Assessment Requirements for AURAFA103 Communicate effectively in an automotive workplace

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Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- 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

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including 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 or 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
- 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
  - intercoms and two-way radios
  - telephone systems, including mobile phones.

Assessment Conditions

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.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1