Australian Government

AUR40112 Certificate IV in Automotive Management

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

AUR40112 Certificate IV in Automotive Management

Modification History

Release	Comment
Release 1	Replaces AUR40105 Certificate IV in Automotive Management

Auto Skills Australia

Description

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

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

- business manager
- sales manager
- customer service manager
- workplace manager
- parts manager

Application
This qualification is suitable for an Australian Apprenticeship pathway.

Pathways Information

Pathways into the qualification
Credit will be granted towards this qualification to those who have completed AUR30112 Certificate III in Automotive Administration, AUR31012 Certificate III in Automotive Sales or other relevant qualifications.

Pathways from the qualification
Further training pathways from this qualification include AUR50112 Diploma of 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	
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.	
Employability skill	**Industry/enterprise requirements for this qualification include:**
Communication	• communicating with colleagues and customers to gather information about their needs • 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 and other business documentation
Teamwork	• working within own role to support team activities • referring queries to colleagues • identifying and using the strengths of other team members • providing coaching, mentoring and feedback to other team members to develop skills and knowledge related to vehicle loss assessment • working with vehicle repairers
Problem solving	• finding, analysing and interpreting data • determining appropriate strategies to complete tasks in a timely and efficient manner • diagnosing customer issues and taking action to resolve them • applying a range of problem-solving strategies • seeking information from various sources to determine causes of problem • using numerical skills to calculate costs and prices of vehicle systems and components
Initiative and enterprise	• contributing to the strategic direction of the 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
Planning and organising	• organising loss assessment information • organising resources, equipment and timelines • planning for contingencies

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.

Employability skill	Industry/enterprise requirements for this qualification include:
	• organising work schedules and meetings • 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 job • seeking out and learning new ideas, skills and techniques
Technology	• keeping abreast of latest technology related to automotive management • using business technology to collect, analyse and provide information • applying business technology for communication, planning, financial management and operating the business

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** elective units may be chosen from a Certificate III 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	
AURACA3003	Build customer relations
Common - Electrical	
AURAEA4004	Manage environmental compliance in an automotive workplace
Common - Management, Leadership and Supervision	
AURAMA3004	Maintain business image
AURAMA4005	Manage complex customer issues
Imported Units	
BSBSMB407A	Manage a small team
BSBWHS401A	Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective units

Unit code	Unit title
Common - Administration	
AURAAA4002	Determine retail rates for work
Common - Information Technology	

Unit code	Unit title
AURAKA3002	Adapt work processes to new technologies
Common - Regulatory or Legal	
AURALA3001	Determine legal aspects of an automotive service and repair contract
Common - Management, Leadership and Supervision	
AURAMA3003	Conduct information sessions
Common - Quality	
AURAQA3003	Maintain quality systems
Imported Units	
BSBITS401B	Maintain business technology
BSBSMB406A	Manage small business finances
BSBWOR401A	Establish effective workplace relationships
BSBWOR404B	Develop work priorities
FNSASIC302C	Develop, present and negotiate client solutions
TAEDEL404A	Mentor in the workplace

Custom Content Section

Not applicable.