



Australian Government

AUR21116 Certificate II in Automotive Sales

Release 1

AUR21116 Certificate II in Automotive Sales

Modification History

Release	Comment
Release 1	New qualification.

Qualification Description

This qualification reflects the role of individuals who perform sales-related tasks in the automotive service and repair sector.

Entry Requirements

This qualification may be accessed by direct entry.

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

Packaging Rules

Total number of units = 12

6 core units, plus

6 elective units, of which:

- **3** units must be chosen from one of the Specialist Elective Unit Groups A to C below
- of the remaining units required to make up the elective unit total:
 - up to **3** units may be chosen from the Specialist Elective Unit Groups and the General 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
AURACA001	Respond to customer needs and enquiries in an automotive workplace
AURASA002	Follow safe working practices in an automotive workplace
AURSCA002	Present automotive products and services for sale
AURSCA006	Promote automotive products and services
AURSLA001	Comply with legal requirements when selling automotive products and services
SIRXRSK001A	Minimise theft

Specialist Elective Unit Groups

Group A: Service Station Sales and Service

Unit code	Unit title
AURSCA005	Sell automotive products and services
SIRRINV002	Control stock
SIRXMER201	Merchandise products
SIRXSLS002	Follow point-of-sale procedures

Unit code	Unit title
SIRXWHS003	Maintain workplace safety
TLIA2020	Replenish stock

Group B: Bicycle Sales

Unit code	Unit title
AURAMA001	Work effectively with others in an automotive workplace
AURBTA004	Assemble new boxed bicycles for retail sale
AURBTV001	Remove, refit and adjust bicycle accessories
AURSCA005	Sell automotive products and services
SIRRINV002	Control stock
SIRXMER201	Merchandise products
SIRXWHS003	Maintain workplace safety

Group C: Outdoor Power Equipment Sales

Unit code	Unit title
AURACA003	Build customer relations in an automotive workplace
AURSCA003	Apply sales procedures in an automotive workplace
SIRRINV001	Receive and handle retail stock
SIRXICT001A	Operate retail technology
TLIA2013	Receive goods

General Elective Units

Unit code	Unit title
AURACA003	Build customer relations in an automotive workplace
AURAEA002	Follow environmental and sustainability best practice in an

Unit code	Unit title
	automotive workplace
AURAF001	Use numbers in an automotive workplace
AURAF002	Read and respond to automotive workplace information
AURAF003	Communicate effectively in an automotive workplace
AURAF004	Resolve routine problems in an automotive workplace
AURAMA004	Maintain business image in an automotive workplace
AURAQA001	Contribute to quality work outcomes in an automotive workplace
AURSCA003	Apply sales procedures in an automotive workplace
AURSCA004	Carry out cash and non-cash payment operations
AURSCA011	Conduct online transactions in an automotive workplace
ICTWEB201	Use social media tools for collaboration and engagement
SIRRRTF001	Balance and secure point-of-sale terminal
SIRXSL002	Follow point-of-sale procedures

Qualification Mapping Information

Equivalent to AUR21112 Certificate II in Automotive Sales

Links

Implementation Guide -

http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=2