

Title and Level of Qualification Certificate III in Automotive Sales – Service Station

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 (17 units are compulsory, delete units not required)</i>		
*Compulsory Units		
2	*AURC270889A	Communicate Business Information
2	*AURS238127A	Identify and Select Automotive Parts and Products
2	*AURS238150A	Present Stock and the Sales Area
2	*AURS241803A	Apply Legal Requirements Relating to Product Sales
2	*BSBCM205A	Use Business Technology
2	*WRRCS 2B	Apply Point of Sale Handling Procedures
2	*WRRLP 2B	Minimise Theft
3	*AURC362807A	Build Customer Relations
3	*BSBADM307A	Organise Schedules
3	*BSBCM307A	Maintain Business Resources
3	*BSBCM311A	Maintain Workplace Safety
3	*BSBSLS301A	Develop Product Knowledge
3	*WRI 5A	Maintain and Order Stock
3	*WRRLP 4B	Maintain Store Security
3	*WRRM 3B	Coordinate Merchandise Presentation
3	*WRRS 3B	Coordinate Sales Performance
4	*BSBSBM407A	Manage a Small Team
2	AURS252290A	Process Customer Complaints
2	AURC252327A	Identify, Clarify and Resolve Problems
2	HLTFA1A	Apply Basic First Aid
3	AURC363337A	Maintain Business Image
3	BSBADM307A	Organise Schedules

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3. UNITS OF COMPETENCE		
<i>Select 3 units from the following group (delete units not required)</i>		
2	AURS241608A	Carry Out Cash and/or Credit/Funds Transfer Transactions
2	WRRM 1B	Merchandise Products
3	AURC362721A	Establish Customer Requirements of a Complex Nature
3	BSBCM310A	Deliver and Monitor a Service to Customers
3	BSBFLM303B	Contribute to Effective Workplace Relations
3	BSBSBM301A	Research Business Opportunities
4	BSBCM411A	Monitor a Safe Workplace