



Australian Government

AURAAA2001 Work in an automotive administration environment

Release 1

AURAAA2001 Work in an automotive administration environment

Modification History

Release	Comment
Release 1	<p>Replaces AURA254280A Operate in an automotive administration environment</p> <p>Unit code updated to meet policy requirements.</p> <p>Minor changes to unit title</p> <p>Reference to OHS legislation replaced with new WHS legislation</p> <p>Licensing statement added to unit descriptor</p>

Unit Descriptor

Unit descriptor	<p>This unit of competency covers the competence to operate in an automotive administration environment. It includes determining a career path, meeting business expectations and employment requirements, managing daily work activities and contributing to the effective working of the team.</p> <p>Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.</p>
-----------------	---

Application of the Unit

Application of the unit	Work requires individuals to demonstrate discretion, judgement and problem-solving skills in managing own work activities and contributing to a productive business environment
-------------------------	---

Licensing/Regulatory Information

Not applicable

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

Elements and Performance Criteria Pre-Content

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine potential career path and develop individual goals	1.1. Workplace health and safety (WHS) requirements, including personal protection needs, are observed throughout the work 1.2. Structure of the relevant automotive sector, including roles and functions of industry/association bodies, is identified 1.3. Personal skills are assessed to identify strengths and weaknesses 1.4. Business expectations are researched 1.5. Personal expectations are identified and goals determined 1.6. Potential career paths in automotive are researched and matched with personal goals 1.7. Training needs are identified and incorporated into career planning
2. Meet automotive administration employment requirements	2.1. Business organisational structure and individual roles and responsibilities are identified 2.2. Obligations to employers and others, including confidentiality requirements are complied with 2.3. Lines of communication and authority are identified and complied with 2.4. Work practices comply with legislation, regulations, codes of practice and team expectations, policies and procedures
3. Manage daily work activities	3.1. Own work role and responsibilities are identified and complied with 3.2. Lines of communication with supervisors, peers and external persons are identified and utilised 3.3. Individual tasks are identified, prioritised and completed within designated timeframes and business standards according to work schedule 3.4. Assistance is sought from appropriate persons when difficulties arise in achieving allocated tasks 3.5. Changes are made to workload or work priorities where unforeseen circumstances or developments occur 3.6. Own work is monitored and adjusted according to feedback obtained from supervisors and comparison with established business and workplace standards 3.7. Personal workspace is kept in a well organised and in a safe condition in accordance with workplace standards 3.8. Potentially discriminating and/or hazardous practices and policies are identified and reported to appropriate team persons

ELEMENT	PERFORMANCE CRITERIA
4. Contribute to a productive team environment	<p>4.1. Information and knowledge relevant to work is shared with team members to ensure designated work goals are met</p> <p>4.2. Personal work objectives are identified and prioritised in accordance with team requirements</p> <p>4.3. Constructive feedback received from other team persons is encouraged, acknowledged and acted upon</p> <p>4.4. Variations in the quality of components and/or work practices from team standards are detected and reported to appropriate team persons in accordance with team procedures</p> <p>4.5. Assistance is actively sought from or provided to other persons when difficulties arise</p> <p>4.6. Communication techniques are used to gather and understand relevant instructions</p> <p>4.7. Signs of potential interpersonal conflict are identified, constructively acted upon and/or referred to a supervisor where appropriate</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- collect, organise and understand information related to automotive administration, including roles and responsibilities, WHS requirements and potential career paths
- communicate ideas and information to enable articulation of personal goals and career choices, and information to team members in the workplace
- plan and organise activities, including equipment and resources to avoid backtracking, workflow interruptions or wastage
- work with others and in a team using cooperative approaches to optimise work practices and contribute to a productive team environment
- use mathematical ideas and techniques to interpret work instructions and complete specified tasks
- use problem-solving techniques to develop solutions to unpredicted situations, clarify work instructions where necessary, and resolve conflict
- use workplace technology related to measurement, including tools, equipment, calculators and measuring devices

Required knowledge

- structure of relevant sector of automotive industry
- roles of the industry associations and regulatory bodies
- roles and responsibilities of trainees
- source of information related to contract to train, including NAC and RTO
- authority and communication lines within automotive businesses
- work ethic and business expectations, including personal attitudes needed
- appropriate automotive terminology used to assist work performance
- goal setting methods and techniques
- communication principles and techniques
- conflict resolution principles and techniques

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	<ul style="list-style-type: none"> • Interpret and apply business requirements • Correctly apply and use safety equipment and personal protective equipment • Follow task instructions, operating procedures and inspection processes to: <ul style="list-style-type: none"> • minimise the risk of injury to self and others • prevent damage to equipment or documents • achieve required outcomes within business time and quality standards • produce a career plan which covers: <ul style="list-style-type: none"> • personal goals and expectations • opportunities • timeframes and personal development needs • Work with and around other team members • Work effectively with others • Modify activities to cater for variations in workplace context and environment.
Context of and specific resources for assessment	<ul style="list-style-type: none"> • Assessment may occur on the job or in a workplace simulated facility with relevant stationery, office tools and equipment. • Assessment of this unit of competence may include project related tasks and require portfolios or other forms of indirect evidence of process. • Access to standard business policies and procedures related to job descriptions, WHS policy, authority and communication lines, as identified in the Range Statement. • Personal protective equipment and information and procedures as identified in the Range Statement and a work environment.
Method of assessment	<ul style="list-style-type: none"> • Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts. • Assessment should be by direct observation of tasks and questioning on underpinning knowledge. • Assessment should be conducted over time and may be in conjunction with assessment of other units of competence.
Guidance information for	

EVIDENCE GUIDE	
assessment	

Range Statement

RANGE STATEMENT

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.

Business types	Businesses may include but are not limited to those related to mechanical repairers, body repairers, vehicle sales, bicycle workshops, marine repairers, parts and aftermarket sales
Business expectations	<p>Business expectations include standards of:</p> <ul style="list-style-type: none"> • dress, personal presentation, preparedness and personal conduct (including respect for the rights and responsibilities of others) • quality and timeframe of work and the role of excellence and innovation • knowledge of tools and equipment and specific work area functions • commitment, responsibility and preparedness for work, including working flexible hours to meet deadlines • confidentiality and ethical work practices • contribution to the overall effectiveness of the business
Personal protective equipment	Personal protective equipment is to include that prescribed under legislation, regulations and enterprise policies and practices
Information/documents	<p>Sources of information/documents may include:</p> <ul style="list-style-type: none"> • business policies and procedures relating to use of work areas, authorities and lines of communication • instructions, including worksheets, checklists and plans • procedures relating to reporting and communication • procedures relating to the use of tools and equipment • manufacturer/component supplier specifications and application procedures for materials, tools and equipment • WHS requirements include safety management systems, and safe operating procedures • work is carried out in accordance with legislative obligations, including environmental requirements, relevant health regulations, manual handling procedures and insurance requirements • industry code of ethics • relevant legislation related to trade practices, sale of goods, vehicle registration and privacy

Unit Sector(s)

Unit sector	Administration
--------------------	----------------

Co-requisite units

Not applicable.

Competency field

Competency field	Common
-------------------------	--------