

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

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	*AURS238150A	Present Stock and the Sales Area
2	*AURS241303A	Apply Sales Procedures
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
2	*AURS252290A	Process Customer Complaints
2	*BSBCMN205A	Use Business Technology
2	*WRRM 1B	Merchandise Products
3	*AURC362807A	Build Customer Relations
3	*BSBCMN310A	Deliver and Monitor a Service to Customers
3	*BSBFLM312A	Contribute to Team Effectiveness
3	*BSBSLS301A	Develop Product Knowledge
2	AURA254180A	Operate Information Technology Systems
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURS242621A	Promote Products and Services
2	BSBCMN209A	Provide Information to Clients
3	AURC363337A	Maintain Business Image
3	AURS344330A	Inspect, Appraise and Purchase Used Motor Vehicles to Supplement Stock for Sale
3	BSBADM307A	Organise Schedules
3	BSBERUS305A	Sell Online
3	BSBSBM301A	Research Business Opportunities
3	BSBSLS302A	Identify Sales Prospects
3	BSBSLS304A	Secure Prospect Commitment
3	BSBSLS305A	Support Post-sale Activities
3	SRXTEM 004A	Deal with Conflict
4	BSBSBM407A	Manage a Small Team

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
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 – VEHICLE

AUR 31005



**QUALITY AUTOMOTIVE TRAINING**

Located at:

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APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY

Last Updated June 2006

## NATIONAL TRAINING PACKAGE

The Certificate III in Vehicle 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 Vehicle 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 Automotive Industry or sales people already in the industry with specialist Vehicle Sales Consultant skills and qualifications.

This Vocation will involve many practical sales and administration tasks including having an understanding of the legal requirements in relation to vehicle sales and providing a high level of customer service.

A Vehicle Sales Consultant needs to be able to interpret their customers needs and provide appropriate advice on products and services.

They need to be able to market their products effectively and have a flair for merchandising and vehicle display.

It is also important to meet timelines and work as part of a team. Good computer skills are also important.

An experienced Vehicle Sales Consultant may have to work with large fleet operators and help them solve their complex vehicle operating problems.

An understanding of vehicle finance and insurance would also be an advantage.

Sales consultants may at times be required to determine used motor vehicle, stock requirements and appraise vehicles prior to trade in or purchase particularly if they work in a small vehicle sales outlet.

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 Vehicle Sales Consultant in Retail or Fleet
- Management of a Vehicle Sales Department in a dealership
- Management of a Licensed Motor Vehicle Dealership

Do you require any additional information?

**Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866**