

Qualification code	AUR301XX
Qualification title	Certificate III in Automotive Administration
Qualification description	<p>This qualification reflects the role of individuals who perform a broad range of administrative tasks in the automotive retail, service and repair industry.</p> <p>No licensing, legislative or certification requirements apply to this qualification at the time of publication.</p>
Entry requirements	This qualification may be accessed by direct entry.
Packaging Rules	<p>Total number of units = 18 10 core units, plus 8 elective units, of which:</p> <ul style="list-style-type: none"> up to 8 units may be chosen from the Elective Units listed below up to 3 units may be chosen from a Certificate II 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. <p>CORE UNIT CODES AND TITLES</p> <ul style="list-style-type: none"> AURAAA001- Work in an automotive administration role AURACA101- Respond to customer needs and enquiries in an automotive workplace AURACA103- Build customer relations in an automotive workplace AURAEA002- Follow environmental and sustainability best practice in an automotive workplace AURAF103- Communicate effectively in an automotive workplace AURAKA001- Use information technology systems AURAKA002- Adapt work processes to new technologies in an automotive workplace AURAMA004- Maintain business image in an automotive workplace AURAQA003- Maintain quality processes in an automotive workplace AURASA102- Follow safe working practices in an automotive workplace <p>ELECTIVE UNIT CODES AND TITLES</p> <ul style="list-style-type: none"> AURACA102 - Manage complex customer requirements in an automotive workplace AURAF102- Read and respond to automotive workplace information AURAF104 - Resolve routine problems in an automotive workplace

	<ul style="list-style-type: none"> • AURFA105 - Write routine texts in an automotive workplace • AURAMA001- Work effectively with others in an automotive workplace • AURSAA001- Process customer complaints in an automotive workplace • AURSAA002- Maintain customer aftermarket relations • AURSCA105 - Sell automotive products and services • AURSCA106 - Promote automotive products and services • AURSCA111 - Conduct online transactions in an automotive workplace • AURSLA001- Comply with legal requirements when selling automotive products and services • BSBFIN301- Process financial transactions • BSBINS202- Handle receipt and dispatch of information • TAEDL311 - Provide work skill instruction
Qualification mapping information	Supersedes and is equivalent to <i>AUR30116 Certificate III in Automotive Administration</i> .
Links	Companion Volume Implementation Guide is found in 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.