



Australian Government

Department of Education, Employment and Workplace Relations

AUR31005 Certificate III in Automotive Sales

Release: 2

AUR31005 Certificate III in Automotive Sales

Modification History

Specialisation removed:

Farm machinery

Two imported units of competency deleted:

THCGTM12A

TLIC107C

Eight imported units 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 role/ employment outcomes

The Certificate III in Automotive Sales is intended to prepare new employees or recognise and develop existing workers who are performing 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 AUR21105 Certificate II in Automotive Sales in this Training Package 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.

Additional qualification advice

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

The specialisations for this qualification are:

- aftermarket retail operation
- bicycle
- outdoor power equipment
- service station
- replacement parts interpreting
- 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 III in Automotive Sales (specialising in farm machinery)	OR	Certificate III in Automotive Sales (farm machinery)
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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 for this qualification as identified by the sales 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	<ul style="list-style-type: none"> Clearly communicating workplace information to others (verbal and non-verbal), including use of automotive terms Collecting, analysing and organising information Completing workplace reports Communicating ideas and information to workplace colleagues 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 needs of clients (internal or external) Interpreting the needs of customers Reading and interpreting workplace related documentation Writing to audience needs
Teamwork	<ul style="list-style-type: none"> Identifying and describing own role and role of others Working within a team to provide office administration services Working with diverse individuals and groups Applying knowledge of own role to complete activities efficiently to support team activities and tasks
Problem solving	<ul style="list-style-type: none"> Recognising a workplace problem or a potential problem and taking action Determining problems needing priority action Referring problems outside area of responsibility to appropriate person and suggest possible causes Seeking information and assistance as required to

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

	<p>solve problems</p> <ul style="list-style-type: none">• Using a range of problem-solving techniques• Taking action to resolve concerns• Developing practical responses to common breakdowns in workplace systems and procedures• Rectifying discrepancies or errors in documentation and transactions
Initiative and enterprise	<ul style="list-style-type: none">• Adapting to new and emerging situations in the workplace• Being proactive and creative in responding to workplace problems, changes and challenges
Planning and organising	<ul style="list-style-type: none">• Prioritising actions to achieve required outcomes• Planning own work requirements• Identifying tasks to achieve team goals• Allocating resources to workplace tasks and requirements• Collecting, analysing and organising workplace data• Identifying risk factors and taking action to minimise risk• Organising meeting schedules for clients and colleagues and negotiating alternative arrangements• Planning for contingencies• Planning information and documentation requirements• Utilising or determining required resources

Packaging Rules

Packaging Rules

To be awarded the Certificate III in Automotive Sales, competency must be achieved in **twenty eight (28)** units of competency.

- **seven (7)** core units of competency
- **twenty one (21)** elective units of competency, as specified below.
 - a minimum of **eighteen (18)** elective units of competency from Group A
 - a maximum of **three (3)** elective units of competency from Group B.

Note that:

- a maximum of **eleven (11)** 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
- up to **five (5)** elective units may be chosen from other qualifications in this Training Package, other endorsed Training Packages and accredited courses, as described in Groups A and B.

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 **eighteen (18)** units of competency from the following list.

Sales and marketing		Prerequisites
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	
AURS239508A	Carry out warehousing procedures	
AURS241303A	Apply sales procedures	
AURS241608A	Carry out cash and/or credit/funds transfer transactions	
AURS241803A	Apply legal requirements relating to product sales	
AURS242621A	Promote products and services	
AURS252290A	Process customer complaints	
AURS338103A	Apply automotive parts interpretation process	
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	
BSBCUS301A	Deliver and monitor a service to customers	
BSBCUS401A	Coordinate implementation of customer service strategies	
BSBPRO401A	Develop product knowledge	

Sales and marketing		Prerequisites
BSBSLS402A	Identify sales prospects	
BSBSLS403A	Present a sales solution	
BSBSLS404A	Secure prospect commitment	
BSBSLS405A	Support post-sale activities	
BSBSMB301A	Investigate micro business opportunities	
LGAGOVA406A	Implement personal marketing plan	
MSAPMSUP204A	Pack products or materials	
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	
SIRXINV001A	Perform stock control procedures	
SIRXINV002A	Maintain and order stock	
SIRXINV004A	Buy merchandise	
SIRXMER001A	Merchandise products	
SIRXMER002A	Coordinate merchandise presentation	
SIRXSLS003A	Coordinate sales performance	
TLIA2012A	Pick and process orders	
TLIA2013A	Receive goods	
TLIA2020A	Replenish stock	

Sales and marketing		Prerequisites
TLIA2011A	Package goods	
TLIA3019A	Organise receival operations	

Bicycles	
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
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

Bicycles	
AURB332301A	Specify and select components for a custom bicycle
AURB354501A	Provide mechanical support to cycling events
AURB354601A	Conduct cycling proficiency training
AURB428201A	Design and build a bicycle frame
AURB428202A	Assess carbon fibre frames for repair

