

Congratulations on commencing your training! We hope that this course will expose you to a variety of experiences and challenges. The course will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

The quality of your experience with Australian Automotive Training depends largely on your motivation and commitment. We wish you all the best for the successful completion of your units of competence or traineeship. We will ask you to complete Learner Survey throughout your traineeship – your honest feedback is always welcome.

Course description

Training Package Code and Title	AUR Automotive Industry Retail, Service and Repair
National Qualification Code and Title	AUR31016 Certificate III in Automotive Sales
Qualification Description	The Certificate III in Automotive Sales prepares new employees or recognises and develops existing workers who are performing general sales and marketing functions in an automotive retail, service or repair business.
Job roles and employment outcomes	<p>Completion of this qualification provides the trainees with the skills to conduct all the duties required of a person in a variety of roles in the automotive industry. This includes prospecting, merchandising, housekeeping, environmental awareness, customer management and conducting the sale in compliance with legal and ethical standards.</p> <p>In Queensland, particular units may provide the units of competency are required to support an application to the Queensland Office of Fair Trading for a Motor Salesperson's Registration Certificate (Sales Licence), or a Motor Dealer Licence.</p> <p>Where required, training will initially focus on delivery of these units to ensure licensing requirements are met. Units will be grouped to ensure that delivery reflects current industry best practice.</p>
Amount of Training	<p>The Certificate III in Automotive Sales including the Parts Interpretation stream, comprises 10 compulsory units, 6 units from the Sales Inventory sector and 4 units from the Retail, Service and Repair sector that meet the needs of the employer.</p> <p>The nominal duration for completion time for this qualification is 30 months, however the Parts Interpretation Apprenticeship allocates 36 months.</p> <p>It is anticipated that with the training and assessment resources available, the qualification will be completed in approximately nine to fifteen months when the required units for completion of traineeship are delivered in a combination of training and assessment and RPL.</p>

Requirements

The specific course entry requirements are (for example, LLN, technology skills or pre-requisite qualifications)

There are no formal qualifications entry requirements.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Course Structure**Motor Salesperson's Registration certificate (Licence)**

To achieve the qualification required to support an application to the Queensland Office of Fair Trading for a **Motor Salesperson's Registration certificate (Licence)**, the following units must be completed:

- AURASA2002 Apply safe working practices in an automotive workplace,
- AURACA2001 Establish relations with customers,
- AURFAA2003 Communicate effectively in an automotive workplace,
- AURSCA2003 Apply sales procedures
- AURSLA2001 Apply legal requirements relating to product sale

Motor Dealer's Registration certificate (Licence)

To achieve the qualification required to support an application to the Queensland Office of Fair Trading for a **Motor Dealers Registration certificate (Licence)** the following units must be completed:

- AURASA2002 Apply safe working practices in an automotive workplace,
- AURACA2001 Establish relations with customers,
- AURFAA2003 Communicate effectively in an automotive workplace,
- AURSCA2003 Apply sales procedures
- AURSLA2001 Apply legal requirements relating to product sale,
- AURSCA2005 Sell products
- AURSCA3007 Determine used motor vehicle stock requirements
- AURSCA3010 Appraise and purchase used motor vehicles to supplement stock for sale
- AURAMA4005 Manage complex customer issues

Stage/ Block	Unit Title	Unit National Code	Nominal Hours	Core/Elective
1	Follow safe working practices in an automotive workplace	AURASA002	20	Core
1	Respond to customer needs and enquiries in an automotive workplace	AURACA001	20	Core
1	Comply with legal requirement when selling automotive products and services	AURSLA001	15	Core
1	Apply sales procedures in an automotive workplace	AURSCA003	40	Elective
1	Communicate effectively in an automotive workplace	AURFA003	20	Elective
1	Contribute to quality work outcomes in an automotive workplace	AURAQA001	20	Elective
1	Identify and plan sales prospects	BSBSLS407	60	Elective
1	Present, secure and support sales solutions	BSBSLS408	60	Elective
1	Process customer complaints in an automotive workplace	AURSAA001	20	Core
1	Resolve routine problems in an automotive workplace	AURFA004	20	Core
2	Maintain business image in an automotive workplace	AURAMA004	15	Core
2	Promote automotive products and services	AURSCA006	20	Core
2	Conduct online transactions in an automotive workplace	AURSCA011	40	Core
2	Present automotive products and services for sale	AURSCA002	20	Elective
2	Provide vehicle technology information	AURSCA009	20	Elective
2	Follow environmental and sustainability best practice in an automotive workplace	AURAEA002	25	Core
2	Sell automotive products and services	AURSCA005	40	Core
2	Manage complex customer issues in an automotive workplace	AURAMA005	50	Elective
2	Determine used motor vehicle stock requirements	AURSCA007	40	Elective
2	Appraise and purchase used motor vehicles for sale	AURSCA010	35	Elective

Please speak to your trainer or assessor if you think you might be eligible for Recognition of Prior Learning (RPL). There is an RPL Candidate Information Enrolment form available to you which explains this process further, or refer to the RPL information available in this Handbook.

Fees

Financial Management, the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1500.

