



Australian Government

AURAF2003 Communicate effectively in an automotive workplace

Release 1

AURAF A2003 Communicate effectively in an automotive workplace

Modification History

Release	Comment
Release 1	Replaces AURC270789A Communicate effectively in the workplace Performance Criteria updated to reflect the automotive workplace

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes to communicate in an automotive workplace by oral and written means, including the use of automotive technical terminology and vehicle and component descriptions as they pertain to modern motor vehicles. Work requires individuals to communicate effectively with other persons in an automotive workshop or setting and includes communicating specific technical information. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	Work applies to day-to-day workplace communications and workplace correspondence relating to vehicle servicing and repair, technical workplace information, as well as general workplace communication procedures and instructions.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for communication activities	1.1. Documents, forms or other relevant sources of technical information are sourced 1.2. Items of stationery, documents or instructions appropriate to the method of communication are sourced 1.3. Communication procedures are determined to minimise task time
2. Read routine documents	2.1. Purpose of the text is understood and described 2.2. Main points or ideas identified by reading are presented and described 2.3. Meaning of new technical words are comprehended and applied 2.4. Meaning of key words and phrases is identified
3. Write routine texts	3.1. Routine texts of one or more sentences are composed according to workplace requirements 3.2. Routine forms are completed according to workplace requirements 3.3. Spelling, punctuation and grammar rules are followed 3.4. Texts are self-checked for accuracy and presented for progress checks by relevant persons
4. Contribute to workplace communications	4.1. Information is conveyed by appropriate means to ensure effective communication when sending or receiving information 4.2. Assistance is provided to colleagues in the workplace to foster common understanding 4.3. Requests for information from colleagues are determined and responded to
5. Operate workplace communication systems	5.1. Communication system functions are used according to communication requirements and workplace policy 5.2. Communication by telephone is carried out using customer relation practices according to workplace policy and procedures 5.3. Communication by computer is carried out according to workplace policy and procedures 5.4. Messages are responded to promptly and returned if required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - communicate ideas and information utilising plain English literacy and communication skills in relation to writing, reading and understanding workplace documents
 - oral communication skills in relation to conveying and receiving workplace information
- initiative and enterprise to identify sources of information, assistance and expert knowledge to expand knowledge, skills and understanding
- literacy skills to:
 - understand written workplace procedures
 - read, interpret and follow information on written instructions, specifications, standard operating procedures, charts, lists, drawings and other applicable reference documents
- numeracy skills to understand numbers and mathematical units
- planning and organising skills to:
 - plan and organise activities which communicate standard procedures
 - plan and organise activities to take or leave a telephone message
- problem-solving skills to:
 - recognise a workplace problem or a potential problem
 - refer problems outside area of responsibility to appropriate person and suggest possible causes
- self-management skills to:
 - select and use appropriate written materials, processes and procedures
 - recognise limitations and seek timely advice
 - follow workplace documentation, such as codes of practice and operating procedures
- teamwork skills to work with others and in a team by distributing information to team members
- technical skills to collect, organise and understand information relating to technical automotive workplace information
- technology skills to use relevant workplace technology related to communicating effectively in an automotive workplace by written or oral means

Required knowledge

- workplace forms, documents and stationery
- common automotive terminology
- manufacturers repair manuals
- enterprise policies and procedures including:
 - workplace document style, format and layout

REQUIRED SKILLS AND KNOWLEDGE

- workplace communication procedures
- workplace documents
- telephone protocols and operating procedures
- worksite reporting procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria and required skills and knowledge.

A person who demonstrates competency in this unit must be able to:

- write short routine texts using correct spelling, punctuation and grammar
- read, interpret and apply routine texts in the workplace
- interpret and convey workplace information
- apply and demonstrate workplace procedures for incoming and outgoing telephone calls
- maintain workplace communications, including documents.

Context of and specific resources for assessment

Competency is to be assessed in the workplace or a simulated workplace environment that accurately reflects performance in a real workplace setting.

Assessment is to occur:

- using standard workplace practices and procedures
- following safety requirements
- applying environmental constraints

Assessment is to comply with relevant:

- regulatory requirements
- Australian standards
- industry codes of practice

The following resources should be made available:

- a workplace or simulated workplace
- documentation, such as enterprise sample policies and procedures manuals relating to workplace communication procedures
- workplace documents, telephone protocols and operating procedures
- enterprise or sample stationery, documents and forms

EVIDENCE GUIDE

	• access to workplace or similar communication systems.
Method of assessment	Assessment must satisfy the endorsed Assessment Guidelines of this Training Package. Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with the application of required skills and knowledge. Assessment methods must be by direct observation of tasks and include questioning on required skills and knowledge to ensure correct interpretation and application. Competence in this unit may be assessed in conjunction with other units which together form part of a holistic work role. Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate the needs of diverse clients. Assessment processes and techniques must be culturally sensitive and appropriate to the language, literacy and numeracy capacity of the candidate and the work being performed.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Documents, forms or other relevant sources of technical information may include:

- manufacturers repair manuals
- enterprise policies and procedures
- job cards
- work instructions
- workplace forms, documents or stationery
- telephone operating procedure.

Effective communication may include:

- communicating by most appropriate means including face to face, telephone, written or electronic means
- speaking clearly
- writing legibly
- using eye contact
- using appropriate body language.

Communication system functions may include:

- telephone use and system operating procedures such as:
 - transferring calls
 - calls on hold
 - messaging
- computer
 - emails
 - file transfers
 - document distribution.

Unit Sector(s)

Competency field	Common
Unit sector	Foundation Skills

Custom Content Section

Not applicable.