



**Australian Government**

# **AUR31026 Certificate III 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 = 20

Candidates must complete one of the following:

### General Qualification - *AUR31026 Certificate III in Automotive Sales*

- **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 **6 units** required to make up the elective unit total:
    - all **6** may be from the Specialist Elective Groups and/or 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.

### Specialisation - *Certificate III in Automotive Sales (Parts Interpreting)*

- 8 Core units, plus
- 6 specialist units from:

- Group A (*Parts Interpreting*), plus
- 6 elective units from Groups A, B or the General Elective Units listed below
  - up to 4 of the elective units may be from a Certificate II qualification or above in this Training Package or another endorsed Training Package or accredited course.

**Specialisation - Certificate III in Automotive Sales (Vehicle, Farm Machinery and Motorcycles Sales)**

- 8 Core units, plus
- 6 specialist units from:
  - Group B (*Vehicle, Farm Machinery and Motorcycles Sales*), plus
- 6 elective units from Groups A, B or the General Elective Units listed below
  - up to 4 of the elective units 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
- AURFA104 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
- BSBMKG434 Promote products and services
- BSBTEC201 Use business software applications

- SIRRINV002 Control stock
- TLIA0022 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
- BSBOPS304 Deliver and monitor a service to customers
- BSBOPS404 Implement customer service strategies

**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
- AURAQA001 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
- 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

- TAED311 Provide work skill instruction
- TLIA0022 Pick and process orders
- TLIA0024 Replenish stock

## Pre-requisite Requirements

There are no prerequisites requirements for this qualification.

## Qualification Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
AUR31026 Certificate III in Automotive Sales	AUR31020 Certificate III in Automotive Sales	Superseded 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>.