AAT offers flexible delivery tailored to individual learner needs. Factors such as RPL and previous experience may affect individual learners tuition fees. Prior to enrolment, each individual learner will be given the exact fee amount tailored to their needs. This will be written on the trainee induction sheet that you will be asked to sign prior to your commencement. AAT has the unique selling point that we offer you, the learner, face to face training and assessment which means you receive the support and guidance you need to succeed and achieve your desired outcome.

Sales Licence (5 units of competency) - \$600-\$850 +GST

Dealer Licence (9 units of competency) - \$1375-\$1900 +GST

AUR31016 Certificate III Automotive Sales qualification - \$4000 Exempt GST as applicable.

The above cost includes course fees, administration fees, material fees and any other charges.

Training Outcomes

Completion of the Certificate III in Automotive Sales provides graduates with the skills to conduct all the tradesperson level duties required of automotive salespeople. This includes prospecting, merchandising, housekeeping, environmental awareness, customer management and conducting the sale in compliance with legal and ethical standards.

Licensing outcomes from specific units of competence result in Sales person or Dealer Licence within QLD. See earlier notes in Handbook for further information.

The Certificate III in Automotive Sales is also a qualification that will serve the graduate well for a career within the wider automotive industry. The units in this course offer an excellent basis from which to build a career in any department within the broader automotive industry.

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the Employability Skills for this qualification as identified by the automotive industry. 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"> • clearly communicating workplace verbal and non-verbal information to others, including use of automotive terms • collecting, analysing and organising information • completing workplace reports • communicating ideas and information to workplace colleagues • using and contributing to workplace procedures • maintaining workplace records • communicating with colleagues and clients to handle verbal enquiries, such as clarifying instructions and responding to requests for information • communicating with people who speak languages other than English and in a cross-cultural context • interpreting needs of internal and external clients • reading and interpreting workplace-related documentation • writing to audience needs
Teamwork	<ul style="list-style-type: none"> • identifying and describing own role and role of others • working in a team to provide office administration services • working with diverse individuals and groups • applying knowledge of own role to complete activities efficiently to support team activities and tasks
Problem solving	<ul style="list-style-type: none"> • recognising a workplace problem or potential problem and taking action • determining problems needing priority action • referring problems outside area of responsibility to appropriate person and suggesting possible causes • seeking information and assistance as required to solve problems • using a range of problem-solving techniques • taking action to resolve concerns • developing practical responses to common breakdowns in workplace systems and procedures • rectifying discrepancies or errors in documentation and transactions
Initiative and enterprise	<ul style="list-style-type: none"> • adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

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Employability Skill	Industry/enterprise requirements for this qualification include:
Planning and organising	<ul style="list-style-type: none"> • prioritising actions to achieve required outcomes • planning own work requirements • identifying tasks to achieve team goals • allocating resources to workplace tasks and requirements • collecting, analysing and organising workplace data • identifying risk factors and taking action to minimise risk • organising meeting schedules for clients and colleagues and negotiating alternative arrangements • planning for contingencies • planning information and documentation requirements • using and determining required resources
Self-management	<ul style="list-style-type: none"> • selecting and using appropriate equipment, materials, processes and procedures • recognising limitations and seeking timely advice • planning own work requirements, setting own work program and managing time to ensure tasks are completed on time • following workplace documentation, such as codes of practice and operating procedures • projecting a professional image when representing the organisation • taking personal responsibility at the appropriate level • working ethically when dealing with financial transactions
Learning	<ul style="list-style-type: none"> • asking questions to gain information • identifying sources of information, assistance and expert knowledge to expand knowledge, skills and understanding • participating in self-improvement activities • participating in development of workplace continuous improvement strategies • helping others develop competency
Technology	<ul style="list-style-type: none"> • selecting and using appropriate equipment and materials • using business technology, such as software programs for word processing, spreadsheets, presentations and scheduling

Qualifications

For students enrolled in a 'licensing' course [Motor Salesperson's Registration certificate (Licence), or Motor Dealers Licence, upon successful completion of the required units, participants will receive a Statement of Attainment listing all units completed.

When making an application to the QLD Office of Fair Trading for registration, the applicant must present his/her Statement of Attainment to the QLD Office of Fair Trading.

Upon successful completion of the prescribed units trainees enrolled in the Certificate III, will be awarded a Statement of Attainment in partial completion of Certificate III in Automotive Sales.

Disclaimer: Please note that Australian Automotive Training takes NO responsibility for any changes which may be made to the licensing requirements through any changes to legislation or by the QLD Office of Fair Trading.

The units of competency in the Australian Automotive Training registration course will be those required by the QLD Office of Fair Trading under Motor Dealers and Chattel Auctioneers Act 2014 at the time of the course delivery.

Literacy and Numeracy Requirements

Students should have appropriate language and literacy skills to be able to read and write in English including the ability to understand and use the language associated with the Certificate III in Automotive Sales.

So that AAT can ensure it is providing learning assistance to students where required, each student will be required to complete a new Literacy and Numeracy Assessment prior to the undertaking of any training and/or assessment with Australian Automotive Training.

