Australian Government

Department of Education, Employment and Workplace Relations

AUM8001B Contribute to workplace relationships and processes

Revision Number: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

AUM8001B Contribute to workplace relationships and processes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the application of the required skills and knowledge to work in a constructive and positive manner with others in the Automotive Bus/Truck/Trailer Manufacture and Assembly Industry.
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	The unit applies to the automotive and related component manufacturing environment and involves application of skills and knowledge at a production worker level. These skills and knowledge are to be used within the scope of the person's job and authority.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		
	Nil	Nil
	Nil	Nil

Auto Skills Australia

Employability Skills Information

Employability skills	This unit contains Employability Skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Give and receive instructions, information and messages as required by the job	1.1. Instructions, information and messages are received and acted upon in accordance with ***organisation requirements***
	1.2. Instructions, messages and information received are confirmed with ***appropriate personnel***
	1.3. Instructions, information and messages are delivered using an appropriate communication technique and in an appropriate format which is understandable to the receiver/s
	1.4. Feedback is sought from the person/s receiving the instructions, information or messages to ensure that the correct information has been received
2. Follow organisation diversity and equal opportunity policy and procedures	2.1. Organisation equal opportunity, diversity and related policies are identified
	2.2. Personnel responsible for receiving complaints about breaches of organisational equal opportunity, diversity and related policies are identified
	2.3. Organisation equal opportunity, diversity and related policies are followed
3. Identify procedures and processes for resolving conflict in the workplace	3.1. Processes within the organisation for resolving conflict and grievances are identified through appropriate ***sources of information***
	3.2. Processes within the organisation for resolving conflict and grievances are followed when required so that there is minimum disruption to production

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- speak clearly and directly in order to confirm instructions and information with appropriate personnel
- apply teamwork to a range of situations, including the organising of equal opportunity policies
- solve problems particularly in teams in order to meet performance indicators
- show initiative in adapting to changing work conditions or contexts particularly when working across a variety of work areas
- access, interpret and apply information on relevant organisation policies, procedures and instructions, particularly to ensure organisation processes for resolving conflict and grievances are adhered to
- manage time when planning, preparing and organising work priorities
- take responsibility for organising own work priorities.

Required knowledge

- relevant Occupational Health and Safety and Environmental regulations and organisation policies and procedures needed to carry out work in a manner which ensures the safety of people, equipment and the environment.
- documentation covering procedures, specifications, schedules and work plans or equivalent
- established communication channels and protocols
- problem identification and resolution techniques
- occupational Health and Safety and EEO policies and procedures
- format of common organisation communication techniques, including memos, e-mails, telephone conventions
- conflict resolution techniques
- contract of Employment.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - compliance with relevant legislative, regulations, standards, codes of practice and establish safe practices and organisation policies and procedures for managing personal work priorities - maintaining a working knowledge of current work systems and practices - working and communicating effectively and positively with others involved in the work - applying, within authority, the requirements of the job or work role in relation to: - achieving production goals - achieving work quality goals - responding positively to changing work requirements - contributing effectively to cost reduction initiatives - effectively applying problem solving techniques - modify activities to cater for variations in organisation context and environment - complete organisation documentation - written and/or electronic - give and receive instructions in the organisation - implement organisation EEO policy - resolve conflict in the workplace according to organisation policy and procedures.
Context of and specific resources for assessment	- assessment of the competency should take place in a safe working environment in a passenger motor vehicle manufacturing plant or simulated environment using tools/equipment/machinery required for the production process without undue disruption to the production process - assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints.

EVIDENCE GUIDE	
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • assessment methods must confirm consistency and accuracy of performance (over time and in a range of organisation relevant contexts) together with application of underpinning knowledge • assessment methods must be by direct observation of tasks and include questioning on underpinning knowledge to ensure its correct interpretation and application • assessment may be applied under project related conditions (real or simulated) and require evidence of process • assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.	
Organisation requirements may include:	• access and equity principles and practices • environmental management (waste disposal, recycling and re-use guidelines) • emergency and evacuation procedures • equipment use procedures • ethical standards • legal obligations • maintenance and storage procedures • OHS requirements • organisational and site guidelines • policies and procedures relating to own role and responsibility • procedural manuals • quality assurance guidelines • quality and continuous improvement processes and standards • recording and reporting guidelines.
Appropriate personnel may include:	• clients and managers • supervisors • suppliers • team leaders • team members.
Sources of information may include:	• organisation regulations, policies and procedures including organisation OHS and EEO policy and procedures • standard operating procedures • contract of employment.

Unit Sector(s)

Unit sector	Automotive Manufacturing

Auto Skills Australia

Competency field

Competency field	Truck/Bus/Trailer Manufacture and Assembly

Co-requisite units

Co-requisite units		
	Nil	Nil
	Nil	Nil