

Title and Level of Qualification: Certificate II in Automotive Administration

National Qualification Code: AUR 201 05      Duration: 12 months

Total of 13 units from Levels 2 or 3 are required

Level	Unit No.	Unit Title
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\*Maximum of 2 Units of Competence at Level 3

1. Compulsory Units of Competence		
2	AURA 254180A	Operate Information Technology Systems
2	AURA 254280A	Operate in an Automotive Administration Environment
2	AURC 251179A	Write Routine Texts in the Workplace and Complete Automotive Documentation
2	AURC 252327A	Identify, Clarify and Resolve Problems
2	AURC 261314A	Contribute to Quality Work Outcomes
2	AURC 270103A	Apply Safe Working Practices
2	AURC 272003A	Apply Environmental Regulations and Best Practice in a Workplace or Business

2. Units of Competence		
<i>Select 3 units from the following group (1 unit is compulsory, delete units not required)</i>		
*Compulsory Unit		
2	*AURC 270789A	Communicate Effectively in the Workplace
2	BSBCMN214A	Create and Use Simple Spreadsheets
2	WRRLP2B	Minimise Theft
3	AURA 354616A	Determine Legal Aspects of an Auto Service and Repair Contract
3	SRXTEM004A	Deal with Conflict

3. Units of Competence		
<i>Select 3 units from the following group (delete units not required)</i>		
2	AURS 241769A	Sell Product(s)
2	AURS 242621A	Promote Products and Services
2	AURS 252290A	Process Customer Complaints
2	AURT 270278A	Use and Maintain Measuring Equipment
2	BSBCMN209A	Provide Information to Clients
2	TDTA 1397B	Receive Goods

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## CERTIFICATE II IN AUTOMOTIVE ADMINISTRATION

AUR 20105



**QUALITY AUTOMOTIVE TRAINING**

Located at:

Unit 4, 7 Stephen Street  
MELROSE PARK SA 5039  
(PO Box 481, MELROSE PARK SA 5039)

Phone: 8277 3866      Fax: 8277 0286

Email: [gat@bigpond.com](mailto:gat@bigpond.com)      Website: [www.quality-at.com.au](http://www.quality-at.com.au)

**APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY**

Last Updated June 2006

## NATIONAL TRAINING PACKAGE

The Automotive Administration Vocational course is part of the Nationally Recognised Automotive Training Package AUR 05.

The components of a National Training Package are: -

- Units which define skills and knowledge required to perform specific tasks in the workplace.
- Nationally Recognised Qualifications related to workplace requirements and based on industry Competency Standards.

## PROGRAM INFORMATION

Automotive Administration training is available as an Australian Apprenticeship through Quality Automotive Training.

The training is available using a number of delivery options designed to meet your specific requirements. These options are: -

1. Day Release, 1 day per week.
2. Block Release, 1 week per month.
3. A combination of above with on-site training and assessment.
4. Open Learning training delivery with on-site training and assessment.

It is anticipated the program can take up to 12 months to complete.

## COURSE / CAREER DETAILS

This Australian Apprenticeship is designed to provide people who are entering the Automotive and other Industries with specialist Automotive Administration skills and qualifications.

This vocation will involve many practical clerical and administrative tasks including undertaking general clerical, reception and telephone duties. The use of computers, faxes, photocopiers and other similar office equipment as well as filing systems will also be covered.

The use of computers will include gaining skills in various software packages which may include Word Processing, Spreadsheets and Desk Top Publishing programs

Many administration people also specialize in using financial accounting software and others work in Accounts Departments, ensuring invoices are processed and customer payments are received as well as supplier payments being made on time.

Often Administration people in the automotive industry work for motor vehicle dealerships and are allocated to work in specific departments such as Sales, Service or Spare Parts.

Administration people require good communication skills, need to be well organised and work as part of a team. They often need to resolve problems and make decisions.

Trainees will be required to operate within a safe working environment. Good customer contact and communication skills are also an important aspect of this Australian Apprenticeship.

This vocation can provide numerous career paths including:

- Specialising as a Qualified Administration Person
- Continue studying to gain Certificate III or Certificate IV Business qualifications.

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866