



Australian Government

AURAMA102 Communicate business information in an automotive workplace

Release: 1

AURAMA102 Communicate business information 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 skills and knowledge required to communicate business information effectively in verbal and written forms and through participating in meetings and presentations. 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.

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 Management, Leadership and Supervision

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. Communicate information verbally	1.1 Determine purpose of verbal communication and choose communication style to suit audience requirements and purpose 1.2 Deliver information verbally using clear, succinct and unambiguous language and required industry terminology 1.3 Question listeners to verify that information provided has been received and understood as required 1.4 Provide clarification, rephrasing or additional explanations as required 1.5 Listen to verbal information received from others carefully, and clarify and confirm with the speaker as required

ELEMENTS	PERFORMANCE CRITERIA
2. Communicate information in writing	2.1 Determine purpose or objectives of written communication and choose communication style to suit audience and purpose 2.2 Draft written text using required vocabulary, grammatical structures and conventions 2.3 Structure text logically, format and present following workplace procedures 2.4 Check text to confirm that key messages are clear, succinct and unambiguous and meet intended purpose 2.5 Read written information received from others carefully and clarify information as required
3. Communicate in meeting	3.1 Identify purpose of meeting and clarify as required 3.2 Attend meeting and make positive contribution to outcomes according to workplace meeting procedures and own level of responsibility 3.3 Carry out own responsibilities relating to meeting outcomes according to workplace meeting procedures
4. Present information to others	4.1 Identify and clarify purpose for presenting information to others and features of the target audience 4.2 Plan information to be presented and organise logically 4.3 Identify and select resources needed to present information 4.4 Check resources prior to presenting information to ensure that they are functioning properly 4.5 Conduct presentation as planned and provide required responses to audience questions and feedback 4.6 Review audience feedback on presentation to improve future practice
5. Discuss and resolve a workplace issue	5.1 Analyse key factors and issues relating to a workplace issue 5.2 Plan key discussion points and suitable approach to discussion 5.3 Conduct discussion according to planned approach with solutions or outcomes acceptable to both parties negotiated and agreed 5.4 Carry out required follow-up action according to workplace procedures and further discussions with other parties conducted as required 5.5 Document solutions or outcomes according to workplace procedures

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
Learning	Locates required sources of information efficiently.
Numeracy	Interprets and conveys numerical information in verbal information and written texts.
Teamwork	Works with others and in a team by using collaborative communication techniques.
Planning and organising	Sequences and structures information to convey to others in a clear and logical manner.
Technology	- Operates equipment and technology - Uses digital systems and tools.

Unit Mapping Information

Supersedes and is equivalent to AURAMA002 Communicate business information 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>

Assessment Requirements for AURAMA102 Communicate business information in an automotive workplace

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

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

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods to locate and interpret information to be communicated in an automotive workplace, including:
 - information provided by customer and supervisor
 - manufacturer specifications and procedures or equivalent documentation
- workplace procedures required to communicate business information in an automotive workplace, including:
 - documentation procedures
- 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

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.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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