

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

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 11 units from the following group (5 units are compulsory)</i> |              |   |
| *Compulsory Units  |              |   |
| 2  | *AURC251677A | Use Numbers in the Workplace  |
| 2  | *AURS238150A | Present Stock and Sales Area  |
| 2  | *AURS241803A | Apply Legal Requirements Relating to Product Sales                              |
| 2  | *AURS252290A | Process Customer Complaints   |
| 2  | *BSBCM205A   | Use Business Technology   |
| 2  | AURA254180A  | Operate Information Technology Systems  |
| 2  | AURC252327A  | Identify, Clarify and Resolve Problems  |
| 2  | AURC270889A  | Communicate Business Information  |
| 2  | AURS238127A  | Identify and Select Automotive Parts and Products                               |
| 2  | AURS241303A  | Apply Sales Procedures  |
| 2  | AURS242621A  | Promote Products and Services   |
| 2  | BSBCM209A    | Provide Information to Clients  |
| 3  | AURC362721A  | Establish Customer Requirements of a Complex Nature                             |
| 3  | AURS344330A  | Inspect, Appraise and Purchase Used Motor Vehicles to Supplement Stock for Sale |
| 3  | BSBSLS304A   | Secure Prospect Commitment  |
| 3  | BSBEBUS305A  | Sell Online   |
| 3  | BSBSLS302A   | Identify Sales Prospects  |



## CERTIFICATE II IN AUTOMOTIVE SALES – VEHICLE

AUR 21105



**QUALITY AUTOMOTIVE TRAINING**

Located at:

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## NATIONAL TRAINING PACKAGE

The Automotive Vehicle 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 in Automotive Vehicle 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 Automotive Industry with specialist Vehicle Selling skills and qualifications.

This Vocation will involve many practical sales and administration tasks including having an understanding of the legal requirements in relation to vehicle sales and providing a high level of customer service.

A sales person needs to be able to interpret their customers needs and provide appropriate advice on products and services, as well as closing the sale.

They need to be able to market their products effectively and have a flair for merchandising and vehicle displays.

It is also important to meet timelines and work as part of a team. Good computer skills are also important.

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 an Automotive Vehicle Sales Consultant
- Continue studying to gain Certificate III in Vehicle Sales Qualification

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866