



Australian Government

Department of Education, Employment and Workplace Relations

AURC251179A Write routine texts in the workplace and complete automotive documentation

Release: 1

AURC251179A Write routine texts in the workplace and complete automotive documentation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence to write routine texts, ensuring correct grammar and punctuation are used, and to complete standard automotive forms.
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Application of the Unit

Application of the unit	<p>This unit of competency applies to the following and should be contextualised to the qualification to which it is being applied.</p> <ul style="list-style-type: none">• retail, service and repair administration/sales. <p>Methods include:</p> <ul style="list-style-type: none">• documenting details of a telephone message• completing and lodging various forms. <p>Specific requirements include:</p> <ul style="list-style-type: none">• information on routine operational matters• writing to persons who are familiar with subject matter• using correct grammar/punctuation.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Write routine texts	1.1. A text of one or two sentences is documented 1.2. A factual statement of one or two sentences is composed 1.3. Spelling, punctuation and grammar are accurate 1.4. Information is self-checked and presented for frequent progress checks by designated officer
2. Complete industry form	2.1. Identify correct form for purpose 2.2. Collect information for completion of form 2.3. Complete relevant sections of form 2.4. Organise for other sections of form to be completed by relevant persons 2.5. Gather supporting documentation or information 2.6. Determine signatory requirements and complete
3. Lodge form	3.1. Determine body for lodging form, due date and method of lodgement 3.2. Copy form and store in accordance with enterprise procedure 3.3. Lodge form with body with necessary supporting documents or payments
4. Follow up	4.1. Follow-up dates for action are noted in accordance with company procedure

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
<p>This section describes the skills and knowledge required for this unit.</p>
<p>Required skills</p> <ul style="list-style-type: none"> • collect, organise and understand information related to writing routine texts and completing automotive forms in the workplace • communicate ideas and information related to writing routine texts and completing automotive forms in the workplace • plan and organise activities related to writing routine texts and completing automotive forms in the workplace • work with others and in a team by seeking and conveying information related to the planning, sequencing and completion of the task • use mathematical ideas and techniques to count and measure • utilise processes that identify methods to gather information and resolve questions

REQUIRED SKILLS AND KNOWLEDGE

related to writing routine texts and completing automotive forms in the workplace

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| <ul style="list-style-type: none">• use workplace technology related to writing routine texts, completing automotive forms, sourcing information and lodgement of forms in the workplace |
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Required knowledge

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| <ul style="list-style-type: none">• written communication techniques• routine enterprise texts/stationery• enterprise policies and procedures for preparing written texts• sources of information required on standard forms• purpose of forms |
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Evidence Guide

EVIDENCE GUIDE	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:</p> <ul style="list-style-type: none"> • writing short routine texts using correct grammar and punctuation • use of correct form for the requirement • correct completion of all aspects of the form • correct lodgement procedure.
Context of and specific resources for assessment	<ul style="list-style-type: none"> • Underpinning knowledge and skills may be assessed on or off the job. • Assessment of practical skills must take place only after a period of supervised practice and repetitive experience. If workplace conditions are not available, assessment in simulated workplace conditions is acceptable. • Prescribed outcome must be able to be achieved without direct supervision. • The following should be made available: <ul style="list-style-type: none"> • forms from government departments or agencies • car hire agreements • writing equipment and materials • enterprise-specific documents (e.g. time cards, leave application forms and requisitions) • telephones, faxes, email and internet • dictionaries and other written language aids.
Method of assessment	<p>Practical assessments:</p> <ul style="list-style-type: none"> • complete routine business texts • use correct grammar and punctuation • identification and completion of form.
Guidance information for assessment	

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
Forms	<p>Forms may include:</p> <ul style="list-style-type: none"> • vehicle registration, change of ownership, insurance policies or car hire agreements
Lodgement	<p>Lodgement may be by:</p> <ul style="list-style-type: none"> • post, hand, electronically or facsimile
Information/documents	<p>Information/documents may include:</p> <ul style="list-style-type: none"> • information related to forms and requirements from government departments or agencies • information related to completion and supporting documentation from government department or agencies • information related to: <ul style="list-style-type: none"> • car hire agreements • manufacturer/component supplier specifications • enterprise operating procedures • product manufacturer/component supplier specifications • customer requirements • industry/workplace codes of practice
Occupational health and safety (OHS)	<p>OHS requirements may include:</p> <ul style="list-style-type: none"> • state/territory OHS legislation • award provisions

Unit Sector(s)

Unit sector	Common
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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