



Australian Government

AURAMA002 Communicate business information in an automotive workplace

Release: 1

AURAMA002 Communicate business information in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to communicate business information effectively in verbal and written forms and through participating in meetings, and presenting information to others. It involves reaching agreement on work-related issues and formally communicating specific business information on a day-to-day basis using a range of communication devices and methods.

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. Communicate information verbally	1.1 Purpose of verbal communication is determined and communication style is chosen to suit audience and purpose 1.2 Information is delivered verbally using clear, succinct and unambiguous language and accurate industry terminology

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.
	1.3 Listeners are questioned to verify that information provided has been received and understood accurately 1.4 Clarification, rephrasing or additional explanations are provided as required 1.5 Verbal information received from others is listened to carefully, and clarified and confirmed with the speaker as required
2. Communicate information in writing	2.1 Purpose or objectives of written communication are determined and communication style is chosen to suit audience and purpose 2.2 Written text is drafted using correct vocabulary, grammatical structures and conventions 2.3 Text is logically structured, formatted and presented following workplace procedures 2.4 Text is checked to confirm that key messages are clear, succinct and unambiguous and meet intended purpose 2.5 Written information received from others is read carefully and information is clarified as required
3. Communicate in meeting	3.1 Purpose of meeting is identified and clarified as required 3.2 Meeting is attended and positive contribution to outcomes is made according to workplace meeting procedures and own level of responsibility 3.3 Own responsibilities relating to meeting outcomes are carried out according to workplace meeting procedures
4. Present information to others	4.1 Purpose for presenting information to others and features of the target audience are identified and clarified 4.2 Information to be presented is planned and organised logically 4.3 Resources needed to present information are identified and selected 4.4 Resources are checked prior to presenting information to ensure that they are functioning properly 4.5 Presentation is conducted as planned and appropriate responses to audience questions and feedback are provided 4.6 Audience feedback on presentation is reviewed to improve future practice
5. Discuss and resolve a workplace issue	5.1 Key factors and issues relating to a workplace issue are analysed 5.2 Key discussion points and suitable approach to discussion are planned 5.3 Discussion is conducted according to planned approach with solutions or outcomes acceptable to both parties negotiated and

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	agreed 5.4 Required follow-up action is carried out according to workplace procedures and further discussions with other parties conducted as required 5.5 Solutions or outcomes are documented 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
Numeracy skills to:	interpret and convey numerical or financial information in verbal information and written texts.
Digital literacy skills to:	- use digital systems and tools to: - communicate with others - access, extract, organise and present information.
Planning and organising skills to:	sequence and structure information to convey to others in a clear and logical manner.
Teamwork skills to:	work with others and in a team by using collaborative communication techniques.
Technology skills to:	operate equipment and technology to 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.

There is no Range of Conditions for this unit.

Unit Mapping Information

Equivalent to AURAMA2002 Communicate business information

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 AURAMA002 Communicate business information 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 and foundation skills:

- receive and respond to one piece of verbal communication relating to the automotive workplace that includes asking questions and providing responses
- receive and respond to one piece of written communication relating to the automotive workplace
- participate in one workplace meeting relating to the automotive workplace that includes asking questions and providing responses
- prepare and make one presentation of information relating to the automotive workplace
- prepare for and participate in one discussion to resolve a workplace issue and document the outcomes.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- automotive industry technical terms and their application to an automotive workplace
- use of communication systems, including email, telephone, intercom and social media
- procedures for communicating verbally, including:
 - active listening and questioning techniques
 - creating clear, succinct and unambiguous language
 - clarifying meaning
 - choosing language to suit audience
- procedures for communicating in writing, including:
 - accessing and interpreting key concepts of written material
 - organising responses to address questions and according to communication medium

- creating draft documents, including structure and formatting
- editing documents
- procedures for participating in meetings, including:
 - accessing and reviewing previous meeting minutes and agendas
 - contributing to meeting outcomes
 - determining own role in meeting outcomes
- procedures for presenting information, including:
 - determining target audience
 - determining presentation format, including choosing equipment and materials
 - delivering a presentation
- procedures for negotiating between parties, including:
 - determining key factors of issues
 - planning discussions
 - conducting discussions, including:
 - establishing rapport
 - acknowledging disagreements and the views of others
 - dealing constructively with differences
 - staying focused
 - making a strong case without overselling or becoming personal or aggressive
 - compromising to achieve realistic and achievable outcomes.

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 business information in an automotive workplace, e.g. emails, meeting minutes, or presentation slides.

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 internal and external customers with whom to communicate
- written communication from internal or external customers
- meetings to attend, including meeting agendas and previous minutes
- equipment and materials appropriate for workplace presentations.

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