



Australian Government

Department of Education, Employment and Workplace Relations

AUR21105 Certificate II in Automotive Sales

Release: 1

AUR21105 Certificate II in Automotive Sales

Modification History

Not Applicable

Description

This qualification covers the skills and knowledge required to perform sales-related tasks within an automotive retail, service or repair business. It is suitable for entry into the automotive retail, service and repair industry.

Job roles/employment outcomes

The Certificate II in Automotive Sales is intended to prepare new employees or recognise and develop existing workers who perform general sales and marketing functions in an automotive retail, service or repair business.

Employment outcomes targeted by this qualification include:

- sales assistant
- customer relations officer
- spare parts salesperson
- service station attendant.

Application

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways Information

Pathways into the qualification

This qualification may be accessed by direct entry. Credit will be granted towards this qualification to those who have completed AUR10105 Certificate I in Automotive in this Training Package or other relevant qualifications.

Pathways from the qualification

Further training pathways from this qualification include AUR31005 Certificate III in Automotive Sales or other relevant qualifications.

Additional qualification advice

The Certificate II in Automotive Sales may be attained as a generic qualification, or where a particular occupational outcome is required, may include a specialisation.

Specialisations for this qualification include:

- aftermarket retail operations
- bicycle
- heavy vehicle mobile equipment
- outdoor power equipment
- replacement parts and accessories
- service station operation
- vehicle.

Advice is provided at the end of this qualification on the recommended units of competency for each specialisation.

Where elective units of competency are packaged to suit a particular industry sector or occupational outcome, Registered Training Organisations (RTOs) might issue, for example, a:

| | | |
|---|-----------|---|
| Certificate II in Automotive Sales (specialising in replacement parts and accessories) | OR | Certificate II in Automotive Sales (replacement parts and accessories) |
|---|-----------|---|

It should be noted that a qualification with a specialisation does not change the title of the qualification, although RTOs may choose to record the specialisation *below* the title.

Licensing/Regulatory Information

Licensing considerations

There are no specific licences that relate to this qualification. However, some units in this qualification may have licensing or regulatory requirements, depending on the work context. Local regulations should be checked for details.

Entry Requirements

Not Applicable

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the Employability Skills as identified by the sales sector of the Automotive retail, service and repair industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

| Employability Skill | Industry/enterprise requirements for this qualification include: |
|---------------------------|--|
| Communication | <ul style="list-style-type: none"> • Understanding and carrying out verbal instructions from supervisors and others • Reading, understanding and completing workplace documentation, forms and records • Sharing work-related information with other team members using industry terminology • Communicating with people from a range of social, cultural and ethnic backgrounds |
| Teamwork | <ul style="list-style-type: none"> • Contributing positively to the work team environment • Working effectively with others in a socially diverse environment • Respecting and understanding the views of others • Giving, receiving and acting upon feedback • Identifying and describing own role and role of others |
| Problem solving | <ul style="list-style-type: none"> • Recognising a problem or a potential problem within a sales and customer service environment • Seeking information and assistance to solve problems outside own area of responsibility • Solving problems within own area of responsibility |
| Initiative and enterprise | <ul style="list-style-type: none"> • Suggesting ideas for workplace improvement to supervisors and team members • Positively adapting to changes in workplace procedures and making adjustments to improve own performance • Taking positive action to report hazards or risk situations to supervisors |
| Planning and organising | <ul style="list-style-type: none"> • Planning daily work tasks to work safely and manage risks according to workplace procedures • Prioritising activities to achieve required outcomes • Planning and organising appropriate equipment and materials • Planning ahead to anticipate problems with availability of equipment, materials and personnel to assist |
| Self-management | <ul style="list-style-type: none"> • Following workplace safety requirements and other policies and procedures • Completing known delegated tasks on time |

| EMPLOYABILITY SKILLS QUALIFICATION SUMMARY | |
|---|--|
| | <ul style="list-style-type: none"> • Selecting and using appropriate equipment, materials, processes and procedures • Asking for advice and assistance when appropriate |
| Learning | <ul style="list-style-type: none"> • Identifying personal strengths and weaknesses • Acting upon feedback and accepting opportunities to learn to improve work performance • Asking questions to gain information and identify sources of information to expand knowledge and understanding |
| Technology | <ul style="list-style-type: none"> • Appropriately selecting and using technological and sales equipment • Recognising and reporting faulty equipment • Using information and communication technology |

