



**Australian Government**

# **AURFA103 Communicate effectively in an automotive workplace**

**Release: 1**

# AURFA103 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<br>1.2 Interpret and examine non-verbal information, as required<br>1.3 Choose communication method to suit audience and purpose<br>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<br>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.<br>2.4 Use active listening and questioning techniques to clarify and confirm understanding<br>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.<br>3.2 Clarify intended meaning with recipients<br>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<br>4.2 Contribute to work group activities and meetings<br>4.3 Clarify instructions from supervisor or colleagues<br>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          | <ul style="list-style-type: none"> <li>Interprets instructions and requirements in written automotive workplace material.</li> </ul>                                                                                                      |
| Digital literacy | <ul style="list-style-type: none"> <li>Uses digital systems and tools to:               <ul style="list-style-type: none"> <li>communicate with others</li> <li>access, extract, organise and present information.</li> </ul> </li> </ul> |

## 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>