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
BSBCMN311B	Maintain workplace safety
BSBFIA301A	Maintain financial records
BSBFLM309C	Support continuous improvement systems and processes
BSBFLM312C	Contribute to team effectiveness
BSBINM301A	Organise workplace information
BSBINN301A	Promote innovation in a team environment
BSBITU301A	Create and use databases
BSBITU305A	Conduct online transactions
BSBOHS407A	Monitor a safe workplace

Common	
BSBRES401A	Analyse and present research information
BSBSMB407A	Manage a small team
BSBWOR204A	Use business technology
BSBWOR301A	Organise personal work priorities and development
HLTFA301B	Apply first aid
SIRXFIN003A	Produce financial reports
SIRXOHS002A	Maintain store safety
SIRXRSK001A	Minimise theft
SIRXRSK002A	Maintain store security

Equipment operation	
TLID2010A	Operate a forklift
TLILIC2001A	Licence to operate a forklift truck

Environment and sustainability	
AURC472082A	Plan and manage compliance with environmental regulations in a workplace or business
MSAENV272B	Participate in environmentally sustainable work practices
MSAENV472B	Implement and monitor environmentally sustainable work practices

General mechanical	
AURC252103A	Apply basic automotive troubleshooting processes
AURT366108A	Carry out diagnostic procedures
AURT200108A	Carry out servicing operations

General mechanical	
AURT270278A	Use and maintain workplace tools and equipment
AURT225667A	Use and maintain measuring equipment
AURT365130A	Inspect vehicle systems and determine preferred repair action

Open electives	
	A maximum of two (2) Group A elective units may be chosen from other units available in this Training Package, other endorsed Training Packages and accredited courses, where those units are aligned to Certificate IV.

Group B - Other elective units

- The balance of units, to a maximum of **three (3)**, may be drawn from any combination of:
 - Group B elective list
 - 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, III and IV 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

- plus, a minimum of six (6) of the following units of competency.

AURC270889A	Communicate business information
AURC362807A	Build customer relations
AURS338103A	Apply automotive parts interpretation process
BSBADM311A	Maintain business resources
BSBCUS401A	Coordinate implementation of customer service strategies
SIRXFIN003A	Produce financial reports
SIRXINV002A	Maintain and order stock

BSBOHS407A	Monitor a safe workplace
SIRXRSK002A	Maintain store security
SIRXMER002A	Coordinate merchandise presentation
SIRXSLS003A	Coordinate sales performance

Bicycle

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 aligned to Certificate III from the Bicycle and/or General Mechanical groups.

Outdoor power equipment

The following twelve (12) units are recommended for this specialisation.

AURS238150A	Present stock and sales area
AURS241303A	Apply sales procedures
AURS241803A	Apply legal requirements relating to product sales
AURS242621A	Promote products and services
AURC362807A	Build customer relations
BSBSLS404A	Secure prospect commitment
BSBSLS405A	Support post-sale activities
SIRXICT001A	Operate retail technology
SIRXINV001A	Perform stock control procedures
SIRXMER002A	Coordinate merchandise presentation
SIRXRSK001A	Minimise theft
TLIA2013A	Receive goods

Service station

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

AURS238127A	Identify and select automotive parts and products
AURS238150A	Present stock and sales area
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

- plus, a minimum of ten (10) of the following units.

AURC270889A	Communicate business information
AURC362807A	Build customer relations
BSBADM307B	Organise schedules
BSBADM311A	Maintain business resources
BSBFIA301A	Maintain financial records
BSBCUS301A	Deliver and monitor a service to customers
BSBOHS407A	Monitor a safe workplace
BSBSMB301A	Investigate micro business opportunities
BSBSMB407A	Manage a small team
BSBPRO401A	Develop product knowledge
SIRXINV002A	Maintain and order stock
SIRXRSK002A	Maintain store security
SIRXMER002A	Coordinate merchandise presentation
SIRXSLS003A	Coordinate sales performance

Parts interpreting

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
AURS338103A	Apply automotive parts interpretation process
BSBWOR204A	Use business technology
TLIA2011A	Package goods

- plus, a minimum of six (6) of the following units.

AURC362807A	Build customer relations
AURS239508A	Carry out warehousing procedures
AURS241303A	Apply sales procedures
BSBCUS301A	Deliver and monitor a service to customers
BSBPRO401A	Develop product knowledge
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
SIRXOHS002A	Maintain store safety
SIRXMER001A	Merchandise products

Vehicle

The following eleven (11) units are recommended for this specialisation.

AURC251677A	Use numbers in the workplace
AURC362807A	Build customer relations
AURS238150A	Present stock and sales area
AURS241303A	Apply sales procedures

AURS241803A	Apply legal requirements relating to product sales
AURS252290A	Process customer complaints
BSBWOR204A	Use business technology
BSBCUS301A	Deliver and monitor a service to customers
BSBFLM312C	Contribute to team effectiveness
BSBPRO401A	Develop product knowledge
SIRXMER001A	Merchandise products