



Australian Government

AUR21120 Certificate II in Automotive Sales

Release 1

AUR21120 Certificate II in Automotive Sales

Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Qualification Description

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

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

Entry Requirements

Nil.

Packaging Rules

Total number of units = 12

5 core units, plus

7 elective units, of which:

- **3 units** must be from one of the Specialist Elective Groups A to C
- of the remaining **4 units** required to make up the elective unit total:
 - all **4** may be from the Specialist Elective Groups and general elective units listed below
 - up to **2** may be from a Certificate I qualification or above in this Training Package or another endorsed Training Package or accredited course.

Elective units chosen must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid vocational outcome.

Core Units

AURACA101 Respond to customer needs and enquiries in an automotive workplace

AURASA102 Follow safe working practices in an automotive workplace

AURSCA102 Present automotive products and services for sale

AURSCA106 Promote automotive products and services

AURSLA001 Comply with legal requirements when selling automotive products and services

Specialist Elective Units

Group A: Service Station Sales and Service

AURSCA105 Sell automotive products and services

SIRRINV002 Control stock

SIRXSLS002 Follow point-of-sale procedures

SIRXWHS003 Maintain workplace safety*

TLIA2020 Replenish stock

Group B: Bicycle Sales

AURAMA001 Work effectively with others in an automotive workplace

AURBTA104 Assemble new boxed bicycles for retail sale

AURBTV101 Remove, refit and adjust bicycle accessories

AURSCA105 Sell automotive products and services

SIRRINV002 Control stock

SIRXWHS003 Maintain workplace safety*

Group C: Outdoor Power Equipment Sales

AURACA103 Build customer relations in an automotive workplace

AURSCA103 Apply sales procedures in an automotive workplace

SIRRINV001 Receive and handle retail stock

TLIA2013 Receive goods

General Elective Units

AURACA103 Build customer relations 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 A103 Communicate effectively in an automotive workplace

AURAF A104 Resolve routine problems in an automotive workplace

AURAMA004 Maintain business image in an automotive workplace

AURAQ A001 Contribute to quality work outcomes in an automotive workplace

AURSCA103 Apply sales procedures in an automotive workplace

AURSCA104 Carry out cash and non-cash payment operations

AURSCA111 Conduct online transactions in an automotive workplace

BSBWHS332X Apply infection prevention and control procedures to own work activities

ICTWEB201 Use social media tools for collaboration and engagement

SIRRRTF001 Balance and secure point-of-sale terminal

SIRXSLS002 Follow point-of-sale procedures

*Note the following prerequisite unit requirements.

UNIT IN THIS QUALIFICATION	PREREQUISITE UNIT
SIRXWHS003 Maintain workplace safety	SIRXWHS002 Contribute to workplace health and safety

Qualification Mapping Information

Supersedes and is equivalent to AUR21116 Certificate II in Automotive Sales.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>