



**Central
Regional**



Course

Pre-Enrolment Guide

Training Area:

Automotive

Training Product:

**AUR31020 Certificate
III in Automotive Sales**



Your Future. Your Choice. Your TAFE.

Central Regional TAFE spans four regions and around 57% of Western Australia, with nine campuses delivering training that reflects the industries driving our state's economy. From the Midwest and Wheatbelt to the Gascoyne and Goldfields, our footprint is vast – and so are the opportunities.

Studying regionally connects you directly with the jobs that matter. With most agricultural, health, and construction roles based in regional WA, training close to home ensures you build skills where the demand is.

Each campus is shaped by its community and industries. Whether it's aquaculture on the coast, mining in the Goldfields, or agriculture in the Wheatbelt, we work hand-in-hand with employers to make sure your training is current, practical, and linked to real apprenticeships and work placements.

Wherever you live, your local campus is ready to help you succeed – while keeping skills, jobs, and opportunities right here in regional WA.





Your Campus. Your Training. Your Career.


At Central Regional TAFE, it's all about you. We're here to help you shape the future you want, with the right support every step of the way.

Learn from industry experts who bring real-world knowledge into the classroom and gain the confidence and skills employers are looking for. With over 300 nationally recognised courses – from Certificate I through to Advanced Diploma – plus a wide range of short courses, there's a pathway for every ambition.

We know life is busy, so our flexible and online study options help you balance training with work, family, and everything else you've got going on. Add to that payment plans and tailored support, and achieving your goals has never been easier.

Whether you're leaving school, changing careers, or upskilling, you'll find a place at TAFE – and a pathway to a future that works for you.

Train where you live. Build real skills. Shape a future that works – with Central Regional TAFE.



Course Information

AUR31020 Certificate III in Automotive Sales

Release number	1
Required number of units for course completion	20 units
Duration	24 Months
Location	Workplace
Delivery mode	Traineeship

IS THIS COURSE RIGHT FOR ME?

Before you choose this course, it's a good idea to think about the skills and knowledge you might need. The information below will help you decide if the course is a good fit for you, or if there are areas where you might need some extra support.

Information you need to know about the course

- Interested in working with agricultural machinery and equipment
- Able to follow safety procedures and technical instructions
- Have good problem-solving skills and attention to detail
- Have sound reading, writing and maths skills for trade calculations and manuals
- Enjoy interacting with people and helping farmers and technicians find the right solutions
- Have strong communication skills to explain product features and technical details clearly
- Are patient and resilient when handling urgent customer enquiries or complaints
- Interested in agricultural machinery and how it works, without wanting to perform the physical repair work
- Have an eye for detail to identify parts from complex diagrams and catalogues accurately
- Enjoy problem-solving by researching and sourcing hard-to-find components or specific machinery
- Comfortable using computers and navigating digital inventory systems and electronic parts catalogues
- Organised and efficient, capable of managing stock levels, processing orders, and handling invoices

Course Pathways

This course aims to help you develop skills and knowledge that may support entry into a range of job roles or further study. This isn't just about getting a job; it's about starting a career. The Certificate III in Automotive Sales gives you the skills to work on the business side of the automotive and agricultural industries. Completing this course makes you "job-ready" for two key roles:

Parts Interpreter: Be the technical expert. You identify the correct parts for mechanics and customers. The workshop can't run without you!

Sales Consultant: Be the revenue driver. whether it's cars or combine harvesters, you guide customers through significant investments. Once you have experience, this qualification is your stepping stone to:

Management: Move up to Parts Manager, Sales Manager, or Dealer Principal.

Specialist Roles: Pivot into Warranty Administration, Finance & Insurance, or Aftermarket Accessories.

Further details can be found on our website [here](#).

National Course Entry Requirements

Entry requirements apply to this course, Nil

Central Regional TAFE (CR TAFE) Entry Requirements

You must have a Unique Student Identifier (USI) to enrol in and complete any nationally recognised training in Australia. If you do not have a USI or need help getting one, we can assist you with the process.

Before you enrol, CR TAFE is required to review your language, literacy, numeracy and digital (LLND) skills to help you decide if the course is right for you, identify any support you might need, or whether other learning options may be better suited to you at this time.

For this course, the method of LLND review will be via online or on campus

Fees and Payments

Whether you are enrolling in individual units and/or full qualifications at CR TAFE, you are responsible for paying the enrolment fee for each unit you enrol in.

You will find detailed information about your course costs and how they are calculated on our website [here](#).

You can also check the drop-down box for FEES on your course page on the website which has details about the course fees.

