

# Certificate III in Automotive Sales AUR31016



This qualification is typically used to develop employees or recognise and develop existing workers who are performing Automotive sales functions in an automotive environment. They would be expected to perform a range of sales operations involving known routines, methods and procedures and take some accountability for the quality of outcomes.

This qualification is suitable for an Australian Apprenticeship pathway

## Occupational titles may include:

- < **Parts Interpreter**
- < **Vehicle Salesperson**
- < **Farm Machinery Salesperson**
- < **Motorcycle Salesperson**

## COURSE REQUIREMENTS:

### DOMESTIC STUDENTS

Training and assessments are conducted in English. A pre training intake interview will be conducted and each learner will undertake a Language, Literacy and Numeracy Assessment.

There are no pre-requisites or any other training package entry requirement to enrol in this course.

### INTERNATIONAL

English requirements:

- must have an IELTS score of 5.5 or
- must have a TOEFL iBT score of 46 or
- must have a PTE Academic score of 42 or
- must have a Cambridge English Advanced (CAE) score of 162 or
- must have an OET score of B for each component
- Completed year 11 or equivalent

## TRAINING DELIVERY:

Courses are available in face-to-face and blended learning modes catering to new entrants and experienced workers.

Classes are run between 1-5 days per week with options available for weekends, evenings and intensive delivery. Programs can be tailored to suit individual needs.

Opportunities also exist for accelerated learning resulting in earlier completion, depending on your existing skills and knowledge.

**Domestic students:** ☎ 13 13 89

**International students:** 📞 +61 3 9450 0500

## DURATION:

- Apprenticeship: 36 to 48 Months as part of an Australian approved apprenticeship program.
- Domestic: 40 weeks
- International: 40 weeks

# Units of Study



Students will need to complete 20 Units of Competency, consisting of: 10 Core, 6 Specialist Electives and 4 General Electives

(NB: Elective units will be selected for delivery by ETEA and are subject to change to meet client and industry requirements)

Core Units	
AURACA001	Respond customer needs and enquiries in an automotive workplace
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURAF004	Resolve routine problems in an automotive workplace
AURAMA004	Maintain business image in an automotive workplace
AURASA002	Follow safe working practices in an automotive workplace
AURSAA001	Process customer complaints in an automotive workplace
AURSCA005	Sell automotive products and services
AURSCA006	Promote automotive products and services
AURSCA011	Conduct online transactions in an automotive workplace
AURSLA001	Comply with legal requirements when selling automotive products and services
Electives	
AURETR025	Test, charge and replace batteries and jump-start vehicles
AURSBA001	Carry out warehousing procedures in an automotive workplace
AURSBA002	Identify and match uncommon automotive parts
AURSCA001	Select and supply automotive parts and products
BSBPRO401	Develop product knowledge
TLIA2012	Pick and process orders
BSBSLS407	Identify and plan sales prospects
AURSCA003	Apply sales procedures in an automotive workplace
BSBSLS408	Present, secure and support sales solutions
AURSCA002	Present automotive products and services for sale

## RECOGNITION OF PRIOR LEARNING AND/OR CREDIT TRANSFER

You can apply to recognise your prior learning, work experience and course work towards this qualification.

Detailed information is available on the ETEA website [www.etea.edu.au](http://www.etea.edu.au)

## FURTHER INFORMATION

For further information, including student pre-engagement information, entry requirements, course duration, assessment methods, how to enrol, RPL, Credit Transfer, pathways etc. please visit our website at [www.etea.edu.au](http://www.etea.edu.au)

## GOVERNMENT FUNDING:

You may be able to access government funding if you meet the eligibility criteria.

To check if you are eligible visit [www.etea.edu.au](http://www.etea.edu.au)



**FURTHER INFORMATION**  
Visit our website or contact your  
closest office for further information.

[www.etea.edu.au](http://www.etea.edu.au)



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