

Title and Level of Qualification: Certificate II in Automotive Sales – Outdoor Power Equipment

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 (7 units are compulsory, delete units not required)</i>		
*Compulsory Units		
2	*AURS238150A	Present Stock and Sales Area
2	*AURS241303A	Apply Sales Procedures
2	*AURS241608A	Carry Out Cash and/or Credit/Funds Transfer Transactions
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
2	*TDTA1397B	Receive Goods
2	*WRRCA1B	Operate Retail Equipment
2	*WRRLP2B	Minimise Theft
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURS252290A	Process Customer Complaints
3	WRI5A	Maintain and Order Stock

3. Units of Competence		
<i>Select 3 units from the following group (Delete units not required)</i>		
2	AURS242621A	Promote Products and Services
2	AURT225667A	Use and Maintain Measuring Equipment
2	BSBCM209A	Provide Information to Clients
2	WRRCS2B	Apply Point of Sale Handling Procedures
2	WRI1B	Perform Stock Control Procedures
2	WRRM1B	Merchandise Products
3	AURCS362807A	Build Customer Relations



CERTIFICATE II IN AUTOMOTIVE SALES – OUTDOOR POWER EQUIPMENT

AUR 21105



NATIONALLY RECOGNISED
TRAINING

QUALITY AUTOMOTIVE TRAINING

Located at:

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**APPRENTICESHIPS FOR THE OUTDOOR POWER EQUIPMENT
INDUSTRY**

Last Updated June 2006

NATIONAL TRAINING PACKAGE

The Outdoor Power Equipment Sales Vocational course is part of the Nationally Recognised Automotive Training Package AUR05.

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 in Outdoor Power Equipment 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 Outdoor Power Equipment Industry or who already work in the industry with specialist Outdoor Power Equipment Sales skills and qualifications.

This Vocation will involve many practical sales and administration tasks including providing advice to customers on the type of outdoor power equipment to suit their specific needs. They may also be involved in showroom layout, setting up, merchandising displays and stock ordering procedures.

They will also be required to provide advice to customers on the most suitable safety equipment and clothing to be worn while using outdoor power equipment.

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 Outdoor Power Equipment Sales person
- Supervision or Management of a Retail Outdoor Power Equipment Business
- Continue studying to gain Certificate III in Outdoor Power Equipment Sales

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866