



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AUR21105 Certificate II in Automotive Sales**

**Release: 2**

## AUR21105 Certificate II in Automotive Sales

### Modification History

**Specialisation removed:**

Heavy vehicle mobile equipment

**Three imported units of competency deleted:**

SRXGRO002A

THCGTM12A

TLIC107C

**Eight imported unit of competency updated:**

BSBFLM312C replaces BSBFLM312B

TLIA2011A replaces TLIA1107C

TLIA2012A replaces TLIA1207C

TLIA2013A replaces TLIA1307C

TLIA3019A replaces TLIA1907C

TLIA2020A replaces TLIA2007C

TLID2010A replaces TLID1007C

TLILIC2001A replaces TLILIC108A

### Description

This qualification covers the skills and knowledge required to perform sales-related tasks within an automotive retail, service or repair business. It is suitable for entry into the automotive retail, service and repair industry.

***Job roles/employment outcomes***

The Certificate II in Automotive Sales is intended to prepare new employees or recognise and develop existing workers who perform general sales and marketing functions in an automotive retail, service or repair business.

Employment outcomes targeted by this qualification include:

- sales assistant
- customer relations officer
- spare parts salesperson
- service station attendant.

***Application***

This qualification is suitable for an Australian Apprenticeship pathway.

## Pathways Information

### *Pathways into the qualification*

This qualification may be accessed by direct entry. Credit will be granted towards this qualification to those who have completed AUR10105 Certificate I in Automotive in this Training Package or other relevant qualifications.

### *Pathways from the qualification*

Further training pathways from this qualification include AUR31005 Certificate III in Automotive Sales or other relevant qualifications.

### *Additional qualification advice*

The Certificate II in Automotive Sales may be attained as a generic qualification, or where a particular occupational outcome is required, may include a specialisation.

Specialisations for this qualification include:

- aftermarket retail operations
- bicycle
- outdoor power equipment
- replacement parts and accessories
- service station operation
- vehicle.

Advice is provided at the end of this qualification on the recommended units of competency for each specialisation.

Where elective units of competency are packaged to suit a particular industry sector or occupational outcome, Registered Training Organisations (RTOs) might issue, for example, a:

Certificate II in Automotive Sales (specialising in replacement parts and accessories)	<b>OR</b>	Certificate II in Automotive Sales (replacement parts and accessories)
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It should be noted that a qualification with a specialisation does not change the title of the qualification, although RTOs may choose to record the specialisation *below* the title.

## Licensing/Regulatory Information

### *Licensing considerations*

There are no specific licences that relate to this qualification. However, some units in this qualification may have licensing or regulatory requirements, depending on the work context. Local regulations should be checked for details.

## **Entry Requirements**

Not Applicable.

## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the Employability Skills as identified by the sales sector of the Automotive retail, service and repair industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• Understanding and carrying out verbal instructions from supervisors and others</li> <li>• Reading, understanding and completing workplace documentation, forms and records</li> <li>• Sharing work-related information with other team members using industry terminology</li> <li>• Communicating with people from a range of social, cultural and ethnic backgrounds</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Contributing positively to the work team environment</li> <li>• Working effectively with others in a socially diverse environment</li> <li>• Respecting and understanding the views of others</li> <li>• Giving, receiving and acting upon feedback</li> <li>• Identifying and describing own role and role of others</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• Recognising a problem or a potential problem within a sales and customer service environment</li> <li>• Seeking information and assistance to solve problems outside own area of responsibility</li> <li>• Solving problems within own area of responsibility</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• Suggesting ideas for workplace improvement to supervisors and team members</li> <li>• Positively adapting to changes in workplace procedures and making adjustments to improve own performance</li> <li>• Taking positive action to report hazards or risk situations to supervisors</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• Planning daily work tasks to work safely and manage risks according to workplace procedures</li> <li>• Prioritising activities to achieve required outcomes</li> <li>• Planning and organising appropriate equipment and materials</li> <li>• Planning ahead to anticipate problems with availability of equipment, materials and personnel to assist</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• Following workplace safety requirements and other policies and procedures</li> <li>• Completing known delegated tasks on time</li> </ul>

**EMPLOYABILITY SKILLS QUALIFICATION SUMMARY**

	<ul style="list-style-type: none"><li>• Selecting and using appropriate equipment, materials, processes and procedures</li><li>• Asking for advice and assistance when appropriate</li></ul>
Learning	<ul style="list-style-type: none"><li>• Identifying personal strengths and weaknesses</li><li>• Acting upon feedback and accepting opportunities to learn to improve work performance</li><li>• Asking questions to gain information and identify sources of information to expand knowledge and understanding</li></ul>
Technology	<ul style="list-style-type: none"><li>• Appropriately selecting and using technological and sales equipment</li><li>• Recognising and reporting faulty equipment</li><li>• Using information and communication technology</li></ul>

## Packaging Rules

### Packaging Rules

To be awarded the Certificate II in Automotive Sales, competency must be achieved in **eighteen (18)** units of competency.

