



**Australian Government**

# **Assessment Requirements for AURAMA001 Work effectively with others in an automotive workplace**

**Release: 1**

# Assessment Requirements for AURAMA001 Work effectively with others 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:

- work effectively with others in an automotive workplace, in which the work must involve:
  - participating in one shared work task involving two colleagues
  - providing support on a work task to a colleague
  - responding to feedback provided by a group member
  - facilitating the resolution of a work issue or problem.

## Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- common types of automotive workplace job roles and accountabilities, including:
  - trainee assistant
  - technician
  - diagnostic technician
  - workshop supervisor
  - accounts person
  - sales person
  - business owner
  - customer
- key features of workplace policies and procedures, including:
  - codes of conduct, including those for workplace:
    - discrimination
    - violence, bullying and harassment

- disciplinary policies
  - leave policies
- basic communication techniques and styles for different audiences, including appropriate language, tone and emphasis
- fundamentals of working effectively with others, including:
  - active listening
  - establishing common goals
  - assigning roles
  - creating objectives and timelines
  - resolving conflicts quickly and fairly
- methods for obtaining and giving feedback, including:
  - formal and informal performance appraisal methods
  - verbal and non-verbal communication techniques
  - techniques for supporting work group members
- basic ethical principles of respect for persons, including:
  - understanding and respecting cultural differences
  - identifying common ground
- basic conflict-resolution strategies
- workplace procedures and requirements relating to personal presentation, attire and grooming.

## 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 worked effectively with others in an automotive workplace, e.g. supervisor performance reports.

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 repair workplace or simulated workplace
- commercially realistic range of diverse workplace colleagues
- documentation, including workplace policies and procedures manuals relating to ethics, employee and employer rights and responsibilities, attire and grooming, job descriptions and organisational charts.

## 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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