

Title and Level of Qualification Certificate III in Automotive Retail, Service and Repair

National Qualification Code AUR 312 05

Duration: 48 months

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

Level	Unit No.	Unit Title
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*Maximum of 2 Units of Competence at Level 4

1. COMPULSORY UNITS OF COMPETENCE

2	AURC270103A	Apply Safe Working Practices
2	AURC272003A	Apply Environmental Regulations and Best Practice in a Workplace or Business

2. UNITS OF COMPETENCE

Select 18 units from the following group (Delete units not required)

A maximum of 11 units from a recognised Certificate II outcome from the list below, **PLUS**

7 units at levels 3 or 4 from the list below (Maximum 2 level 4 units)

2	AURA254180A	Operate Information Technology Systems
2	AURA254180A	Operate Information Technology Systems
2	AURC251677A	Use Numbers in the Workplace
2	AURC252327A	Identify, Clarify and Resolve Problems
2	AURC270889A	Communicate Business Information
2	AURS241608A	Carry Out Cash and/or Credit/Funds Transfer Transactions
2	AURS241803A	Apply Legal Requirements Relating to Product Sales
2	AURS242621A	Promote Products and Services
2	AURS252290A	Process Customer Complaints
2	AURT225667A	Use and Maintain Measuring Equipment
2	AURT270278A	Use and Maintain Workplace Tools and Equipment
2	BSBCMN205A	Use Business Technology
2	BSBCMN209A	Provide Information to Clients
2	TDTD 1097B	Operate a Forklift
2	WRRCA 1B	Operate Retail equipment
2	WRR1 1B	Perform Stock Control Procedures
2	WRRM 1B	Merchandise Products
3	AURC359350A	Conduct Information Sessions
3	AURC362721A	Establish Customer Requirements of a Complex Nature
3	AURC362807A	Build Customer Relations
3	AURC363337A	Maintain Business Image
3	BSBADM307A	Organise Schedules
3	BSBCMN310A	Deliver and Monitor a Service to Customers
3	BSBSLS301A	Develop Product Knowledge
3	SRXTEM 004A	Deal with Conflict
3	WRR1 5A	Maintain and Order Stock
4	AURA454516A	Determine Retail Rates for Work
4	BSBEBUS402A	Implement e-correspondence Policies
4	BSBSBM407A	Manage a Small Team

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AUR312 05 Automotive RS&R (Cont..)

3. UNITS OF COMPETENCE

Select 3 units from the following group (Delete units not required)

3	AURC361101A	Adapt Work Processes to New Technology
3	AURC361230A	Inspect Technical Quality of Work
3	AURC361337A	Maintain Quality Systems
3	BSBCMN307A	Maintain Business Resources
3	BSBFLM303B	Contribute to Effective Workplace Relations
4	BSBCMN410A	Coordinate Implementation of Customer Service Strategies