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

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| **Training Package Code and Title** | AUR Automotive Industry Retail, Service and Repair |
| **National Qualification Code and Title** | AUR31020 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

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| **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

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| **Stage/**  **Block** | **Unit** **Title** | **Unit National Code** | **Nominal Hours** | **Core/Elective** |
| 1 | Comply with legal requirement when selling automotive products and services | AURSLA001 | 15 | Core |
| 1 | Apply sales procedures in an automotive workplace | AURSCA103 | 40 | Elective |
| 1 | Respond to customer needs and enquiries in an automotive workplace | AURACA101 | 20 | Core |
| 1 | Communicate effectively in an automotive workplace | AURAFA103 | 20 | Elective |
| 1 | Follow safe working practices in an automotive workplace | AURASA102 | 20 | Core |
| 2 | Follow environmental and sustainability best practice in an automotive workplace | AURASA102 | 25 | Core |
| 2 | Maintain business image in an automotive workplace | AURAMA004 | 15 | Elective |
| 2 | Present automotive products and services for sale | AURSCA102 | 20 | Elective |
| 3 | Conduct online transactions in an automotive workplace | AURSCA111 | 40 | Core |
| 3 | Resolve routine problems in an automotive workplace | AURAFA104 | 20 | Core |
| 3 | Process customer complaints in an automotive workplace | AURSAA001 | 20 | Core |
| 4 | Promote automotive products and services | AURSCA106 | 20 | Core |
| 4 | Present, secure and support sales solutions | BSBSLS408 | 60 | Elective |
| 4 | Sell automotive products and services | AURSCA105 | 40 | Core |
| 5 | Develop product knowledge | BSBPRO401 | 30 | Elective |
| 5 | Use business software applications | BSBTEC201 | 20 | Elective |
| 5 | Pick and process orders | TLIA2012 | 20 | Elective |
| 6 | Carry out warehousing requirements in an automotive workplace | AURSBA001 | 40 | Elective |
| 6 | Identify and match uncommon automotive parts | AURSBA102 | 40 | Elective |
| 6 | Control stock | SIRRINV002 | 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.

**Training Outcomes**

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| 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**

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| 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**

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| 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**

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| 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.** |

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| **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 |
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| **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** |
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| AURSLA001 | Comply with legal requirements when selling automotive products and services |  |  |  |  |
| AURSCA103 | Apply sales procedures in an automotive workplace |  |  |  |  |
| AURACA101 | Respond to customer needs and enquiries in an automotive workplace |  |  |  |  |
| AURAFA103 | Communicate effectively in an automotive workplace |  |  |  |  |
| AURASA102 | Follow safe working practices in an automotive workplace |  |  |  |  |
| AURAEA002 | Follow environmental and sustainability best practice in an automotive workplace |  |  |  |  |
| AURAMA004 | Maintain business image in an automotive workplace |  |  |  |  |
| AURSCA102 | Present automotive products and services for sale |  |  |  |  |
| AURSCA111 | Conduct online transactions in an automotive workplace |  |  |  |  |
| AURAFA104 | Resolve routine problems in an automotive workplace |  |  |  |  |
| AURSAA001 | Process customer complaints in an automotive workplace |  |  |  |  |
| AURSCA106 | Promote automotive products and services |  |  |  |  |
| BSBSLS408 | Present, secure and support sales solutions |  |  |  |  |
| AURSCA105 | Sell automotive products and services |  |  |  |  |
| BSBPRO401 | Develop product knowledge |  |  |  |  |
| BSBTEC201 | Use business software applications |  |  |  |  |
| TLIA2012 | Pick and process orders |  |  |  |  |
| AURSBA001 | Carry out warehousing procedures in an automotive workplace |  |  |  |  |
| AURSBA102 | Identify and match uncommon automotive parts |  |  |  |  |
| SIRRINV002 | Control stock |  |  |  |  |