Assessment Requirements for AURAMA004 Maintain business image in an automotive workplace

Release: 1

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Modification History

Release	Comment
Release 1	New unit of competency.

Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- maintain the business image of an automotive workplace over one week, including:
  - ensuring a clean and tidy appearance of the workplace
  - ensuring correct staff attire and grooming
  - ensuring waste is correctly disposed of
  - engaging in one promotional activity to the limits of own role.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- work health and safety (WHS) and occupational health and safety (OHS) requirements relating to maintaining business image in an automotive workplace, including procedures for:
  - manually handling goods
  - using cleaning chemicals and dangerous goods
  - selecting and using personal protective equipment (PPE)
- procedures for maintaining the physical appearance of an automotive workplace, including procedures for:
  - cleaning buildings, grounds and equipment
  - waste disposal and recycling processes, including designated locations for waste storage and collection
  - maintaining defined areas for specific tasks, including:
    - reception area
    - staff and public amenities

- service and repair work areas
- monitoring maintenance plans
- monitoring workplace signage, including:
  - checking currency
  - placement
  - condition
- procedures for monitoring workplace attire and grooming standards, including procedures for:
  - communicating requirements to staff
  - evaluating staff attire and grooming against workplace standards
- procedures for monitoring waste disposal processes, including:
  - workplace and local government requirements
  - recycling procedures for:
    - office waste
    - service and repair work area waste
  - waste collection schedules
- procedures for promoting workplace products and services, including:
  - basic principles of display and design, including layout and presentation
  - types of display areas, including:
    - signage and fixtures on floor
    - interior or exterior areas
    - permanent or temporary displays
    - publicly accessible areas
    - shelves and windows in areas
  - displaying products, including their rotation, maintenance, storage requirements, pricing and labelling
  - arranging advertising and promotional information.

Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

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

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to having maintained the business image of an automotive workplace, e.g. maintenance plans.

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 workplace or simulated workplace
- workplace procedures relating to:
  - maintaining equipment and facilities
  - personal presentation, attire and grooming
  - waste disposal and recycling processes
- commercially realistic number of diverse staff working in an automotive workplace.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1

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