



Australian Government

AUR30126 Certificate III in Automotive Administration

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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 a broad 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 = 18

10 core units, plus

8 elective units, of which:

- up to **8** units may be chosen from the Elective Units listed below
- up to **3** units may be chosen from a Certificate II 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
AURACA101	Respond to customer needs and enquiries in an automotive workplace
AURACA103	Build customer relations in an automotive workplace

AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURAF103	Communicate effectively in an automotive workplace
AURAKA001	Use information technology systems
AURAKA002	Adapt work processes to new technologies in an automotive workplace
AURAMA004	Maintain business image in an automotive workplace
AURAQA003	Maintain quality processes in an automotive workplace
AURASA102	Follow safe working practices in an automotive workplace

Elective Units

Unit code	Unit title
AURACA102	Manage complex customer requirements in an automotive workplace
AURAF102	Read and respond to automotive workplace information
AURAF104	Resolve routine problems in an automotive workplace
AURAF105	Write routine texts in an automotive workplace
AURAMA001	Work effectively with others in an automotive workplace
AURSAA001	Process customer complaints in an automotive workplace
AURSCA105	Sell automotive products and services
AURSCA106	Promote automotive products and services
AURSCA111	Conduct online transactions in an automotive workplace
AURSLA001	Comply with legal requirements when selling automotive products and services
BSBFIN301	Process financial transactions
BSBINS202	Handle receipt and dispatch of information
TAEDEL311	Provide work skill instruction

Pre-requisite Requirements

There are no prerequisite requirements for this qualification.

Qualification Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
AUR30126 Certificate III in Automotive Administration	AUR30116 Certificate III 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>.