

Title and Level of Qualification: Certificate III in Automotive Sales – Aftermarket Retail Operations

National Qualification Code: AUR 310 05

Duration: 36 months

Total of 28 units from Levels 2, 3 or 4 are required

Level	Unit No.	Unit Title
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\*Maximum of 18 Units of Competence at Level 2 and

\*Maximum of 2 Units of Competence at Level 4

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>Select 18 units from the following group (11 units are compulsory, delete units not required)</i>		
*Compulsory Units		
2	*AURC251677A	Use Numbers in the Workplace
2	*AURC261314A	Contribute to Quality Work Outcomes
2	*AURS238127A	Identify and Select Automotive Parts and Products
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
3	*BSBCMN311A	Maintain Workplace Safety
3	*AURC362807A	Build Customer Relations
3	*AURS338103A	Apply Automotive Parts Interpretation Process
3	*WRR1 5A	Maintain and Order Stock
3	*WRR1P 4B	Maintain Store Security
3	*WRRM 3B	Coordinate Merchandise Presentation
3	*WRRS 3B	Coordinate Sales Performance
2	AURA254180A	Operate Information Technology Systems
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURS242621A	Promote Products and Services
2	AURS252290A	Process Customer Complaints
2	BSBCMN212A	Handle Mail
2	HLTFA1A	Apply Basic First Aid
2	TD1D 1097B	Operate a Forklift
2	WRR1P 2B	Minimise Theft
3	AURC362807A	Build Customer Relations
3	AURC363337A	Maintain Business Image
3	BSBADM307A	Organise Schedules
3	BSBCMN310A	Deliver and Monitor a Service to Customers
3	SRXTEM 004A	Deal with Conflict
3	WRR1P 4B	Maintain Store Security

3. Units of Competence		
<i>Select 3 units from the following group (delete units not required)</i>		
2	AURC270889A	Communicate Business Information
2	WRRCA 1B	Operate Retail equipment
2	WRRM 1B	Merchandise Products
3	AURC362721A	Establish Customer Requirements of a Complex Nature
3	BSBCMN307A	Maintain Business Resources
3	BSBFLM303B	Contribute to Effective Workplace Relations
4	BSBCMN410A	Coordinate Implementation of Customer Service Strategies



# CERTIFICATE III IN AUTOMOTIVE SALES – AFTERMARKET RETAIL OPERATIONS

AUR 31005



NATIONALLY RECOGNISED TRAINING

QUALITY AUTOMOTIVE TRAINING

Located at:

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Website: [www.quality-at.com.au](http://www.quality-at.com.au)

APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY

Last Updated June 2006

## NATIONAL TRAINING PACKAGE

The Certificate III in Automotive Aftermarket Retail Operations 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 Aftermarket Retail Operations 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 36 months to complete.

## COURSE / CAREER DETAILS

This Australian Apprenticeship is designed to provide people who are entering the Automotive Industry or people already in the industry with specialist Automotive Aftermarket Retail Operations 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.

Skills in selling parts and accessories using proven sales techniques are essential in today's competitive environment.

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 Certificate III in Automotive Aftermarket Retail Operations Consultant.
- Supervision or Management of an Automotive Parts and Accessories Business.
- Continue studying to gain the Certificate IV in Business Management.

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866