Assessment Requirements for AURAAA001 Work in an automotive administration role

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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:

- complete assigned administrative work activities in an automotive administration workplace or a simulated environment on three occasions doing different administrative activities within commercially realistic timeframes
- prepare one daily and one weekly individual work plan or schedule outlining own administrative duties and highlighting the interactions with other team members or activities
- prepare a personal learning and development plan.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- work health and safety (WHS) and occupational health and safety (OHS) requirements relating to working in an automotive administration workplace, including procedures for:
  - selecting and using personal protective equipment (PPE)
  - following ergonomic work practices
  - using correct manual handling procedures when moving workplace items
- structure of relevant automotive industry sector, and roles of the key industry associations, regulatory bodies, occupations and job roles
- typical administrative duties in the relevant automotive industry sector
- key features of relevant industrial awards, workplace agreements, and trainee or apprentice agreements
- company expectations and requirements, including:
  - working hours, work ethic and presentation standards
  - authority and reporting lines

- automotive terminology relating to work activity
- privacy and confidentiality
- client and customer service ethos
- own job role and accountabilities, including:
  - position description
  - reporting and supervisory arrangements
  - role within team or work group
- techniques for prioritising own work
- methods for documenting work schedules or action plans
- features of effective teams, including:
  - composition of work groups or teams
  - roles and responsibilities of members
  - group dynamics
  - impact of working effectively with others on individual and group performance
  - meeting and reporting procedures
- communication techniques for obtaining and clarifying information and instructions, including:
  - active listening
  - questioning techniques
  - conflict resolution techniques
- methods for obtaining and giving feedback, including:
  - formal and informal performance appraisal methods
  - verbal and non-verbal communication techniques
  - techniques for supporting team members
- personal learning and development, including:
  - techniques for assessing own strengths and opportunities for improvement
  - goal setting methods and techniques
  - sources of information on learning opportunities
- formats for documenting personal learning and development plans.

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 the assigned administrative work activities they have completed in an automotive workplace, e.g. an individual work plan, or a personal learning and development plan.

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 administration workplace or simulated workplace
- team members
- workplace procedures relating to administrative processes
- individual work space and office equipment and technology to complete administrative duties
- sources of information relating to learning opportunities in the automotive industry.

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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