

## TRAINING AND ASSESSMENT STRATEGY

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

<b>ABN</b>	95 916 441 132		
<b>ACN</b>	100 677 807		
<b>DELIVERY PERIOD</b>	2003 - 2008		
<b>CODE AND TITLE OF QUALIFICATION</b>	AUR31005 Certificate III in Automotive Sales		
<b>UNITS OF COMPETENCY</b>	Code	Title	C / E
	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	CS
	AURS238150A	Present stock & sales areas.	CS
	AURS241803A	Apply legal requirements relating to product sales.	CS
	AURS252290A	Process customer complaints	CS
	BSBCMN205A	Use business technology	CS
	AURC251677A	Use numbers in the workplace.	CS
	BSBCMN310A	Deliver & monitor a service to customers	CS
	BSBSLS301A	Develop product knowledge	CS
	AURC362807A	Build customer relations	CS
	BSBFLM312A	Contribute to team effectiveness	CS
	WRRM1B	Merchandise products	CS
	BSBSLS302A	Identify sales prospects	S
	BSBSLS303A	Present a sales solution	S
	BSBSLS304A	Secure prospect commitment	S
	BSBSLS305A	Support post-sale activities	S
	BSBCMN312A	Support innovation & change	S
	AURC363337A	Maintain business image	S
	AURS242621A	Promote products and service	S
	BSBCMN302A	Organise personal work priorities and development	R
AURC252327A	Identify, clarify & resolve problems	R	
AURC261314A	Contribute to quality work outcomes	R	