

Title and Level of Qualification: Certificate III in Automotive Retail, Service and Repair

National Qualification Code: AUR 312 05 Duration: 48 months

Total of 23 units from Levels 2, 3 or 4 are required

Level	Unit No.	Unit Title
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*Maximum of 2 Units of Competence at Level 4

1. Compulsory Units of Competence		
2	AURC270103A	Apply Safe Working Practices
2	AURC272003A	Apply Environmental Regulations and Best Practice in a Workplace or Business

2. Units of Competence		
<i>Select 18 units from the following group (Delete units not required)</i>		
A maximum of 11 units from a recognised Certificate II outcome from the list below, PLUS 7 units at levels 3 or 4 from the list below (Maximum 2 level 4 units)		
2	AURA254180A	Operate Information Technology Systems
2	AURC251677A	Use Numbers in the Workplace
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURC270889A	Communicate Business Information
2	AURS241608A	Carry Out Cash and/or Credit/Funds Transfer Transactions
2	AURS241803A	Apply Legal Requirements Relating to Product Sales
2	AURS242621A	Promote Products and Services
2	AURS252290A	Process Customer Complaints
2	AURT225667A	Use and Maintain Measuring Equipment
2	AURT270278A	Use and Maintain Workplace Tools and Equipment
2	BSBCMN205A	Use Business Technology
2	BSBCMN209A	Provide Information to Clients
2	TDTD 1097B	Operate a Forklift
2	WRRCA 1B	Operate Retail equipment
2	WRR1 1B	Perform Stock Control Procedures
2	WRRM 1B	Merchandise Products
3	AURC359350A	Conduct Information Sessions
3	AURC362721A	Establish Customer Requirements of a Complex Nature
3	AURC362807A	Build Customer Relations
3	AURC363337A	Maintain Business Image
3	BSBADM307A	Organise Schedules
3	BSBCMN310A	Deliver and Monitor a Service to Customers
3	BSBSLS301A	Develop Product Knowledge
3	SRXTEM 004A	Deal with Conflict
3	WRR1 5A	Maintain and Order Stock
4	AURA454516A	Determine Retail Rates for Work
4	BSBEBUS402A	Implement e-correspondence Policies
4	BSBSBM407A	Manage a Small Team

3. Units of Competence		
<i>Select 3 units from the following group (Delete units not required)</i>		
3	AURC361101A	Adapt Work Processes to New Technology
3	AURC361230A	Inspect Technical Quality of Work
3	AURC361337A	Maintain Quality Systems
3	BSBCMN307A	Maintain Business Resources
3	BSBFLM303B	Contribute to Effective Workplace Relations
4	BSBCMN410A	Coordinate Implementation of Customer Service Strategies



CERTIFICATE III IN AUTOMOTIVE RETAIL, SERVICE AND REPAIR

AUR 31205



QUALITY AUTOMOTIVE TRAINING

Located at:

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APPRENTICESHIPS FOR THE AUTOMOTIVE INDUSTRY

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NATIONAL TRAINING PACKAGE

The Certificate III in Automotive Retail, Service and Repair 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 Retail, Service and Repair 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 and other Industries with specialist Automotive supervisory skills and qualifications.

This vocation will involve many practical, clerical and administrative tasks including undertaking general clerical and telephone duties. The use of computers, faxes, photocopiers and other similar office equipment as well as filing systems will also be covered.

The use of computers will include gaining skills in various software packages which may include Word Processing, Spreadsheets and Desk Top Publishing programs

Many supervisory people also specialize in using financial accounting software for their Enterprise.

Often supervisory people in the automotive industry work for motor vehicle dealerships and are allocated to work in specific departments such as Sales, Service or Spare Parts.

Supervisory people require good communication skills, need to be well organised and work as part of a team. They often need to resolve problems and make decisions.

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 in an Automotive Supervisory role
- Continue studying to gain Certificate IV in Business Management.
- Management of an Automotive workshop/outlet

Do you require any additional information?

Call QUALITY AUTOMOTIVE TRAINING on (08) 8277 38