

Qualification code	AUR310XX
Qualification title	Certificate III in Automotive Sales
Qualification description	<p>This qualification reflects the role of individuals who perform sales-related tasks in the automotive service and repair sector.</p> <p>No licensing, legislative or certification requirements apply to this qualification at the time of publication.</p>
Entry requirements	Nil.
Packaging Rules	<p>Total number of units = 20</p> <p>8 core units, plus</p> <p>12 elective units, of which:</p> <ul style="list-style-type: none"> • 6 units must be from one of the Specialist Elective Groups A or B below • of the remaining units required to make up the elective unit total: <ul style="list-style-type: none"> • up to 6 may be from the Specialist Elective Groups and/or the general elective units listed below • up to 4 may be from a Certificate II qualification or above in this Training Package or another endorsed Training Package or accredited course. <p>Elective units chosen must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid vocational outcome.</p> <p>CORE UNIT CODES AND TITLES</p> <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 • AURAF104 Resolve routine problems in an automotive workplace • AURASA102 Follow safe working practices in an automotive workplace • AURSAA001 Process customer complaints in an automotive workplace • AURSCA105 Sell automotive products and services • AURSCA106 Promote automotive products and services • AURSLA001 Comply with legal requirements when selling automotive products and services

SPECIALIST ELECTIVE UNIT CODES AND TITLES

Group A: Parts Interpreting

- AURETR125 Test, charge and replace batteries and jump-start vehicles
- AURSBA001 Carry out warehousing procedures in an automotive workplace
- AURSBA102 Identify and match uncommon automotive parts
- AURSCA101 Select and supply automotive parts and products
- BSBMKG434 - Promote products and services
- BSBTEC201 Use business software applications
- SIRRINV002 Control stock
- TLIA2012 Pick and process orders

Group B: Vehicle, Farm Machinery and Motorcycles Sales

- AURSCA007 Determine used motor vehicle stock requirements
- AURSCA008 Wholesale used motor vehicle stock
- AURSCA102 Present automotive products and services for sale
- AURSCA103 Apply sales procedures in an automotive workplace
- AURSCA109 Provide vehicle technology information
- BSBOPS304 - Deliver and monitor a service to customers
- BSBOPS404 - Implement customer service strategies

GENERAL ELECTIVE UNIT CODES AND TITLES

- AURACA103 Build customer relations in an automotive workplace
- AURAF A001 Use numbers in an automotive workplace
- AURAF A002 Read and respond to automotive workplace information
- AURAF A103 Communicate effectively in an automotive workplace
- AURAMA003 Conduct information sessions in an automotive workplace
- AURAMA004 Maintain business image in an automotive workplace
- AURAMA102 Communicate business information in an automotive workplace
- AURAQ A001 Contribute to quality work outcomes in an automotive workplace
- AURSCA007 Determine used motor vehicle stock requirements
- AURSCA008 Wholesale used motor vehicle stock
- AURSCA010 Appraise and purchase used motor vehicles for sale

	<ul style="list-style-type: none"> • AURSCA101 Select and supply automotive parts and products • AURSCA102 Present automotive products and services for sale • AURSCA104 Carry out cash and non-cash payment operations • AURSCA111 Conduct online transactions in an automotive workplace • AURSCP101 Provide information to customers on automotive refinishing products • BSBFIN401 Report on financial activity • BSBWHS332X Apply infection prevention and control procedures to own work activities • SIRRINV001 Receive and handle retail stock • SIRRMER003 Coordinate visual merchandising activities • SIRRRTF001 Balance and secure point-of-sale terminal • SIRXSL002 Follow point-of-sale procedures
Qualification mapping information	Supersedes and is equivalent to <i>AUR31020 Certificate III in Automotive Sales</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	Comments
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.