AURAAA001 Work in an automotive administration role

Release: 1

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Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to understand the structure and culture of an automotive administration environment as well as the expectations of one's own role, and apply that understanding to own administrative activities. It involves meeting own role requirements, managing daily work activities in a safe and efficient manner, contributing to team activities in a productive automotive administration workplace, and identifying own professional development needs.

It applies to those working in an automotive administration role.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Competency Field

Common

Unit Sector

Administration

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Meet automotive administration employment requirements	1.1 Structure of automotive industry sector and relevant associations, occupations and job roles are identified 1.2 Company business requirements are interpreted and work conditions identified

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
	1.3 Company organisational structure, and roles and responsibilities of team members and team leader, are identified 1.4 Own work role, personal responsibilities and accountabilities are clarified 1.5 Lines of authority and reporting requirements are identified and followed 1.6 Company expectations and requirements, including client focus and privacy and confidentiality requirements, are identified and followed
2. Manage daily work activities	2.1 Individual tasks are prioritised and completed according to work schedule, company standards, workplace procedures and team expectations, and within required timeframes 2.2 Assistance is sought from team leader when difficulties arise in achieving allocated tasks 2.3 Changes are made to workload or work priorities as required 2.4 Own work is monitored and adjusted according to feedback from supervisors
3. Maintain a safe environment	3.1 *Safety requirements* are identified and followed 3.2 Personal work space is kept in a clean, organised and safe condition according to workplace procedures 3.3 Potential hazards and hazardous practices are identified and reported to appropriate persons
4. Contribute to a productive team environment	4.1 Information and instructions relevant to team activities are identified and shared with team members to ensure work goals are met 4.2 Individual contributions to team activities are clarified and confirmed with team members 4.3 Assistance is provided to team members and constructive feedback is provided and encouraged 4.4 Improvements to work activities and variations in the quality of components and work practices are noted and reported to team leader according to workplace procedures 4.5 Causes of disharmony and other barriers to achievement are referred to team leader for resolution

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
5. Identify own development needs	5.1 Personal skills are assessed to identify strengths and improvement opportunities, and are matched against job role and company requirements 5.2 Personal goals are determined and potential automotive career path options explored and matched against personal goals 5.3 Steps are taken, in consultation with team leader or manager, to identify own learning needs for future work requirements 5.4 Opportunities to learn and develop required skills and knowledge for future automotive industry work are identified and acted on as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

Skills	Description
Reading skills to:	• interpret textual and numerical information in product or service documentation.
Writing skills to:	• legibly and accurately enter information into workplace schedules, forms and databases.
Oral communication skills to:	• participate in verbal exchanges using active listening and questioning techniques.
Numeracy skills to:	• estimate and calculate timeframes to manage work schedules.
Digital literacy skills to:	• use digital systems and tools to communicate with others • access, organise and present information.
Technology skills to:	• use office equipment to complete work schedules.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Safety requirements must include:	• work health and safety (WHS) and occupational health and safety (OHS) requirements, including procedures for:
	   • selecting and using personal protective equipment (PPE)
	   • following ergonomic work practices
	   • using correct manual handling procedures when moving workplace items.

Unit Mapping Information

Equivalent to AURAAA2001 Work in an automotive administration environment

Links

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