



Australian Government

AUMAFA002 Maintain workplace relationships

Release: 1

AUMFA002 Maintain workplace relationships

Modification History

Release	Comment
Release 1	Unit updated to reflect the new standards for Training Packages Replaces AUMFA2002 Maintain effective workplace relationships

Application

This unit describes the skills and knowledge required to work effectively with others in the automotive environment.

It applies to individuals in an automotive manufacturing environment and involves the application of skills and knowledge at a production worker level.

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

Competency Field

Manufacturing - Common

Unit Sector

Foundation Skills

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 italicised text is used, further information is detailed in the range of conditions section
1. Give and receive instructions	1.1 <i>Instructions</i> and messages are delivered and received using appropriate <i>communication techniques</i> and workplace format 1.2 Instructions and messages are identified and confirmed 1.3 Outcomes are monitored and feedback is given to ensure instructions are followed
2. Follow workplace procedures	2.1 Workplace diversity, equal opportunity and conflict-resolution procedures are identified, confirmed and

Elements	Performance Criteria
	followed 2.2 Personnel responsible for receiving complaints about breaches of diversity, equal opportunity and conflict resolution are identified 2.3 Required workplace documentation is completed

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Skills	Description
Reading skills to:	- interpret workplace instructions and messages - interpret workplace diversity, equal opportunity and conflict-resolution procedures.
Writing skills to:	- accurately record workplace instructions and messages - legibly and accurately fill out workplace diversity, equal opportunity and conflict resolution documentation.
Oral communication skills to:	- give and receive workplace instructions and messages - provide feedback on instructions and messages - inform relevant personnel of equal opportunity and conflict-resolution problems.
Planning and organising skills to:	involve co-workers in team meetings.
Problem-solving skills to:	identify and apply workplace procedures to resolve conflict.
Teamwork skills to:	participate in a manufacturing team environment, follow instructions and convey messages.

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.

<i>Instructions</i> must include:	- demonstration - explanation
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	• practical instruction • online explanation.
<i>Communication technique</i> must include:	• non-verbal communication • face-to-face communication with individuals and groups.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bd587669-08b3-4cd5-85f0-f9fa0c6304c1>

Assessment Requirements for AUMAF002 Maintain workplace relationships

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Performance Evidence

Before competency can be determined, individuals must have competently demonstrated effective workplace communication processes on a minimum of two occasions.

Individuals must demonstrate they can:

- give and receive workplace information and messages
- modify activities to cater for variations in the workplace
- communicate clearly and directly with others in the workplace
- follow workplace diversity, equal opportunity and conflict-resolution procedures
- complete workplace documentation relating to workplace relationships
- follow workplace procedures relating to workplace relationships.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- workplace diversity, equal opportunity and conflict-resolution procedures
- effective workplace communication and workplace relationship practices
- workplace instruction and message delivery and receiving techniques
- workplace communication protocols.

Assessment Conditions

Assessors must satisfy SNR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to participating in workplace relationships.

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 manufacturing workplace or simulated workplace
- workplace instructions and messages
- workplace conflict, diversity and equal opportunity procedures.

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