



**Australian Government**

# **Assessment Requirements for AUMAF002 Maintain workplace relationships**

**Release: 1**

# Assessment Requirements for AUMAF002 Maintain workplace relationships

## Modification History

Release	Comment
Release 1	Unit updated to reflect the new standards for Training Packages Replaces AUMAF02002 Maintain effective workplace relationships

## Performance Evidence

Before competency can be determined, individuals must have competently demonstrated effective workplace communication processes on a minimum of two occasions.

Individuals must demonstrate they can:

- give and receive workplace information and messages
- modify activities to cater for variations in the workplace
- communicate clearly and directly with others in the workplace
- follow workplace diversity, equal opportunity and conflict-resolution procedures
- complete workplace documentation relating to workplace relationships
- follow workplace procedures relating to workplace relationships.

## Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- workplace diversity, equal opportunity and conflict-resolution procedures
- effective workplace communication and workplace relationship practices
- workplace instruction and message delivery and receiving techniques
- workplace communication protocols.

## Assessment Conditions

Assessors must satisfy SNR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to participating in workplace relationships.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- automotive manufacturing workplace or simulated workplace
- workplace instructions and messages
- workplace conflict, diversity and equal opportunity procedures.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bd587669-08b3-4cd5-85f0-f9fa0c6304c1>

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