



Australian Government

Department of Education, Employment and Workplace Relations

AUR30105 Certificate III in Automotive Administration

Release: 2

AUR30105 Certificate III in Automotive Administration

Modification History

One imported unit of competency deleted:
SRXGRO002A

One imported unit of competency updated:
BSBFLM312C replaces BSBFLM312B

Description

This qualification covers the skills and knowledge required to perform a range of administrative tasks within the automotive industry. It is suitable for entry into the automotive retail, service and repair sectors.

Job roles/employment outcomes

The Certificate III in Automotive Administration is intended to prepare new employees or recognise and develop existing workers who are performing as administrators in the automotive industry.

Employment outcomes targeted by this qualification include office administration in the various environments of the automotive industry, including sales, warehousing and distribution, specialist and electrical technology businesses, bicycle, marine, outdoor power equipment, vehicle body and motorsport.

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 AUR20105 Certificate II in Automotive Administration or other relevant qualifications.

Pathways from the qualification

Further training pathways from this qualification include AUR40105 Certificate IV in Automotive Management or other relevant qualifications.

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 for this qualification as identified by the administration sector of the automotive industry. 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	- Clearly communicating workplace information and ideas with workplace colleagues (verbal and non-verbal), including use of automotive terms - Completing workplace reports - Using and contributing to workplace procedures - Maintaining workplace records - Communicating with colleagues and clients to handle verbal enquiries, such as clarifying instructions and responding to requests for information - Communicating with people who speak languages other than English and in a cross-cultural context - Interpreting the needs of customers - Reading and interpreting workplace related documentation
Teamwork	- Identifying and describing own role and role of others - Working within a team - Working with diverse individuals and groups - Applying knowledge of own role to complete activities efficiently to support team activities and tasks
Problem solving	- Recognising a workplace problem or a potential problem and taking appropriate action - Determining problems needing priority action - Referring problems outside area of responsibility to appropriate person and suggesting possible causes - Seeking information and assistance as required to solve problems - Using a range of problem-solving techniques - Taking action to resolve concerns - Developing practical responses to common breakdowns in workplace systems and procedures
Initiative and enterprise	- Adapting to new and emerging situations in the workplace - Being proactive and creative in responding to workplace problems, changes and challenges
Planning and organising	Planning own work requirements and prioritising actions to achieve required outcomes and ensure tasks are completed on

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

	time • Identifying risk factors and taking action to minimise risk
Self-management	• Selecting and using appropriate equipment, materials, processes and procedures • Recognising limitations and seeking timely advice • Planning own work requirements, setting own work program and managing time to ensure tasks are completed on time • Following workplace documentation, such as codes of practice or operating procedures
Learning	• Asking questions to gain information • Identifying sources of information, assistance and expert knowledge to expand knowledge, skills and understanding • Participating in self-improvement activities • Participating in development of workplace continuous improvement strategies • Helping others develop competency
Technology	• Selecting and using appropriate equipment and materials • Using business related technology safely • Using business technology such as software programs for word processing spreadsheets, presentation and scheduling

Packaging Rules

Packaging Rules

To be awarded the Certificate III in Automotive Administration, competency must be achieved in **twenty three (23)** units of competency.

- **eleven (11)** core units of competency
- **twelve (12)** elective units of competency, as specified below:
 - **one (1)** elective unit of competency from Group A
 - **eleven (11)** elective units of competency from Group B, drawn from any combination of:
 - Group B units listed
 - up to **four (4)** relevant units available in this Training Package, other endorsed Training Packages and accredited courses, where those units are aligned to Certificate II, III and IV qualifications.

Note that:

- a maximum of **six (6)** elective units may be selected from units aligned to Certificate II qualifications
- a maximum of **two (2)** elective units may be selected from units aligned to Certificate IV qualifications.

Core units of competency

- Complete the following **eleven (11)** units of competency.

AURA254180A	Operate information technology systems
AURA254280A	Operate in an automotive administration environment
AURC251179A	Write routine texts in the workplace and complete automotive documentation
AURC252327A	Identify, clarify and resolve problems
AURC261314A	Contribute to quality work outcomes
AURC270103A	Apply safe working practices
AURC272003A	Apply environmental regulations and best practice in a workplace or business
AURC361101A	Adapt work processes to new technologies
AURC361337A	Maintain quality systems
AURC362807A	Build customer relations

AURC363337A	Maintain business image
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Elective units of competency

Group A - Elective units

- Complete **one (1)** unit of competency from the following list.

AURC270688A	Work effectively with others
AURC270789A	Communicate effectively in the workplace
AURC270889A	Communicate business information

Group B - Other elective units

- Select **eleven (11)** elective units in any combination from:
 - Group B units listed below
 - up to **four (4)** relevant units available in this Training Package, other endorsed Training Packages and accredited courses, where these units are aligned to Certificate II, III and IV qualifications.

AUM4014A	Program and monitor computerised equipment
AURA354616A	Determine legal aspects of an automotive service and repair contract
AURA454516A	Determine retail rates for work
AURC251356A	Read in the workplace
AURC251677A	Use numbers in the workplace
AURC270421A	Establish relations with customers
AURC359350A	Conduct information sessions
AURC359554A	Provide technical guidance
AURC361230A	Inspect technical quality of work
AURC362721A	Establish customer requirements of a complex nature
AURC472082A	Plan and manage compliance with environmental regulations in a workplace or business

AURS241608A	Carry out cash and/or credit/funds transfer transactions
AURS242621A	Promote products and services
AURS252290A	Process customer complaints
BSBADM307B	Organise schedules
BSBADM311A	Maintain business resources
BSBCMN311B	Maintain workplace safety
BSBCRT401A	Articulate, present and debate ideas
BSBCUS201A	Deliver a service to customers
BSBCUS301A	Deliver and monitor a service to customers
BSBFIA301A	Maintain financial records
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFLM303C	Contribute to effective workplace relationships
BSBFLM309C	Support continuous improvement systems and processes
BSBFLM312C	Contribute to team effectiveness
BSBINM202A	Handle mail
BSBINM301A	Organise workplace information
BSBINN301A	Promote innovation in a team environment
BSBITU202A	Create and use spreadsheets
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU305A	Conduct online transactions
BSBITU306A	Design and produce business documents
BSBMGT402A	Implement operational plan

BSBRES401A	Analyse and present research information
BSBSMB301A	Investigate micro business opportunities
BSBWOR202A	Organise and complete daily work activities
BSBWOR204A	Use business technology
BSBWOR301A	Organise personal work priorities and development
HLTFA301B	Apply first aid
MSAENV272B	Participate in environmentally sustainable work practices
MSAENV472B	Implement and monitor environmentally sustainable work practices
SIRXFIN003A	Produce financial reports
SIRXINV002A	Maintain and order stock
SIRXRSK001A	Minimise theft