

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 – Parts Interpreting
Qualification Description	The Certificate III in Automotive Sales covers key aspects of service, parts interpreting and customer service for employees working in the automotive industry.
Job roles and employment outcomes	Completion of this qualification provides the apprentice 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.
Amount of Training	The Certificate III in Automotive Sales - 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. The nominal duration for completion time for this qualification is 36 months. 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. You may be eligible for Recognition of Prior Learning (RPL).

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

Stage/ Block	Unit Title	Unit National Code	Nominal Hours	Core/Elective
1	Follow safe working practices in an automotive workplace	AURASA002	20	Core
1	Follow environmental and sustainability best practice in an automotive workplace	AURAEA002	25	Core
1	Respond to customer needs and enquiries in an automotive workplace	AURACA001	20	Core
1	Communicate effectively in an automotive workplace	AURFA003	20	Elective
1	Apply sales procedures in an automotive workplace	AURSCA003	40	Elective
1	Sell automotive products and services	AURSCA005	40	Core
1	Develop product knowledge	BSBPRO401	30	Elective
2	Comply with legal requirement when selling automotive products and services	AURSLA001	15	Core
2	Conduct online transactions in an automotive workplace	AURSCA011	40	Core
2	Use business technology	BSBWOR204	20	Elective
2	Process customer complaints in an automotive workplace	AURSAA001	20	Core
2	Resolve routine problems in an automotive workplace	AURFA004	20	Core
2	Promote automotive products and services	AURSCA006	20	Core
2	Present automotive products and services for sale	AURSCA002	20	Elective
3	Maintain business image in an automotive workplace	AURAMA004	15	Core
3	Present, secure and support sales solutions	BSBSLS408	60	Elective
3	Carry out warehousing requirements in an automotive workplace	AURSBA001	40	Elective
3	Identify and match uncommon automotive parts	AURSBA002	40	Elective
3	Pick and process orders	TLIA2012	20	Elective

3	Control stock	SIRRINV002	35	Elective
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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.

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 – Parts Interpretation 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.

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.

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.

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.

FEES

Financial Assistance

The federal, state and territory governments provide financial incentives and support for vocational education and training students to help them gain the skills required to secure and maintain rewarding and sustainable employment.

There are programs for all kinds of students; apprentices and trainees, new job starters, those re-entering the workforce, retraining for a new job or upgrading their skills for an existing job.

<https://www.myskills.gov.au/more/financial-assistance/>

User Choice 2017-20

The User Choice 2017-20 program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees.

The program aims to provide funding aligned to the skills needs of industry and respond to changing government priorities.

The three-year policy from 1 July 2017 recognises that employment-based training aligned to skills shortages is a critical priority for the Queensland Government.

The User Choice price represents the level of public funding the government contributes towards the total cost of training for apprentices and trainees. Other contributions by industry, employers, apprentices and trainees will generally be required.

Further information visit: <https://training.qld.gov.au/training/incentives/userchoice>

Full Course Fee

Total course cost \$4 400

\$220 per unit