Packaging Rules

Packaging Rules

To be awarded the Certificate II in Automotive Sales, competency must be achieved in **eighteen (18)** units of competency.

- **seven (7)** core units of competency
- **eleven (11)** elective units of competency, as specified below.
 - a minimum of **eight (8)** elective units of competency from Group A
 - a maximum of **three (3)** elective units of competency from Group B, drawn from any combination of:
 - units not already chosen from Group A
 - relevant units available in this Training Package, other endorsed Training Packages and accredited courses, where those units are aligned to Certificate II and III qualifications
 - a maximum of **two (2)** units may be selected from units aligned to Certificate III qualifications.

Note:

Where prerequisite units are identified they must be counted in the total number of units required for completion of the qualification.

Core units of competency

- Complete the following **seven (7)** units of competency.

| | |
|-------------|--|
| AURC270103A | Apply safe working practices |
| AURC270421A | Establish relations with customers |
| AURC270688A | Work effectively with others |
| AURC270789A | Communicate effectively in the workplace |
| AURC272003A | Apply environmental regulations and best practice in a workplace or business |
| AURS241769A | Sell product(s) |
| BSBCUS201A | Deliver a service to customers |

Elective units of competency

Group A - Elective units

- Complete a minimum of **eight (8)** units of competency from the following lists.

| Bicycles | |
|-----------------|---|
| AURB211304B | Assemble bicycles |
| AURB211305A | Assemble box bicycle for retail sale |
| AURB212171A | Service and repair bicycle mechanical braking systems |
| AURB212370B | Service bicycle hydraulic braking systems |
| AURB214670B | Service bicycle drivetrain systems |
| AURB215672A | Service bicycle steering systems |
| AURB216672A | Service bicycle suspension systems |
| AURB218168B | Remove, repair and fit bicycle tyres |
| AURB218267A | Service bicycle wheels and hubs |
| AURB232265B | Fit and adjust bicycle accessories |
| AURB254380B | Operate in a retail bicycle environment |
| AURB254401A | Select and adjust bicycle to fit rider |

| Bicycles | |
|-----------------|--|
| AURB311401A | Restore a bicycle |
| AURB312366B | Repair bicycle hydraulic braking systems |
| AURB314666B | Repair bicycle drivetrain systems |
| AURB315646A | Repair/overhaul bicycle steering systems |
| AURB316646A | Repair/overhaul bicycle suspension systems |
| AURB318207B | Design and build bicycle wheels |
| AURB318267A | Repair/overhaul bicycle wheels and hubs |
| AURB318301A | Service electric power assist bicycles |
| AURB328267A | Service and repair bicycle frames |
| AURB332301A | Specify and select components for a custom bicycle |
| AURB354501A | Provide mechanical support to cycling events |
| AURB354601A | Conduct cycling proficiency training |

| General mechanical | |
|---------------------------|---|
| AURC252103A | Apply basic automotive troubleshooting processes |
| AURT366108A | Carry out diagnostic procedures |
| AURT200108A | Carry out servicing operations |
| AURT270278A | Use and maintain workplace tools and equipment |
| AURT225667A | Use and maintain measuring equipment |
| AURT365130A | Inspect vehicle systems and determine preferred repair action |
| THCGTM12A | Operate tractors, machinery and equipment |
| TLIC107C | Drive vehicle |