- **seven (7)** core units of competency
- **eleven (11)** elective units of competency, as specified below.
  - a minimum of **eight (8)** elective units of competency from Group A
  - a maximum of **three (3)** elective units of competency from Group B, drawn from any combination of:
    - units not already chosen from Group A
    - relevant units available in this Training Package, other endorsed Training Packages and accredited courses, where those units are aligned to Certificate II and III qualifications
  - a maximum of **two (2)** units may be selected from units aligned to Certificate III qualifications.

### Note:

Where prerequisite units are identified they must be counted in the total number of units required for completion of the qualification.

### Core units of competency

- Complete the following **seven (7)** units of competency.

AURC270103A	Apply safe working practices
AURC270421A	Establish relations with customers
AURC270688A	Work effectively with others
AURC270789A	Communicate effectively in the workplace
AURC272003A	Apply environmental regulations and best practice in a workplace or business
AURS241769A	Sell product(s)
BSBCUS201A	Deliver a service to customers

### Elective units of competency

#### Group A - Elective units

- Complete a minimum of **eight (8)** units of competency from the following lists.

<b>Bicycles</b>	
AURB211304B	Assemble bicycles
AURB211305A	Assemble box bicycle for retail sale
AURB212171A	Service and repair bicycle mechanical braking systems
AURB212370B	Service bicycle hydraulic braking systems
AURB214670B	Service bicycle drivetrain systems
AURB215672A	Service bicycle steering systems
AURB216672A	Service bicycle suspension systems
AURB218168B	Remove, repair and fit bicycle tyres
AURB218267A	Service bicycle wheels and hubs
AURB232265B	Fit and adjust bicycle accessories
AURB254380B	Operate in a retail bicycle environment
AURB254401A	Select and adjust bicycle to fit rider
AURB311401A	Restore a bicycle
AURB312366B	Repair bicycle hydraulic braking systems
AURB314666B	Repair bicycle drivetrain systems
AURB315646A	Repair/overhaul bicycle steering systems
AURB316646A	Repair/overhaul bicycle suspension systems
AURB318207B	Design and build bicycle wheels
AURB318267A	Repair/overhaul bicycle wheels and hubs
AURB318301A	Service electric power assist bicycles
AURB328267A	Service and repair bicycle frames
AURB332301A	Specify and select components for a custom bicycle
AURB354501A	Provide mechanical support to cycling events



**Bicycles**

AURB354601A	Conduct cycling proficiency training
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**General mechanical**

AURC252103A	Apply basic automotive troubleshooting processes
AURT366108A	Carry out diagnostic procedures
AURT200108A	Carry out servicing operations
AURT270278A	Use and maintain workplace tools and equipment
AURT225667A	Use and maintain measuring equipment
AURT365130A	Inspect vehicle systems and determine preferred repair action

**Common**

AURC251677A	Use numbers in the workplace
AURC252327A	Identify, clarify and resolve problems
AURC261314A	Contribute to quality work outcomes
AURC270889A	Communicate business information
AURC359350A	Conduct information sessions
AURC361230A	Inspect technical quality of work
BSBADM307B	Organise schedules
BSBADM311A	Maintain business resources
BSBCM311B	Maintain workplace safety
BSBFIA301A	Maintain financial records
BSBFLM309C	Support continuous improvement systems and processes
BSBFLM312C	Contribute to team effectiveness
BSBINM301A	Organise workplace information

<b>Common</b>	
BSBINN301A	Promote innovation in a team environment
BSBITU301A	Create and use databases
BSBITU305A	Conduct online transactions
BSBSMB301A	Investigate micro business opportunities
BSBWOR204A	Use business technology
BSBWOR301A	Organise personal work priorities and development
HLTFA301B	Apply first aid
MSAENV272B	Participate in environmentally sustainable work practices
SIRXFIN003A	Produce financial reports
SIRXOHS002A	Maintain store safety
SIRXRSK001A	Minimise theft
SIRXRSK002A	Maintain store security

