Australian Government

AUR20112 Certificate II in Automotive Administration

Release: 1

AUR20112 Certificate II in Automotive Administration

Modification History

Release	Comment
Release 1	Replaces AUR20105 Certificate III in Automotive Administration

Auto Skills Australia

Description

This qualification covers the skills and knowledge required to perform a range of administrative tasks within an automotive retail, service or repair business.

Job roles and 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.
Job roles related to this qualification include:

- clerical assistant
- office assistant
- receptionist
- service department receptionist
- on-line receptionist
- data entry assistant

Application
This qualification is suitable for an Australian traineeship pathway.

Pathways Information

Pathways into the qualification
Credit will be granted towards this qualification to those who have completed AUR10112 Certificate I in Automotive Vocational Preparation in this Training Package or other relevant qualifications.

Pathways from the qualification
Further training pathways from this qualification include AUR30112 Certificate III in Automotive Administration or other relevant qualifications.

Licensing/Regulatory Information

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

This qualification may be accessed by direct entry.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
The following table contains a summary of the Employability Skills required by the automotive 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	• gathering, conveying and receiving verbal and written information • listening and understanding workplace instructions
Teamwork	• working with colleagues and supervisors to contribute to organisation goals
Problem solving	• solving routine problems related to hazards in the workplace, while under direct supervision • checking own work to ensure errors are minimal and work flow is maintained
Initiative and enterprise	• raising workplace health and safety (WHS) issues with the WHS officer • recognise and respond to circumstances outside of personal competence
Planning and organising	• planning own work schedule to ensure tasks are completed on time • set, monitor and satisfy personal work goals
Self-management	• behaving in ways that contribute to an effective and safe working environment • identifying own roles and responsibilities
Learning	• listening to ideas and opinions of other members of the team • following safety procedures
Technology	• operating a range of tools and equipment or specific machinery

Packaging Rules

To be awarded this qualification, competency must be demonstrated in **10 units** of competency consisting of:

- **6 core units**

plus

- **4 elective units** of which:
    - up to **4** elective units may be chosen from the elective units listed below
    - up to **2** units may be chosen from a Certificate I 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
Common - Administration	
AURAAA2001	Work in an automotive administration environment
Common – Foundation Skills	
AURAFA2003	Communicate effectively in an automotive workplace
AURAFA2005	Write routine texts in an automotive workplace
Common – Information Technology	
AURAKA2001	Use information technology systems
Common - Quality	
AURAQA2001	Contribute to quality work outcomes
Common –Health and Safety	
AURASA2002	Apply safe working practices in an automotive workplace

Elective units

Unit code	Unit title
Common - Sales and Marketing	
AURACA2001	Establish relations with customers

Unit code	Unit title
Common - Environment	
AURAEA2002	Apply environmental and sustainability best practice in an automotive workplace
Common – Foundation Skills	
AURAFA2001	Use numbers in an automotive workplace
AURAFA2002	Read in an automotive workplace
AURAFA2004	Solve routine problems in an automotive workplace
Common – Management , Leadership and Supervision	
AURAMA2001	Work effectively with others
AURAMA2002	Communicate business information
AURAMA3004	Maintain business image
Common - Quality	
AURAQA3003	Maintain quality systems
Sales and Parts, Administration and Management - Administration	
AURSAA2001	Process customer complaints
Sales and Parts, Administration and Management – Sales and Marketing	
AURSCA2004	Carry out cash, credit and funds transfers
Imported Units	
BSBFIA303A	Process accounts payable and receivable
BSBINM202A	Handle mail
BSBITU305A	Conduct online transactions
BSBWOR204A	Use business technology
SIRXCCS202	Interact with customers

Auto Skills Australia

Custom Content Section

Not applicable.