

**CERTIFICATE III  
in Automotive  
(Sales-Parts Interpreting)**

**Trainee Record Book**

**NTIS ID: AUR31399  
Automotive Retail Service and Repair Training Package**

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## Section 1

### About this Book

#### **What is the Record Book?**

This Record Book is an important document. It is a record of the training competencies in Certificate III in Automotive (Sales-Parts Interpreting).

To achieve a Certificate III in Automotive (Sales-Parts Interpreting) you must achieve the competencies outlined in this Record Book.

#### **What is the purpose of the Record Book?**

It helps you keep a record of the training which you have successfully achieved.

#### **Benefits of the Record Book**

Records your achievement and assists during training. Provides information to future employers about your skills. Helps you get advance standing in other Training programs.

#### **How do I use the Record Book?**

The Record of Training Book is organised into 2 sections:

*Section 1* explains the purpose of the Record Book and how to use it. It also provides a list of the units of competency in Certificate III in Automotive (Sales-Parts Interpreting).

*Section 2* is a quick reference of the training you have successfully completed. Your Supervisor and Registered Training Organisation (RTO) will help you to complete the necessary information.

When you have successfully completed a unit of competency ask your assessor to tick and sign off on the Training Summary Record pages. The assessment checks whether the activity/skill/task can be performed to the standards required in the normal work environment. Assessment is ongoing through the course and provides you with feedback on:

- the way you go about the task
- the standard achieved through the task
- the results achieved on completion of the task
- your ability to transfer your knowledge, skill and experience to other tasks.

#### **How do I successfully complete a unit of competency**

To successfully complete a unit of competency you must be assessed as competent. There will be opportunities for you to demonstrate your competence during the training program and in the workplace. The activities, which will be included for you to judge your progress, will include:

- self assessment exercises
- participation in group activities
- feedback from your supervisor/workplace assessor

Assessment is the process of collecting enough evidence to demonstrate that you are competent and able to perform to the standard outlined. It involves on-the-job practical tasks and self paced activities and off-the-job written tasks. The assessment methods may include interviews, short written answers, written presentations and consultations with supervisors and assessors.

Your competence in the workplace is shown by the way you apply what you have learned to your work. This will be verified by someone in the workplace who is recognised by the Registered Training Organisation and it may be a supervisor or a workplace assessor.

#### **Credit transfer and recognition of prior learning (RPL)**

RPL is recognising that knowledge and skills you have gained through life experience, work experience, including informal and formal training conducted by industry or training organisations. When you provide the necessary evidence, RPL may be taken into account and save you undertaking training for skills you already have.

## Compulsory Common Core Units of Competency

Unit	Unit Purpose
AUR70125A <a href="#">Follow workplace occupational health and safety procedures</a>	<p>This unit identifies the competence required to:</p> <ul style="list-style-type: none"> <li>• Avoid workplace hazards</li> <li>• Maintain cleanliness of equipment and work areas</li> <li>• Identify types of fire fighting equipment and their application</li> <li>• Carry out emergency procedures</li> <li>• Follow basic security procedures</li> <li>• Carry out basic first aid and CPR procedures</li> </ul>
AUR70278A <a href="#">Use and maintain workplace tools and equipment</a>	<p>This unit identifies the competence required to select, safely use and maintain workplace tools and equipment.</p>
AUR70314A <a href="#">Contribute to workplace communication</a>	<p>This unit identifies the competence required to convey information in the workplace and maintain customer/enterprise/Government records.</p>
AUR70421A <a href="#">Establish relations with customers</a>	<p>This unit identifies the competence required to develop and maintain communication with customers.</p>

## Compulsory Stream Units of Competency

Unit	Unit Purpose
AUR37608A <a href="#">Carry out stock control procedures</a>	<p>This unit identifies the competence required to handle stock, including receiving, unpacking and dispatching of goods and participating in stocktaking under supervision.</p>
AUR37827A <a href="#">Identify automotive parts/components</a>	<p>This unit identifies the competence required to identify vehicles and their component parts. It also includes a level of understanding of component/part relationships enabling the suggestion of possible additional requirements when selling/serving customers.</p>
AUR39508A <a href="#">Carry out warehousing procedures</a>	<p>This unit covers the functions required to receive, store and dispatch goods at a local enterprise storage facility.</p>
AUR41303A <a href="#">Apply sales procedures</a>	<p>This unit identifies the competence required to use sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge.</p> <p>Pre-requisites:</p> <ul style="list-style-type: none"> <li>• AUR37827A - Identify automotive parts/components</li> </ul>

