



**Australian Government**

# **AUR31020 Certificate III in Automotive Sales**

**Release 1**

## AUR31020 Certificate III 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 = 20**

**8 core units**, plus

**12 elective units**, of which:

- **6 units** must be from one of the Specialist Elective Groups A or B below
- of the remaining units required to make up the elective unit total:
  - up to **6** may be from the Specialist Elective Groups and/or the general elective units listed below
  - up to **4** may be from a Certificate II 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

AURAEA002 Follow environmental and sustainability best practice in an automotive workplace

AURAF104 Resolve routine problems in an automotive workplace

AURASA102 Follow safe working practices in an automotive workplace

AURSAA001 Process customer complaints in an automotive workplace

AURSCA105 Sell automotive products and services

AURSCA106 Promote automotive products and services

AURSLA001 Comply with legal requirements when selling automotive products and services

### **Specialist Elective Units**

#### *Group A: Parts Interpreting*

AURETR125 Test, charge and replace batteries and jump-start vehicles

AURSBA001 Carry out warehousing procedures in an automotive workplace

AURSBA102 Identify and match uncommon automotive parts

AURSCA101 Select and supply automotive parts and products

BSBPRO401 Develop product knowledge

BSBTEC201 Use business software applications

SIRRINV002 Control stock

TLIA2012 Pick and process orders

#### *Group B: Vehicle, Farm Machinery and Motorcycles Sales*

AURSCA007 Determine used motor vehicle stock requirements

AURSCA008 Wholesale used motor vehicle stock

AURSCA102 Present automotive products and services for sale

AURSCA103 Apply sales procedures in an automotive workplace

AURSCA109 Provide vehicle technology information

BSBSLS407 Identify and plan sales prospects

BSBSLS408 Present, secure and support sales solutions

### **General Elective Units**

AURACA103 Build customer relations 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

AURAMA003 Conduct information sessions in an automotive workplace

AURAMA004 Maintain business image in an automotive workplace

AURAMA102 Communicate business information in an automotive workplace

AURAQ A001 Contribute to quality work outcomes in an automotive workplace

AURSCA007 Determine used motor vehicle stock requirements

AURSCA008 Wholesale used motor vehicle stock

AURSCA010 Appraise and purchase used motor vehicles for sale

AURSCA101 Select and supply automotive parts and products

AURSCA102 Present automotive products and services for sale

AURSCA104 Carry out cash and non-cash payment operations

AURSCA111 Conduct online transactions in an automotive workplace  
AURSCP101 Provide information to customers on automotive refinishing products  
BSBFIN401 Report on financial activity  
BSBWHS332X Apply infection prevention and control procedures to own work activities  
SIRRINV001 Receive and handle retail stock  
SIRRMER003 Coordinate visual merchandising activities  
SIRRRTF001 Balance and secure point-of-sale terminal  
SIRXSLS002 Follow point-of-sale procedures  
TAEDEL301 Provide work skill instruction  
TLIA2012 Pick and process orders  
TLIA2020 Replenish stock

## Qualification Mapping Information

Supersedes and is equivalent to AUR31016 Certificate III 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>