

Title and Level of Qualification: Certificate II in Automotive Sales – Bicycle

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
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*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 (3 units are compulsory, delete units not required)</i>		
*Compulsory Units		
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
2	*AURB254380A	Operate in a Retail Bicycle Environment
2	*AURS252290A	Process Customer Complaints
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURS238150A	Present Stock and Sales Area
2	AURS241303A	Apply Sales Procedures
2	AURS242621A	Promote Products and Services
2	BSBCM209A	Provide Information to Clients
2	WRRCS2B	Apply Point of Sale Handling Procedures
2	WRRF1B	Balance Register/Terminals
2	WRR11B	Perform Stock Control Procedures
2	WRRLP2B	Minimise Theft
3	WRR15A	Maintain and Order Stock

3. Units of Competence		
<i>Select 3 units from the following group (Delete units not required)</i>		
2	AURS241608A	Carry Out Cash and/or Credit/Funds Transfer Transactions
2	AURT225667A	Use and Maintain Measuring Equipment
2	TDTA1397B	Receive Goods
2	WRRCA1B	Operate Retail Equipment
2	WRRM1B	Merchandise Products
3	AURC362807A	Build Customer Relations



CERTIFICATE II IN AUTOMOTIVE SALES – BICYCLE

AUR 21105



QUALITY AUTOMOTIVE TRAINING

Located at:

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APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY

Last Updated June 2006

NATIONAL TRAINING PACKAGE

The Bicycle Sales 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

Certificate II Bicycle Sales 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 Bicycle Industry or who already work in the industry with specialist Bicycle Sales skills and qualifications.

This Vocation will involve many practical sales and administration tasks including providing advice to customers on the type and size of bicycle to best meet their needs. They may also be involved in showroom layout, setting up, merchandising displays and strategic stock ordering procedures.

Bicycle Sales people may also undertake some minor service work including bicycle assembly, set up of a bicycle for specific customers, fitting and adjustment of accessories.

They will also be required to provide advice to customers on the most suitable bicycle accessories and clothing and to promote these products.

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

This vocation can provide numerous career paths including:

- Specialising as a Bicycle Sales person
- Supervision or Management of a Retail Bicycle Business
- Continue studying to gain Certificate III in Bicycle Sales

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866