<b>Sales</b>		<b>Prerequisites</b>
AURC362807A	Build customer relations	
AURC363337A	Maintain business image	
AURS238127A	Identify and select automotive parts and products	
AURS238150A	Present stock and sales area	
AURS238154A	Provide information to customers on automotive refinishing products	
AURS241303A	Apply sales procedures	
AURS241608A	Carry out cash and/or credit/funds transfer transactions	
AURS241803A	Apply legal requirements relating to product sales	

<b>Sales</b>		<b>Prerequisites</b>
AURS242621A	Promote products and services	
AURS252290A	Process customer complaints	
AURS338103A	Apply automotive parts interpretation process	
BSBCUS301A	Deliver and monitor a service to customers	
SIRRFSA001A	Apply retail food safety practices	
SIRRFSA002A	Monitor food safety program	SIRRFSA001A
SIRRRPK003A	Advise on fast food products	SIRRFSA001A
SIRXCCS001A	Apply point-of-sale handling procedures	
SIRXFIN001A	Balance point-of-sale terminal	
SIRXICT001A	Operate retail technology	
SIRXICT003A	Operate retail information technology systems	
SIRXMER001A	Merchandise products	
SIRXMER002A	Coordinate merchandise presentation	
SIRXSLS003A	Coordinate sales performance	

<b>Materials handling/warehousing</b>	
AURS239508A	Carry out warehousing procedures
MSAPMSUP204A	Pack products or materials
TLIA2011A	Package goods
TLIA3019A	Organise receival operations
TLID2010A	Operate a forklift
TLILIC2001A	Licence to operate a forklift truck

<b>Purchasing/stock control</b>	
AURS338216A	Determine used motor vehicle stock requirements
AURS342369A	Wholesale used motor vehicle stock
AURS344330A	Inspect, appraise and purchase used motor vehicles to supplement stock for sale
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
SIRXINV004A	Buy merchandise
TLIA2012A	Pick and process orders
TLIA2013A	Receive goods
TLIA2020A	Replenish stock

### **Group B - Other elective units**

The balance of units, to a maximum of **three (3)** may be drawn from any combination of:

- units not already chosen from Group A
- relevant units available in this Training Package, other endorsed Training Packages and accredited courses, where those units are aligned to Certificate II and III qualifications.

### **Specialisation advice**

Unit selection for a particular occupational stream must adhere to the packaging rules specified above. Examples of appropriate elective units for particular outcomes are provided below.

Note: A specialisation does not alter the title of the qualification although RTOs may choose to record the specialist occupational stream. Refer to ***Additional qualification advice***.

### **Aftermarket retail operation**

The following five (5) units are recommended for this specialisation.

AURC251677A	Use numbers in the workplace
AURC261314A	Contribute to quality work outcomes
AURS238127A	Identify and select automotive parts and products
AURS241803A	Apply legal requirements relating to product sales

BSBCMN311B	Maintain workplace safety
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### **Bicycles**

The following unit is recommended for this specialisation.

AURS241803A	Apply legal requirements relating to product sales
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- plus, a minimum of two (2) units of competency from the Bicycle group.

### **Outdoor power equipment**

The following seven (7) units are recommended for this specialisation.

AURS238150A	Present stock and sales area
AURS241303A	Apply sales procedures
AURS241608A	Carry out cash and/or credit/funds transfer transactions
AURS241803A	Apply legal requirements relating to product sales
TLIA2013A	Receive goods
SIRXICT001A	Operate retail technology
SIRXRSK001A	Minimise theft

### **Replacement parts and accessories**

The following six (6) units are recommended for this specialisation.

AURC251677A	Use numbers in the workplace
AURS238127A	Identify and select automotive parts and products
AURS241803A	Apply legal requirements relating to product sales
BSBWOR204A	Use business technology
TLIA2011A	Package goods
SIRXICT001A	Operate retail technology

### **Service station operation**

The following eight (8) units are recommended for this specialisation.

AURS238127A	Identify and select automotive parts and products
AURS238150A	Present stock and sales area
AURS241608A	Carry out cash and/or credit/funds transfer transactions
AURS241803A	Apply legal requirements relating to product sales
BSBWOR204A	Use business technology
BSBCMN311B	Maintain workplace safety
SIRXCCS001A	Apply point-of-sale handling procedures
SIRXRSK001A	Minimise theft

### **Vehicle**

The following five (5) units are recommended for this specialisation.

AURC251677A	Use numbers in the workplace
AURS238150A	Present stock and sales area
AURS241803A	Apply legal requirements relating to product sales
AURS252290A	Process customer complaints
BSBWOR204A	Use business technology