

Certificate III in Automotive Sales AUR31020



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 enroll 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:

- Blended delivery: Face to face training, Virtual Classroom (Zoom) and Practical Placement.
- Delivery will be face to face combined with industry assessments. Sessions will consist of workplace visits, demonstration discussions and written assessments. Students will be implementing skills acquired on the course and be assessed in a holistic manner in the workplace. Theory sessions and practical observations are structured to meet this course essential outcomes of competency and employability skills.

Domestic students: ☐ 13 13 89

International students: ☐ +61 3 9450 0500

DURATION:

- Apprenticeship: 36 to 48 months under apprenticeship, in accordance with the training plan
- Domestic: 40 weeks (may vary depending on the cohort and industry requirements)
- International: 40 weeks (All the course for International students are run over 2.5 days for a minimum of 20 hours per week)

Units of Study



Students will need to complete 20 Units of Competency, consisting of: 8 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)

Unit Code	Unit Name
Core	
AURACA101	Respond customer needs and enquiries in an automotive workplace
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURAF104	Resolve routine problems in an automotive workplace
AURASA102	Follow safe working practices in an automotive workplace
AURSAA001	Process customer complaints in an automotive workplace
AURSCA105	Sell automotive products and services
AURSCA106	Promote automotive products and services
AURSLA001	Comply with legal requirements when selling automotive products and services
Specialist Electives	
AURETR125	Test, charge and replace batteries and jump-start vehicles
AURSBA001	Carry out warehousing procedures in an automotive workplace
AURSBA102	Identify and match uncommon automotive parts
AURSCA101	Select and supply automotive parts and products
BSBPRO401	Develop product knowledge
TLIA2012	Pick and process orders
Electives	
BSBSLS407	Identify and plan sales prospects
AURSCA103	Apply sales procedures in an automotive workplace
BSBSLS408	Present, secure and support sales solutions
AURSCA102	Present automotive products and services for sale
AURAMA004	Maintain business image in an automotive workplace
AURSCA111	Conduct online transactions in an automotive workplace

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

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

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



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

www.etea.edu.au



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