



Australian Government

AURAMA004 Maintain business image in an automotive workplace

Release: 1

AURAMA004 Maintain business image in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to monitor staff attire and grooming standards, maintain the physical appearance of the workplace, implement waste disposal processes, and promote business products and services.

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. Maintain physical appearance of the workplace	1.1 Cleanliness and tidiness of the workplace are maintained according to workplace procedures, local government requirements, and <i>safety requirements</i> 1.2 Workplace is kept free of rubbish and waste according to workplace procedures, local government requirements, and safety requirements

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 Defined areas for specific tasks are maintained according to workplace procedures 1.4 Maintenance plan is monitored to ensure facilities and equipment are regularly maintained 1.5 Workplace signage is clearly and appropriately displayed throughout the organisation
2. Monitor workplace attire and grooming standards	2.1 Expectations regarding attire and grooming are communicated to staff on a regular basis 2.2 Standards are updated as needs arise according to workplace requirements 2.3 Dress and grooming of staff are monitored to ensure standards are met 2.4 Breaches of standards are identified and staff informed
3. Monitor waste disposal processes	3.1 Waste disposal is monitored to ensure compliance with workplace procedures and local government requirements 3.2 Recycling opportunities are identified and implemented according to workplace procedures and local government requirements 3.3 Workplace environmental documents are maintained
4. Promote workplace products and services	4.1 Promotional activities are monitored to ensure planned implementation according to workplace procedures 4.2 Promotional activities are actively supported according to own role and 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
Reading skills to:	interpret relevant safety information, local government requirements, and workplace procedures.
Numeracy skills to:	use mathematical operations, including addition, subtraction, multiplication and division, to calculate quantities relating to housekeeping activities.
Planning and organising	plan own work requirements and prioritise actions to achieve

Skills	Description
skills to:	required outcomes and ensure tasks are completed within workplace timeframes.
Teamwork skills to:	work with staff and supervisors when monitoring and following procedures that impact on business image.
Technology skills to:	operate housekeeping and general office equipment.

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>Safety requirements</i> must include:	- work health and safety (WHS) and occupational health and safety (OHS) requirements, including procedures for: - manually handling goods - using cleaning chemicals and dangerous goods - selecting and using personal protective equipment (PPE).
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Unit Mapping Information

Equivalent to AURAMA3004 Maintain business image

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 AURAMA004 Maintain business image 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:

- maintain the business image of an automotive workplace over one week, including:
 - ensuring a clean and tidy appearance of the workplace
 - ensuring correct staff attire and grooming
 - ensuring waste is correctly disposed of
 - engaging in one promotional activity to the limits of own role.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- work health and safety (WHS) and occupational health and safety (OHS) requirements relating to maintaining business image in an automotive workplace, including procedures for:
 - manually handling goods
 - using cleaning chemicals and dangerous goods
 - selecting and using personal protective equipment (PPE)
- procedures for maintaining the physical appearance of an automotive workplace, including procedures for:
 - cleaning buildings, grounds and equipment
 - waste disposal and recycling processes, including designated locations for waste storage and collection
 - maintaining defined areas for specific tasks, including:
 - reception area
 - staff and public amenities

- service and repair work areas
 - monitoring maintenance plans
 - monitoring workplace signage, including:
 - checking currency
 - placement
 - condition
- procedures for monitoring workplace attire and grooming standards, including procedures for:
 - communicating requirements to staff
 - evaluating staff attire and grooming against workplace standards
- procedures for monitoring waste disposal processes, including:
 - workplace and local government requirements
 - recycling procedures for:
 - office waste
 - service and repair work area waste
 - waste collection schedules
- procedures for promoting workplace products and services, including:
 - basic principles of display and design, including layout and presentation
 - types of display areas, including:
 - signage and fixtures on floor
 - interior or exterior areas
 - permanent or temporary displays
 - publicly accessible areas
 - shelves and windows in areas
 - displaying products, including their rotation, maintenance, storage requirements, pricing and labelling
 - arranging advertising and promotional information.

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 maintained the business image of an automotive workplace, e.g. maintenance plans.

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
- workplace procedures relating to:
 - maintaining equipment and facilities
 - personal presentation, attire and grooming
 - waste disposal and recycling processes
- commercially realistic number of diverse staff working in an automotive workplace.

Links

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