

Qualification code	AUR201XX
Qualification title	Certificate II in Automotive Administration
Qualification description	This qualification reflects the role of individuals who perform a range of administrative tasks in the automotive retail, service and repair industry.
Entry requirements	<p>This qualification may be accessed by direct entry.</p> <p>No licensing, legislative or certification requirements apply to this qualification at the time of publication.</p>
Packaging Rules	<ul style="list-style-type: none"> • Total number of units = 10 • 6 core units, plus • 4 elective units, of which: <ul style="list-style-type: none"> • up to 4 units may be chosen from the Elective Units listed below • up to 2 units may be chosen from a Certificate I qualification or above in this Training Package or another endorsed Training Package or accredited course, provided that the units chosen contribute to the vocational outcome of this qualification and do not duplicate the outcome of another unit chosen for the qualification. • CORE UNIT CODES AND TITLES <ul style="list-style-type: none"> • AURAAA001- Work in an automotive administration role • AURAF103- Communicate effectively in an automotive workplace • AURAF105- Write routine texts in an automotive workplace • AURAKA001- Use information technology systems • AURQA001- Contribute to quality work outcomes in an automotive workplace • AURASA102- Follow safe working practices in an automotive workplace • ELECTIVE UNIT CODES AND TITLES <ul style="list-style-type: none"> • AURACA101 - Respond to customer needs and enquiries in an automotive workplace • AURAEA002- Follow environmental and sustainability best practice in an automotive workplace • AURAF101- Use numbers in an automotive workplace • AURAF102- Read and respond to automotive workplace information • AURAF104 - Resolve routine problems in an automotive workplace • AURAMA001- Work effectively with others in an automotive workplace • AURAMA102 - Communicate business information in an automotive workplace

	<ul style="list-style-type: none"> • AURAMA004- Maintain business image in an automotive workplace • AURAQA003- Maintain quality processes in an automotive workplace • AURSAA001- Process customer complaints in an automotive workplace • AURSCA104 - Carry out cash and non- cash payment operations • AURSCA111 - Conduct online transactions in an automotive workplace • BSBFIN301 - Process financial transactions • BSBINS202 - Handle receipt and dispatch of information • BSBTEC201 - Use business software applications • SIRXCEG001- Engage the customer
Qualification mapping information	Supersedes and is equivalent to <i>AUR20116 Certificate II in Automotive Administration</i> .
Links	Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1

Modification History

Release	Comment
Release 1	This version was first released with AUR Automotive Retail, Service and Repair Training Package Version XX to incorporate updates to superseded core and elective units.