

Certificate IV in Vehicle Body AUR40712



The Automotive Academy is the first registered training organisation to offer accredited, higher education for collision repairers and it is available anywhere in Australia.

This course has been designed for technicians who wish to pursue a career as a:

- Workplace technical advisor / estimator
- Customer service
- Group / team leader
- Workplace supervisor

This course is suitable for both spray painters and panel beaters. It is self-paced, meaning that you can study in your own time, when it suits you. You will need an internet capable computer and for the practical tasks, you should be employed in the collision repair industry or have access to such facilities. Learner support is available via CrashChat (webinar), forums, Skype, email, and phone.

Learning is something that you do and it is our job to help you to learn without the boring school style that you are familiar with.

To make it less daunting, we have split the Certificate IV into two courses, the "Foreman Course" and the "Estimator Course".

Typical job description for a Foreman:

The foreman deals with the day-to-day issues on the workshop floor. He is responsible for: assigning repair work to technicians and supervising workflow to complete vehicle repairs within target dates. Works closely with shop manager and technicians to promote good communication and efficiency. Communicates with customer for repair updates and notices of any delays. Documents repairs and communications.



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Personal characteristics and skills of a Foreman:

Must enjoy working with people, working around cars and trucks, and be comfortable with leadership responsibilities. Must be able to make decisions and respond quickly to unexpected situations. Must be a good leader, mediator, and team player. Must have self-confidence, self-motivation, integrity, and good work ethics. In this course you will learn to:

- Manage workflow
- How to deal with conflict
- Leadership
- To conduct performance appraisal
- Manage environmental requirements

The course will cover the following competencies:

- AUMAMM001 Influence and lead work groups in an automotive manufacturing workplace
- TLIL4005A Apply conflict/grievance resolution strategies
- TAEDEL404A Mentor in the workplace.
- AURAEA4004 Manage environmental compliance in an automotive workplace manufacturing environment

Typical job description for an Estimator:

Preparing estimates, ordering parts in preparation for scheduled work. Building relationships with customers and suppliers. Liaise with staff, assessors and customers. Quality control and vehicle handover. Has excellent interpersonal skills, the ability to build relationships quickly and effectively, and a high level of organisational skills.

Personal characteristics of an Estimator:

Must enjoy working with people, working around cars and trucks, be comfortable with selling responsibilities and computers. Must be able to make decisions and respond quickly to unexpected situations. Must be a good negotiator, mediator, and team player. Must have self-confidence, self-motivation, integrity, and good work ethics.

In this course you will learn to:

- Analyse vehicle damage and recommend repair options
- Managing complex customer issues
- Obtain and follow manufacturer's repair procedures



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- Write quotes
- Do final inspections

The course will cover the following competencies:

- AURAMA4005 Manage complex customer issues
- AURVTN4032 Determine vehicle damage and recommend repair procedures
- AURVNP4001 Evaluate vehicle paintwork for damage and identify repair
- AURVTN3035 Apply original equipment manufacturer repair procedures
- AURANN4001 Prepare a vehicle repair quotation
- AURVNA4005 Inspect quality of vehicle repair work

You can commence with either course, but both have to be successfully completed for the qualificatio

Student Support is available “everyday, any reasonable hour”. Students can ring their trainer (phone, mobile phone, text, email) and he will respond as soon as possible.

Cost: \$3600.00

Discounts: Some students may be eligible for RPL (Recognition of Prior Learning) and these units will be reduced by 50%. Example, if a student can RPL 2 units, s/he will pay 8 units at \$360 and 2 units at \$180. Total cost \$3240.

GST: There is no GST charge for accredited training.

Funding: The Honourable Treasurer Joe Hockey in his budget 2014, cancelled then National Workforce Development Fund and as of today, there is no alternative available, nor is it expected in the near future.



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Enrolments: The first course is planned for mid 2014. Print the **enrolment form**, fill in all the details and email it to admin@automotive-academy.com or Fax it to 07 4054 299

Delivery: These are online courses and can be accessed from anywhere. Most units have a CrashChat. These are live training sessions and, providing that you have a headset with a microphone, you can speak with your trainer. The workbooks you can do at your own pace and send them to your trainer for marking. Your trainer will return the books for corrections or he contacts you for a review.

RPL: The Certificate IV in Automotive (AUR40712) requires 10 competencies and, depending on your experience, some of these units can be RPL'd, meaning, we can assess if you have sufficient experience to fulfil the criteria without training.

More information: For more information or expression of interest, email admin@automotive-academy.com or contact us on 07 4054 299



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