



Australian Government

AURFA003 Communicate effectively in an automotive workplace

Release: 1

AURFA003 Communicate effectively in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to communicate in an automotive workplace. It involves communicating effectively by conveying and receiving information using verbal and non-verbal techniques and correct automotive technical terminology.

It applies to those working in the automotive service and repair industry.

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

Competency Field

Common

Unit Sector

Foundation Skills

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. Prepare to communicate	1.1 Purpose of communication is established and relevant information is identified 1.2 Non-verbal information is examined and interpreted, as required 1.3 Suitable communication method is chosen to suit audience and purpose 1.4 Relevant information is prepared and prioritised in a logical

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.
	manner
2. Participate in routine verbal communication	2.1 Information is conveyed clearly in verbal exchanges using language, tone and pace appropriate to audience and purpose 2.2 Automotive terminology, including vehicle and component descriptions, is used accurately and according to industry conventions 2.3 Verbal exchanges with others are conducted in a courteous and <i>professional manner</i> 2.4 Active listening and questioning techniques are used to clarify and confirm understanding 2.5 Own opinions are clearly expressed and those of others are listened to without interruption
3. Carry out routine written and non-verbal communication	3.1 Accurate and factual information is conveyed clearly in written and other non-verbal communication 3.2 Non-verbal techniques appropriate to the situation are used effectively in interactions with others 3.3 Intended meaning is clarified with recipients as required
4. Operate workplace communication system	4.1 Workplace communication device appropriate for the task is selected according to workplace procedures 4.2 Key functions of workplace <i>communication system</i> are used according to equipment specifications and workplace procedures
5. Contribute to workplace communication	5.1 Requests for information from colleagues are responded to in a timely manner 5.2 Contributions are made to work group activities and meetings 5.3 Clarification is sought from supervisor or colleagues relating to instructions or information as required 5.4 Feedback from supervisor or colleagues is sought and incorporated into own communication

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:	<ul style="list-style-type: none"> interpret instructions and requirements in written automotive

	workplace material.
Digital literacy skills to:	<ul style="list-style-type: none">• use digital systems and tools to:<ul style="list-style-type: none">• communicate with others• access, extract, organise and present information.

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.

<i>Professional manner</i> must be:	<ul style="list-style-type: none">• consistent with workplace communication protocols• appropriate to age, cultural diversity and special needs.
<i>Communication system</i> must include:	<ul style="list-style-type: none">• communication devices, including:<ul style="list-style-type: none">• telephones• computers.

Unit Mapping Information

Equivalent to AURAF2003 Communicate effectively 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>