



Australian Government

AURFA003 Communicate effectively in an automotive workplace

Release: 1

AURAF003 Communicate effectively in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to communicate in an automotive workplace. It involves communicating effectively by conveying and receiving information using verbal and non-verbal techniques and correct automotive technical terminology.

It 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.

Competency Field

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 and italicised text is used, further information is detailed in the range of conditions section.
1. Prepare to communicate	1.1 Purpose of communication is established and relevant information is identified 1.2 Non-verbal information is examined and interpreted, as required 1.3 Suitable communication method is chosen to suit audience and purpose 1.4 Relevant information is prepared and prioritised in a logical

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
	manner
2. Participate in routine verbal communication	2.1 Information is conveyed clearly in verbal exchanges using language, tone and pace appropriate to audience and purpose 2.2 Automotive terminology, including vehicle and component descriptions, is used accurately and according to industry conventions 2.3 Verbal exchanges with others are conducted in a courteous and professional manner 2.4 Active listening and questioning techniques are used to clarify and confirm understanding 2.5 Own opinions are clearly expressed and those of others are listened to without interruption
3. Carry out routine written and non-verbal communication	3.1 Accurate and factual information is conveyed clearly in written and other non-verbal communication 3.2 Non-verbal techniques appropriate to the situation are used effectively in interactions with others 3.3 Intended meaning is clarified with recipients as required
4. Operate workplace communication system	4.1 Workplace communication device appropriate for the task is selected according to workplace procedures 4.2 Key functions of workplace communication system are used according to equipment specifications and workplace procedures
5. Contribute to workplace communication	5.1 Requests for information from colleagues are responded to in a timely manner 5.2 Contributions are made to work group activities and meetings 5.3 Clarification is sought from supervisor or colleagues relating to instructions or information as required 5.4 Feedback from supervisor or colleagues is sought and incorporated into own communication

Foundation Skills

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

Skills	Description
Reading skills to:	interpret instructions and requirements in written automotive

	workplace material.
Digital literacy skills to:	• use digital systems and tools to: • communicate with others • access, extract, organise and present information.

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>Professional manner</i> must be:	• consistent with workplace communication protocols • appropriate to age, cultural diversity and special needs.
<i>Communication system</i> must include:	• communication devices, including: • telephones • computers.

Unit Mapping Information

Equivalent to AURAF003 Communicate effectively in an automotive workplace

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

Assessment Requirements for AURAF003 Communicate effectively in an automotive workplace

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Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- complete three of the following communication tasks in an automotive workplace:
 - exchange verbal information regarding work task with colleague
 - exchange verbal information regarding work task with supervisor
 - request verbal clarification of work task from supervisor
 - request information from external customer using the telephone
 - request information from external customer using email.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- common automotive technical terms and their application to an automotive workplace
- active listening and questioning techniques
- verbal communication techniques, including:
 - one-on-one
 - group and team interactions
- collaborative and inclusive techniques for interacting with others, including techniques appropriate to differing ages, cultural backgrounds and special needs
- workplace forms and documents in electronic and hard copy, including:
 - workplace instructions or work orders
 - manufacturer service, repair and equipment manuals
- types of non-verbal communication techniques, including:
 - visual gestures and sign language
 - body language

- signage
- electronic and mechanical signals
- workplace procedures and requirements relating to:
 - workplace document style, format and layout
 - use of communication systems, including email, telephone, intercom and social media
 - reporting
- types of communication devices in automotive workplaces
- operating features of communication devices, including:
 - computers and tablets with email and social media software
 - intercoms and two-way radios
 - telephone systems, including mobile phones.

Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

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

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to having communicated effectively in the automotive workplace, e.g. emails, text messages, or written documentation of conversations.

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 workplace or simulated workplace
- supervisor, colleagues and customers with whom to communicate in verbal and written exchanges
- workplace communication devices, including a telephone system and computer.

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