



Australian Government

Department of Education, Employment and Workplace Relations

AUM2008B Maintain effective workplace relationships

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the application of the required skills and knowledge to work with others in the production process. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	The unit applies to the automotive and related component manufacturing environment and involves application of skills and knowledge at a production worker level. These skills and knowledge are to be used within the scope of the person's job and authority.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil
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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 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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Give and receive instructions and messages as required by the job	1.1. Instructions and messages required for the job are received and acted upon 1.2. Instructions and messages received are confirmed with the person giving the message 1.3. Instructions and messages required for the job are delivered using the most appropriate communication technique and format which is understandable to the receiver/s 1.4. Feedback is sought from the person/s receiving the instructions or messages to ensure that they have been properly understood
2. Instruct and deliver training to others on-the-job as required	2.1. Objectives of the training are identified 2.2. Trainee is instructed in both the theory of and the practical applications for the job/role/tasks on either a one-on-one or small group basis in accordance with safety and job specifications, quality processes and environmental guidelines, using suitable training techniques 2.3. Trainee progress is monitored to ensure the training has been effective, and appropriate feedback is given
3. Follow organisation Diversity and Equal Opportunity policies and procedures	3.1. Workplace equal opportunity, diversity and related policies and procedures are identified and understood 3.2. Personnel responsible for receiving complaints about breaches of Workplace Equal Opportunity, Diversity and related policies are identified 3.3. Workplace equal opportunity, diversity and related policies are followed 3.4. Contract of Employment is identified and clarified with relevant personnel
4. Apply procedures and processes for resolving conflict in the workplace	4.1. Processes within the organization for resolving conflict and grievances are identified 4.2. Processes within the organization for resolving conflict and grievances are followed when required so that there is minimum disruption to production
5. Fill out forms as required by the job	5.1. Forms required for the job are identified 5.2. Forms required for the job are completed according to organisation procedures and legislative requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- speak clearly and directly
- apply teamwork to a range of situations
- solve problems particularly in teams paying attention to performance indicators to reflect changed circumstances
- show initiative in adapting to changing work conditions or contexts particularly when working across a variety of work areas
- access, interpret and apply information on relevant organisation policies, procedures and instructions
- manage time when planning, preparing and organising work priorities
- take responsibility for organising own work priorities.

Required knowledge

- relevant Occupational Health and Safety and Environmental regulations and organisation policies and procedures needed to carry out work in a manner which ensures the safety of people, equipment and the environment. The specific regulations will vary according to the area of operation
- format of common communication techniques, including memos, e-mails, telephone conventions
- common barriers to effective communication
- basic training and learning techniques
- organisation Diversity and Equal Opportunities policies and procedures
- range of organisation forms
- contract of Employment
- established communication channels and protocols
- problem identification and resolution techniques.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- compliance with relevant legislative, regulations, standards, codes of practice and established safe work practices and organisation policies and procedures for maintaining effective workplace relationships
- maintaining a working knowledge of current systems and practices related to diversity, equal opportunity and conflict resolution
- working and communicating effectively and positively with others involved in the work
- applying, within authority, the requirements of the job or work role in relation to:
 - giving and receiving instructions, information and messages
 - instructing and delivering job role/task training to individual trainee
 - following organisation diversity and equal opportunity policies and procedures
 - applying conflict resolution procedures and processes
 - filling out standard forms
- modify activities to cater for variations in organisation context and environment.

Context of and specific resources for assessment

- assessment of the competency should take place in a safe working environment in a passenger motor vehicle manufacturing plant or simulated environment using tools/equipment/machinery required for the production process without undue disruption to the production process
- assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following

EVIDENCE GUIDE

examples are appropriate for this unit:

- assessment methods must confirm consistency and accuracy of performance (over time and in a range of organisation relevant contexts) together with application of underpinning knowledge
- assessment methods must be by direct observation of tasks and include questioning on underpinning knowledge to ensure its correct interpretation and application
- assessment may be applied under project related conditions (real or simulated) and require evidence of process
- assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

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 in the Performance Criteria is detailed below. Add any 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.

<i>Communication techniques</i> may include:	• face-to-face communication to individuals and groups • memos • sketches/diagrams • e-mail • telephone • use of non-verbal communication.
<i>Communication formats</i> may include:	• computerised or hard copy order forms • work orders • accident/safety report forms • internal job application forms • suggestion form.
<i>Training techniques</i> may include:	• explanation • demonstration • computer-aided learning.

Unit Sector(s)

Unit sector	Automotive Manufacturing
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Competency field

Competency field	Passenger Motor Vehicle
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Co-requisite units

Co-requisite units	Nil
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