

TRAINING AND ASSESSMENT STRATEGY

**THE G & S TAYLOR-EDWARDS TRUST
SUCCESS RESOURCES INTERNATIONAL PTY LTD**

ABN	95 916 441 132		
ACN	100 677 807		
DELIVERY PERIOD	2003 - 2008		
CODE AND TITLE OF QUALIFICATION	AUR21105 Certificate II in Automotive Sales		
UNITS OF COMPETENCY	Code	Title	Compulsory Elective
	AURC270103A	Apply safe working practices	C
	AURC270421A	Establish relations with customers	C
	AURC270688A	Work effectively with others	C
	AURC270789A	Communicate effectively in the workplace	C
	AURC272003A	Apply environmental regulations & best practice in a workplace or business	C
	AURS241769A	Sell Product(s)	C
	BSBCMN208A	Deliver a service to customers	C
	AURS241303A	Apply sales procedures	S
	AURS238150A	Present stock & sales areas.	S
	AURS241803A	Apply legal requirements relating to product sales.	S
	AURS252290A	Process customer complaints	S
	BSBCMN205A	Use business technology	S
	AURS242621A	Promote products and service	S
	AURC251677A	Use numbers in the workplace.	S
	BSBCMN310A	Deliver & monitor a service to customers	S
	BSBSLS301A	Develop product knowledge	R
	AURC252327A	Identify, clarify & resolve problems	R
AURC261314A	Contribute to quality work outcomes	R	
CLIENT (S)			
	The key clients for this qualification are members of the Retail Automotive Sector who wish to develop their skills and qualifications within the automotive sales business, Other prospective trainees that may attend this course are:		
	Workers from the Retail Automotive Sector Current sales people without formal qualifications		