<b>Unit</b>	<b>Unit Purpose</b>
AUR41608A <a href="#"><u>Carry out cash and/or credit/funds transfer transactions</u></a>	<i>This unit identifies the competence required to undertake cash, cheque, credit/funds transfer card transactions. It also includes the preparation and dispatch of debtor's invoices.</i>
AUR42008A <a href="#"><u>Carry out merchandising procedures</u></a>	<i>This unit identifies the competence required to arrange and present merchandise within the enterprise, including the setting up and maintenance of displays and labelling or pricing of stock.</i>
AUR42246A <a href="#"><u>Package parts/components/materials</u></a>	<i>This unit identifies the competence required to determine the appropriate packaging and processing methods for various component parts and materials.</i>
AUR51677A <a href="#"><u>Use numbers in the workplace</u></a>	<i>This unit covers the functions required to calculate/estimate numerical information and to prepare various numerical reports to ensure efficiency in the organisation.</i>
AUR62807A <a href="#"><u>Build customer relations</u></a>	<i>This unit identifies the competence required to Establish customer needs, maintain a customer database and ensure appropriate treatment of customers.</i>
AUR70508A <a href="#"><u>Carry out manual handling operations</u></a>	<i>This unit identifies the competence required to manually lift and move components/parts.</i>
BSAENT201A <a href="#"><u>Apply knowledge of enterprise to promote its products and services</u></a>	<i>This Unit covers knowledge of specific enterprise personnel/departments and procedures. It also covers providing information to clients, either internal or external, over the telephone or in attending to visitors.</i> <i>Related Units:</i> <ul style="list-style-type: none"> <li>• BSAENT101A - Apply knowledge of enterprise to complete routine administrative tasks</li> <li>• BSACOM201A - Receive and pass on oral messages to facilitate effective routine communication</li> </ul>
BSATEC202A <a href="#"><u>Operate a computer to gain access to and retrieve data</u></a>	<i>This Unit covers using a keyboard to use standard software to open, edit, save and close a file.</i> <i>Related Units:</i> <ul style="list-style-type: none"> <li>• BSATEC102A - Access and retrieve computer data</li> <li>• BSATEC203A - Operate a computer to produce simple documents</li> </ul>
THHCOR01A <a href="#"><u>Work with colleagues and customers</u></a>	<i>This unit deals with the interpersonal, communication and customer service skills required by all people working in the tourism and hospitality industries.</i>

<b>Typical Elective Units of Competency *</b>	
<b>Unit</b>	<b>Unit Purpose</b>
AUR39346A <a href="#"><u>Package and dispatch engines and/or engine components</u></a>	<i>This unit identifies the competence required to correctly protect by packaging reconditioned engines and/or engine components, safely store or dispatch to clients.</i>
AUR41769A <a href="#"><u>Sell product</u></a>	<i>This unit identifies the competence required to make best use of time available, use specific sales techniques, follow procedures for product delivery and customer follow-up.</i> <i>Pre-requisites:</i> <ul style="list-style-type: none"> <li>• AUR38150A - Presentation of stock and sales area</li> <li>• AUR41803A - Use and apply legal requirements relating to product sales</li> <li>• AUR41903A - Application of relevant finance, leasing and insurance contracts/policies</li> </ul>
AUR42108A <a href="#"><u>Carry out sales of stock lines</u></a>	<i>This unit identifies the competence required to make contact with customers, determine customer needs and suggest/sell products to satisfy these needs.</i>
AUR42403A <a href="#"><u>Apply legal requirements relating to automotive sales</u></a>	<i>This unit identifies the competence required to access, interpret and apply legal requirements, relating to sale of automotive parts and components.</i>
AUR42538A <a href="#"><u>Manage a sales territory</u></a>	<i>This unit identifies the competence required to organise, manage and control a pre-determined sales territory to promote organisation products and/or services to customers.</i> <i>Pre-requisites:</i> <ul style="list-style-type: none"> <li>• AUR41303A - Carry out sales procedures</li> </ul>
AUR44155A <a href="#"><u>Purchase parts/components/materials</u></a>	<i>This unit identifies the competence required to determine requirements and purchase parts, components and materials.</i>

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\* Please refer to Qualification Rules at the back of this Record Book.

