

Title and Level of Qualification Certificate III in Automotive Administration

National Qualification Code AUR 301 05

Duration: 24 months

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

Level	Unit No.	Unit Title
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*Maximum of 13 Units of Competence at Level 2 **and**

*Maximum of 2 Units of Competence at Level 4

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
3	AURC 361101A	Adapt Work Processes to New Technologies
3	AURC 361337A	Maintain Quality Systems
3	AURC 362807A	Build Customer Relations
3	AURC 363337A	Maintain Business Image

2. UNITS OF COMPETENCE		
<i>Select 9 units from the following group (1 unit is compulsory, delete units not required)</i>		
*Compulsory Unit		
2	*AURC 270789A	Communicate Effectively in the Workplace
2	AURS 241769A	Sell Product(s)
2	AURS 242621A	Promote Products and Services
2	AURS 252290A	Process Customer Complaints
2	BSBCMN 212A	Handle Mail
2	BSBCMN 214A	Create and Use Simple Spreadsheets
3	AURA 354616A	Determine Legal Aspects of an Automotive Service and Repair Contract
3	BSBADM 309A	Process Accounts Payable and Receivable
3	BSBEBUS 306A	Make Payments Online
3	SRXTEM 004A	Deal with Conflict
4	AURA454516A	Determine Retail Rates for Work
4	AUM4601A	Monitor Computers and Computerised Equipment Using Displays - Basic
4	BSBEBUS 402A	Implement e-Correspondence Policies

3. UNITS OF COMPETENCE		
<i>Select 3 units from the following group (delete units not required)</i>		
2	AURC 270421A	Establish Relations with Customers
2	AURC 270688A	Work Effectively with Others
2	AURT 270278A	Use and Maintain Measuring Equipment
2	TDTA 1397B	Receive Goods
3	AURC 362721A	Establish Customer Requirements of a Complex Nature
3	BSBFLM 303B	Contribute to Effective Workplace Relations