



Australian Government

AURAMA001 Work effectively with others in an automotive workplace

Release: 1

AURAMA001 Work effectively with others in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to work effectively with a range of people in an automotive workplace. It involves identifying own and others' job roles, communicating appropriately, working in shared tasks, and dealing with issues, problems and conflicts.

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

Management, Leadership and Supervision

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. Determine own and others' roles and job requirements	1.1 Own and others' workplace responsibilities and duties are <i>identified</i> 1.2 Clarification is sought from colleagues and supervisor where uncertainty or overlap of job roles occurs 1.3 Communication with colleagues and others is performed in a

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	courteous manner, using language appropriate to the audience, and according to workplace procedures 1.4 Differences in personal values and beliefs of colleagues are accepted and professional behaviour maintained in all activities 1.5 Safe and appropriate workplace attire is identified, used and maintained
2. Work in shared tasks	2.1 Own and others' roles in shared tasks are determined and clarified 2.2 Participation in task planning is carried out as required, work-related information is shared, and constructive contributions are made 2.3 Work tasks are carried out according to personal roles and responsibilities and workplace requirements 2.4 Support is provided to colleagues to ensure tasks and goals are met, as required 2.5 Constructive feedback on performance provided by colleagues is requested, acknowledged, and acted on 2.6 Suggestions for improvements to processes are made and discussed with colleagues
3. Deal effectively with issues, problems and conflict in work groups	3.1 Personal issues that impact on own work and relationships with colleagues are discussed with supervisor, as required 3.2 Workplace issues with colleagues are identified, discussed and a resolution found according to workplace procedures 3.3 Difficult to resolve issues, problems and conflict are escalated to appropriate person according to workplace procedures

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
Learning skills to:	identify own skills and knowledge to perform the job and identify gaps.
Reading skills to:	access workplace procedures and identify and interpret sections relating to workplace diversity, equal opportunity, discrimination and conflict resolution

Skills	Description
	access and interpret work task instructions and work schedule requirements.
Oral communication skills to:	- clarify and confirm information and instructions using active listening and questioning techniques - speak clearly and directly to present problems or issues to appropriate person.
Planning and organising skills to:	plan own work requirements and prioritise actions to achieve required outcomes and ensure tasks are completed within workplace timeframes.

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.

Identification must be based on:	- information and instructions about: - objectives - performance requirements - workplace procedures.
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Unit Mapping Information

Equivalent to AURAMA2001 Work effectively with others

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 AURAMA001 Work effectively with others 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:

- work effectively with others in an automotive workplace, in which the work must involve:
 - participating in one shared work task involving two colleagues
 - providing support on a work task to a colleague
 - responding to feedback provided by a group member
 - facilitating the resolution of a work issue or problem.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- common types of automotive workplace job roles and accountabilities, including:
 - trainee assistant
 - technician
 - diagnostic technician
 - workshop supervisor
 - accounts person
 - sales person
 - business owner
 - customer
- key features of workplace policies and procedures, including:
 - codes of conduct, including those for workplace:
 - discrimination
 - violence, bullying and harassment

- disciplinary policies
 - leave policies
- basic communication techniques and styles for different audiences, including appropriate language, tone and emphasis
- fundamentals of working effectively with others, including:
 - active listening
 - establishing common goals
 - assigning roles
 - creating objectives and timelines
 - resolving conflicts quickly and fairly
- methods for obtaining and giving feedback, including:
 - formal and informal performance appraisal methods
 - verbal and non-verbal communication techniques
 - techniques for supporting work group members
- basic ethical principles of respect for persons, including:
 - understanding and respecting cultural differences
 - identifying common ground
- basic conflict-resolution strategies
- workplace procedures and requirements relating to personal presentation, attire and grooming.

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 worked effectively with others in an automotive workplace, e.g. supervisor performance reports.

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 repair workplace or simulated workplace
- commercially realistic range of diverse workplace colleagues
- documentation, including workplace policies and procedures manuals relating to ethics, employee and employer rights and responsibilities, attire and grooming, job descriptions and organisational charts.

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