**Section 2**

**Trainee Details**

Name: .....

Home Address: .....

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Home Tel: .....

Mobile: .....

Email: .....

**Registered Training Organisation Details**

Name: .....

Position: .....

Address: .....

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Contact person: .....

Phone: .....

Mobile: .....

Fax: .....

Email: .....

**Trainer Details**

Name: .....

Work Tel: .....

Mobile: .....

Email: .....

**Assessor Details**

Name: .....

Work Address: .....

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Telephone: .....

Mobile: .....

Assessor Qualification: .....

Automotive (Sales–Parts Interpreting) experience: .....

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**Employer Details**

Name: .....

Position: .....

Work Address: .....

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Contact Person: .....

Telephone: .....

Fax: .....

Email: .....

## Section 3 Competency Units

### Training Record Summary

*Certificate III in Automotive (Sales-Parts Interpreting)*

#### Compulsory Common Core

**Unit AUR70125A** [Follow workplace occupational health and safety procedures](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Follow workplace procedures for hazard identification and avoidance</a>					
<a href="#">Maintain the cleanliness of equipment and work areas</a>					
<a href="#">Locate and identify workplace fire extinguisher types, applications and operating procedures</a>					
<a href="#">Carry out emergency procedures</a>					
<a href="#">Follow basic security procedures</a>					
<a href="#">Carry out basic first aid and cardiopulmonary resuscitation (CPR) procedures</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Common Core

#### Unit AUR70278A [Use and maintain workplace tools and equipment](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Select and safely use workplace tools and equipment</a>					
<a href="#">Service and maintain workplace tools and equipment</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Common Core

#### Unit AUR70314A [Contribute to workplace communication](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Maintain, interpret and convey workplace information</a>					
<a href="#">Maintain workplace records</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Common Core

#### Unit AUR70421A [Establish relations with customers](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Establish contact with customers</a>					
<a href="#">Clarify specific needs of client</a>					
<a href="#">Provide information and advice</a>					
<a href="#">Follow up client needs</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

Unit AUR37608A [Carry out stock control procedures](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Receive and process incoming goods</a>					
<a href="#">Rotate stock</a>					
<a href="#">Participate in stocktake</a>					
<a href="#">Re-order Stock</a>					
<a href="#">Dispatch goods</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

Unit AUR37827A [Identify automotive parts/ components](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Identify vehicle/unit for which part is required</a>					
<a href="#">Identify the actual part(s)/ product(s) required by correct terminology</a>					
<a href="#">Identify associated parts that may be required</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

Unit AUR39508A [Carry out warehousing procedures](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Undertake receiving procedures</a>					
<a href="#">Store goods</a>					
<a href="#">Undertake dispatch procedures</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

Unit AUR41303A [Apply sales procedures](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Demonstrate product knowledge</a>					
<a href="#">Approach customer</a>					
<a href="#">Customer response</a>					
<a href="#">Apply product knowledge</a>					
<a href="#">Gather information</a>					
<a href="#">Close sale</a>					
<a href="#">Maximise sales opportunities</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

Unit **AUR41608A** [Carry out cash and/or credit/funds transfer transactions](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Handle cash transactions</a>					
<a href="#">Handle credit/funds transfer card transactions</a>					
<a href="#">Handle cheque transactions</a>					
<a href="#">Carry out invoicing procedures</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

#### Unit AUR42008A [Carry out merchandising procedures](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Place and arrange merchandise</a>					
<a href="#">Prepare display labels/tickets</a>					
<a href="#">Place, arrange and display price tickets and labels</a>					
<a href="#">Prepare and maintain display area</a>					
<a href="#">Protect merchandise</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

Unit AUR42246A [Package parts/components/ materials](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Determine packaging requirements</a>					
<a href="#">Perform packaging procedures</a>					
<a href="#">Label packaged items</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

Unit AUR51677A [Use numbers in the workplace](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Operate with numbers to establish procedures</a>					
<a href="#">Calculate numerical and related information to establish procedures</a>					
<a href="#">Interpret and present numerical and related information to establish procedures</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

