

**Title and Level of Qualification** Certificate III in Automotive Sales – Bicycle

**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	BSBCM208A	Deliver a Service to Customers

2. UNITS OF COMPETENCE		
<i>Select 18 units from the following group (3 units are compulsory, delete units not required)</i>		
<b>*Compulsory Units</b>		
2	<b>*AURS241803A</b>	<b>Apply Legal Requirements Relating to Product Sales</b>
3	<b>*BSBSLS301A</b>	<b>Develop Product Knowledge</b>
3	<b>*WRR1 5A</b>	<b>Maintain and Order Stock</b>
2	AURA254180A	Operate Information Technology Systems
2	AURB218168A	Remove, Repair and Fit Bicycle Tyres
2	AURB218266A	Repair Bicycle Wheels
2	AURB232265A	Remove, Replace, Fit and Adjust Bicycle Accessories
2	AURB254380A	Operate in a Retail Bicycle Environment
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURS238150A	Present Stock and the Sales Area
2	AURS241303A	Apply Sales Procedures
2	AURS242621A	Promote Products and Services
2	AURS252290A	Process Customer Complaints
2	BSBCM209A	Provide Information to Clients
2	BSBCM212A	Handle Mail
2	HLTFA1A	Apply Basic First Aid
2	WRRCA 1B	Operate Retail Equipment
2	WRR1 1B	Perform Stock Control Procedures
2	WRRM 1B	Merchandise Products
2	WRRCS2B	Apply Point of Sale Handling Procedures
2	WRRF1B	Balance Register/Terminals
3	AURC362807A	Build Customer Relations
3	AURC363337A	Maintain Business Image
3	BSBADM307A	Organise Schedules
3	BSBCM310A	Deliver and Monitor a Service to Customers
3	BSBSLS301A	Develop Product Knowledge
3	SRXTEM 004A	Deal with Conflict
3	TDTA 3901A	Receive and Store Stock
3	WRRLP 4B	Maintain Store Security

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<b>3. UNITS OF COMPETENCE</b>		
<i>Select 3 units from the following group (delete units not required)</i>		
2	AURC270889A	Communicate Business Information
2	WRRLP 2B	Minimise Theft
3	AURC362721A	Establish Customer Requirements of a Complex Nature
3	BSBCM307A	Maintain Business Resources
3	BSBFLM 303B	Contribute to Effective Workplace Relations
3	WRRL5A	Maintain and Order Stock
4	BSBCM410A	Coordinate Implementation of Customer Service Strategies