Further information on:

- key payment terms and conditions
- availability of any relevant government training entitlements and subsidies
- our withdrawal and refund requirements

is available under the Fees and Payment Options section in the Student Handbook on our website [here](#).

Our Student Business Systems team can help if you are unsure about any fee information. Please refer to the Contacts section, on how to contact us.

Learning Resources

You will need the following learning resources for your course:

Laptop or Tablet: A smartphone is not enough for viewing complex parts diagrams.

Resources and equipment you need to bring

You are required to provide (at your own expense) the following list of resources/equipment:

- Steel-Capped Safety Boots: Mandatory whenever you step into the workshop or parts warehouse.
- Industrial Work Wear: Long pants and long-sleeved shirt (Cotton Drill).
- Safety Glasses: Clear, AS/NZS 1337 compliant.

CR TAFE online library resources

Our online library has a wide range of electronic resources useful to your course. You can find our online library on the CR TAFE website [here](#). Library staff are available to assist you as required.

Delivery options:

Traineeship – Workplace training and assessment

For additional information about self-paced study options at all our campuses, please check the courses pages on our website [here](#).

My Portal

There is a variety of information available to students on our website under [Current Students](#). Once you are enrolled, the Student Portal will allow you to view the following:

- My application - view the status of your application to study
- My payments - view your payment history and instalment plan details (if relevant)
- My study - view your course details, units and academic records
- My details - view and update your personal information
- My tasks - view any notices from Central Regional TAFE
- Blackboard - links directly to the Blackboard e-learning platform

Recognition of Prior Learning

Recognition of prior learning (RPL) means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product. If you think you have existing knowledge and skills in one or more of your units of study, you may apply for RPL. Should you apply for RPL, you will be supported through the process by a lecturer. For further information visit our website [here](#).

This is a short-duration course structured around hands-on practical training, with assessments conducted through direct observation of skill demonstrations. In this context, Recognition of Prior Learning (RPL) would not be a suitable option.

Credit

Credit can be given if you have successfully completed a unit or module that has the same code or is deemed equivalent to one in your current course. You may have completed this unit/module at a Registered Training Organisation or at an alternate authorised organisation such as a university.

You will have to provide some evidence you have successfully completed the unit or module. This might include authenticated VET transcripts or other AQF certification documents like Statements of Attainment, Records of Results etc.

You won't be charged for credit. If you think this might apply to you, contact your lecturer to discuss eligibility, the application process and the evidence you need to provide.

Note: CR TAFE will not issue an Award or Statement of Attainment that is achieved wholly through crediting units completed at another RTO.

Appeals and Feedback

CR TAFE values student feedback and recognises that opportunities to improve products and services arise from the effective handling of student complaints. Complaints are processed in a way that balances the interests of students and CR TAFE while making sure the process is fair for everyone.

Students are supported to [provide feedback and make complaints](#). Students have the right to appeal decisions made by the lecturer/assessor and CR TAFE. For example, if you have concerns about your assessment results, please approach your lecturer to discuss the issue and/or refer to our website for details [here](#).

Student Support Services

CR TAFE aims to provide a supportive learning environment for all students. If you have any support needs, either before you enrol or during your course, we encourage you to speak with your lecturer or the Student Support Services team. CR TAFE will provide, or help you access, the support that can assist you in your studies.

Training Support:

You are encouraged to identify any training support that you may need before you enrol and at any point during your learning journey. This may include, but is not limited to:

- Study Skills
- Accessing and using technology
- Assessments
- Disability support
- Aboriginal and Torres Strait Islander support

Wellbeing Support:

CR TAFE is dedicated to supporting students and to providing a safe and inclusive learning environment for all students, including a culturally safe learning environment for Aboriginal people. CR TAFE recognises that student wellbeing is important for a successful learning journey and may provide, or support access to, appropriate services where needed. Wellbeing support may include, but not limited to:

- Counselling and mental health resources (external)
- Career Services and Guidance (internal)
- Financial (fee and debt payment options, scholarships) (internal)
- Abuse, harassment, bullying (internal and external)
- Crisis and Support Lines (external)
- Support for Aboriginal students (internal and external)
- Aboriginal Counselling Support (external)
- Support for students with disability (internal and external)
- Support for international students (internal)

For confidential, no obligation contact information for wellbeing support, please contact our Student Support Services team who can help you with more information on how to access these support services, or go to our [website](#).

Contacts:

Lecturer contact details:

Name: Matt Seeley

Phone number: 0428321229

Email: matt.seeley@crtafe.wa.edu.au

Building: Workplace

Availability: Monday 8.30 – Friday 4.00

To speak to our Student Business System Team, Student Support Services Team, our Technical Support Team, Aboriginal Support Services or your local Access and Equity Inclusion Officer, contact: 1800 672 700 or enquiries@crtafe.wa.edu.au.

