



Australian Government

AURAQA001 Contribute to quality work outcomes in an automotive workplace

Release: 1

AURAQA001 Contribute to quality work outcomes in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to achieve quality work outcomes in own work role by complying with environmental and legal requirements and by planning, preparing and monitoring own work outcomes.

It applies to those working in service, repair, sales or office administration job roles in the automotive industry.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Competency Field

Common

Unit Sector

Quality

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. Plan and prepare for quality outcomes in own work role	1.1 Quality work outcomes of own work role are identified and confirmed with supervisor 1.2 Individual quality performance indicators are identified and agreed with supervisor 1.3 Work plans and processes to achieve quality performance

Elements	Performance Criteria
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	indicators are reviewed and discussed with supervisor
2. Achieve and maintain quality work outcomes	2.1 Own work activities are carried out to reflect quality outcomes 2.2 Changes needed to ensure the quality of own work outcomes are implemented according to workplace procedures and within own level of responsibility 2.3 Quality performance indicators of own work are monitored and discussed with supervisor to meet changing circumstances 2.4 Loss and damage are minimised by monitoring work processes, reporting incidents to appropriate person according to workplace procedures, and following established risk control processes 2.5 Improvements and recommendations to improve quality outcomes are documented and communicated to supervisor 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
Reading skills to:	access and interpret operating instructions and quality information in workplace literature.
Writing skills to:	legibly and accurately complete workplace forms relating to work quality.
Oral communication skills to:	clarify and confirm key performance indicators (KPIs) and operational processes using active listening and questioning techniques.
Numeracy skills to:	carry out mathematical operations relating to time and quantity, including addition, subtraction, multiplication and division.
Initiative skills to:	recognise a potential improvement to processes or procedures and take appropriate action.
Planning and organising skills to:	prepare work plan, prioritise work and meet performance indicators.
Self-management skills to:	follow workplace procedures and work within parameters of own work role.

Skills	Description
Technology skills to:	• use relevant business or technical equipment to produce quality work outcomes.

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 AURAQA2001 Contribute to quality work outcome

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 AURAQA001 Contribute to quality work outcomes 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 the unit's elements, performance criteria and foundation skills:

- contribute to quality work outcomes in three different activities in an automotive workplace, in which the work must involve:
 - identifying quality performance indicators of the activity
 - demonstrating own ability to achieve quality performance indicators
 - demonstrating quality outcome improvements of each workplace activity.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- key features of basic quality concepts, including:
 - taking responsibility for own work
 - getting it right the first time
 - reducing variability
 - achieving customer satisfaction
- key features of workplace quality systems and procedures, including:
 - work instructions
 - safe work procedures
 - product specifications
 - equipment maintenance schedules
 - loss and damage control systems covering personal injury, plant, equipment and materials
- work planning processes and performance indicators, including:
 - prioritising tasks and time

- setting targets for own work
- identifying reasonable criteria for evaluating own work outcomes
- identifying measures to avoid wastage
- identifying reasonable criteria to judge internal and/or external customer satisfaction
- identifying processes to ensure a 'right first time' approach.

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 contributed to the quality of work outcomes in an automotive workplace, e.g. work 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:

- workplace or simulated workplace
- workplace procedures relating to quality requirements.

Links

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