills and knowledge required to perform a range of tasks within a warehouse, storage or distribution operation in 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 Warehousing/Distribution Operations is intended to prepare new employees or recognise and develop existing workers who are performing a range of functions in a warehouse that deals specifically with automotive parts and accessories.

Employment outcomes targeted by this qualification include:

- automotive parts interpreter
- storeperson.

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 AUR31105 Certificate III in Automotive Warehousing/Distribution Operations, AUR31005 Certificate III in Automotive Sales 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 automotive warehouse/distribution 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">• Suggesting ideas for workplace improvement to supervisors and team members• Positively adapting to changes in workplace procedures and making adjustments to improve own performance• Taking positive action to report hazards or risk situations to supervisors
Planning and organising	<ul style="list-style-type: none">• 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• Planning ahead to anticipate problems with availability of equipment, materials and personnel to assist
Self-management	<ul style="list-style-type: none">• Following workplace safety requirements and other policies and procedures• Completing known delegated tasks on time

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

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| | <ul style="list-style-type: none">• Selecting and using appropriate equipment, materials, processes and procedures• Asking for advice and assistance when appropriate |
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EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

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">• Appropriately setting up and using technological equipment• Recognising and reporting faulty equipment• Using information and communication technology

Packaging Rules

Packaging Rules

To be awarded the Certificate II in Automotive Warehousing/Distribution Operations competency must be achieved in **twenty (20)** units of competency.

- **seven (7)** core units of competency
- **thirteen (13)** elective units of competency, as specified below:
 - a minimum of **ten (10)** elective units of competency from Group A
 - a maximum of **three (3)** elective units of competency from Group B, drawn from any combination of:
 - units not already chosen from Group A
 - 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 of competency may be selected from units aligned to Certificate III qualifications.

Core units of competency

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

AURC251677A	Use numbers in the workplace
AURC270103A	Apply safe working practices
AURC270421A	Establish relations with customers
AURC270688A	Work effectively with others

AURC251677A	Use numbers in the workplace
AURC270789A	Communicate effectively in the workplace
AURC272003A	Apply environmental regulations and best practice in a workplace or business
BSBCMN311B	Maintain workplace safety

Elective units of competency

Group A - Elective units

- Complete a minimum of **ten (10)** units of competency from the following lists.

Administration and sales	
AURA254180A	Operate information technology systems
AURC359350A	Conduct information sessions
AURC361230A	Inspect technical quality of work
AURC362807A	Build customer relations
AURS238127A	Identify and select automotive parts and products
AURS338103A	Apply automotive parts interpretation process
BSBADM311A	Maintain business resources
BSBCUS301A	Deliver and monitor a service to customers
BSBFIA302A	Process payroll
BSBFLM312B	Contribute to team effectiveness
BSBWOR204A	Use business technology
BSBWOR301A	Organise personal work priorities and development
HLTFA301B	Apply first aid
MSAENV272B	Participate in environmentally sustainable work practices
SIRXRSK002A	Maintain store security

Administration and sales

SIRXRSK003A

Apply store security systems and procedures

Equipment operation

TLIB407C

Carry out vehicle inspection

TLIB807C

Carry out inspection of trailers

TLIC107C

Drive vehicle

TLIC207C

Drive light rigid vehicle

TLIC307C

Drive medium rigid vehicle

TLIC407C

Drive heavy rigid vehicles

TLIC507C

Drive heavy combination vehicle

TLID1007C

Operate a forklift

TLID1107C

Conduct specialised forklift operations

TLILIC108A

Licence to operate a forklift truck

Stock control

SIRXINV001A

Perform stock control procedures

SIRXINV002A

Maintain and order stock

TLIA1207C

Pick and process orders

TLIA1507C

Complete receiptal/despatch documentation

TLIA2007C

Replenish stock

TLIA2107C

Despatch stock

TLIA1307C

Receive goods

TLIA3907B

Receive and store stock

TLIA907D

Complete and check import/export documentation

Stock control	
TLIE1207C	Consolidate manifest documentation
TLIK707C	Perform electronic data interchange (EDI) to transmit shipping documentation

Warehousing/distribution	
TLIA107C	Secure cargo
TLIA1107C	Package goods
TLIA1407C	Use product knowledge to complete work operations
TLIA1707C	Apply product knowledge to organise work operations
TLIA1807C	Organise despatch operations
TLIA1907C	Organise receival operations
TLIA3307C	Organise international transport of freight
TLIB907C	Check conveyor operational status
TLID107C	Shift materials safely using manual handling methods
TLID1307C	Move materials mechanically using automated equipment
TLID1607C	Load and unload explosives and dangerous goods
TLID2907C	Prepare articles for delivery
TLID307D	Handle dangerous goods/hazardous substances
TLID407C	Load and unload goods/cargo
TLIE207C	Estimate/calculate mass, area and quantify dimensions
TLIE707B	Use communication systems
TLIF1007C	Apply fatigue management strategies
TLIF1207C	Apply safe procedures when handling/transporting dangerous goods or explosives
TLIJ507C	Sample, inspect and test products to specifications

Group B - Other elective units

- The balance of units, to a maximum of **three (3)**, may be drawn in any combination from:
 - units not already chosen from Group A
 - 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.
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