



Australian Government

AUR31012 Certificate III in Automotive Sales

Release: 1

AUR31012 Certificate III in Automotive Sales

Modification History

Release	Comment
Release 1	Replaces AUR31005 Certificate III in Automotive Sales

Description

This qualification covers the skills and knowledge required to perform sales-related tasks in the automotive retail, service or repair industry.

Job roles and employment outcomes

The Certificate III in Automotive Sales prepares new employees or recognises and develops existing workers who are performing general sales and marketing functions in an automotive retail, service or repair business.

Job roles related to this qualification include:

- parts interpreter
- vehicle salesperson
- farm machinery salesperson
- motorcycle salesperson.

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 AUR21112 Certificate II in Automotive Sales in this Training Package 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

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
<p>The following table contains a summary of the Employability Skills for this qualification as identified by the automotive industry. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.</p>	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • clearly communicating workplace verbal and non-verbal information to others, including use of automotive terms • collecting, analysing and organising information • completing workplace reports • communicating ideas and information to workplace colleagues • using and contributing to workplace procedures • maintaining workplace records • communicating with colleagues and clients to handle verbal enquiries, such as clarifying instructions and responding to requests for information • communicating with people who speak languages other than English and in a cross-cultural context • interpreting needs of internal and external clients • reading and interpreting workplace-related documentation • writing to audience needs
Teamwork	<ul style="list-style-type: none"> • identifying and describing own role and role of others • working in a team to provide office administration services • working with diverse individuals and groups • applying knowledge of own role to complete activities efficiently to support team activities and tasks
Problem solving	<ul style="list-style-type: none"> • recognising a workplace problem or potential problem and taking action • determining problems needing priority action • referring problems outside area of responsibility to appropriate person and suggesting possible causes • seeking information and assistance as required to solve problems • using a range of problem-solving techniques • taking action to resolve concerns • developing practical responses to common breakdowns in workplace systems and procedures • rectifying discrepancies or errors in documentation and transactions
Initiative and enterprise	<ul style="list-style-type: none"> • adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

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Employability Skill	Industry/enterprise requirements for this qualification include:
Planning and organising	<ul style="list-style-type: none"> • prioritising actions to achieve required outcomes • planning own work requirements • identifying tasks to achieve team goals • allocating resources to workplace tasks and requirements • collecting, analysing and organising workplace data • identifying risk factors and taking action to minimise risk • organising meeting schedules for clients and colleagues and negotiating alternative arrangements • planning for contingencies • planning information and documentation requirements • using and determining required resources
Self-management	<ul style="list-style-type: none"> • selecting and using appropriate equipment, materials, processes and procedures • recognising limitations and seeking timely advice • planning own work requirements, setting own work program and managing time to ensure tasks are completed on time • following workplace documentation, such as codes of practice and operating procedures • projecting a professional image when representing the organisation • taking personal responsibility at the appropriate level • working ethically when dealing with financial transactions
Learning	<ul style="list-style-type: none"> • asking questions to gain information • identifying sources of information, assistance and expert knowledge to expand knowledge, skills and understanding • participating in self-improvement activities • participating in development of workplace continuous improvement strategies • helping others develop competency
Technology	<ul style="list-style-type: none"> • selecting and using appropriate equipment and materials • using business technology, such as software programs for word processing, spreadsheets, presentations and scheduling

Packaging Rules

To be awarded this qualification, competency must be achieved in **20 units** of competency, consisting of:

- **10 core units**

plus

- **6 specialist elective units** in **one** of the selected specialist groups relating to occupational streams

plus

- **4 general elective units**, of which:
 - up to **4** elective units may be chosen from the elective units listed below
 - up to **4** 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
Common – Sales and Marketing	
AURACA2001	Establish relations with customers
Common – Environment	
AURAEA2002	Apply environmental and sustainability best practice in an automotive workplace
Common – Foundation Skills	
AURAFSA2004	Solve routine problems in an automotive workplace
Common – Management, Leadership and Supervision	
AURAMA3004	Maintain business image
Common – Health and Safety	
AURASA2002	Apply safe working practices in an automotive workplace
Sales and Parts, Administration and Management – Administration	
AURSAA2001	Process customer complaints
Sales and Parts, Administration and Management – Sales and Marketing	

Unit code	Unit title
AURSCA2005	Sell products
AURSCA2006	Promote products and services
Sales and Parts, Administration and Management – Regulatory or Legal	
AURSLA2001	Apply legal requirements relating to product sales
Imported Units	
BSBITU305A	Conduct online transactions

Specialist elective units

Group A: Parts Interpreting

Unit code	Unit title
Electrical – Technical – Electrical and Electronic	
AURETR3025	Test, charge and replace batteries
Sales and Parts, Administration and Management – Support and Logistics	
AURSBA2001	Carry out warehousing procedures
AURSBA3002	Apply automotive parts interpretation process
Sales and Parts, Administration and Management – Sales and Marketing	
AURSCA2001	Select automotive parts and products
Imported Units	
BSBPRO401A	Develop product knowledge
BSBWOR204A	Use business technology
SIRXINV002A	Maintain and order stock
SIRXMER201	Merchandise products
TLIA2012A	Pick and process orders

Group B: Vehicle, Farm Machinery and Motorcycles Sales

Unit code	Unit title
Sales and Parts, Administration and Management – Sales and Marketing	
AURSCA2002	Present stock and sales area
AURSCA2003	Apply sales procedures
AURSCA3007	Determine used motor vehicle stock requirements
AURSCA3008	Wholesale used motor vehicle stock
AURSCA3009	Provide vehicle technology information
Imported Units	
BSBSLS402A	Identify sales prospects
BSBSLS403A	Present a sales solution
BSBSLS404A	Secure prospect commitment
BSBSLS405A	Support post sale activities

General elective units

Unit code	Unit title
Common – Sales and Marketing	
AURACA3003	Build customer relations
Common – Foundation Skills	
AURAF2001	Use numbers in an automotive workplace
AURAF2002	Read in an automotive workplace
AURAF2003	Communicate effectively in an automotive workplace
Common – Management, Leadership and Supervision	
AURAMA2002	Communicate business information
AURAMA3003	Conduct information sessions
Common – Quality	

Unit code	Unit title
AURAQA2001	Contribute to quality work outcomes
Sales and Parts, Administration and Management – Sales and Marketing	
AURSCA2001	Select automotive parts and products
AURSCA2002	Present stock and sales area
AURSCA2004	Carry out cash, credit and funds transfers
AURSCA3007	Determine used motor vehicle stock requirements
AURSCA3008	Wholesale used motor vehicle stock
Sales and Parts, Administration and Management – Sales and Marketing – Paint	
AURSCP2001	Provide information to customers on automotive refinishing products
Imported Units	
BSBFIA301A	Maintain financial records
SIRXCCS201	Apply point-of-sale handling procedures
SIRXFIN201	Balance and secure point-of-sale terminal
SIRXICT001A	Operate retail technology
SIRXINV001A	Perform stock control procedures
SIRXMER303	Coordinate merchandise presentation
TAEDEL301A	Provide work skill instruction
TLIA2012A	Pick and process orders
TLIA2020A	Replenish stock

Custom Content Section

Not applicable.