AURAMA102 Communicate business information in an automotive workplace

Release: 1

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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

Application

This unit describes skills and knowledge required to communicate business information effectively in verbal and written forms and through participating in meetings and presentations. It involves reaching agreement on work-related issues and formally communicating specific business information on a day-to-day basis using a range of communication devices and methods.

The unit 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.

Unit Sector

Common 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.*
1. Communicate information verbally	1.1 Determine purpose of verbal communication and choose communication style to suit audience requirements and purpose
	1.2 Deliver information verbally using clear, succinct and unambiguous language and required industry terminology
	1.3 Question listeners to verify that information provided has been received and understood as required
	1.4 Provide clarification, rephrasing or additional explanations as required
	1.5 Listen to verbal information received from others carefully, and clarify and confirm with the speaker as required

ELEMENTS	PERFORMANCE CRITERIA
2. Communicate information in writing	2.1 Determine purpose or objectives of written communication and choose communication style to suit audience and purpose
	2.2 Draft written text using required vocabulary, grammatical structures and conventions
	2.3 Structure text logically, format and present following workplace procedures
	2.4 Check text to confirm that key messages are clear, succinct and unambiguous and meet intended purpose
	2.5 Read written information received from others carefully and clarify information as required
3. Communicate in meeting	3.1 Identify purpose of meeting and clarify as required
	3.2 Attend meeting and make positive contribution to outcomes according to workplace meeting procedures and own level of responsibility
	3.3 Carry out own responsibilities relating to meeting outcomes according to workplace meeting procedures
4. Present information to others	4.1 Identify and clarify purpose for presenting information to others and features of the target audience
	4.2 Plan information to be presented and organise logically
	4.3 Identify and select resources needed to present information
	4.4 Check resources prior to presenting information to ensure that they are functioning properly
	4.5 Conduct presentation as planned and provide required responses to audience questions and feedback
	4.6 Review audience feedback on presentation to improve future practice
5. Discuss and resolve a workplace issue	5.1 Analyse key factors and issues relating to a workplace issue
	5.2 Plan key discussion points and suitable approach to discussion
	5.3 Conduct discussion according to planned approach with solutions or outcomes acceptable to both parties negotiated and agreed
	5.4 Carry out required follow-up action according to workplace procedures and further discussions with other parties conducted as required
	5.5 Document solutions or outcomes according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	• Locates required sources of information efficiently.
Numeracy	• Interprets and conveys numerical information in verbal information and written texts.
Teamwork	• Works with others and in a team by using collaborative communication techniques.
Planning and organising	• Sequences and structures information to convey to others in a clear and logical manner.
Technology	• Operates equipment and technology • Uses digital systems and tools.

Unit Mapping Information

Supersedes and is equivalent to AURAMA002 Communicate business information in an automotive workplace.

Links

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