

**COURSE CODE**

AUR30116

COURSE TITLE

Certificate III in Automotive Administration

WHERE DO I STUDY?

In the workplace

DURATION

Maximum of 24 months full time

QAT QUALITY
AUTOMOTIVE
TRAINING

OFFICE ADMINISTRATOR - VEHICLE SERVICE CENTRE

WHAT JOB CAN I DO?

With this qualification you can perform administration related tasks in the automotive retail, service or repair industry, the job role is referred to as an office administrator - vehicle service centre, a service receptionist or office manager, depending on the job role.

HOW WILL I LEARN?

You will learn mostly on the job, in a practical real world way! In addition to this you will be supported with online activities such as reading, research, projects. You will also have assessment work for each unit of learning.

WILL I BE ASSESSED?

Yes, your trainer will work with you to make sure that you are ready to be assessed in each unit, or cluster of units. You will need to complete your theory assessment, your workplace supervisor will confirm that you have undertaken the tasks as part of your work and then your assessor will observe you at work to confirm your competence. Sometimes you will need to be observed over a number of visits.

**HOW LONG WILL THIS
QUALIFICATION TAKE?**

The Certificate III in Automotive Administration qualification is made up of 32 units. The maximum duration of this traineeship is 24 months for full time and 36 for part time, depending on knowledge and experience.

**IS THIS QUALIFICATION
RIGHT FOR YOU?**

The Certificate III in Automotive Administration is designed to prepare new employees or recognises and develops existing workers who are performing general administration and paperwork tasks in an automotive retail, service or repair business.

**HOW MUCH WILL WE PAY TO
DO THE QUALIFICATION?**

Contact our office for full details.
Email: info@qat.edu.au
Call: 1300 304 867

WorkReadySupported by
**Government of
South Australia**To Check your eligibility Please visit
www.skills.sa.gov.au**RTO ID : 6194 QAT.EDU.AU**

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CERTIFICATE III IN AUTOMOTIVE ADMINISTRATION

WHAT UNITS WILL I COVER?

AURAAA001	Work in an automotive administration role
AURACA001	Respond to customer needs and enquiries in an automotive workplace
AURACA003	Build customer relations in an automotive workplace
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURAF003	Communicate effectively in an Automotive workplace
AURAKA001	Use information technology systems
AURAKA002	Adapt work processes to new technologies in an automotive workplace
AURAMA004	Maintain business image in an automotive workplace
AURAQA003	Maintain quality processes in an automotive workplace
AURASA002	Follow safe working practices in an automotive workplace
AURAF004	Resolve routine problems in an automotive workplace
AURSAA001	Process customer complaints in an automotive workplace
AURSCA005	Sell automotive products and services
AURSCA006	Promote automotive products and services
AURSCA011	Conduct online transactions in an automotive workplace
AURSLA001	Comply with legal requirements when selling automotive products and services
AURSCA001	Select and supply automotive parts and products
TLIA2012	Pick and process orders

ENROL TODAY

Contact us at info@qat.edu.au or
call on 1300 304 867



To Check your eligibility Please visit
www.skills.sa.gov.au