| Common |
|---------------|
|---------------|

| Common | |
|---------------|---|
| AURC251677A | Use numbers in the workplace |
| AURC252327A | Identify, clarify and resolve problems |
| AURC261314A | Contribute to quality work outcomes |
| AURC270889A | Communicate business information |
| AURC359350A | Conduct information sessions |
| AURC361230A | Inspect technical quality of work |
| BSBADM307B | Organise schedules |
| BSBADM311A | Maintain business resources |
| BSBCMN311B | Maintain workplace safety |
| BSBFIA301A | Maintain financial records |
| BSBFLM309C | Support continuous improvement systems and processes |
| BSBFLM312B | Contribute to team effectiveness |
| BSBINM301A | Organise workplace information |
| BSBINN301A | Promote innovation in a team environment |
| BSBITU301A | Create and use databases |
| BSBITU305A | Conduct online transactions |
| BSBSMB301A | Investigate micro business opportunities |
| BSBWOR204A | Use business technology |
| BSBWOR301A | Organise personal work priorities and development |
| HLTFA301B | Apply first aid |
| MSAENV272B | Participate in environmentally sustainable work practices |
| SIRXFIN003A | Produce financial reports |
| SIRXOHS002A | Maintain store safety |
| SIRXRSK001A | Minimise theft |

| | |
|---------------|-------------------------|
| Common | |
| SIRXRSK002A | Maintain store security |

| Sales | | Prerequisites |
|--------------|---|----------------------|
| AURC362807A | Build customer relations | |
| AURC363337A | Maintain business image | |
| AURS238127A | Identify and select automotive parts and products | |
| AURS238150A | Present stock and sales area | |
| AURS238154A | Provide information to customers on automotive refinishing products | |
| AURS241303A | Apply sales procedures | |
| AURS241608A | Carry out cash and/or credit/funds transfer transactions | |
| AURS241803A | Apply legal requirements relating to product sales | |
| AURS242621A | Promote products and services | |
| AURS252290A | Process customer complaints | |
| AURS338103A | Apply automotive parts interpretation process | |
| BSBCUS301A | Deliver and monitor a service to customers | |
| SIRRFSA001A | Apply retail food safety practices | |
| SIRRFSA002A | Monitor food safety program | SIRRFSA001A |
| SIRRRPK003A | Advise on fast food products | SIRRFSA001A |
| SIRXCCS001A | Apply point of sale handling procedures | |

| Sales | | Prerequisites |
|--------------|---|----------------------|
| SIRXFIN001A | Balance point of sale terminal | |
| SIRXICT001A | Operate retail equipment | |
| SIRXICT003A | Operate retail information technology systems | |
| SIRXMER001A | Merchandise products | |
| SIRXMER002A | Coordinate merchandise presentation | |
| SIRXSLS003A | Coordinate sales performance | |

| Materials handling/warehousing | |
|---------------------------------------|-------------------------------------|
| AURS239508A | Carry out warehousing procedures |
| MSAPMSUP204A | Pack products or materials |
| TLIA1107C | Package goods |
| TLIA1907C | Organise receival operations |
| TLID1007C | Operate a forklift |
| TLILIC108A | Licence to operate a forklift truck |

| Purchasing/stock control | |
|---------------------------------|---|
| AURS338216A | Determine used motor vehicle stock requirements |
| AURS342369A | Wholesale used motor vehicle stock |
| AURS344330A | Inspect, appraise and purchase used motor vehicles to supplement stock for sale |
| SIRXINV001A | Perform stock control procedures |
| SIRXINV002A | Maintain and order stock |
| SIRXINV004A | Buy merchandise |
| TLIA1207C | Pick and process orders |

| Purchasing/stock control | |
|---------------------------------|-----------------|
| TLIA1307C | Receive goods |
| TLIA2007C | Replenish stock |

Group B - Other elective units

The balance of units, to a maximum of **three (3)** may be drawn from any combination of:

- units not already chosen from Group A
- relevant units available in this Training Package, other endorsed Training Packages and accredited courses, where those units are aligned to Certificate II and III qualifications.
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Specialisation advice

Unit selection for a particular occupational stream must adhere to the packaging rules specified above. Examples of appropriate elective units for particular outcomes are provided below.