Unit AUR62807A [Build customer relations](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Ensure maintenance of customer database</a>					
<a href="#">Establish needs of customer</a>					
<a href="#">Ensure appropriate treatment of customer</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

#### Unit AUR70508A [Carry out manual handling operations](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Lift and move materials/ components/parts</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

**Unit BSAENT301A** [Provide information & advice regarding the products/services of the enterprise to meet client needs](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Clarify specific needs of client</a>					
<a href="#">Provide information and advice</a>					
<a href="#">Follow up client needs</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

Unit BSATEC202A [Operate a computer to gain access to and retrieve data](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Operate computer equipment</a>					
<a href="#">Open file</a>					
<a href="#">Retrieve and print data</a>					
<a href="#">Close file</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Compulsory Stream

#### Unit THHCOR01A [Work with colleagues and customers](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Communicate in the workplace</a>					
<a href="#">Provide assistance to internal and external customers</a>					
<a href="#">Maintain personal presentation standards</a>					
<a href="#">Work in a team</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Elective

Unit AUR39346A [Package and dispatch engines and/or engine components](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Package reconditioned engines and/or engine components</a>					
<a href="#">Undertake dispatch procedures</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Elective

Unit AUR41769A [Sell product](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Present and demonstrate product to customer</a>					
<a href="#">Obtain customer agreement to purchase product</a>					
<a href="#">Perform product delivery and customer follow-up procedures</a>					
<a href="#">Use prospecting methods to locate potential market</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Elective

Unit AUR42108A [Carry out sales of stock lines](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Carry out selling procedures</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Elective

Unit AUR42403A [Apply legal requirements relating to automotive sales](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Apply relevant legal requirements for the sale of automotive parts/components</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Elective

Unit AUR42538A [Manage a sales territory](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Prospect territory to set up a client base</a>					
<a href="#">Promote products and/or services to clients</a>					
<a href="#">Establish and maintain client records</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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# Training Record Summary

## *Certificate III in Automotive (Sales-Parts Interpreting)*

### Elective

Unit AUR44155A [Purchase parts/components/ materials](#)

The Training Record of: .....

Elements of Competency	Assessor signature	Date	Supervisor signature	Date	Comments
<a href="#">Determine purchasing requirements</a>					
<a href="#">Prepare purchase order/list</a>					
<a href="#">Purchase parts/components/ materials</a>					

Trainee's Comments .....

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Assessor's Comments .....

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On the Job Supervisor's Comments .....

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## Section 4

### QUALIFICATION RULES FOR CERTIFICATE III in AUTOMOTIVE (SALES-PARTS INTERPRETING)

Extract from VTO website <http://apprenticeship.det.nsw.edu.au/trainingpackage/tpalignment/htms/lmt.htm>

#### **Compulsory Common Core**

AUR70125A	Follow Workplace Occupational Health and Safety procedures
AUR70278A	Use and maintain workplace tools and equipment
AUR70314A	Contribute to workplace communication
AUR70421A	Establish relations with customers

#### **Compulsory Stream**

AUR37608A	Carry out stock control procedures
AUR37827A	Identify automotive parts/components
AUR39508A	Carry out warehousing procedures
AUR41303A	Apply sales procedures
AUR42246A	Package parts/components/materials
AUR51677	Use numbers in the workplace
AUR62807A	Build customer relations
AUR70508A	Carry out manual handling operations
BSAENT301A	Provide information and advice regarding the products/services of the enterprise to meet client needs.
BSATEC202A	Operate a computer to gain access to and retrieve data
THHCOR01A	Work with colleagues and customers

#### **Electives**

Three (3) electives to be sourced from any endorsed Industry Training Package related to the enterprise.

The following is a list of Competency Standards that are typically used as electives with the above Qualification and are included in this Record Book. For further advice, please contact a Registered Training Organisation of your choice.

## Typical Electives

AUR39346A	Package and dispatch engines and/or engine components
AUR41769A	Sell product
AUR42108A	Carry out sales of stock lines
AUR42403A	Apply legal requirements relating to automotive sales
AUR42538A	Manage a sales territory
AUR44155A	Purchase parts/components/materials