Australian Government

Department of Education, Employment and Workplace Relations

AUR40105 Certificate IV in Automotive Management

Release: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

AUR40105 Certificate IV in Automotive Management

Modification History

Fifteen imported units of competency updated:
BSBFLM312C replaces BSBFLM312B
BSBWOR404B replaces BSBWOR404A
FNSASIC301C replaces FNSASIC301B
FNSASIC302C replaces FNSASIC302B
FNSORG301A replaces FNSICORG301B
FNSILA502A replaces FNSLOSS502B
FNSILA504A replaces FNSLOSS504B
TLIA4005A replaces TLIA507C
TLIA4031A replaces TLIA3107C
TLIA4032A replaces TLIA3207C
TLIA5058A replaces TLIA5807A
TLIL5019A replaces TLIL5019A
TLIP4028A replaces TLIQ607C
TLIR4001A replaces TLIR107C
TLIR4002A replaces TLIR207C

One imported unit of competency title updated:
BSBSMB401A

Description

This qualification covers the skills and knowledge required to perform management roles in an automotive retail, service and repair environment.

Job roles/employment outcomes
The Certificate IV in Automotive Management is intended to prepare new employees or recognise and develop existing workers who are performing management roles in the automotive retail, service and repair industry.

Employment outcomes targeted by this qualification include:

- business manager
- sales manager
- customer service manager.

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 AUR30105 Certificate III in Automotive Administration, AUR31005 Certificate III in Automotive Sales or other relevant qualifications.

Pathways from the qualification

Further training pathways from this qualification include AUR50105 Diploma of Automotive Management 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	• Communicating with colleagues and customers to gather information about their needs and to promote products and services • Listening to and following complex oral instructions • Reading, interpreting, writing and presenting reports • Writing clear and detailed instructions • Negotiating effectively • Reading, interpreting and questioning legal, financial, marketing and other business documentation
Teamwork	• Supporting team members in developing skills and knowledge relating to products and services • Working within own role to support team activities • Referring queries to colleagues • Identifying and utilising the strengths of other team members • Providing coaching, mentoring and feedback to members of the team
Problem solving	• Finding, analysing and interpreting data which may be incomplete or have discrepancies • Determining appropriate strategies to complete tasks in a time efficient manner • Diagnosing customer service complaints and taking steps to improve the service • Applying a range of problem-solving strategies • Seeking information from various sources to determine the cause of the problem • Using numeracy skills to calculate costs, prices and cash flow projections
Initiative and enterprise	• Contributing to strategic direction of enterprise • Identifying learning opportunities to improve work practices • Evaluating tasks to improve efficiency • Suggesting improvements to the structure and design of existing systems • Developing innovative solutions to business challenges • Identifying business opportunities

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Planning and organising	• Organising information relating to products and/or services • Organising resources, equipment and timelines • Planning for contingencies • Organising work schedules and meetings • Participating in development of the business plan • Developing operational procedures for the business • Identifying performance measures for the business
Self-management	• Evaluating own performance and identifying areas for improvement • Managing time to independently complete tasks • Planning and reviewing own work • Using judgement and discretion with confidential information
Learning	• Participating in professional networks and associations to obtain and maintain knowledge and skills • Actively participating in coaching and mentoring sessions to improve standards of service provision • Contributing to the learning of team members • Seeking assistance and expert advice on financial, legal and/or technical aspects of the business • Seeking out and learning new ideas, skills and techniques
Technology	• Using business technology to collect, analyse and provide information • Maintaining existing business technology and planning for future requirements • Applying business technology for communication, planning, financial management, marketing and operating the business • Comparing and purchasing new business technology

Packaging Rules

Packaging Rules

To be awarded the Certificate IV in Automotive Management, competency must be achieved in **twenty** (**20**) units of competency.

- **two** (**2**) core units of competency
- **eighteen** (**18**) elective units of competency, as specified below.

  - a minimum of **fifteen** (**15**) 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 III, IV and Diploma qualifications
  - a maximum of **eight** (**8**) elective units may be selected from units aligned to Certificate III qualifications
  - maximum of **two** (**2**) elective units may be selected from units aligned to Diploma qualifications.

Note:

Where prerequisite units are identified they must be counted in the total number of units required for completion of the qualification.

