

Title and Level of Qualification Certificate II in Automotive Administration

National Qualification Code AUR 201 05

Duration: 12 months

Total of 13 units from Levels 2 or 3 are required

| Level | Unit No. | Unit Title |
|-------|----------|------------|
|-------|----------|------------|

*Maximum of 2 Units of Competence at Level 3

| 1. COMPULSORY UNITS OF COMPETENCE | | |
|-----------------------------------|--------------|--|
| 2 | AURA 254180A | Operate Information Technology Systems |
| 2 | AURA 254280A | Operate in an Automotive Administration Environment |
| 2 | AURC 251179A | Write Routine Texts in the Workplace and Complete Automotive Documentation |
| 2 | AURC 252327A | Identify, Clarify and Resolve Problems |
| 2 | AURC 261314A | Contribute to Quality Work Outcomes |
| 2 | AURC 270103A | Apply Safe Working Practices |
| 2 | AURC 272003A | Apply Environmental Regulations and Best Practice in a Workplace or Business |

| 2. UNITS OF COMPETENCE | | |
|--|---------------------|--|
| <i>Select 3 units from the following group (1 unit is compulsory, delete units not required)</i> | | |
| *Compulsory Unit | | |
| 2 | *AURC270789A | Communicate Effectively in the Workplace |
| 2 | BSBCM214A | Create and Use Simple Spreadsheets |
| 2 | WRRLP2B | Minimise Theft |
| 3 | AURA 354616A | Determine Legal Aspects of an Auto Service and Repair Contract |
| 3 | SRXTEM004A | Deal with Conflict |

| 3. UNITS OF COMPETENCE | | |
|--|--------------|--------------------------------------|
| <i>Select 3 units from the following group (delete units not required)</i> | | |
| 2 | AURS 241769A | Sell Product(s) |
| 2 | AURS 242621A | Promote Products and Services |
| 2 | AURS 252290A | Process Customer Complaints |
| 2 | AURT 270278A | Use and Maintain Measuring Equipment |
| 2 | BSBCM209A | Provide Information to Clients |
| 2 | TDTA 1397B | Receive Goods |

APPRENTICESHIP / TRAINEESHIP TRAINING PLAN

(A) Name of apprentice/trainee

(B) Training Arrangement No.....
(supplied by TAM after contract approval)

(C) Australian Apprenticeships Centre

(D) Probationary Periodmonths.

| | |
|--|--|
| <p style="text-align: center;">QUALITY AUTOMOTIVE TRAINING</p> <p>Name of registered training organisation (RTO)</p> <p>Name of person authorised by RTO</p> <p>Signature of person authorised by RTO</p> <p>Date.....</p> | <p>Legal name of employer (as on Training Contract)</p> <p>Name of person authorised by employer <i>I have been made aware of the requirements of this Training Plan.</i></p> <p>Signature of person authorised by employer</p> <p>Date.....</p> |
|--|--|

Australian School-based Apprenticeships only

Name of school and suburb

I certify that the Australian School-based Apprenticeship commenced by the above named student is endorsed by the school as an integral part of the school program.

Signature of Principal

Date

Name of Apprenticeship/Traineeship (declared vocation, trade or occupation)

Is the training to be delivered completely on the job by the employer and supported by mentoring arrangements with the RTO?
Yes If Yes, state the method of ensuring the integrity of the training and assessment process:

No If No, and trainees and apprentices receive training directly from an RTO either at the employer's premises, or off-site with the RTO, please indicate the mode of delivery and release pattern for the off-the-job training (*eg block release, regular training day*)

Regular Training Day

RTO's expectations of the employer: *(tick whichever applies)*

- | | |
|---|--|
| <p><input checked="" type="checkbox"/> provide on-the-job skill development</p> <p><input checked="" type="checkbox"/> complete Training Record Book</p> <p><input checked="" type="checkbox"/> provide trainee/apprentice and RTO with feedback on performance</p> | <p><input checked="" type="checkbox"/> assess trainee/apprentice competencies</p> <p><input checked="" type="checkbox"/> maintain training records</p> <p><input type="checkbox"/> other (please specify).....</p> |
|---|--|

Apprentice/Trainee Declaration

I have been made aware of the requirements of this Training Plan.
 I understand the information provided on this Training Plan:

- is collected for the purposes of registration, preparing statistics, reporting, contract and program monitoring and evaluation and calculating funding for payments to Registered Training Organisations.
- may be disclosed to and used for these purposes by Commonwealth and State government departments and agencies, employers, nominated Australian Apprenticeships Centres, nominated Registered Training Organisations and nominated non-government education authorities, and
- may otherwise be disclosed without consent where authorised or required by law.

I (the apprentice/trainee) understand that the Registered Training Organisation nominated on this training plan may provide information to my employer and Traineeship and Apprenticeship Management, concerning any matters relating to my training.

I (the apprentice/trainee) understand that information relating to any previous contracts of training I have had may be released to my nominated Australian Apprenticeships Centres and Registered Training Organisations to calculate eligibility for employer incentives and User Choice funding, and to meet Commonwealth and State Government requirements.

I understand my Australian Apprenticeships Centre may release Training Contract details to my Registered Training Organisation so that the RTO can develop a Training Plan and submit it to Traineeship and Apprenticeship Management.

Signature of apprentice/trainee Date.....