



- FACT SHEET -

AUR31005 Certificate III in Automotive Sales

Course Includes:

- Training by Government accredited, highly qualified automotive trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in selling more, more easily
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your career



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The training you need to excel in the Automotive Industry.



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.

Content

This course is nationally accredited and recognised. It consists of a set of competencies that high performing automotive salespeople should possess.

These competencies relate to the areas of:

- Team effectiveness
- Selling skills
- Customer service
- Personal effectiveness
- Communication
- Work priorities
- Continuous improvement
- Negotiation
- Telephone techniques

Purpose

The purpose of this training program is to develop the skills of your team members so that they deliver a positive customer experience everytime leading to more sales and customer retention.

Program Benefits

- Improved attitude
- Increased sales performance
- Heightened awareness that everyone is a buyer
- Development of successful closing skills
- Understand the sales process
- Better skilled personnel

Units/Modules covered

- 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
- AURC261677A 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
- WRR11B Perform stock control procedures
- WRRS3B Coordinate sales performance
- BSBCMN311A Maintain workplace safety

- BSBFLM309B Support continuous improvement systems
- BSBCMN312A Support innovation and change
- WRRLP3B Maintain store security

Prerequisites

Participants must be over 18 years old.

Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

Assessment

Assessment is comprised of written tasks, practical demonstrations and 3rd party observations. Candidates will be given assessment tasks to complete during the course.

Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as competencies gained through other formal study.