Core units of competency

- Complete the following the **two** (**2**) units of competency.

AURC472082A	Plan and manage compliance with environmental regulations in a workplace or business
BSBOHS407A	Monitor a safe workplace

Elective units of competency

Group A - **Elective units**

- Complete a minimum of **fifteen** (**15**) units of competency from the following list.

AURA354616A	Determine legal aspects of an automotive service and repair contract
AURA454516A	Determine retail rates for work

AURC341903A	Apply relevant finance, leasing and insurance contracts/policies
AURC359350A	Conduct information sessions
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
AURC365722A	Estimate complex jobs
AURC456633A	Investigate and assess automotive insurance claims
AURC456661A	Recover claim losses
AURC463238B	Manage complex customer issues
AURC561614A	Contribute to business improvement
AURS338216A	Determine used motor vehicle stock requirements
AURS342369A	Wholesale used motor vehicle stock
BSBADM409A	Coordinate business resources
BSBCRT501A	Originate and develop concepts
BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS501A	Manage quality customer service
BSBFIA401A	Prepare financial reports
BSBFIM501A	Manage budgets and financial plans
BSBFLM312C	Contribute to team effectiveness
BSBFRA403B	Manage relationship with franchisor
BSBHRM402A	Recruit, select and induct staff
BSBHRM505A	Manage remuneration and employee benefits

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BSBINM401A	Implement workplace information system
BSBINM501A	Manage an information or knowledge management system
BSBINN301A	Promote innovation in a team environment
BSBINN502A	Build and sustain an innovative work environment
BSBITA401A	Design databases
BSBITU305A	Conduct online transactions
BSBITS401A	Maintain business technology
BSBLED401A	Develop teams and individuals
BSBLED501A	Develop a workplace learning environment
BSBMGT402A	Implement operational plan
BSBMGT403A	Implement continuous improvement
BSBMGT502B	Manage people performance
BSBMGT515A	Manage operational plan
BSBMGT516A	Facilitate continuous improvement
BSBMGT617A	Develop and implement a business plan
BSBMKG402B	Analyse consumer behaviour for specific markets
BSBMKG502B	Identify and evaluate marketing opportunities
BSBMKG507A	Interpret market trends and developments
BSBOHS509A	Ensure a safe workplace
BSBPUR402B	Negotiate contracts
BSBRES401A	Analyse and present research information
BSBSMB301A	Investigate micro business opportunities
BSBSMB401A	Establish legal and risk management requirements of small business
BSBSMB404A	Undertake small business planning

BSBSMB406A	Manage small business finances
BSBSMB407A	Manage a small team
BSBWOR401A	Establish effective workplace relationships
BSBWOR402A	Promote team effectiveness
BSBWOR404B	Develop work priorities
BSBWOR501A	Manage personal work priorities and professional development
BSBWOR502A	Ensure team effectiveness
FNSASIC301C	Establish client relationship and analyse needs
FNSASIC302C	Develop, present and negotiate client solutions
FNSORG301A	Administer fixed asset register
FNSILA502A	Evaluate collected information
FNSILA504A	Negotiate and effect settlement
MSAENV472B	Implement and monitor environmentally sustainable work practices
SIRXMER004A	Manage merchandise and store presentation
SIRXINV004A	Buy merchandise
SIRXINV005A	Control inventory
SIRXMER002A	Coordinate merchandise presentation
SIRXPRO002A	Implement product recalls
SIRXRSK004A	Control store security/loss
TAEASS401A	Plan assessment activities and processes
TAEASS402A	Assess competence
TAEASS403A	Participate in assessment validation
TAEDEL301A	Provide work skill instruction
TAEDEL401A	Plan, organise and deliver group-based learning

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TLIA4031A	Consolidate freight
TLIA4032A	Organise transport of freight or goods
TLIA4005A	Check and evaluate records and documentation
TLIA5058A	Manage facility and inventory requirements
TLIL5019A	Implement and monitor transport logistics
TLIP4028A	Administer international trading accounts
TLIR4001A	Monitor supplier performance
TLIR4002A	Source goods/services and evaluate contractors

Group B - Other electives

- The balance of units, to a maximum of **three** (**3**), may be 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 III, IV and Diploma qualifications.

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