

Title and Level of Qualification: Certificate II in Automotive Sales – Aftermarket Retail Operations

National Qualification Code: AUR 211 05 Duration: 24 months

Total of 18 units from Levels 2 or 3 are required

Level	Unit No.	Unit Title
-------	----------	------------

*Maximum of 2 Units of Competence at Level 3

1. Compulsory Units of Competence		
2	AURC270103A	Apply Safe Working Practices
2	AURC270421A	Establish Relations with Customers
2	AURC270688A	Work Effectively with Others
2	AURC270789A	Communicate Effectively in the Workplace
2	AURC272003A	Apply Environmental Regulations and Best Practice in a Workplace or Business
2	AURS241769A	Sell Product(s)
2	BSBCM208A	Deliver a Service to Customers

2. Units of Competence		
<i>Select 8 units from the following group (5 units are compulsory, delete units not required)</i>		
*Compulsory Units		
2	*AURC251677A	Use Numbers in the Workplace
2	*AURC261314A	Contribute to Quality Work Outcomes
2	*AURS238127A	Identify and Select Automotive Parts and Products
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
3	*BSBCM311A	Maintain Workplace Safety
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURS238150A	Present Stock and Sales Area
2	AURS252290A	Process Customer Complaints
2	TDTA1297B	Pick and Process Orders
2	TDTA1397B	Receive Goods
2	WRRLP2B	Minimise Theft

3. Units of Competence		
<i>Select 3 units from the following group (Delete units not required)</i>		
2	AURS239508A	Carry Out Warehousing Procedures
2	AURS241608A	Carry Out Cash and/or Credit/Funds Transfer Transactions
2	TDTA1397B	Receive Goods
2	TDTD1097B	Operate a Forklift
2	WRRCA1B	Operate Retail Equipment
2	WRRM1B	Merchandise Products



CERTIFICATE II IN AUTOMOTIVE SALES - AFTERMARKET RETAIL OPERATIONS

AUR 21105



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: qat@bigpond.com

Website: www.quality-at.com.au

APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY

Last Updated June 2006

NATIONAL TRAINING PACKAGE

The Automotive Aftermarket Retail Operations 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 Aftermarket Retail Operations 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 24 months to complete.

COURSE / CAREER DETAILS

This Australian Apprenticeship is designed to provide people who are entering the Automotive Industry or people already in the industry with specialist Automotive Aftermarket Retail Operations skills and qualifications.

This vocation will involve many practical sales and administration tasks including identifying customer's needs and sourcing the correct replacement parts or accessories.

Skills in selling parts and accessories using proven sales techniques are essential in today's competitive environment.

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 Automotive Aftermarket Retail Operations Consultant.
- Continue studying to gain Certificate III in Automotive Aftermarket Retail Operations.
- Supervision of Automotive Retail Parts Outlet.

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 38