



Australian Government

AUR21126 Certificate II in Automotive Sales

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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 sales-related tasks in the automotive service and repair sector.

Licensing/Regulatory Information

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

Candidates must complete one of the following:

General Qualification - *AUR21126 Certificate II in Automotive Sales*

- **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.

Specialisation- *Certificate II in Automotive Sales (Service Station Sales and Service)*

- 5 Core units, plus
- 3 specialist units from:

- Group A (Service Station Sales and Service), plus
- 4 electives units from Groups A, B, C or the General Elective Units listed below
 - Up to 2 of the elective units may be from a Certificate I qualification or above in this Training Package or another endorsed Training Package or accredited course.

Specialisation- *Certificate II in Automotive Sales (Bicycle Sales)*

- 5 Core units, plus
- 3 specialist units from:
 - Group B (Bicycle Sales), plus
- 4 electives units from Groups A, B, C or the General Elective Units listed below
 - up to 2 of the elective units may be from a Certificate I qualification or above in this Training Package or another endorsed Training Package or accredited course.

Specialisation- *Certificate II in Automotive Sales (Outdoor Power Equipment Sales)*

- 5 Core units, plus
- 3 specialist units from:
 - Group C (Outdoor Power Equipment Sales), plus
- 4 electives units from Groups A, B, C or the General Elective Units listed below
 - up to 2 of the elective units 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*
- TLIA0024 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
- TLIA0023 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
- ICTWEB306 Develop web presence using social media
- SIRRRTF001 Balance and secure point-of-sale terminal
- SIRXSLS002 Follow point-of-sale procedures

Pre-requisite Requirements

Unit of competency	Prerequisite requirement
SIRXWHS003 Maintain workplace safety	SIRXWHS002 Contribute to workplace health and safety

Qualification Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
AUR21126 Certificate II in Automotive Sales	AUR21120 Certificate II in Automotive Sales	Superseded specialisation 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>.