



Australian Government

AUR21112 Certificate II in Automotive Sales

Release: 1

AUR21112 Certificate II in Automotive Sales

Modification History

Release	Comment
Release 1	Replaces AUR21105 Certificate II in Automotive Sales

Description

This qualification covers the skills and knowledge required to perform sales-related tasks in the automotive retail, service or repair industry.

Job roles and employment outcomes

The Certificate II in Automotive Sales prepares new employees or recognises and develops existing workers who are performing general sales and marketing functions in an automotive retail, service or repair business.

Job roles related to this qualification include:

- service station attendant or salesperson
- bicycle salesperson
- outdoor equipment salesperson
- sales assistant.

Application

This qualification is suitable for an Australian traineeship pathway.

Additional qualification advice

The Certificate II in Automotive Sales may be attained as a generic qualification, or when a particular occupational outcome is required. Advice is provided in the qualification on the recommended units of competency for specialisation areas.

Pathways Information

Pathways into the qualification

Credit will be granted towards this qualification to those who have completed AUR10112 Certificate I in Automotive Vocational Preparation or other relevant qualifications.

Pathways from the qualification

Further training pathways from this qualification include AUR31012 Certificate III in Automotive Sales or other relevant qualifications.

Licensing/Regulatory Information

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

This qualification may be accessed by direct entry.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the Employability Skills required by the automotive 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">• gathering, conveying and receiving verbal and written information• listening and understanding workplace instructions
Teamwork	<ul style="list-style-type: none">• working with colleagues and supervisors to contribute to organisational goals
Problem solving	<ul style="list-style-type: none">• solving routine problems related to hazards in the workplace, while under direct supervision• checking own work to ensure errors are minimal and work flow is maintained
Initiative and enterprise	<ul style="list-style-type: none">• raising workplace health and safety (WHS) issues with the WHS officer• recognising and responding to circumstances outside of personal competence
Planning and organising	<ul style="list-style-type: none">• planning own work schedule to ensure tasks are completed on time• setting, monitoring and satisfying personal work goals
Self-management	<ul style="list-style-type: none">• behaving in ways that contribute to an effective and safe work environment• identifying own roles and responsibilities
Learning	<ul style="list-style-type: none">• listening to ideas and opinions of other members of the team• following safety procedures
Technology	<ul style="list-style-type: none">• operating a range of tools and equipment or specific machinery

Packaging Rules

Packaging Rules

To be awarded this qualification, competency must be demonstrated in **12 units** of competency, consisting of:

- **6 core units**

plus

- **3 specialist elective units** in **one** of the selected specialist groups relating to occupational streams

plus

- **3 general elective units**, of which:
 - up to **3** elective units may be chosen from the elective units listed below
 - up to **3** elective units may be chosen from a Certificate II qualification or above in this training package or another endorsed training package or accredited course, provided that the units chosen contribute to the vocational outcome of the qualification and do not duplicate the outcome of another unit chosen for the qualification.

Core units

Unit code	Unit title
Common – Sales and Marketing	
AURACA2001	Establish relations with customers
Common – Health and Safety	
AURASA2002	Apply safe working practices in an automotive workplace
Sales and Parts, Administration and Management – Sales and Marketing	
AURSCA2002	Present stock and sales area
AURSCA2006	Promote products and services
Sales and Parts, Administration and Management – Regulatory or Legal	
AURSLA2001	Apply legal requirements relating to product sales
Imported Units	
SIRXRSK001A	Minimise theft

Specialist elective units

Group A: Service Station Sales and Service

Unit code	Unit title
Sales and Parts, Administration and Management – Sales and Marketing	
AURSCA2005	Sell products
Imported Units	
SIRXCCS201	Apply point-of-sale handling procedures
SIRXINV002A	Maintain and order stock
SIRXMER201	Merchandise products
SIRXWHS302	Maintain store safety
TLIA2020A	Replenish stock

Group B: Bicycle Sales

Unit code	Unit title
Common – Management, Leadership and Supervision	
AURAMA2001	Work effectively with others
Bicycle – Technical	
AURBTA2004	Assemble box bicycles for retail sale
Bicycle – Technical – Accessories	
AURBTV2001	Fit and adjust bicycle accessories
Sales and Parts, Administration and Management – Sales and Marketing	
AURSCA2005	Sell products
Imported Units	
SIRXINV002A	Maintain and order stock
SIRXMER201	Merchandise products
SIRXWHS302	Maintain store safety

Group C: Outdoor Power Equipment Sales

Unit code	Unit title
Common – Sales and Marketing	
AURACA3003	Build customer relations
Sales and Parts, Administration and Management – Sales and Marketing	
AURSCA2003	Apply sales procedures
Imported Units	
SIRXICT001A	Operate retail technology
SIRXINV001A	Perform stock control procedures
TLIA2013A	Receive goods

General elective units

Unit code	Unit title
Common – Sales and Marketing	
AURACA3003	Build customer relations
Common – Environment	
AURAEA2002	Apply environmental and sustainability best practice in an automotive workplace
Common – Foundation Skills	
AURAF2001	Use numbers in an automotive workplace
AURAF2002	Read in an automotive workplace
AURAF2003	Communicate effectively in an automotive workplace
AURAF2004	Solve routine problems in an automotive workplace
Common – Management, Leadership and Supervision	
AURAMA3004	Maintain business image

Unit code	Unit title
Common – Quality	
AURAQA2001	Contribute to quality work outcomes
Sales and Parts, Administration and Management – Sales and Marketing	
AURSCA2003	Apply sales procedures
AURSCA2004	Carry out cash, credit and funds transfers
Imported Units	
BSBITU305A	Conduct online transactions
ICAWEB201A	Use social media tools for collaboration and engagement
SIRXCCS201	Apply point-of-sale handling procedures
SIRXFIN201	Balance and secure point-of-sale terminal

Custom Content Section

Not applicable.