



Australian Government

**Assessment Requirements for
AURAMA102 Communicate business
information in an automotive workplace**

Release: 1

Assessment Requirements for AURAMA102 Communicate business information in an automotive workplace

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:

- receive and respond to at least one piece of verbal communication relating to the automotive workplace that includes asking questions and providing responses
- receive and respond to at least one piece of written communication relating to the automotive workplace
- participate in at least one workplace meeting relating to the automotive workplace that includes asking questions and providing responses
- prepare and make at least one presentation of information relating to the automotive workplace
- prepare for and participate in at least one discussion to resolve a workplace issue and document the outcomes.

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:

- methods to locate and interpret information to be communicated in an automotive workplace, including:
 - information provided by customer and supervisor
 - manufacturer specifications and procedures or equivalent documentation
- workplace procedures required to communicate business information in an automotive workplace, including:
 - documentation procedures
- automotive industry technical terms and their application to an automotive workplace
- use of communication systems, including email, telephone, intercom and social media
- procedures for communicating verbally, including:
 - active listening and questioning techniques

- creating clear, succinct and unambiguous language
- clarifying meaning
- choosing language to suit audience
- procedures for communicating in writing, including:
 - accessing and interpreting key concepts of written material
 - organising responses to address questions and according to communication medium
 - creating draft documents, including structure and formatting
 - editing documents
- procedures for participating in meetings, including:
 - accessing and reviewing previous meeting minutes and agendas
 - contributing to meeting outcomes
 - determining own role in meeting outcomes
- procedures for presenting information, including:
 - determining target audience
 - determining presentation format, including choosing equipment and materials
 - delivering a presentation
- procedures for negotiating between parties, including:
 - determining key factors of issues
 - planning discussions
 - conducting discussions, including:
 - establishing rapport
 - acknowledging disagreements and the views of others
 - dealing constructively with differences
 - staying focused
 - making a strong case without overselling or becoming personal or aggressive
 - compromising to achieve realistic and achievable outcomes.

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 business information in an automotive workplace, e.g. emails, meeting minutes, or presentation slides.

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

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- commercially realistic range of internal and external customers with whom to communicate
 - written communication from internal or external customers
 - meetings to attend, including meeting agendas and previous minutes
 - equipment and materials appropriate for workplace presentations.

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>