

Title and Level of Qualification Certificate III in Automotive Warehouse/Distribution Operations

National Qualification Code AUR 311 05

Duration: 48 months

Total of 30 units from Levels 2, 3 or 4 are required

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

*Maximum of 20 Units of Competence at Level 2 **and**

*Maximum of 2 Units of Competence at Level 4

| 1. COMPULSORY UNITS OF COMPETENCE | | |
|-----------------------------------|-------------|--|
| 2 | AURC251677A | Use Numbers in the Workplace |
| 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 |
| 3 | BSBCMN311A | Maintain Workplace Safety |

| 2. UNITS OF COMPETENCE | | |
|---|-------------|---|
| <i>Select 17 units from the following group (Delete units not required)</i> | | |
| 2 | AURA254180A | Operate Information Technology Systems |
| 2 | AURC252327A | Identify, Clarify and Resolve Problems |
| 2 | AURS238127A | Identify and Select Automotive Parts and Products |
| 2 | AURS241803A | Apply Legal Requirements Relating to Product Sales |
| 2 | AURS252290A | Process Customer Complaints |
| 2 | HLTFA1A | Apply Basic First Aid |
| 2 | TDTA 197B | Secure Cargo |
| 2 | TDTA 1197B | Package Goods |
| 2 | TDTA 1297B | Pick and Process Orders |
| 2 | TDTA 1397B | Receive Goods |
| 2 | TDTA 2197B | Despatch Stock |
| 2 | TDTD 197B | Shift Materials Safely Using Manual Handling Methods |
| 2 | TDTD 397B | Handle Hazardous Substances/Dangerous Goods |
| 2 | TDTD 1097B | Operate a Forklift |
| 2 | TDTD 1397B | Move Materials Mechanically Using Automated Equipment |
| 2 | TDTD 2998B | Prepare Articles for Delivery |
| 2 | WRR1 1B | Perform Stock Control Procedures |
| 3 | BSBCMN310A | Deliver and Monitor a Service to Customers |
| 3 | BSBFLM312A | Contribute to Team Effectiveness |
| 3 | TDTA 1597B | Complete Receival/Despatch Documentation |
| 3 | TDTA 1897B | Organise Despatch Operations |
| 3 | TDTA 1997B | Organise Receival Operations |
| 3 | TDTA 3901A | Receive and Store Stock |
| 3 | TDTE 297B | Estimate/Calculate Mass, Area and Quantify Dimensions |
| 4 | BSBEBUS402A | Implement e-correspondence Policies |

AUR311 05 Warehouse/Distribution Operations (Cont..)

| 3. UNITS OF COMPETENCE | | |
|--|-------------|--|
| <i>Select 6 units from the following group (Delete units not required)</i> | | |
| 2 | AURC270889A | Communicate Business Information |
| 2 | WRRCA 1B | Operate Retail equipment |
| 3 | AURC362721A | Establish Customer Requirements of a Complex Nature |
| 3 | BSBCMN307A | Maintain Business Resources |
| 3 | BSBFLM303B | Contribute to Effective Workplace Relations |
| 3 | TDTE 1298B | Consolidate Manifest Documentation |
| 3 | WRR1 5A | Maintain and Order Stock |
| 4 | BSBCMN410A | Coordinate Implementation of Customer Service Strategies |
| 4 | BSBSBM407A | Manage a Small Team |

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>.....</p> <p>Name of person authorised by RTO</p> <p>.....</p> <p>Signature of person authorised by RTO</p> <p>.....</p> <p>Date.....</p> | <p>Legal name of employer (as on Training Contract)</p> <p>.....</p> <p>Name of person authorised by employer</p> <p><i>I have been made aware of the requirements of this Training Plan.</i></p> <p>.....</p> <p>Signature of person authorised by employer</p> <p>.....</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)

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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:

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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

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

provide on-the-job skill development

assess trainee/apprentice competencies

complete Training Record Book

maintain training records

provide trainee/apprentice and RTO with feedback on performance

other (please specify).....

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.....