

Title and Level of Qualification: Certificate III in Automotive Administration

National Qualification Code: AUR 301 05 Duration: 24 months

Total of 23 units from Levels 2, 3 or 4 are required

| Level | Unit No. | Unit Title |
|-------|----------|------------|
|-------|----------|------------|

*Maximum of 13 Units of Competence at Level 2 and

*Maximum of 2 Units of Competence at Level 4

| 1. Compulsory Units of Competence | | |
|-----------------------------------|--------------|--|
| 2 | AURA 254180A | Operate Information Technology Systems |
| 2 | AURA 254280A | Operate in an Automotive Administration Environment |
| 2 | AURC 251179A | Write Routine Texts in the Workplace and Complete Automotive Documentation |
| 2 | AURC 252327A | Identify, Clarify and Resolve Problems |
| 2 | AURC 261314A | Contribute to Quality Work Outcomes |
| 2 | AURC 270103A | Apply Safe Working Practices |
| 2 | AURC 272003A | Apply Environmental Regulations and Best Practice in a Workplace or Business |
| 3 | AURC 361101A | Adapt Work Processes to New Technologies |
| 3 | AURC 361337A | Maintain Quality Systems |
| 3 | AURC 362807A | Build Customer Relations |
| 3 | AURC 363337A | Maintain Business Image |

| 2. Units of Competence | | |
|--|--------------|--|
| <i>Select 9 units from the following group (1 unit is compulsory, delete units not required)</i> | | |
| *Compulsory Unit | | |
| 2 | *AURC270789A | Communicate Effectively in the Workplace |
| 2 | AURS 241769A | Sell Product(s) |
| 2 | AURS 242621A | Promote Products and Services |
| 2 | AURS 252290A | Process Customer Complaints |
| 2 | BSBCM 212A | Handle Mail |
| 2 | BSBCM 214A | Create and Use Simple Spreadsheets |
| 3 | AURA 354616A | Determine Legal Aspects of an Automotive Service and Repair Contract |
| 3 | BSBADM 309A | Process Accounts Payable and Receivable |
| 3 | BSBEBUS 306A | Make Payments Online |
| 3 | SRXTEM 004A | Deal with Conflict |
| 4 | AURA454516A | Determine Retail Rates for Work |
| 4 | AUM4601A | Monitor Computers and Computerised Equipment Using Displays - Basic |
| 4 | BSBEBUS 402A | Implement e-Correspondence Policies |

| 3. Units of Competence | | |
|--|--------------|---|
| <i>Select 3 units from the following group (delete units not required)</i> | | |
| 2 | AURC 252327A | Identify, Clarify and Resolve Problems |
| 2 | AURC 270421A | Establish Relations with Customers |
| 2 | AURC 270688A | Work Effectively with Others |
| 2 | AURT 270278A | Use and Maintain Measuring Equipment |
| 2 | TDTA 1397B | Receive Goods |
| 3 | AURC 362721A | Establish Customer Requirements of a Complex Nature |
| 3 | BSBFLM 303B | Contribute to Effective Workplace Relations |



CERTIFICATE III IN AUTOMOTIVE ADMINISTRATION

AUR 30105



QUALITY AUTOMOTIVE TRAINING

Located at:

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APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY

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NATIONAL TRAINING PACKAGE

The Certificate III in Automotive Administration 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 III in Automotive Administration 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 and other Industries with specialist Automotive Administration skills and qualifications.

This vocation will involve many practical clerical and administrative tasks including undertaking general clerical, reception and telephone duties. The use of computers, faxes, photocopiers and other similar office equipment as well as filing systems will also be covered.

The use of computers will include gaining skills in various software packages which may include Word Processing, Spreadsheets and Desk Top Publishing programs

Many administration people also specialize in using financial accounting software and others work in Accounts Departments, ensuring invoices are processed and customer payments are received as well as supplier payments being made on time.

Often Administration people in the automotive industry work for motor vehicle dealerships and are allocated to work in specific departments such as Sales, Service or Spare Parts.

Administration people require good communication skills, need to be well organised and work as part of a team. They often need to resolve problems and make decisions.

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 Administration Person
- Continue studying to gain Certificate IV in Business qualification
- Supervision of Administration staff in an Automotive environment

Do you require any additional information?
Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866