



Australian Government

**Assessment Requirements for AURAF A003
Communicate effectively in an automotive
workplace**

Release: 1

Assessment Requirements for AURAF A003 Communicate effectively in an automotive workplace

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 three of the following communication tasks in an automotive workplace:
 - exchange verbal information regarding work task with colleague
 - exchange verbal information regarding work task with supervisor
 - request verbal clarification of work task from supervisor
 - request information from external customer using the telephone
 - request information from external customer using email.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- common automotive technical terms and their application to an automotive workplace
- active listening and questioning techniques
- verbal communication techniques, including:
 - one-on-one
 - group and team interactions
- collaborative and inclusive techniques for interacting with others, including techniques appropriate to differing ages, cultural backgrounds and special needs
- workplace forms and documents in electronic and hard copy, including:
 - workplace instructions or work orders
 - manufacturer service, repair and equipment manuals
- types of non-verbal communication techniques, including:
 - visual gestures and sign language

- body language
- signage
- electronic and mechanical signals
- workplace procedures and requirements relating to:
 - workplace document style, format and layout
 - use of communication systems, including email, telephone, intercom and social media
 - reporting
- types of communication devices in automotive workplaces
- operating features of communication devices, including:
 - computers and tablets with email and social media software
 - intercoms and two-way radios
 - telephone systems, including mobile phones.

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 communicated effectively in the automotive workplace, e.g. emails, text messages, or written documentation of conversations.

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
- supervisor, colleagues and customers with whom to communicate in verbal and written exchanges
- workplace communication devices, including a telephone system and computer.

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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