Delivery & Assessment Options

For Trainees: Face to face training will be provided by AAT qualified trainers and assessors. This will be supported by on-the-job training concentrating on sales, customer relations, customer management, providing advice and information. RPL will be offered to each trainee. We as the Registered Training Organisation have a responsibility to involve and seek constant feedback from not only yourself as the trainee, but also from your employer. That is why both the employer/supervisor and trainee are involved in the Training Plan that is explained at Induction. Please refer to the AAT Training and Assessment Strategy.

For fee-for-service: Clients may complete the 'licence' course during face to face training. This includes completion of all written and practical assessment requirements, and RPL. Trainers and Assessors are able to tailor the training for the 'licence' course to suit the trainees and employers specific requirements. This will normally involve your trainer/assessor visiting you in the workplace on several occasions. Please speak to your Trainer/Assessor about your specific requirements. Please refer to the AAT Training and Assessment Strategy.

For those learners who wish to undertake the Motor Dealer's Licence, additional face to face training is required.

Assessment

The structured assessment process is designed to meet the needs of each individual participant within the requirements of the unit of competency and the respective Performance Criteria.

Assessment will be conducted using a variety of methods including:

- practical demonstrations / role play
- third party reports from workplace supervisors
- samples of documentation completed in the workplace e.g. contracts & customer records
- indirect work samples e.g. photographs of yard and merchandising displays (undertaken by the team that includes the trainee)
- observation
- workbook
- oral questioning

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor – this may be in writing or verbally. Where required the debriefing will identify opportunities for further training to address the area(s) on non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed** twice, without incurring any additional fees. After each assessment piece, you will be asked to sign the assessment workbook confirming that the work is your own, in your own handwriting and that you have received feedback and a result from your assessor in regards to that assessment piece. We encourage you at all times to discuss your progress with your trainer and/or assessor. You may also refer to AAT Management at any time.

There is no fee for a replacement Statement of Attainment or Certificate at any time.

Course Fees – fee-for-service

For fee-for-service students seeking to enrol in the Motor Salesperson registration certificate (Licence), or the Motor Dealers Licence, please refer to Fees on Page 10.

For those students seeking **RPL**, please contact your facilitator to obtain a RPL Information Booklet.

Further Study

On completion of the Certificate III in Automotive Sales graduates can progress to the career path defined by the employer in positions such as Customer Service Manager, Fixed Operations Manager, Group Manager and Dealer Principal.

Learners completing Certificate III in Automotive Sales may also choose to undertake further study in the following qualifications:

Certificate III in Automotive Administration
Certificate IV in Automotive Management
Certificate IV in Business (Frontline Management)

Please don't hesitate to contact the Australian Automotive Training office for any information you are not sure of. We are here to help you understand your qualification and your responsibilities as the trainee.

Purpose of your Training Completion Record

The purpose of a Training Completion Record is to record the progress and achievement of competencies, as noted in the training plan.

The Training Completion Record provides evidence that all competencies required for the chosen qualification have been achieved.

You, as the trainee or apprentice are required to keep this Training Completion Record in your possession at all times, whilst in the workplace, except when it is required by the Supervising Registered Training Organisation or employer for inspection or updating.

Your employer and the Supervising Registered Training Organisation must, at reasonable intervals of not more than 3 months, require you to produce the Training Completion Record to have particulars or completed training entered. There is a small degree of variance in this due to annual leave, RDOs. This is the most important document you will have during your traineeship.

Without this document, you are unable to present evidence of having undertaken the training required to qualify for a certificate at the completion of the traineeship.

If you are unable to complete your traineeship, then you should keep the partly completed book as a reference for future employment.

Unit Code	Unit Description	Date	Outcome	Assessor	Trainee
AURASA002	Follow safe working practices in an automotive workplace				
AURACA001	Respond to customer needs and enquiries in an automotive workplace				
AURSLA001	Comply with legal requirements when selling automotive products and services				
AURSCA003	Apply sales procedures in an automotive workplace				
AURFA003	Communicate effectively in an automotive workplace				
AURAQA001	Contribute to quality work outcomes in an automotive workplace				
BSBSLS407	Identify and plan sales prospects				
BSBSLS408	Present, secure and support sales solutions				
AURSAA001	Process customer complaints in an automotive workplace				
AURFA004	Resolve routine problems in an automotive workplace				
AURAMA004	Maintain business image in an automotive workplace				
AURSCA006	Promote automotive products and services				
AURSCA011	Conduct online transactions in an automotive workplace				
AURSCA002	Present automotive products and services for sale				
AURSCA009	Provide vehicle technology information				



Course Overview

AUR31016 Certificate III in Automotive Sales

AURAEA002	Follow environmental and sustainability best practice in an automotive workplace				
AURSCA005	Sell automotive products and services				
AURAMA005	Manage complex customer issues in an automotive workplace				
AURSCA007	Determine used motor vehicle stock requirements				
AURSCA010	Appraise and purchase used motor vehicles for sale				

By signing each unit of competence as the trainee, you are acknowledging that this assessment has taken place and is fair and valid.

Outcome:
C = Competent
NC = Not Yet Competent
CT = Credit Transfer
RPL = Recognition of Prior Learning