Note: A specialisation does not alter the title of the qualification although RTOs may choose to record the specialist occupational stream. Refer to *Additional qualification advice*.

Aftermarket retail operation

The following five (5) units are recommended for this specialisation.

| | |
|-------------|--|
| AURC251677A | Use numbers in the workplace |
| AURC261314A | Contribute to quality work outcomes |
| AURS238127A | Identify and select automotive parts and products |
| AURS241803A | Apply legal requirements relating to product sales |
| BSBCMN311B | Maintain workplace safety |

Bicycles

The following unit is recommended for this specialisation.

| | |
|-------------|--|
| AURS241803A | Apply legal requirements relating to product sales |
|-------------|--|

- plus, a minimum of two (2) units of competency from the Bicycle group.

Heavy vehicle mobile equipment

The following three (3) units are recommended for this specialisation.

| | |
|-------------|--|
| AURS241803A | Apply legal requirements relating to product sales |
| THCGTM12A | Operate tractors, machinery and equipment |
| TLIC107C | Drive vehicle |

Outdoor power equipment

The following seven (7) units are recommended for this specialisation.

| | |
|-------------|--|
| AURS238150A | Present stock and sales area |
| AURS241303A | Apply sales procedures |
| AURS241608A | Carry out cash and/or credit/funds transfer transactions |
| AURS241803A | Apply legal requirements relating to product sales |
| TLIA1307C | Receive goods |
| SIRXICT001A | Operate retail equipment |
| SIRXRSK001A | Minimise theft |

Replacement parts and accessories

The following six (6) units are recommended for this specialisation.

| | |
|-------------|--|
| AURC251677A | Use numbers in the workplace |
| AURS238127A | Identify and select automotive parts and products |
| AURS241803A | Apply legal requirements relating to product sales |
| BSBWOR204A | Use business technology |
| TLIA1107C | Package goods |
| SIRXICT001A | Operate retail equipment |

Service station operation

The following eight (8) units are recommended for this specialisation.

| | |
|-------------|---|
| AURS238127A | Identify and select automotive parts and products |
|-------------|---|

| | |
|-------------|--|
| AURS238127A | Identify and select automotive parts and products |
| AURS238150A | Present stock and sales area |
| AURS241608A | Carry out cash and/or credit/funds transfer transactions |
| AURS241803A | Apply legal requirements relating to product sales |
| BSBWOR204A | Use business technology |
| BSBCM311B | Maintain workplace safety |
| SIRXCCS001A | Apply point of sale handling procedures |
| SIRXRSK001A | Minimise theft |

Vehicle

The following five (5) units are recommended for this specialisation.

| | |
|-------------|--|
| AURC251677A | Use numbers in the workplace |
| AURS238150A | Present stock and sales area |
| AURS241803A | Apply legal requirements relating to product sales |
| AURS252290A | Process customer complaints |
| BSBWOR204A | Use business technology |

Unit Grid

AURB211304B Assemble bicycles
 AURB211305A Assemble box bicycle for retail sale
 AURB212171A Service and repair bicycle mechanical braking systems
 AURB212370B Service bicycle hydraulic braking systems
 AURB214670B Service bicycle drivetrain systems
 AURB215672A Service bicycle steering systems
 AURB216672A Service bicycle suspension systems
 AURB218168B Remove, repair and fit bicycle tyres
 AURB218267A Service bicycle wheels and hubs
 AURB232265B Fit and adjust bicycle accessories
 AURB254380B Operate in a retail bicycle environment
 AURB254401A Select and adjust bicycle to fit rider
 AURB311401A Restore a bicycle

