



Train them... Don't blame them![®]

AUR31020

**CERTIFICATE III IN
AUTOMOTIVE
SALES**



Australian
Qualifications
Framework



This course may be funded by the Queensland Government. Please contact Work Skills for further information.

Work Skills

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Work Skills Automotive Courses

Our Automotive courses provide practical and industry current qualifications to launch or support an exciting and fulfilling career in the automotive industry.

The AUR31020 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.

What Is the Qualification About?

This qualification covers the skills and knowledge required to perform sales-related tasks in the automotive retail, service or repair industry.

How Do I Do It?

AUR31020 Certificate III in Automotive Sales is delivered through blended learning, based on face-to-face and one-on-one training with a Work Skills trainer. This may also include utilising digital learning guides, videos, the internet and the Work Skills Online Learning and Assessment System (WOLAS). The learning may comprise of all or some of these methods. It will depend on location, the pace at which the student wants to learn and employer's requirements. This is negotiated at the Initial Checkpoint Meeting.

WOLAS is more than just e-learning. It is an industry leading platform that manages a student's progression through each unit of competency through to completion of a qualification.

Course Duration

Workplace based	36 months – Full time 72 months – Part time
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Qualification Entry Requirements

There are no entry requirements for this qualification.

Work Skills Entry Requirements

- Work Skills requires the student to complete an LLN&D assessment to determine suitability for a level III qualification. There is no need to be discouraged about this as the LLN&D is a great tool to allow us to identify any extra support that the student may require.

What Needs to Be Completed?

20 units of competency are required to complete this qualification within the specific requirements as set out below:

- 8 core units
- 12 elective units within the specific requirements as set out in the tables below.

Electives can be chosen according to the requirements of the enrolling students. Please discuss this with the Work Skills team during the enrolment process.

Core Units - Mandatory

AURAEA002 Follow environmental and sustainability best practice in an automotive workplace

AURASA102 Follow safe working practices in an automotive workplace

AURSLA001 Comply with legal requirements when selling automotive products and services

AURSCA105 Sell automotive products and services

AURSCA106 Promote automotive products and services

AURACA101 Respond to customer needs and enquiries in an automotive workplace

AURSAA001 Process customer complaints in an automotive workplace

AURFA104 Resolve routine problems in an automotive workplace

Elective Units

AURFA103 Communicate effectively in an automotive workplace

BSBTEC201 Use business software applications

AURSCA104 Carry out cash and non-cash payment operations

SIRRINV002 Control stock

AURSBA001 Carry out warehousing procedures in an automotive workplace

AURSCA111 Conduct online transactions in an automotive workplace

AURAMA004 Maintain business image in an automotive workplace

AURETR125 Test, charge and replace batteries and jump-start vehicles

AURSCA101 Select and supply automotive parts and products

AURSCA103 Apply sales procedures in an automotive workplace

AURACA103 Build customer relations in an automotive workplace

AURSBA102 Identify and match uncommon automotive parts

Delivery and Assessment

1. Face to Face
2. Workplace based sessions
3. Workplace training

Training and Assessment will be conducted through a combination of blended learning environments. The student will have to successfully complete both knowledge and practical assessments for each unit of competency to achieve their certificate of completion.

Delivery Locations

This program will be delivered at the student's nominated workplace.

Vocational Placement Requirement

No Vocational Placement is required for this course.

Fee and Charges

For Fee details – refer to Fee and Charges Brochure

Recognition of Prior Learning (RPL)

If you are currently working, or have previously worked in a relevant industry, you may be eligible for Recognition of Prior Learning (RPL). RPL applies where you have workplace experience/competency that can be formally assessed against the units of competency in this course. If you wish to undertake an RPL process, please discuss with the Work Skills team.

Certificate Issuance

A certificate is issued where all 20 units have been deemed competent. A statement of attainment is issued when only some units are deemed competent and the course is not completed in full. Issuing of certificate and/ or statement of attainment occurs within 30 days of the last unit being deemed competent. However, this may be delayed in the event that the student has not provided a valid Unique Student Identifier (USI) or has an outstanding fee. (NA for students enrolled under Apprenticeship/Traineeship Pathway)

Pathways to Further Study

Upon successful completion of AUR31020 Certificate III in Automotive Sales, the student may wish to explore further study options in the automotive sector such as but not limited to:

- AUR40116 Certificate IV in Automotive Management*

*Please note Work Skills does not offer this qualification

Potential Job Pathways

- Automotive Parts Interpreter

Additional Links:

*Successful Completion of the course may result in loss of entitlement (government subsidy) in the future.

*Work Skills will not collect more than \$1500 as pre-paid fee from the students

*[Career Start Program Policy 2025-2028](#)

*Refund Policy and other related policies can be accessed at <https://workskills.com.au/resources-information/>

*<https://training.gov.au/Training/Details/AUR31020>

