



**Australian Government**

# **AUR30112 Certificate III in Automotive Administration**

**Release: 1**

## AUR30112 Certificate III in Automotive Administration

### Modification History

Release	Comment
Release 1	Replaces AUR30105 Certificate III in Automotive Administration

## Description

### Job roles and employment outcomes

The Certificate III in Automotive Administration is intended to prepare new employees or recognise and develop existing workers who are performing as administrators in the automotive industry.

Job roles related to this qualification include:

- office administration
- sales administration
- warehousing and distribution administration
- bicycle administration
- marine administration
- outdoor power equipment administration
- motorsport administration
- vehicle servicing administration
- vehicle repair administration

### 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 AUR20112 Certificate II in Automotive Administration or other relevant qualifications.

### Pathways from the qualification

Further training pathways from this qualification include AUR40112 Certificate IV in Automotive Management 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

<b>EMPLOYABILITY SKILLS QUALIFICATION SUMMARY</b>	
<p>The following table contains a summary of the employability skills as identified 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.</p>	
<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• clearly communicating workplace information and ideas with workplace colleagues (verbal and non-verbal), including use of automotive terms</li> <li>• completing workplace reports</li> <li>• using and contributing to workplace procedures</li> <li>• maintaining workplace records</li> <li>• communicating with colleagues and clients to handle verbal enquiries, such as clarifying instructions and responding to requests for information</li> <li>• interpreting the needs of customers</li> <li>• reading and interpreting workplace related documentation</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• identifying and describe own role and role of others</li> <li>• working within a team</li> <li>• working with diverse individuals and groups</li> <li>• applying knowledge of own role to complete activities efficiently to support team activities and tasks</li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• recognising a workplace problem or a potential problem and take action</li> <li>• determining problems needing priority action</li> <li>• referring problems outside area of responsibility to appropriate person and suggesting possible causes</li> <li>• seeking information and assistance as required to solve problems</li> <li>• using a range of problem-solving techniques</li> <li>• taking action to resolve concerns</li> <li>• developing practical responses to common breakdowns in workplace systems and procedures</li> </ul>
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"> <li>• adapting to new and emerging situations in the workplace</li> <li>• being proactive and creative in responding to workplace problems, changes and challenges</li> </ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>• planning own work requirements and prioritising actions to achieve required outcomes and ensure tasks are completed on time</li> <li>• identifying risk factors and taking action to minimise risk</li> </ul>

## EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills as identified 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.

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• selecting and using appropriate equipment, materials, processes and procedures</li> <li>• recognising limitations and seeking timely advice</li> <li>• planning own work requirements, setting own work program and managing time to ensure tasks are completed on time</li> <li>• following workplace documentation, such as codes of practice or operating procedures</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>• asking questions to gain information</li> <li>• identifying sources of information, assistance and expert knowledge to expand knowledge, skills and understanding</li> <li>• participating in self-improvement activities</li> <li>• participating in development of workplace continuous improvement strategies</li> <li>• helping others develop competency</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>• operating diagnostic and test equipment</li> <li>• performance testing of components, systems and equipment</li> <li>• using tools and equipment efficiently and safely</li> <li>• storing and caring for components, parts, tools, test equipment and support equipment</li> <li>• using business technology to collect, analyse and provide information</li> </ul>

## Packaging Rules

To be awarded this qualification, competency must be demonstrated in **18 units** of competency consisting of:

- **10 core units**

plus

- **8 elective units** of which:

- up to **8** elective units may be chosen from the elective units listed below
- up to **3** elective units may be chosen from a Certificate II 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
<b>Common - Administration</b>	
AURAAA2001	Work in an automotive administration environment
<b>Common - Sales and Marketing</b>	
AURACA2001	Establish relations with customers
AURACA3003	Build customer relations
<b>Common - Environment</b>	
AURAEA2002	Apply environmental and sustainability best practice in an automotive workplace
<b>Common - Foundation Skills</b>	
AURAF A2003	Communicate effectively in an automotive workplace
<b>Common - Information Technology</b>	
AURAKA2001	Use information technology systems
AURAKA3002	Adapt work processes to new technologies
<b>Common - Management, Leadership and Supervision</b>	
AURAMA3004	Maintain business image
<b>Common - Quality</b>	

Unit code	Unit title
AURAQA3003	Maintain quality systems
<b>Common - Health and Safety</b>	
AURASA2002	Apply safe working practices in an automotive workplace

**Elective units**

Unit code	Unit title
<b>Common - Sales and Marketing</b>	
AURACA3002	Establish customer requirements of a complex nature
<b>Common - Foundation Skills</b>	
AURAF A2002	Read in an automotive workplace
AURAF A2004	Solve routine problems in an automotive workplace
AURAF A2005	Write routine texts in an automotive workplace
<b>Common - Regulatory or Legal</b>	
AURALA3001	Determine legal aspects of an automotive service and repair contract
<b>Common - Management, Leadership and Supervision</b>	
AURAMA2001	Work effectively with others
<b>Sales and Parts, Administration and Management - Administration</b>	
AURSAA2001	Process customer complaints
AURSAA2002	Maintain customer aftermarket relations
<b>Sales and Parts, Administration and Management - Sales and Marketing</b>	
AURSCA2005	Sell products
AURSCA2006	Promote products and services
<b>Sales and Parts, Administration and Management - Regulatory or Legal</b>	
AURSLA2001	Apply legal requirements relating to product sales

<b>Unit code</b>	<b>Unit title</b>
<b>Imported Units</b>	
BSBFIA303A	Process accounts payable and receivable
BSBINM202A	Handle mail
BSBITU305A	Conduct online transactions
TAEDEL301A	Provide work skill instruction

## **Custom Content Section**

Not applicable.