

Title and Level of Qualification: Certificate III in Automotive Sales – Outdoor Power Equipment

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 (12 units are compulsory, delete units not required)</i>		
*Compulsory Units		
2	*AURS238150A	Present Stock and the Sales Area
2	*AURS241303A	Apply Sales Procedures
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
2	*AURS242621A	Promote Products and Services
2	*TDTA 1397B	Receive Goods
2	*WRRCA 1B	Operate Retail Equipment
2	*WRR1 1B	Perform Stock Control Procedures
2	*WRRLP 2B	Minimise Theft
3	*AURC362807A	Build Customer Relations
3	*BSBSLS304A	Secure Prospect Commitment
3	*BSBSLS305A	Support Post-sale Activities
3	*WRRM 3B	Coordinate Merchandise Presentation
2	AURA254180A	Operate Information Technology Systems
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURS252290A	Process Customer Complaints
2	AURT225667A	Use and Maintain Measuring Equipment
2	BSBCMN212A	Handle Mail
2	HLTFA1A	Apply Basic First Aid
3	AURC363337A	Maintain Business Image
3	AURT365130A	Inspect Vehicle Systems and Determine Preferred Repair Action
3	BSBADM307A	Organise Schedules
3	BSBCMN310A	Deliver and Monitor a Service to Customers
3	SRXTEM 004A	Deal with Conflict
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	AURS241608A	Carry Out Cash and/or Credit/Funds Transfer Transactions
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 – OUTDOOR POWER EQUIPMENT

AUR 31005



NATIONALLY RECOGNISED TRAINING

QUALITY AUTOMOTIVE TRAINING

Located at:

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Fax: 8277 0286

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APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY

NATIONAL TRAINING PACKAGE

The Certificate III Outdoor Power Equipment Sales Vocational course is part of the Nationally Recognised Automotive Training Package AUR05.

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 Outdoor Power Equipment 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 Outdoor Power Equipment Industry or who already work in the industry with specialist Outdoor Power Equipment Sales skills and qualifications.

This Vocation will involve many practical sales and administration tasks including providing advice to customers on the type of outdoor power equipment to suit their specific needs. They may also be involved in showroom layout, setting up, merchandising displays and stock ordering procedures.

They will also be required to provide advice to customers on the most suitable safety equipment and clothing to be worn while using outdoor power equipment.

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 can provide numerous career paths including:

- Specialising as a Certificate III in Outdoor Power Equipment Sales person
- Supervision or Management of a Retail Outdoor Power Equipment 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