Alternatively, you can complete an online enquiry form <https://www.centralregionaltafe.wa.edu.au/contact-us>.

For help with all things career, training and employment, contact our Jobs and Skills Centres at either our Geraldton, Kalgoorlie or Northam campuses, or call 13 64 64 or go to www.jobsandskills.wa.gov.au.

Award

Upon successful completion of this course, you are entitled to an Award and a Record of Achievement. Should you not have successfully completed all the units of competency required for the Award, you are entitled to a Statement of Attainment for the individual units for which you have been assessed as competent.

Further Resources and Information

More information can be found in our Student Handbook, available for download off our website [here](#).

Notification of Changes to the Course

You will be informed in writing by your lecturer of any changes that affect your course after enrolment. You will be supported throughout the change to ensure there is minimal disruption to your learning journey.

Timetable and Training Hours

As a Trainee, all training will take place in your workplace, structured around the unit observation, generally at your work station, using your OEM software.

Assessment Methods

For this course, assessments may include the following:

Knowledge questions: This involves answering questions, either orally or in writing relating to the unit of competency.

Observations: This involves your assessor or a third party (workplace supervisor) observing you perform tasks in the workplace and/or simulated workplace to check that you have the knowledge and skills required for the unit of competency.


Note: The specific assessments required for each unit of competency will be outlined in the Training and Assessment Plan (TAP) for that unit. You will receive a copy of the TAP for each unit when you enrol.

Stage	National ID	Unit Of Competency	Face to Face	Workshops	Work Placement	Structured Out Of Class Activities	Tutorial Study Support	Total	Assessment	Delivery Mode	Core / Elective	Pre-Requisites National Code/s
	AURACA101	Respond to customer needs and enquiries in an automotive workplace [OCK57]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Core	
	AURAEA002	Follow environmental and sustainability best practice in an automotive workplace [AXE88]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Core	
	AURAF104	Resolve routine problems in an automotive workplace [OCK50]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Core	
	AURASA102	Follow safe working practices in an automotive workplace [OCK41]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Core	
	AURSA001	Process customer complaints in an automotive workplace [AXB33]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Core	
	AURSCA105	Sell automotive products and services [OCL79]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Core	
	AURSCA106	Promote automotive products and services [OCL57]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Core	
	AURSLA001	Comply with legal requirements when selling automotive products and services [AXB17]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Core	
	AURETR125	Test, charge and replace batteries and jump-start vehicles [OCK04]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Elective	
	AURSA001	Carry out warehousing procedures in an automotive workplace [AXB31]	0.00	0.00		23.00	0.00	23.00	2.00	Blended Delivery	Elective	
	AURSA102	Identify and match uncommon automotive parts [OCL99]	0.00	0.00		36.00	0.00	36.00	3.00	Blended Delivery	Elective	
	AURSCA007	Determine used motor vehicle stock requirements [AXB23]	0.00	0.00		32.50	0.00	32.50	3.00	Blended Delivery	Elective	
	AURSCA101	Select and supply automotive parts and products [OCL32]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Elective	
	AURSCA102	Present automotive products and services for sale [OCK16]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Elective	

Stage	National ID	Unit Of Competency	Face to Face	Workshops	Work Placement	Structured Out Of Class Activities	Tutorial Study Support	Total	Assessment	Delivery Mode	Core / Elective	Pre-Requisites National Code/s
	AURSCA103	Apply sales procedures in an automotive workplace [OCL78]	0.00	0.00		26.00	0.00	26.00	2.00	Blended Delivery	Elective	
	AURSCA104	Carry out cash and non-cash payment operations [OCL08]	0.00	0.00		31.00	0.00	31.00	3.00	Blended Delivery	Elective	
	AURSCA109	Provide vehicle technology information [OCL95]	0.00	0.00		24.00	0.00	24.00		Blended Delivery	Elective	
	SIRRINV002	Control stock [AWX47]	0.00	0.00		39.00	0.00	39.00	3.00	Blended Delivery	Elective	
	TLIA2012	Pick and process orders [AVL05]	0.00	0.00		29.00	0.00	29.00	2.00	Blended Delivery	Elective	
	TLIA2020	Replenish stock [AVL03]	0.00	0.00		29.00	0.00	29.00	2.00	Blended Delivery	Elective	
		Total	0.00	0.00	0.00	555.50	0.00	555.50	42.00			



RTO: 52789

 1800 672 700

 enquiries@crtafe.wa.edu.au

 centralregionaltafe.wa.edu.au



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