AURB312366B Repair bicycle hydraulic braking systems
AURB314666B Repair bicycle drivetrain systems
AURB315646A Repair/overhaul bicycle steering systems
AURB316646A Repair/overhaul bicycle suspension systems
AURB318207B Design and build bicycle wheels
AURB318267A Repair/overhaul bicycle wheels and hubs
AURB318301A Service electric power assist bicycles
AURB328267A Service and repair bicycle frames
AURB332301A Specify and select components for a custom bicycle
AURB354501A Provide mechanical support to cycling events
AURB354601A Conduct cycling proficiency training
AURC251677A Use numbers in the workplace
AURC252103A Apply basic automotive troubleshooting processes
AURC252327A Identify, clarify and resolve problems
AURC261314A Contribute to quality work outcomes
AURC270103A Apply safe working practices
AURC270421A Establish relations with customers
AURC270688A Work effectively with others
AURC270789A Communicate effectively in the workplace
AURC270889A Communicate business information
AURC272003A Apply environmental regulations and best practice in a workplace or business
AURC359350A Conduct information sessions
AURC361230A Inspect technical quality of work
AURC362807A Build customer relations
AURC363337A Maintain business image
AURS238127A Identify and select automotive parts and products
AURS238150A Present stock and sales area
AURS238154A Provide information to customers on automotive refinishing products
AURS239508A Carry out warehousing procedures
AURS241303A Apply sales procedures
AURS241608A Carry out cash and/or credit/funds transfer transactions
AURS241769A Sell product(s)
AURS241803A Apply legal requirements relating to product sales
AURS242621A Promote products and services
AURS252290A Process customer complaints
AURS338103A Apply automotive parts interpretation process
AURS338216A Determine used motor vehicle stock requirements
AURS342369A Wholesale used motor vehicle stock
AURS344330A Inspect, appraise and purchase used motor vehicles to supplement stock for sale
AURT200108A Carry out servicing operations
AURT225667A Use and maintain measuring equipment
AURT270278A Use and maintain workplace tools and equipment
AURT365130A Inspect vehicle systems and determine preferred repair action
AURT366108A Carry out diagnostic procedures
BSBADM307B Organise schedules
BSBADM311A Maintain business resources
BSBCMN311B Maintain workplace safety

BSBCUS201A Deliver a service to customers
BSBCUS301A Deliver and monitor a service to customers
BSBFIA301A Maintain financial records
BSBFML309C Support continuous improvement systems and processes
BSBFML312B Contribute to team effectiveness
BSBINM301A Organise workplace information
BSBINN301A Promote innovation in a team environment
BSBITU301A Create and use databases
BSBITU305A Conduct online transactions
BSBSMB301A Investigate micro business opportunities
BSBWOR204A Use business technology
BSBWOR301A Organise personal work priorities and development
HLTFA301B Apply first aid
MSAENV272B Participate in environmentally sustainable work practices
MSAPMSUP204A Pack products or materials
SIRRFSA001A Apply retail food safety practices
SIRRFSA002A Monitor food safety program
SIRRRPK003A Advise on fast food products
SIRXCCS001A Apply pointofsale handling procedures
SIRXFIN001A Balance pointofsale terminal
SIRXFIN003A Produce financial reports
SIRXICT001A Operate retail technology
SIRXICT003A Operate retail information technology systems
SIRXINV001A Perform stock control procedures
SIRXINV002A Maintain and order stock
SIRXINV004A Buy merchandise
SIRXMER001A Merchandise products
SIRXMER002A Coordinate merchandise presentation
SIRXOHS002A Maintain store safety
SIRXRSK001A Minimise theft
SIRXRSK002A Maintain store security
SIRXSLS003A Coordinate sales performance
THCGTM12A Operate tractors, machinery and equipment
TLIA1107C Package goods
TLIA1207C Pick and process orders
TLIA1307C Receive goods
TLIA1907C Organise receipt operations
TLIA2007C Replenish stock
TLIC107C Drive vehicle
TLID1007C Operate a forklift
TLILIC108A Licence to operate a forklift truck