

Title and Level of Qualification: Certificate III in Automotive Warehousing/Distribution Operations

National Qualification Code: AUR 311 05 Duration: 48 months

Total of 30 units from Levels 2, 3 or 4 are required

Level	Unit No.	Unit Title
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\*Maximum of 20 Units of Competence at Level 2 **and**

\*Maximum of 2 Units of Competence at Level 4

1. Compulsory Units of Competence		
2	AURC251677A	Use Numbers in the Workplace
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
3	BSBCMN311A	Maintain Workplace Safety

2. Units of Competence		
<i>Select 17 units from the following group (Delete units not required)</i>		
2	AURA254180A	Operate Information Technology Systems
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURS238127A	Identify and Select Automotive Parts and Products
2	AURS241803A	Apply Legal Requirements Relating to Product Sales
2	AURS252290A	Process Customer Complaints
2	HLTFA1A	Apply Basic First Aid
2	TDTA 197B	Secure Cargo
2	TDTA 1197B	Package Goods
2	TDTA 1297B	Pick and Process Orders
2	TDTA 1397B	Receive Goods
2	TDTA 2197B	Despatch Stock
2	TDTD 197B	Shift Materials Safely Using Manual Handling Methods
2	TDTD 397B	Handle Hazardous Substances/Dangerous Goods
2	TDTD 1097B	Operate a Forklift
2	TDTD 1397B	Move Materials Mechanically Using Automated Equipment
2	TDTD 2998B	Prepare Articles for Delivery
2	WRR1 1B	Perform Stock Control Procedures
3	BSBCMN310A	Deliver and Monitor a Service to Customers
3	BSBFLM312A	Contribute to Team Effectiveness
3	TDTA 1597B	Complete Receipt/Despatch Documentation
3	TDTA 1897B	Organise Despatch Operations
3	TDTA 1997B	Organise Receipt Operations
3	TDTA 3901A	Receive and Store Stock
3	TDTE 297B	Estimate/Calculate Mass, Area and Quantify Dimensions
4	BSBEBUS402A	Implement e-correspondence Policies

3. Units of Competence		
<i>Select 6 units from the following group (Delete units not required)</i>		
2	AURC270889A	Communicate Business Information
2	WRRCA 1B	Operate Retail equipment
3	AURC362721A	Establish Customer Requirements of a Complex Nature
3	BSBCMN307A	Maintain Business Resources
3	BSBFLM303B	Contribute to Effective Workplace Relations
3	TDTE 1298B	Consolidate Manifest Documentation
3	WRR1 5A	Maintain and Order Stock
4	BSBCMN410A	Coordinate Implementation of Customer Service Strategies
4	BSBSBM407A	Manage a Small Team



# CERTIFICATE III IN AUTOMOTIVE WAREHOUSING / DISTRIBUTION OPERATIONS

AUR 31105



**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 Automotive Warehousing/Distribution 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 Warehousing/Distribution 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 48 months to complete.

## COURSE / CAREER DETAILS

This Australian Apprenticeship is designed to provide people who are entering the Automotive Industry with specialist Warehousing / Distribution Operations skills and qualifications.

This vocation will involve many practical tasks that may include checking incoming orders, entering details into a computerised stock control system, and putting parts into stock. Picking and packing outgoing orders for both country and local, and possibly delivering parts to local trade businesses may also be part of this vocation.

If the parts department is located in a dealership, the Parts Warehousing person may pick and provide parts to the Service Department back counter.

Stock control and stock takes are also essential tasks, plus manual handling of bulky parts to ensure the parts department is kept tidy and complies with occupational health and safety requirements.

It may also be necessary to gain a license to operate a forklift.

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 an Automotive Warehousing/Distribution Operations Supervisor.
- Management of an Automotive Warehousing/Distribution Operations outlet.
- Continue studying to gain a Certificate IV in Business Management.

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 3866