

Title and Level of Qualification: Certificate II in Automotive Sales – Service Station Operation

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	BSBCMN208A	Deliver a Service to Customers

2. Units of Competence		
<i>All 8 units are compulsory</i>		
*Compulsory Units		
2	*AURS238127A	Identify and Select Automotive Parts and Products
2	*AURS238150A	Present Stock and Sales Area
2	*AURS241608A	Carry Out Cash and/or Credit/Funds Transfer Transactions
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
2	*BSBCMN205A	Use Business Technology
2	*WRRCS 2B	Apply Point of Sale Handling Procedures
2	*WRRLP 2B	Minimise Theft
3	*BSBCMN311A	Maintain Workplace Safety

3. Units of Competence		
<i>Select 3 units from the following group (Delete units not required)</i>		
2	AURS252290A	Process Customer Complaints
2	BSBCMN209A	Provide Information to Clients
2	WRR1 1B	Perform Stock Control Procedures
2	WRRLP 6C	Apply Retail Food Safety Practices
2	WRRM 1B	Merchandise Products
3	AURCS362807A	Build Customer Relations



CERTIFICATE II IN AUTOMOTIVE SALES – SERVICE STATION OPERATION

AUR 21105



QUALITY AUTOMOTIVE TRAINING

Located at:

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NATIONAL TRAINING PACKAGE

The Service Station Operation 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

Service Station Operation 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 Service Station Operation skills and qualifications.

This vocation will involve many practical administration and sales tasks including operating the service station console and serving customers who purchase petrol, oil, accessories, and other convenience items.

This vocation requires a great deal of skill in handling money and utilising credit and Eftpos facilities.

It requires good knowledge of security procedures and the safety hazards of working within a service station environment.

Point of sale marketing skills are also required along with the ability to set up merchandising displays and undertake basic stock control procedures.

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 Service Station Operation person.
- Supervision or Management of a Service Station Operation.
- Continue studying to gain Automotive Service Station Certificate III Qualification.

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866