



AUSTRALIAN
SALESMASTERS
TRAINING COMPANY
don't blame them...TRAIN THEM!

Automotive Industry (AUR05 Training Package)

AUR31005
**Certificate III in Automotive
Sales**

**Nationally accredited training
from The Australian Salesmasters
Training Company**
RTO # 6854



NSW Vocational
Education & Training
Accreditation Board

NATIONALLY RECOGNISED
TRAINING

About

The Australian Salesmasters Training Company

Since 1985, The Australian Salesmasters has been coaching and counselling both individuals and companies in the field of improvement.

More recently, as a Registered Training Organisation (RTO # 6854) we have assisted a multitude of small, medium and large businesses grow with their Government Funded Training Programs.

Currently delivering programs in all States of Australia, The Australian Salesmasters motto of "don't blame them...TRAIN THEM" has been adopted by many of the nation's most progressive companies.

THE QUALIFICATION

This qualification has been developed to provide workers in the automotive industry with the latest skills, knowledge and thinking for existing or aspiring team members to expand their capabilities. Units from within the course have been designed for application in all automotive contexts.

This course provides candidates with the skills, attributes and knowledge to take more responsibility in the workplace through leadership roles or as change agents.

Why use Australian Salesmasters?

It is an undisputed fact that people enjoy their work better and are more efficient and productive when they are well skilled in what it is that they need to do.

The Australian Salesmasters has been delivering learning and development programs both nationally and internationally since 1985. More recently, as a Registered Training Organisation, RTO # 6854, we have been focused on delivering how to strategies and tactics in workplace training, productivity, performance and leadership effectiveness solutions. All these solutions are based on nationally agreed industry standards and are personalised depending on the clients needs.

We are keen to assist you and your people achieve their full potential and better align individual goals and competencies with organisational objectives. The results are measurable and lead to sustained improvements in your organisation.

All our trainers are Government accredited and have vast practical and theoretical knowledge on the programs they facilitate. All programs are experiential and a variety of training mediums are used.

At the Australian Salesmasters, you'll partner with a company that has been at the cutting edge of employee learning and development for over 20 years.

Program Objectives

Programs are designed to build and sharpen critical skills and knowledge required to positively impact on the outcomes of your business.

Some of the outcomes from Certificate III in Automotive (Sales) AUR31005 are:

- measurable improvement against key organisational performance measures
- increased motivation through the use of real, action-based projects
- within the workplace
- a safer, more productive workplace
- development of a team-based culture
- introduction of continuous improvement tools within existing systems
- development of a sustainable learning environment.

Customer satisfaction is the primary aim for Australian Salesmasters ensuring that the courses:

- are completed on-the-job in an agreed timeframe and format
- minimise disruption through classroom training as required
- recognise prior learning and experience
- focus upon what needs to be learned
- are contextualised to meet business needs

Career Opportunities

This course provides candidates with the skills, attributes and knowledge to take more responsibility in the workplace through leadership roles or as change agents.

Entry Requirements

There are no formal entry requirements although it is expected that candidates will have substantial work experience in an area requiring the application of relevant automotive sales skills.

The minimum age of enrolment for this course is 18 years of age.

Induction and Enrolment

A representative of The Australian Salesmasters will meet with you at an agreed time to induct you into this course.

You may complete the enrolment documentation immediately following your induction or at another time specifically set aside for enrolment.

Useful Links

www.thesalesmasters.com

www.ebooksonly.com.au

www.dvdtraining.com.au

Customisation

All programs are customised to specific client need and industry specialty.

Course Duration

This course will be delivered and assessed in the workplace for up to 24 months.

We are able to early complete all courses on client need and by giving recognition to candidates' current skills.

Skills Recognition/Prior Learning

Previous learning undertaken at another learning organisation may entitle a candidate to entry into the program with some credit/s.

Alternatively, if a candidate can provide evidence that shows that they have the required skills and knowledge they may be able to have that learning recognised without having to complete all of the training offered by Australian Salesmasters and the employer.

Further details are available in the Australian Salesmasters Candidate Handbook.

Delivery Mode

Delivery will comprise supervised on-the-job training plus structured classroom training experiences/ flexible work based. Distance learning via the internet is also available in selected modules.

Assessment Method

Assessment will be undertaken in accordance with the relevant applicable legislation.

A variety of assessment methods may be used including:

- Classroom assessment activities
- Project-work
- Simulation
- Demonstration
- Oral and written activities via the classroom
- Written activities via the internet

Policies and Procedures

The policies and procedures applicable to this course are set out in the Australian Salesmasters Candidate Handbook.

A copy of the handbook will be given to you at your enrolment. Please discuss any questions you may have in relation to these policies and procedures with your trainer or supervisor.

Course Structure

Candidates are required to complete 28 units primarily chosen from those shown below to be eligible for the AUR31005 Certificate III in Automotive (Sales).

- 7 core units
- 21 inventory units

Core Units x 7

AURC270103A	Apply safe working practices
AURC270421A	Establish relations with customers
AURC270688A	Work effectively with others
AURC270789A	Communicate effectively in the workplace
AURC272003A	Apply environmental regulations and best practice in a workplace or business
AURS241769A	Sell products
BSBCMN208A	Deliver a service to customers

Inventory Units x 21

AURC251677A	Use numbers in the workplace
AURC362807A	Build customer relations
AURS241303A	Apply sales procedures
WRRM3B	Coordinate merchandise presentation
BSBSLS303A	Present a sales solution
BSBSLS304A	Secure prospect commitment
BSBCMN205A	Use business technology
BSBCMN310A	Deliver and monitor service to customers
BSBFLM312A	Contribute to team effectiveness
BSBSLS301A	Develop product knowledge
BSBSLS302A	Identify sales prospects
BSBCMN302A	Organise personal work priorities and development
BSBCMN411A	Maintain a safe workplace
BSBSLS305A	Support post sales activities
WRRLP2B	Minimise theft
WRR1B	Perform stock control procedures
WRRS3B	Coordinate sales performance
BSBCMN311A	Maintain workplace safety
BSBFLM309B	Support continuous improvement systems and processes
BSBCMN312A	Support innovation and change
WRRLP3B	Maintain store security

Qualifications

As part of the Australian Qualifications Framework this program is nationally recognised. On successful completion candidates will be awarded the Certificate III in Automotive (Sales) (AUR31005).

Further Information

For further information regarding this course contact Australian Salesmasters Training Company:

**Suite 317, 30-40 Harcourt Parade,
Rosebery NSW 2018
Australia**

**P O Box 638
Rosebery NSW 1445
Australia**

P 02 9700 9333

F 02 9700 8988

E info@thesalesmasters.com

W www.thesalesmasters.com

