

Title and Level of Qualification: Certificate II in Automotive Sales – Replacement Parts & Accessories

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 (6 units are compulsory, delete units not required)</i>		
*Compulsory Units		
2	*AURC251677A	Use Numbers in the Workplace
2	*AURS238127A	Identify and Select Automotive Parts and Products
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
2	*BSBCM205A	Use Business Technology
2	*TDTA 1197B	Package Goods
2	*WRRCA.1B	Operate Retail Equipment
2	AURS241608A	Carry Out Cash and / or Credit / Funds Transfer Transactions
2	TDTA 1397B	Receive Goods
2	TDTD 1097B	Operate a Forklift
2	WRRF 1B	Balance Register / Till
3	AURS338103A	Apply Automotive Parts Interpretation Process
3	BSBSLS 301A	Develop Product Knowledge
3	WRRM 3B	Coordinate Merchandise Presentation

3. Units of Competence		
<i>Select 3 units from the following group (Delete units not required)</i>		
2	AURS239508A	Carry Out Warehousing Procedures
2	AURS242621A	Promote Products and Services
2	AURT225667A	Use and Maintain Measuring Equipment
2	WRRCS.2B	Apply Point of Sale Handling Procedures
2	WRR1 1B	Perform Stock Control Procedures
3	WRR1 5A	Maintain and Order Stock

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CERTIFICATE II IN AUTOMOTIVE SALES – REPLACEMENT PARTS & ACCESSORIES

AUR 21105



QUALITY AUTOMOTIVE TRAINING

Located at:

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APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY

Last Updated June 2006

NATIONAL TRAINING PACKAGE

The Automotive Replacement Parts and Accessories 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

Automotive Replacement Parts and Accessories 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 with specialist Automotive Replacement Parts and Accessories 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.

Selling spare parts and accessories to the public and trade customers using proven sales techniques and good customer relations skills is also required.

Automotive Spare Parts Salespeople handle cash and credit transactions and operate computer stock control systems. They also need to be able to identify automotive parts, components and accessories and have an understanding of how they work.

Another requirement is the setting up of merchandise displays and to identify stock levels and maintain stock control.

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 Replacement Parts and Accessories Salesperson
- Supervision or Management of an Automotive Replacement Parts and Accessories Business
- Continue studying to gain Certificate III Parts Interpreting Trade Qualification

Do you require any additional information?

Call **QUALITY AUTOMOTIVE TRAINING** on **(08) 8277 3866**