



**Australian Government**

# **AURAMA003 Conduct information sessions in an automotive workplace**

**Release: 1**

# AURAMA003 Conduct information sessions in an automotive workplace

## Modification History

| Release   | Comment                 |
|-----------|-------------------------|
| Release 1 | New unit of competency. |

## Application

This unit describes the performance outcomes required to prepare and present information sessions conducted in an automotive workplace, and then follow up on their outcomes. It involves preparing and presenting technical workplace information in structured sessions with workplace participants.

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

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

## Competency Field

Common

## Unit Sector

Management, Leadership and Supervision

## 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 for information session        | 1.1 Specific purpose and objectives of information session are determined and confirmed<br>1.2 <b>Arrangements</b> are made for session and participants are invited or notified of session in a timely manner<br>1.3 Equipment, tools and other resources required for session are |

| <b>Elements</b>                              | <b>Performance Criteria</b>                                                                                                                                                                                                                                                                     |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.                                                                                     |
|                                              | selected and sourced<br>1.4 Information to be communicated in session is planned, structured logically, and organised                                                                                                                                                                           |
| 2. Present information session               | 2.1 Reason for session and relevance of information being presented are clearly explained to participants<br>2.2 Information is presented clearly using resources and presentation techniques to enhance participant understanding<br>2.3 Session is delivered according to required objectives |
| 3. Follow up outcomes of information session | 3.1 Participants are encouraged to comment or ask questions relating to session and appropriate responses are provided<br>3.2 Participant feedback on session are sought and used to guide future information sessions<br>3.3 Actions required as a result of session are carried out           |

## 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.

| <b>Skills</b>                 | <b>Description</b>                                                                                                                                                     |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading skills to:            | <ul style="list-style-type: none"> <li>interpret instructions and requirements in written material relating to information session.</li> </ul>                         |
| Writing skills to:            | <ul style="list-style-type: none"> <li>legibly and accurately present textual and numerical information in a documented format for the information session.</li> </ul> |
| Oral communication skills to: | <ul style="list-style-type: none"> <li>clearly and effectively present information using language, tone and pace appropriate to audience and purpose.</li> </ul>       |
| Numeracy skills to:           | <ul style="list-style-type: none"> <li>use mathematical ideas and techniques to ensure times are allocated and followed in the information session.</li> </ul>         |
| Digital literacy skills to:   | <ul style="list-style-type: none"> <li>use digital systems and tools to communicate with others</li> <li>access and organise information.</li> </ul>                   |
| Technology skills to:         | <ul style="list-style-type: none"> <li>operate media devices and workplace technology to conduct an information session.</li> </ul>                                    |

## 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.

|                                          |                                                                                                                                                               |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>Arrangements</i></b> must include: | <ul style="list-style-type: none"><li>• time and place of session</li><li>• session duration</li><li>• number and type of participants for session.</li></ul> |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Unit Mapping Information

Equivalent to AURAMA3003 Conduct information sessions

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>