



Australian Government

AURFA103 Communicate effectively in an automotive workplace

Release: 1

AURAF103 Communicate effectively in an automotive workplace

Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Application

This unit describes the skills and knowledge 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.

The unit 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.

Unit Sector

Common Foundation Skills

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to communicate	1.1 Establish purpose of communication and identify required information 1.2 Interpret and examine non-verbal information, as required 1.3 Choose communication method to suit audience and purpose 1.4 Prepare relevant information and prioritise in a logical manner
2. Participate in routine verbal communication	2.1 Verbally exchange information using language, tone and pace suited to audience and purpose 2.2 Use automotive terminology, including vehicle and component descriptions, accurately and according to industry conventions

ELEMENTS	PERFORMANCE CRITERIA
	2.3 Conduct verbal exchanges with others in a courteous and professional manner, according to workplace communication protocols. 2.4 Use active listening and questioning techniques to clarify and confirm understanding 2.5 Clearly express own opinions and listen to the opinions of others without interruption
3. Carry out routine communications	3.1 Use written and other non-verbal communication techniques to convey accurate and factual information according to workplace communication protocols. 3.2 Clarify intended meaning with recipients 3.3 Use workplace communication devices required for the task according to equipment specifications and workplace procedures
4. Contribute to workplace communication	4.1 Respond to requests for information from colleagues in a timely manner 4.2 Contribute to work group activities and meetings 4.3 Clarify instructions from supervisor or colleagues 4.4 Seek feedback from supervisor or colleagues and incorporate into own communication

Foundation Skills

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

SKILL	DESCRIPTION
Reading	Interprets instructions and requirements in written automotive workplace material.
Digital literacy	- Uses digital systems and tools to: - communicate with others - access, extract, organise and present information.

Unit Mapping Information

Supersedes and is equivalent to AURAF103 Communicate effectively in an automotive workplace.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

Assessment Requirements for AURAF103 Communicate effectively in an automotive workplace

Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- 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

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including 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 or 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
- 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
 - intercoms and two-way radios
 - telephone systems, including mobile phones.

Assessment Conditions

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.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>