

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

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 (17 units are compulsory, delete units not required)</i>		
*Compulsory Units		
2	*AURC270889A	Communicate Business Information
2	*AURS238127A	Identify and Select Automotive Parts and Products
2	*AURS238150A	Present Stock and the Sales Area
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
2	*BSBCMN205A	Use Business Technology
2	*WRRCS 2B	Apply Point of Sale Handling Procedures
2	*WRRLP 2B	Minimise Theft
3	*AURC362807A	Build Customer Relations
3	*BSBADM307A	Organise Schedules
3	*BSBCMN307A	Maintain Business Resources
3	*BSBCMN311A	Maintain Workplace Safety
3	*BSBSLS310A	Develop Product Knowledge
3	*WRR1 5A	Maintain and Order Stock
3	*WRRLP 4B	Maintain Store Security
3	*WRRM 3B	Coordinate Merchandise Presentation
3	*WRRS 3B	Coordinate Sales Performance
4	*BSBSBM407A	Manage a Small Team
2	AURS252290A	Process Customer Complaints
2	AURC252327A	Identify, Clarify and Resolve Problems
2	HLTFA1A	Apply Basic First Aid
3	AURC363337A	Maintain Business Image
3	BSBADM307A	Organise Schedules

3. Units of Competence		
<i>Select 3 units from the following group (delete units not required)</i>		
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	BSBCMN310A	Deliver and Monitor a Service to Customers
3	BSBFLM303B	Contribute to Effective Workplace Relations
3	BSBSBM301A	Research Business Opportunities
4	BSBCMN411A	Monitor a Safe Workplace



CERTIFICATE III IN AUTOMOTIVE SALES – SERVICE STATION

AUR 31005



QUALITY AUTOMOTIVE TRAINING

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APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY

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NATIONAL TRAINING PACKAGE

The Certificate III in Service Station 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 Service Station 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 with specialist Service Station Operation skills and qualifications.

This vocation will involve many practical administration and sales tasks including operating the service station console and serving customers who purchase petrol, oil, accessories, and other convenience items.

This vocation requires a great deal of skill in handling money and utilising credit and Eftpos facilities.

It requires good knowledge of security procedures and the safety hazards of working within a service station environment.

Point of sale marketing skills are also required along with the ability to set up merchandising displays and undertake basic stock control procedures.

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 Service Station supervisor.
- Management of a Service Station Operation.
- Continue studying to gain Certificate IV in Business Management

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866