



**Australian Government**

**AUR20126 Certificate II in Automotive  
Administration**

# AUR20126 Certificate II in Automotive Administration

## Modification History

Release	Comments
1	This qualification was first released in AUR Automotive Retail, Service and Repair Training Package Release 8.0.

## Qualification Description

This qualification reflects the role of individuals who perform a range of administrative tasks in the automotive retail, service and repair industry.

## Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

## Entry Requirements

This qualification has no entry requirements.

## Packaging Rules

**Total number of units = 10**

**6** core units, plus

**4** elective units, of which:

- up to **4** 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
AURAAA001	Work in an automotive administration role
AURAF103	Communicate effectively in an automotive workplace
AURAF105	Write routine texts in an automotive workplace
AURAKA001	Use information technology systems

AURAQA001	Contribute to quality work outcomes in an automotive workplace
AURASA102	Follow safe working practices in an automotive workplace

### Elective Units

Unit code	Unit title
AURACA101	Respond to customer needs and enquiries in an automotive workplace
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURAF A001	Use numbers in an automotive workplace
AURAF A002	Read and respond to automotive workplace information
AURAF A104	Resolve routine problems in an automotive workplace
AURAMA001	Work effectively with others in an automotive workplace
AURAMA102	Communicate business information in an automotive workplace
AURAMA004	Maintain business image in an automotive workplace
AURAQA003	Maintain quality processes in an automotive workplace
AURSAA001	Process customer complaints in an automotive workplace
AURSCA104	Carry out cash and non-cash payment operations
AURSCA111	Conduct online transactions in an automotive workplace
BSBFIN301	Process financial transactions
BSBINS202	Handle receipt and dispatch of information
BSBTEC201	Use business software applications
SIRXCEG001	Engage the customer

### Pre-requisite Requirements

There are no prerequisite requirements for this qualification.

## Qualification Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
AUR20126 Certificate II in Automotive Administration	AUR20116 Certificate II in Automotive Administration	Superseded core and elective units updated	Equivalent

## Links

Companion volumes, including implementation guides, are found on the national training register - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>.