



UNIT SELECTIONS

AUR21105 CERTIFICATE II IN AUTOMOTIVE SALES **(SERVICE STATION OPERATIONS)**

Eighteen units are required for this qualification. Consisting of seven core units, eight compulsory sales inventory units and three electives.

Competency requires **seven** core units to be completed.

- ✓ 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 product(s)
- ✓ BSBCMN208A Deliver a service to customers

The following **eight** sales inventory units must be completed:

- ✓ AURS238127A Identify and select automotive parts and products
- ✓ AURS238150A Present stock and sales area
- ✓ AURS241608A Carry out cash and/or credit/funds transfer transactions
- ✓ AURS241803A Apply legal requirements relating to product sales
- ✓ BSBCMN205A Use business technology
- ✓ BSBCMN311A Maintain workplace safety
- ✓ WRRCS2B Apply point of sale handling procedures
- ✓ WRRLP2B Minimise theft

Please select **three** units from the following **sales inventory** section (Please tick appropriate boxes):

- AURC251677A Use numbers in the workplace
- AURC270889A Communicate business information
- AURS238150A Present stock and sales area
- AURS241303A Apply sales procedures
- AURS242621A Promote products and services
- AURS252290A Process customer complaints
- WRRCA1B Operate retail equipment
- WRR11B Perform stock control procedures