



Australian Government

AURAMA003 Conduct information sessions in an automotive workplace

Release: 1

AURAMA003 Conduct information sessions in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to prepare and present information sessions conducted in an automotive workplace, and then follow up on their outcomes. It involves preparing and presenting technical workplace information in structured sessions with workplace participants.

It applies to those working in the automotive sales and service 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. Prepare for information session	1.1 Specific purpose and objectives of information session are determined and confirmed 1.2 Arrangements are made for session and participants are invited or notified of session in a timely manner 1.3 Equipment, tools and other resources required for session are

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.
	selected and sourced 1.4 Information to be communicated in session is planned, structured logically, and organised
2. Present information session	2.1 Reason for session and relevance of information being presented are clearly explained to participants 2.2 Information is presented clearly using resources and presentation techniques to enhance participant understanding 2.3 Session is delivered according to required objectives
3. Follow up outcomes of information session	3.1 Participants are encouraged to comment or ask questions relating to session and appropriate responses are provided 3.2 Participant feedback on session are sought and used to guide future information sessions 3.3 Actions required as a result of session are carried out

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 material relating to information session.
Writing skills to:	legibly and accurately present textual and numerical information in a documented format for the information session.
Oral communication skills to:	clearly and effectively present information using language, tone and pace appropriate to audience and purpose.
Numeracy skills to:	use mathematical ideas and techniques to ensure times are allocated and followed in the information session.
Digital literacy skills to:	- use digital systems and tools to communicate with others - access and organise information.
Technology skills to:	operate media devices and workplace technology to conduct an information session.

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>Arrangements</i> must include:	• time and place of session • session duration • number and type of participants for session.
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Unit Mapping Information

Equivalent to AURAMA3003 Conduct information sessions

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 AURAMA003 Conduct information sessions 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:

- plan and conduct two information sessions, each covering a different automotive technical or workplace topic
- during above sessions, demonstrate effective communication skills, including:
 - active listening
 - questioning techniques
 - collaborative activities.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- automotive industry technical terms and their application to an automotive workplace
- automotive industry technical information relevant to information session
- workplace procedures relating to conducting presentations, information sessions or meetings
- adult learning principles and training techniques
- types of information sessions, including:
 - demonstration
 - discussion and questioning
 - group work
 - simulations and role play
- presentation aids and materials, including:
 - computer simulations and presentations
 - diagrams, charts and posters

- models
- paper-based materials
- data projector and whiteboard
- techniques to evaluate presentation effectiveness, including:
 - critical friends
 - participant survey or written feedback
 - participant interviews.

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 the information sessions they have conducted in their workplace, e.g. copies of presentations delivered.

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
- participants to be involved in the information sessions specified in the performance evidence
- equipment, information, materials and tools appropriate for conducting information sessions
- computers, presentation media and business technology required to prepare information sessions.

Links

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