



Australian Government

Department of Education, Employment and Workplace Relations

AUR21205 Certificate II in Automotive Warehousing/Distribution Operations

Release: 2

AUR21205 Certificate II in Automotive Warehousing/Distribution Operations

Modification History

One imported unit of competency deleted:
TLIC107C

Thirty seven imported units of competency updated:

BSBFLM312C replaces BSBFLM312B

TLIA1001A replaces TLIA107C

TLIA2011A replaces TLIA1107C

TLIA2012A replaces TLIA1207C

TLIA2013A replaces TLIA1307C

TLIA2014A replaces TLIA1407C

TLIA3015A replaces TLIA1507C

TLIA3017A replaces TLIA1707C

TLIA3018A replaces TLIA1807C

TLIA3019A replaces TLIA1907C

TLIA2020A replaces TLIA2007C

TLIA2021A replaces TLIA2107C

TLIA3039A replaces TLIA3907B

TLIA4005A replaces TLIA507C

TLIA4033A replaces TLIA3307C

TLIB2004A replaces TLIB407C

TLIB2008A replaces TLIB807C

TLIB2009A replaces TLIB907C

TLIC2002A replaces TLIC207C

TLIC3003A replaces TLIC307C

TLIC3004A replaces TLIC407D

TLIC3005A replaces TLIC507D

TLID1001A replaces TLID107C

TLID2003A replaces TLID307D

TLID2010A replaces TLID1007C

TLID2013A replaces TLID1307C

TLID2016A replaces TLID1607C

TLID2029A replaces TLID2907C

TLID3011A replaces TLID1107C

TLIE2007A replaces TLIE707B

TLIE3002A replaces TLIE207C

TLIE3012A replaces TLIE1207C

TLIF2010A replaces TLIF1007C

TLIF2012A replaces TLIF1207C

TLIJ3005A replaces TLIJ507C

TLIK2007A replaces TLIK707C

TLILIC2001A replaces TLILIC108A

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 |

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

| | |
|-----------------|---|
| | <ul style="list-style-type: none">• 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• 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">• 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 |
| 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 |
| BSBFLM312C | 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 |
| SIRXRSK003A | Apply store security systems and procedures |

| Equipment operation | |
|----------------------------|----------------------------------|
| TLIB2004A | Carry out vehicle inspection |
| TLIB2008A | Carry out inspection of trailers |
| TLIC2002A | Drive light rigid vehicle |
| TLIC3003A | Drive medium rigid vehicle |
| TLIC3004A | Drive heavy rigid vehicles |
| TLIC3005A | Drive heavy combination vehicle |

| Equipment operation | |
|----------------------------|---|
| TLID2010A | Operate a forklift |
| TLID3011A | Conduct specialised forklift operations |
| TLILIC2001A | Licence to operate a forklift truck |

| Stock control | |
|----------------------|--|
| SIRXINV001A | Perform stock control procedures |
| SIRXINV002A | Maintain and order stock |
| TLIA2012A | Pick and process orders |
| TLIA3015A | Complete receival/despatch documentation |
| TLIA2020A | Replenish stock |
| TLIA2021A | Despatch stock |
| TLIA2013A | Receive goods |
| TLIA3039A | Receive and store stock |
| TLIA2009A | Complete and check import/export documentation |
| TLIE3012A | Consolidate manifest documentation |
| TLIK2007A | Perform electronic data interchange (EDI) to transmit shipping documentation |

| Warehousing/distribution | |
|---------------------------------|---|
| TLIA1001A | Secure cargo |
| TLIA2011A | Package goods |
| TLIA2014A | Use product knowledge to complete work operations |
| TLIA3017A | Identify products and store to specifications |
| TLIA3018A | Organise despatch operations |
| TLIA3019A | Organise receival operations |

| Warehousing/distribution | |
|---------------------------------|--|
| TLIA4033A | Organise international transport of freight |
| TLIB2009A | Check conveyor operational status |
| TLID1001A | Shift materials safely using manual handling methods |
| TLID2013A | Move materials mechanically using automated equipment |
| TLID2016A | Load and unload explosives and dangerous goods |
| TLID2029A | Prepare articles for delivery |
| TLID2003A | Handle dangerous goods/hazardous substances |
| TLID2004A | Load and unload goods/cargo |
| TLIE3002A | Estimate/calculate mass, area and quantify dimensions |
| TLIE2007A | Use communication systems |
| TLIF2010A | Apply fatigue management strategies |
| TLIF2012A | Apply safe procedures when handling/transporting dangerous goods or explosives |
| TLIJ3005A | 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.