

Title and Level of Qualification: Certificate III in Automotive Sales – Bicycle

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 (3 units are compulsory, delete units not required)</i>		
*Compulsory Units		
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
3	*BSBSLS301A	Develop Product Knowledge
3	*WRR1 5A	Maintain and Order Stock
2	AURA254180A	Operate Information Technology Systems
2	AURB218168A	Remove, Repair and Fit Bicycle Tyres
2	AURB218266A	Repair Bicycle Wheels
2	AURB232265A	Remove, Replace, Fit and Adjust Bicycle Accessories
2	AURB254380A	Operate in a Retail Bicycle Environment
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURS238150A	Present Stock and the Sales Area
2	AURS241303A	Apply Sales Procedures
2	AURS242621A	Promote Products and Services
2	AURS252290A	Process Customer Complaints
2	BSBCMN209A	Provide Information to Clients
2	BSBCMN212A	Handle Mail
2	HLTFA1A	Apply Basic First Aid
2	WRRCA 1B	Operate Retail Equipment
2	WRR1 1B	Perform Stock Control Procedures
2	WRRM 1B	Merchandise Products
3	AURC362807A	Build Customer Relations
3	AURC363337A	Maintain Business Image
3	BSBADM307A	Organise Schedules
3	BSBCMN310A	Deliver and Monitor a Service to Customers
3	BSBSLS310A	Develop Product Knowledge
3	SRXTEM 004A	Deal with Conflict
3	TDTA 3901A	Receive and Store Stock
3	WRRLP 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	WRRLP 2B	Minimise Theft
3	AURC362721A	Establish Customer Requirements of a Complex Nature
3	BSBCMN307A	Maintain Business Resources
3	BSBFLM 303B	Contribute to Effective Workplace Relations
3	WRR1 5A	Maintain and Order Stock
4	BSBCMN410A	Coordinate Implementation of Customer Service Strategies



CERTIFICATE III IN AUTOMOTIVE SALES – BICYCLE

AUR 31005



NATIONALLY RECOGNISED TRAINING

QUALITY AUTOMOTIVE TRAINING

Located at:

Unit 4, 7 Stephen Street
MELROSE PARK SA 5039
(PO Box 481, MELROSE PARK SA 5039)

Phone: 8277 3866

Fax: 8277 0286

Email: qat@bigpond.com

Website: www.quality-at.com.au

APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY

Last Updated June 2006

NATIONAL TRAINING PACKAGE

The Certificate III in Bicycle 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 III in Bicycle 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 36 months to complete.



COURSE / CAREER DETAILS

This Australian Apprenticeship is designed to provide people who are entering the Bicycle Industry or who already work in the industry with specialist Bicycle Sales skills and qualifications.

Bicycle Sales people may also undertake some minor service work including bicycle assembly, set up of a bicycle for specific customers, fitting and adjustment of accessories and minor bicycle adjustments and repairs.

They will also be required to provide advice to customers on the most suitable bicycle accessories and clothing and to promote these products.

Participants will be required to operate within a safe working environment. Good customer contact and communication skills are also an important aspect of this qualification.

This Vocation will involve many practical sales and administration tasks including providing advice to customers on the type and size of bicycle to best meet their needs. They may also be involved in showroom layout, setting up, merchandising displays and strategic stock ordering procedures.

This vocation can provide numerous career paths including:

- Specialising as a Bicycles Sales person
- Supervision or Management of a Retail Bicycle Business
- Continue studying to gain a Certificate IV in Business Management

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866